Warm Springs Extension
Title VI Equity Analysis Report

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Prepared jointly by CDM Smith and the San Francisco Bay Area Rapid Transit District,

Office of Civil Rights

Bay Area Rapid Transit

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Warm Springs Extension
Title VI Equity Analysis Report

Executive Summary

In June 2011, staff completed a Title VI Analysis for the Warm Springs Extension Project (Project). Per the Federal Transit Administration (FTA) Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 1, 2012), the District is required to conduct a Title VI Service and Fare Equity Analysis (Title VI Equity Analysis) six months prior to revenue service. Accordingly, staff completed an updated Title VI Equity Analysis for the Project's service and fare plan, which evaluates whether the Project's proposed service and fare will have a disparate impact on minority populations or a disproportionate burden on low-income populations based on the District's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted by the Board on July 11, 2013 and FTA approved Title VI service and fare methodologies.

Discussion:

The Warm Springs Extension will add 5.4-miles of new track from the existing Fremont Station south to a new station in the Warm Springs district of the City of Fremont, extending BART's service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs district, are not served by the BART fixed guideway system.

Proposed Service and Fare Plan:

Staff developed four service plan options to provide service to the new Warm Springs/South Fremont Station (Warm Springs), a temporary service plan as BART waits for its new rail cars. The options are:

- Option 1: Extend Green line to Warm Springs with Daly City terminus station [weekdays]
- Option 2: Extend Orange Line to Warm Springs [weekdays]
- Option 3: Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]
- Option 4: Short BART shuttle train (Shuttle) between Fremont and Warm Springs [weekdays]

For all the above options, on evenings (after 7 pm) and weekends, the Orange Line will service the Warm Springs/South Fremont Station with 20 minute headways. The station will eventually be served by both the Green Line and Orange at the same frequencies and over the same daily time period as the existing Fremont Station.

BART proposes to apply its existing distance-based fare structure to calculate fares for the new service. No new surcharges are proposed for fares to, or from, the new Warm Springs/South Fremont Station, and all existing discounts will be applied to these fares as part of the extension of BART's distance-based fare structure.

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Title VI Service Equity Analysis Findings:

The Title VI Service Equity Analysis includes a demographic and travel time assessment of the Warm Springs' projected ridership.

The demographic assessment evaluates whether the projected riders benefitting from the new Warm Springs service are predominately minority or low-income when compared to BART's four-county system-wide population, based on US Census 2010 data. The assessment also evaluates whether riders who may be adversely effected by a service option are disproportionately minority or low-income.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects disproportionately affect protected populations. All four service plan options provide a service benefit to the Warm Springs ridership. The demographic assessment found that the projected riders benefitting from the new service are 78.8% minority and 24.7% low-income. The study further found that only Service Option 3 would result in some adverse impacts, a decrease in service at three San Francisco stations. The demographic assessment found that these three station's riders were not disproportionately or predominately minority or low-income, as defined by BART's DI/DB Policy.

Accordingly, the study found that minority or low-income riders will not be disproportionately affected by adverse impacts resulting from Option 3, or any of the Options. Instead, the service will predominately benefit minority riders. Accordingly, no disparate impact or disproportionate burden was found on minority or low-income populations.

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. The results of the travel time assessment found that the Project would benefit all populations, including minority and low-income, within the Project catchment area. With Project service, all populations are expected to experience the same time savings of 11.85 minutes between Warm Springs and the Fremont Station, a 55.8% reduction in travel time. Staff also found that travel times are not expected to change for riders of existing stations, as a result of any of the proposed options. As a result, the study found that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden on their travel times with the new service.

Fare Equity Analysis:

The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no adverse effect on riders. Public input confirmed this finding. During both 2011 and 2015 surveys, the majority of surveyed riders (approximately 70%) assessed the proposed fare as reasonable and not adverse. Since there is no adverse effect on riders, the study found that the proposed Warm Springs fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

Public Participation:

Staff conducted extensive and inclusive multilingual public participation for the Title VI Analysis. From March 7th through March 12, 2015, five outreach events were held in the Warm Springs catchment area and in San Francisco. Project outreach consisted of two components:

- Informing the Warm Springs community of the new service and the proposed fare, application of BART's existing distance-based fare structure to this new service, and
- Performing outreach for the four system-wide service plan options, focusing on the three stations--Glen Park, Balboa Park and Daly City--where service might be impacted by the opening of Warm Springs.

Additionally, input was sought from BART's Title VI & Environmental Justice (Title VI/EJ) Advisory Committee.

Survey respondents preferred Service Option 1. Support for this option included respondents from the Warm Springs area, as well as San Francisco riders, primarily riders using Glen Park, Balboa Park and Daly City.

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Section 1: Introduction

The Title VI Service and Fare Equity Analysis for the Warm Springs Extension Project (Project) evaluates whether the service and fare plan for this Project may disproportionately and adversely affect minority and low-income riders.

This study was conducted pursuant to the FTA's Title VI requirements and guidelines, including but not limited to, FTA Title VI Circular 4702.1B "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*" (Circular). This report determines if the new service and new fare proposed for the Warm Springs Expansion would have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).[1]

In accordance with the District's adopted DI/DB Policy, for new service, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of Project riders that are protected and the proportion of protected system-wide riders is equal to or greater than 10%. BART proposes to apply its existing distance-based fare structure to determine the Project's new fares. The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. Although the proposed Warm Spring fares would not result in a fare change under the DI/DB Policy, this Title VI Analysis includes a New Fare Findings section, which provides the demographics of Warms Spring study area populations compared to BART's overall ridership and an equity finding regarding the proposed fare-setting.

This report includes the following sections:

1. **Project Description:** A description of the proposed Warm Springs service and fare plan, as well as a demographic summary of the Project area riders.
2. **Methodology:** A description of the methodology used to evaluate the effects of the proposed plan on minority and low-income riders.
3. **Findings:** A detailed description of the study's findings and conclusions of the Project's proposed service and fare plan.
4. **Public Outreach:** An overview of the public outreach efforts and a summary of public input received from riders affected by the Warm Springs Extension Project's proposed service.
5. **Proposed Service Options Description:** A comparison across the four Service Options is provided in Appendix B.

[1] BART's DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013.

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Section 2: Project Description

The Warm Springs Extension will add 5.4-miles of new tracks from the existing Fremont Station south to a new Station in the Warm Springs District of the City of Fremont, extending BART's service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs District are not served by the BART fixed guideway system; therefore, the Project is a new service.

2.1 Project New Service and Fare

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for the new Warm Springs/South Fremont Station. BART has developed four service plan options to provide service to the new Warm Springs Station, listed in detail below in Table 1. The station will eventually be served by both the Green Line and Orange at the same frequencies and over the same daily time period as the existing Fremont Station.

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Table 1: Warm Springs Extension – Service Plan Options

	Option 1	Option 2	Option 3	Option 4
Description	*Extend Green line to Warm Springs [Operate one route weekdays to WSX]*	*Extend Orange Line to Warm Springs [Operate one route weekdays to WSX]*	*Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]*	*Short BART shuttle train between Fremont and WSX on weekdays with Orange Line service at all other hours*
Green Line Service Change	• Weekday service to WSX from 4:00 AM to 7:00 PM	• None	• Weekday service to WSX from 4:00 AM to 7:00 PM • All Trains turnaround at 24th Street Station instead of Daly City	• Shuttle train serves route to accommodate WSX and maintain line frequency during weekday 15-minute system service.
Orange Line Service Changes	• Weekday service to WSX 7:00 PM to Midnight • Saturday Service to WSX 6:00 AM to Midnight • Sunday Service to WSX from 8:00AM to Midnight	• Weekday service to WSX from 4:00 AM to Midnight • Saturday Service to WSX from 6:00 AM to Midnight • Sunday Service to WSX from 8:00 AM to Midnight	• Weekday Service to WSX from 7:00 PM to Midnight • Saturday Service to WSX 6:00 AM to Midnight • Sunday Service to WSX from 8:00 AM to Midnight	• Weekday service to WSX 7:00 PM to Midnight • Saturday Service to WSX from 6:00 AM to Midnight • Sunday Service to WSX from 8:00 AM to Midnight
Other Service Changes	• None	• None	• None	• None
Service Increases	• Green Line service to WSX when it operates and Orange Line at all other times	• Orange Line service to WSX at all times	• Green Line service to WSX when it operates and Orange Line at all other times	• Rail shuttle service to WSX weekdays every 15 minutes during the day • Orange Line service to WSX nights & weekends every 20 minutes
Service Decreases	• None • 9-minute transfer for Downtown Oakland and Richmond riders for WSX only	• WSX riders must transfer at Fremont for SF bound trains • 6-minute transfer for Transbay riders before 7 PM on weekdays WSX only	• Green Line service ends at 24th Street • 9-minute transfer for Downtown Oakland and Richmond riders for WSX only	• One-seat ride not available on WSX weekdays from 4:00 AM to 7:00 PM when ridership highest • 9-minute transfer penalty at Fremont for all WSX riders connecting to Green Line and 4-minute transfer for Orange Line

BART is proposing to apply its existing distance-based fare structure to calculate fares for the BART extension from the Fremont Station to the new Warm Springs/South Fremont Station. Similarly, all existing discounts will be applied to the new fare as an extension of BART's distance based fare

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structure. No new surcharges are proposed to be assessed for trips at the Warm Springs/South Fremont Station.

2.2 Alternative Modes

Alternative modes between Fremont BART Station and the new Warm Springs Station include bus routes operated by Alameda-Contra Costa Transit District (AC Transit) and Santa Clara Valley Transportation Authority (VTA).

Table 2: Alternate Modes Service Levels

Service Parameter	Existing Service				Future Service (Project)
	AC Transit Route 212	AC Transit Route 215	AC Transit Route 217	AC Transit Route 239	BART
Fares	$2.10	$2.10	$2.10	$2.10	Proposed $0.40 - $0.45[2]
One-Way Travel Time	18 Minutes	20 Minutes	29 Minutes	18 Minutes	9.4 Minutes
Hours of Operation	7:00 AM to 12:30 AM	6:00 AM to 8:00 PM	5:30 AM to 11:00 PM	6:30 AM to 10:00 PM	4:00 AM to 12:00 AM
Headways	30 Minutes	45 Minutes	30 Minutes	45 Minutes	15 Minutes - weekdays until 7PM. 20 Minutes – weekdays after 7PM & weekends

*Travel time comparison offered for information purposes only.

There is no indication that AC Transit will discontinue providing these bus services between the Fremont BART Station and the Warm Springs area once revenue service is commenced for the Project.

VTA's BART Transit Integration Plan (BTIP) will evaluate the VTA transit network and how it can be optimized with the addition of the new BART Stations in Berryessa, Milpitas (BART Silicon Valley Berryessa Extension – Phase I), and Warm Springs. Based on the results of the BTIP, VTA may alter its service in the Warm Springs area. As of the publication of this report, the results of the BTIP are not yet known.

[2] A trip between Warm Springs Station and all stations besides Fremont, Union City, and South Hayward is proposed to have a distance-based increment of $0.40 or $0.45 added to the current fare between that station and Fremont. For example, the current fare between Fremont and MacArthur Station is $4.35; applying the existing distance-based fare structure, the fare between Warm Springs/South Fremont Station and MacArthur is proposed to be $0.45 more, or $4.80. The East Bay Suburban Zone Fare, equal to the minimum fare (currently $1.85), will apply to trips between Warm Springs and Union City Station or South Hayward Station.

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2.3 Prospective Project Ridership

When analyzing the effects of the Project service it is important to consider prospective ridership.

A demographic profile has been developed for the prospective ridership of the Warm Springs/South Fremont Station, based on population data using the US Census 2010.

2.3.1 Definitions:

For this analysis, BART's four-county service area definitions and thresholds for minority and low-income populations are used. The definitions and thresholds are described as follows:

- Minority Definition: Pursuant to the Circular and Federal guidelines, minority populations are defined as individuals who have identified themselves to be American Indian and Alaska Native; Asian; Black or African American; Hispanic or Latino; or Native Hawaiian or Other Pacific Islander.
- Low-Income Definition: BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for higher incomes in the Bay Area as compared to the rest of the United States. The 200 percent threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission (MTC) in its February 2009 Equity Analysis Report. This definition takes into account both the household size and household income, the combinations of household size and income that are defined as "low-income" are as follows:

Table 3: 2012 Poverty Guidelines: Federal* and the BART Service Area

Persons in family/household	Poverty Guideline (Federal)	200% (BART Service Area)
1	$11,170	$22,340
2	$15,130	$30,260
3	$19,090	$38,180
4	$23,050	$46,100
5	$27,010	$54,020
6	$30,970	$61,940
7	$34,930	$69,860
8	$38,890	$77,780

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

BART's four-county service area minority population is 59.4% (US Census) and four-county service area low-income population is 25.4% (ACS 2008-2012).

2.3.2 Project Catchment Area:

The Warm Springs/South Fremont Station's prospective ridership is projected to come largely from areas designated in Figure 1 as the Warm Springs catchment area. A detailed methodology of how

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the Project catchment area was developed is in Section 3 of this report. In developing the project catchment area, the goal was to define an area where a majority of riders will reside.

2.3.3 Prospective Project Ridership Demographics:

Based on an analysis of census data covering the catchment area, prospective ridership for the Warm Springs/South Fremont Station is projected to be 78.8% minority and 24.7% low-income.

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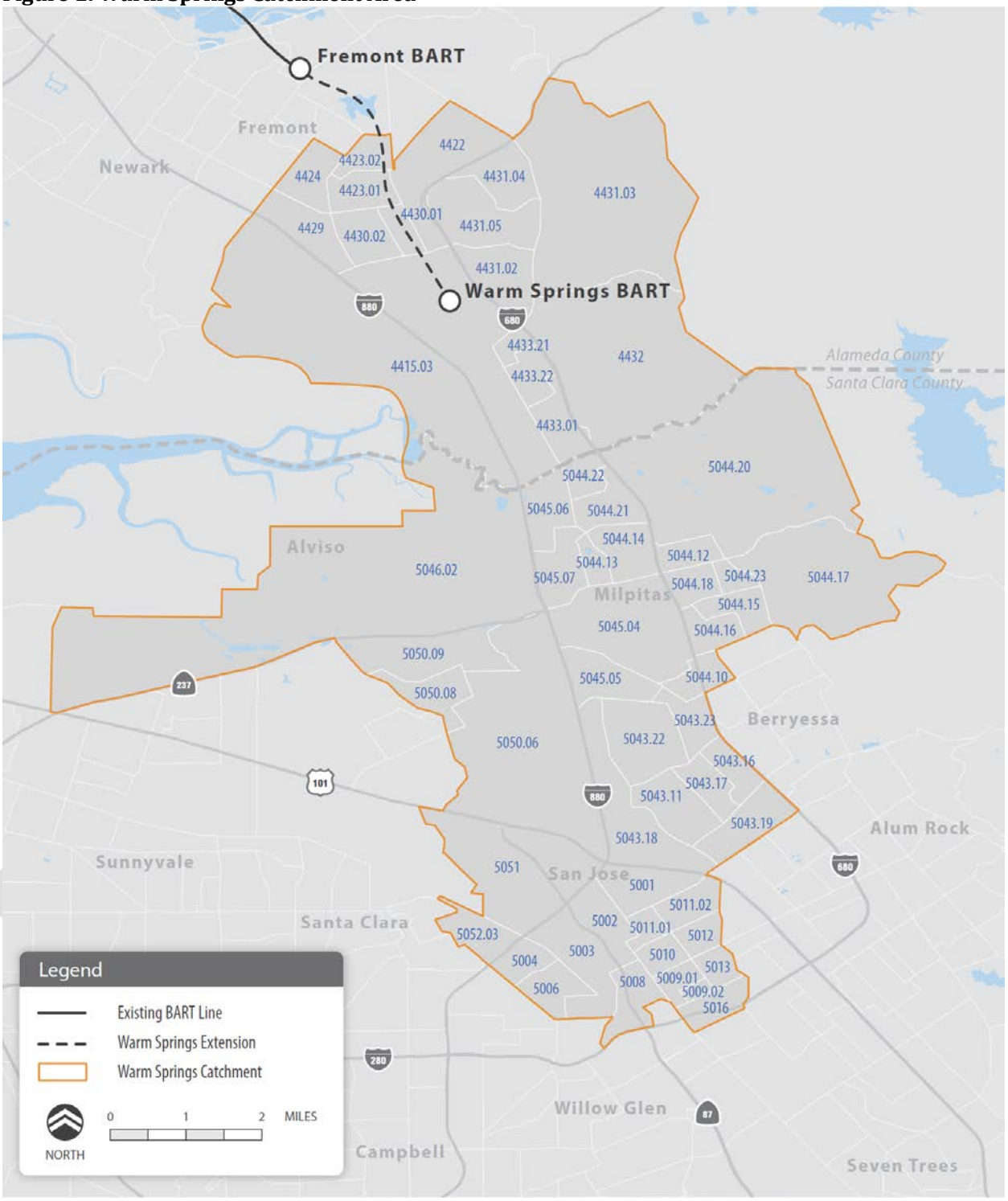
Figure 1: Warm Springs Catchment Area



2.3.4 Ridership Data:

Ridership data is gathered via surveys. Ridership demographics were collected through a public outreach survey, distributed in March 2015, targeted at current and potential BART riders. Surveys were distributed at the Fremont, Balboa Park, and Daly City BART Stations, the Milpitas Library, and were also available online. The survey instrument was designed to generate a profile of current and future BART riders who might be impacted by the opening of the new Warm Springs/South Fremont Station. The survey was used to determine their existing travel behaviors, solicit input on future travel choices in the context of a new station at Warm Springs, and solicit feedback on applying BART's distance-based fare structure to the new station. A total of 777 surveys were collected (428 responses from the online survey). Ridership demographics collected from the survey are displayed below in Table 4. For further information about BART's Warm Springs Title VI Outreach, please see the Public Participation Report.

Table 4: Survey Demographic Summary

	All Respondents	
	Percent	**Sample Size**
Gender		
Male	58.2%	
Female	41.6%	
Total	**100%**	**740**
Ethnicity		
White	50.1%	
Black/African American	3.8%	
Asian or Pacific Islander	40.4%	
American Indian or Alaska Native	.3%	
Other or Multiple Race	5.4%	
Total	**100%**	**688**
Hispanic, Latino, or Spanish Origin	12.5%	
Total		**735**
Minority	53.5%	
Non-Minority	46.5%	
Total	**100%**	**701**
Annual Household Income		
Under $25,000	7.7%	
$25,000 - $29,999	2.0%	
$30,000 - $39,999	2.7%	
$40,000 - $40,999	3.7%	
$50,000 -$59,999	4.0%	
$60,000 - $74,999	7.7%	
$75,000 - $99,999	12.7%	
$100,000 and over	59.5%	
Total	**100%**	**598**
Limited English Proficient (LEP)		
Yes	19.5%	
No	80.3%	
Total	**100%**	**416**

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

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Section 3: Methodology

The methodology used for this study analyzes the effect of the new service and new fare on minority and low-income riders. Pursuant to the FTA Circular 4702.1B, BART staff developed major service change and fare change methodologies that were reviewed and approved by the FTA in May 2013 and January 2014.

BART's Title VI service and fare methodologies are also consistent with BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy). The Board adopted this Policy on July 11, 2013 following extensive public engagement that included staff presentations to the Title VI and Environmental Justice Advisory Committee and focus group meetings with local transportation equity advocacy groups.[3]

3.1 New Service Analysis

Pursuant to the FTA Circular and BART's DI/DB Policy, BART's New Service Analysis will include a demographic and travel time assessment of the Warm Springs catchment area. This section describes the methodology to complete both assessments.

3.1.1 Demographic Assessment:

- Description: The New Service Demographic Assessment compares the proportion of minority and low-income populations projected to use the new Project to BART's four-county minority and low-income populations.
- Data Used: US Census 2010 and American Community Survey (ACS) 2008-2012.
- Requirement: Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a demographic assessment is required for any major service change.

Step 1: Identify the Data Source

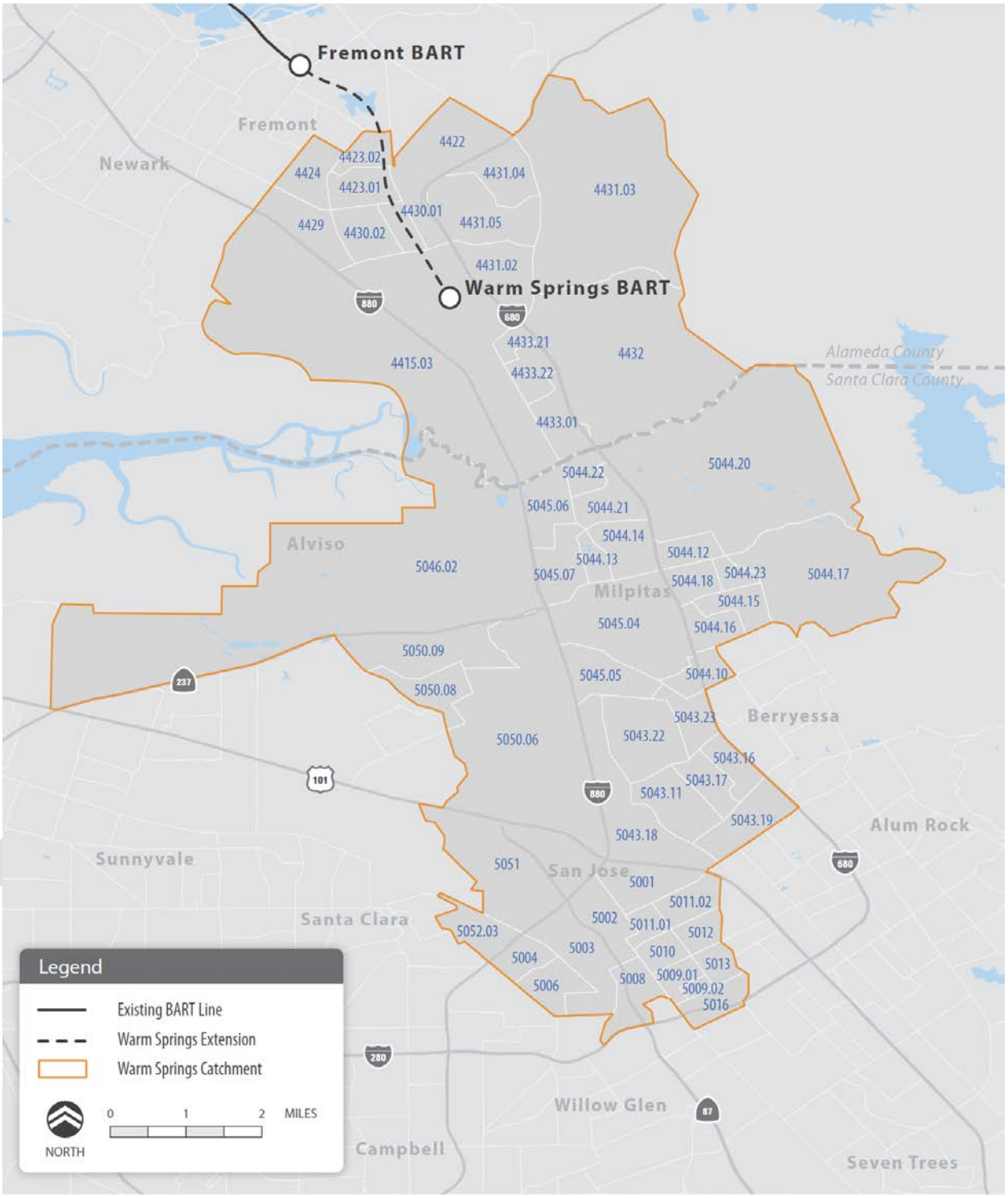
US Census 2010 ACS 2008-2012 data was used to project potential riders using the Warm Springs Station. The US Census 2010 and ACS 2008-2012 provides population and demographic data at the census tract level in the Warm Springs catchment area.

Step 2: Determine Project Catchment Area

The project catchment area is shown again in **Figure 2**.

[3] Additionally, the DI/DB 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.

Figure 2: Warm Springs Catchment Area



The project catchment area used for this analysis is based on the definition used in the 2011 Warm Springs Title VI Equity Analysis. As a new end-of-the-line station, Warm Springs will likely attract many riders currently traveling to the Fremont Station from areas south, as well as those within close proximity of the new Warm Springs Station.

Data from the Metropolitan Transportation Commission (MTC) and Association of Bay Area Governments (ABAG) (modeled by Fehr and Peers for BART) was initially used in the 2011 Warm Springs Title VI Equity Analysis to identify the core Project study area. The study area was then expanded slightly to the north based on that model's assignment of some MTC Traffic Analysis Zones (TAZs) to include Irvington in the study area, assuming those TAZs would represent at least a portion of Warm Springs ridership. This set of TAZs was correlated to census tracts as the preferred geography to provide demographic data for the Title VI Equity Analysis.

Additionally, for reference, BART's 2008 Fremont Station Profile Survey (SPS) provided data on home-origin locations for those riders accessing BART in Fremont, further informing the potential Warm Springs study area. Due to the presence of a significant cluster of current BART patrons living in downtown San Jose (an area beyond what the model indicated as a primary ridership area), the study area was extended south to encompass this predominantly low-income, non-minority population.

The linking of the modeled study area and ridership concentrations in downtown San Jose resulted in appending contiguous tracts along key corridors. Primary access between Warm Springs and downtown San Jose is via I-880, so all census tracts within ½ mile of the freeway were added to the study area. The Warm Springs study boundary follows tract boundaries, inclusive of 50 whole tracts. Large portions of two additional tracts were also included in the study area. Portions left out were comprised mainly of uninhabited wetland areas. In total, the Warm Springs Project study area covers 52 census tracts in southern Alameda County and northern Santa Clara County.

It is important to note that the catchment area for this current Title VI Equity Analysis Report (and the 2011 Warm Springs Title VI Equity Analysis) is different from the catchment area studied in the Warm Springs 2006 Environmental Impact Statement (EIS). The 2006 EIS, conducted under Circular 4702.1A, reviewed 2000 US Census data for demographics of populations impacted by the construction and operation of the new station, not necessarily for prospective ridership. In the 2006 EIS demographic data was examined for populations residing within the Warm Springs Extension project corridor (½ mile of the alignment between the Fremont Station and the Warm Springs Station). The 2006 EIS showed that all census tracts within a ½ mile of the Project alignment were predominately minority, while only some census tracts within a ½ mile of the Project alignment were predominately low-income.

BART's goal for expanding the catchment area for the Title VI Analysis, as compared to the 2006 EIS Project study area, was to define a location where a majority of the potential Project riders will reside. The study area includes some communities that will eventually be within the primary study areas for other BART Stations once VTA extends BART service to the south, for example, census tracts in the vicinity of the future Milpitas and Berryessa BART Stations.

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Step 3: Determine the share of protected riders for the Project Catchment Area

For this analysis, BART's four-county service area definitions and thresholds for minority and low-income populations are used. Each census tract within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the four-county service area average based on the minority and low-income population definitions and thresholds defined in Section 2.2. Below, **Figure 3** and **Figure 4**, display census tracts within the catchment area where the percentage of minority and low-income populations exceeded the four-county service area average.

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Figure 3: Percent Minority by Census Tract

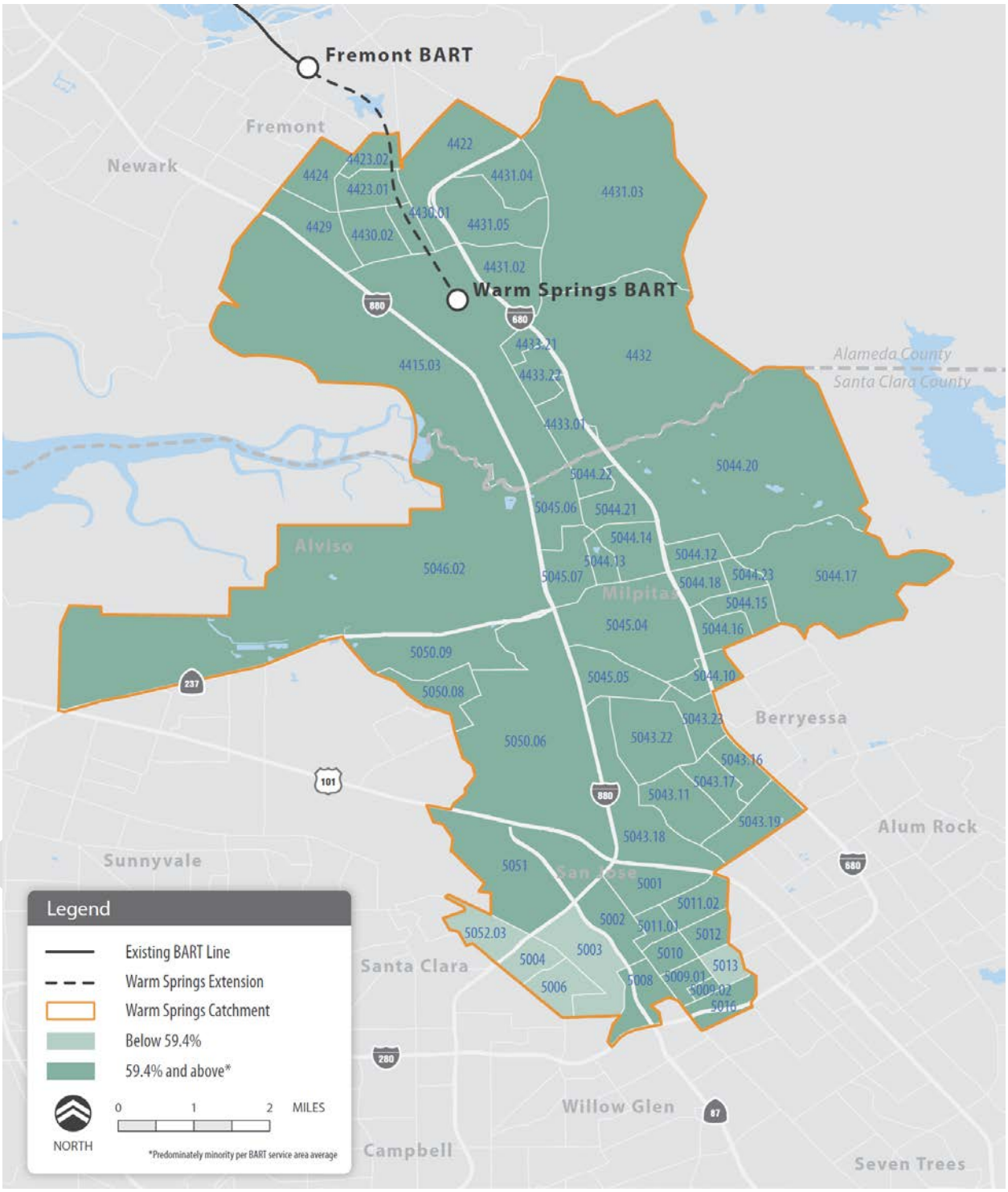
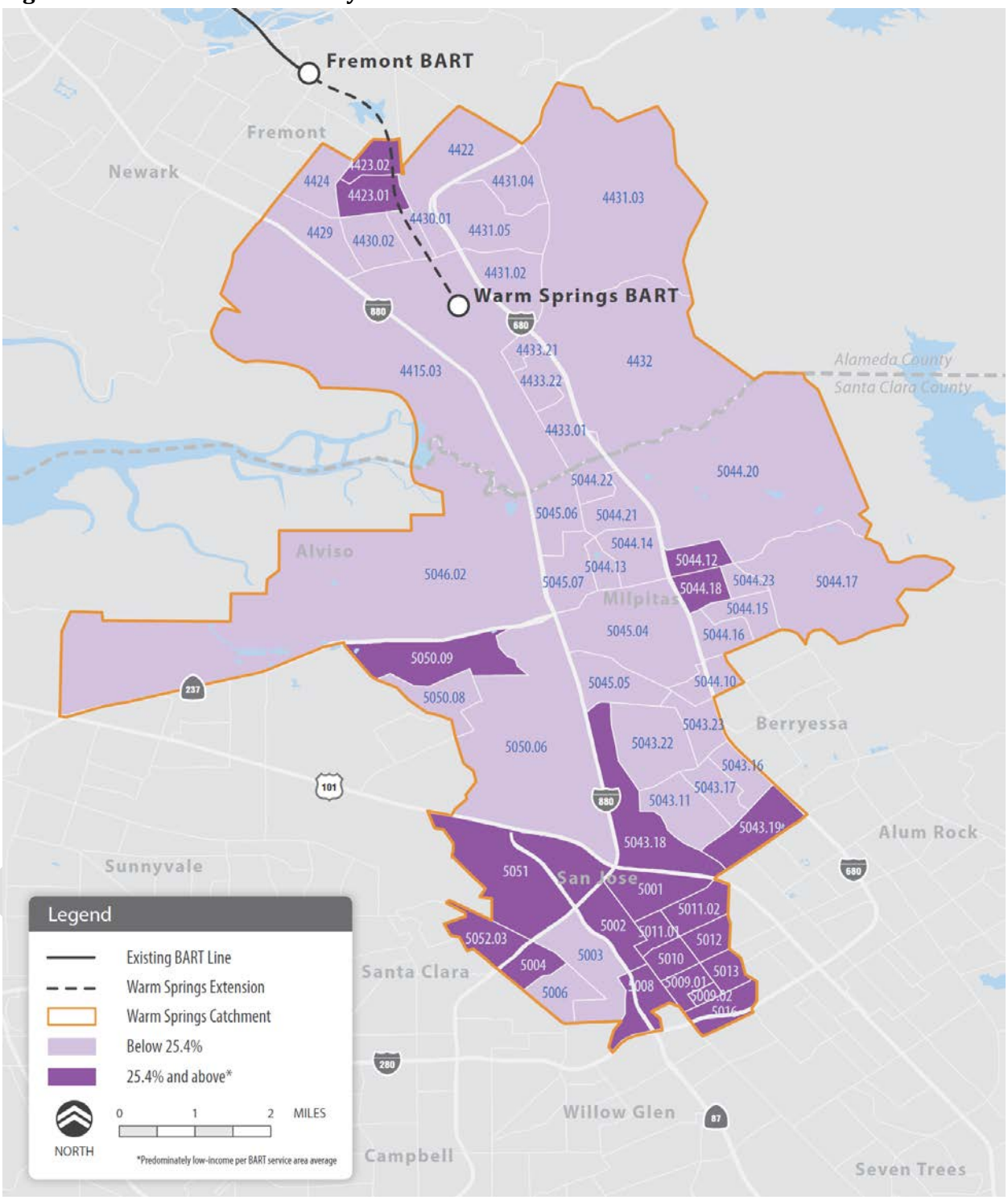


Figure 4: Percent Low-Income by Census Tract



Step 4: Determine the share of protected riders for overall BART ridership

For the New Service Demographic Assessment, BART's system-wide minority and low-income populations was determined by the 2010 US Census and ACS 2008-2012, respectively. According to the US Census 2010, BART's four-county service area minority population is 59.4% and according to ACS 2008-2012, BART's four-county service area low-income population is 25.4%.

Step 5: Apply BART's Disparate Impact and Disproportionate Burden Policy

Pursuant to the Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact if the new service benefits protected populations. For this new service affected populations includes ridership for the new service and also includes ridership for any existing lines where service will change because of the new service. For new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

Step 6: Alternative Measures

If this service impact assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these 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 change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

3.1.2 Travel Time Assessment: Warm Springs Catchment Area

- Description: The New Service Travel Time Assessment compares the travel time between the Proposed Warm Springs Station and the existing Fremont Station before and after the new service.
- Data Used: US Census 2010, American Community Survey (ACS) 2008-2012, AC Transit Existing Bus Schedules, and the 2011 Warm Springs Extension Project Title VI Equity Analysis.

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- Requirement: Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a travel time assessment is required for any major service change and US Census population data should be used for this analysis.

Step 1: Identify the Data Source

US Census 2010 ACS 2008-2012 data was used to project potential riders using the Warm Springs Station. The US Census 2010 and ACS 2008-2012 provides population and demographic data at the census tract level in the Warm Springs catchment area.

Travel time data for BART service between the proposed Warm Springs Station and the existing Fremont Station is taken from the 2011 Warm Springs Extension Title VI Equity Analysis. In addition, AC Transit's existing bus transit schedule is used to determine alternative travel times.

Step 2: Determine Project Catchment Area

The project catchment area is the same as defined above in section 3.1.1 Demographic Assessment.

Step 3: Determine the share of protected riders for the Project Catchment Area

For this analysis BART's four-county service area definitions and thresholds for minority and low-income populations are used (Section 2.3). BART's four-county service area minority population is 59.4% (US Census) and four-county service area low-income population is 25.4% (ACS 2008-2012).

Based on 2010 US Census data the minority population for the Warm Springs Station is 78.8%; and based on 2008-2012 ACS data the low-income population for Warm Springs Station is 24.7%.

Step 4: Determine the percent change in travel time, before and after service change

The New Service Travel Time Assessment compares the travel times between the proposed Warm Springs Station and the existing Fremont Station before and after the Project new service for populations within the catchment area. Existing travel times are based on existing AC Transit bus routes running from Warm Springs to the Fremont BART Station. The AC Transit bus routes included are the 212, 215, 217, and 239 routes; the average travel time among these routes are 21.25 minutes (Table 2). Travel times with the Project new service are taken from the Title VI Equity Analysis for the Warm Springs Extension Project conducted in 2011. The 2011 Report states that BART trains will operate from 4:00 AM to 12:00 AM at intervals of 6 to 9 minutes. Travel time will be substantially less than local bus service because BART will make no stops between the stations; the anticipated travel time is 9.4 minutes, allowing for station access time. Consistent with the 2011 Report, the expected travel time between the Warm Springs Station and the Fremont Station via the new service is expected to be 9.4 minutes[4] (also consistent with Project EIR).

The existing and future travel times are assigned to the protected and non-protected populations within the catchment area. Travel times for minority and low-income populations are compared to the travel time for non-minority and non-low-income populations.

[4] Travel time is nominally 6 minutes in the schedule. 9.4 minutes allows for station access time.

Step 5: Apply BART's Disparate Impact and Disproportionate Burden Policy

Pursuant to the Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact if the new service benefits protected populations. For this new service affected populations includes ridership for the new service and also includes ridership for any existing lines where service will change because of the new service. For new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

Step 6: Alternative Measures

If this travel time assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these 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 change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new service.

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Section 4: Service Analysis Findings

The findings from the New Service Change Analysis indicate that Warm Springs Extension Project service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders.

4.1. Demographic Assessment Findings:

4.1.1 Projected Ridership, New Service:

The New Service Demographic Assessment estimates the proportion of minority and low-income populations projected to use the new Warm Springs Station, as compared to BART's four-county minority and low-income populations. The demographic assessment evaluates whether the projected riders benefitting from the new Warm Springs service are predominately minority or low-income when compared to BART's four-county system-wide population, based on US Census 2010 data. The assessment also evaluates whether riders who may be adversely effected by a service option are disproportionately minority or low-income. The results of this assessment are shown in Table 5.

Table 5: Protected Share of Ridership

	BART Four-County Service Area	Warm Springs Catchment Area	Percent Difference
Minority	59.4%	78.8%	-19.4%
Low-Income	25.4%	24.7%	0.7%

Compared to BART's four-county service area, the projected ridership for the Warm Springs/South Fremont Station is estimated to be predominately minority. The Project's ridership is 19.4% more minority than BART's four-county service area. The share of the Project ridership that is minority or low-income when compared to BART's four-county service area protected ridership does not exceed the DI/DB Policy's 10% threshold: the low-income ridership is higher by 0.7%. Since the DI/DB Policy's 10% threshold is not exceeded, the finding is made that the ridership is not disproportionately or predominately low-income. Regardless, of whether the new service benefited or burdened its prospective ridership, such benefit or burden would not be disproportionately borne by low-income riders.

4.1.2 Existing Line Ridership:

The demographic assessment of the Service Impact Assessment analyzes the proportion of minority and low-income populations affected by the Project's service plan options. The results of this assessment are shown in Table 6. All four service plan options provide a service benefit to the Warm Springs ridership. The stations with service increases benefit a predominately minority

ridership compared to BART's four-county service area percentages. Service Option 3 would result in some adverse impacts, a decrease in service at three San Francisco stations. In Option 3, where service decreases exist, the ridership is neither predominately minority nor predominately low-income. The difference between the affected stations' minority population and the overall BART system is 8.2%, which does not exceed the DI/DB Policy's 10% threshold. Furthermore, in Option 3, the affected population has a lower low-income population compared to BART's four-county service area, which also does not exceed the DI/DB Policy's threshold. The Warm Springs new service increase, across all options, will benefit predominately minority riders. Anticipated adverse effects will occur with Option 3, but those effects are not borne by a disproportionate minority or low-income ridership. Accordingly, BART finds that protected riders will not experience a disproportionate adverse impact as a result of the Project.

Table 6: Share of Protected Riders for Affected Populations

	BART 4-County Service Area	Option 1		Option 2		Option 3		Option 4	
		Percent Share	Percent Difference	Percent Share	Percent Difference	Percent Share	Percent Difference	Percent Share	Percent Difference
Service Increase									
Minority	59.4%	78.8%	19.4%	78.8%	19.4%	78.8%	19.4%	78.8%	19.4%
Low-Income	25.4%	24.7%	-0.7%	24.7%	-0.7%	24.7%	-0.7%	24.7%	-0.7%
Service Decrease									
Minority	59.4%	N/A	N/A	N/A	N/A	67.6%	8.2%	N/A	N/A
Low-Income	25.4%	N/A	N/A	N/A	N/A	24.1%	-1.3%	N/A	N/A

Further information about the service options can found in Appendix B, for information purposes only.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects of a service change are disproportionately borne by protected populations. Here, the new service will not adversely affect its protected ridership, originating from the Warm Springs catchment area, because the Project will provide better service, frequent headways, and travel time savings. Instead, the projected ridership, which is predominately minority, will enjoy new benefits as a result of the change. Accordingly, no disparate impact was found on protected populations because the service change will benefit, not burden, its predominately protected ridership. Therefore, minority riders will not experience a disparate impact and low-income riders will not experience a disproportionate burden from the Project.

4.2 Travel Time Assessment Findings

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. Here, the travel time assessment compares travel times between the proposed Warm Springs Station and the existing Fremont Station before and after the new

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service for protected and non-protected populations[5]. With Project service, protected and non-protected populations are expected to experience the same time savings of 11.85 minutes between Warm Springs and the Fremont Station; a 55.8% reduction in travel time. These results find that the Project would benefit all populations, including minority and low-income, within the Project catchment area. Furthermore, travel times are not expected to change for riders of existing stations, as a result of any of the proposed options. Since protected and non-protected populations experience the same travel time savings, the DI/DB Policy's 10 % threshold is not exceeded. The finding is made that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden with the new service. The results of this assessment are shown below in Table 7.

Table 7: Travel Time Assessment: Protected and Non-Protected Populations

	Average Wait Time (Existing)	Average Wait Time (Future)	Time Difference	Percent Change
Entire Population	21.25	9.40	-11.85	-55.8%
Minority Population	21.25	9.40	-11.85	-55.8%
Non-Minority Population	21.25	9.40	-11.85	-55.8%
Difference between Minority and Non-Minority	**0.00**	**0.00**	**0.00**	**0.0%**
Low-Income Population	21.25	9.40	-11.85	-55.8%
Non-Low-Income Population	21.25	9.40	-11.85	-55.8%
Difference between Low-Income and Non-Low-Income	**0.00**	**0.00**	**0.00**	**0.0%**

4.3 Project Benefits and Burdens

Under the New Service analyses performed, the Project would benefit all populations, including minority and low-income communities in the surrounding areas. Minority and low-income populations will not only have improved access to transit (the new BART extension will add an additional transportation mode to the Fremont/Warm Springs area) but will also experience travel time savings. Headways will be reduced by over 50% (Table 7), and there will be enhanced service consistency due to consistent headways and the fact that BART Warm Springs extension, as a new fixed guideway is not dependent on road or traffic conditions compared to alternate modes serving the area (Table 2).

[5] Protected populations refer to minority and low-income populations. Non-protected populations refer to non-minority and non-low-income populations.

Public comments collected by BART during its weeklong outreach in March 2015 support the findings that the new service would benefit, not adversely affect all riders; and therefore, there is no disparate impact on minority populations and no disproportionate burden on low-income populations.

Feedback was positive for the opening of the new Warm Springs/South Fremont Station. For example, one comment received stated: "*Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!"* In addition public comments received inquired about further extending the BART line past Warm Springs to Milpitas and San Jose*: "I'm pleased at the extension of BART to additional users in the south bay..."* However, customers did comment about the frequency of trains, especially with the addition of the new station: "Provide trains more frequently because the number of people commuting is more." Survey respondents were diverse and represented protected populations (see Table 4). For more information on BART's Warm Springs Title VI Outreach please refer to the Public Participation Report located in Section 6 of this Equity Analysis Report.

In accordance with FTA Circular 4702.1B, and as outlined in paragraph 3 of BART's DI/DB Policy, and using BART's FTA concurred Service Methodology, any major service change must be assessed using two separate analyses, a demographic assessment and a travel time assessment. Section 4, as described above competes both of these analyses. The demographic assessment did not find a disproportionate adverse impact on protected riders. The travel time evaluation was conducted of the average travel time between the Project location and Fremont BART Station, comparing the average travel time with and without the new Project on protected and non-protected riders. The results of the travel time assessment show that protected and non-protected riders are anticipated to experience almost equal reductions to travel time with the Project service and will not result in a disparate impact to minority riders or disproportionate burden for low-income riders. Accordingly, the proposed Project's new service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders but rather will provide a benefit to projected riders by offering faster, more frequent service, to Project riders who are predominately minority.

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Section 5: Fare Analysis Findings

This section reports on the demographics of Warm Springs study area populations compared to BART's overall ridership to determine if the projected Warm Springs ridership is more minority or low-income than BART's system-wide ridership. This section also includes a description of the proposed fare-setting for the new Warm Springs service and an equity finding regarding the proposed fare-setting.

5.1 Warm Springs Study Area Populations: Demographic Data Source

Demographics for Warm Springs study area populations are provided by responses to surveys administered in 2011 as part of BART's public outreach efforts undertaken for the BART to Warm Springs Extension Project, as reported in the Title VI analysis dated June 22, 2011, "Warm Springs Extension Project Title VI Equity Analysis." BART used a survey to solicit input from public meeting attendees, with special emphasis on gaining input from minority, low-income, and Limited-English proficient populations, and BART riders accessing the Fremont BART Station. The survey instrument was designed to generate a profile of BART riders (primarily those that utilize the Fremont BART Station) and their existing travel behaviors. The survey solicited input on future travel choices in the context of a new station at Warm Springs, potential station characteristics and amenities, and proposed fares for the new Warm Springs station. English versions of the survey form are included in Appendix A.

The survey was distributed and collected at two BART community meetings: in Fremont on April 27, 2011 and in Milpitas on April 28, 2011. Surveys were also distributed on trains at the Fremont BART Station and on VTA buses. For surveys on BART trains, surveyors made several runs throughout the day originating from the Fremont BART Station to points throughout the BART system. For surveys on VTA buses, surveys were primarily collected on Route 181, which begins at the San Jose-Diridon Caltrain Station and ends at the Fremont BART Station. Surveyors began each shift by taking Caltrain to San Jose-Diridon and then distributed surveys on Route 181 in the northbound direction.

The survey periods were designed to capture a variety of travel conditions, including weekdays and weekends, as well as the AM and PM peak commute periods. BART surveys were collected on April 29 and 30 and May 2 and 3, 2011, while VTA surveys were collected from May 3 to May 5, 2011. In all, a total of 1,346 surveys were collected (1,281 surveys from distribution on BART trains and VTA buses, and 65 from the two BART community meetings).

5.2 Survey Findings: Demographics

The 2011 survey results for Warm Springs study area populations are compared to 2014 Customer Satisfaction Survey results, which report on BART's overall ridership.

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5.2.1 Minority

A "non-minority" classification refers to those who identified themselves in the survey as "white." A "minority" classification includes the combined responses from all other races or ethnic identities. Respondents to the 2011 survey are 70.3% minority compared to 62.0% of BART riders who are minority, based on results from BART's 2014 Customer Satisfaction Survey.

5.2.2 Income

The survey that provided data for the 2011 "Warm Springs Extension Project Title VI Equity Analysis" asked respondents to report their incomes based on the following four income categories:

- Less than $22,000
- $22,000 - $44,000
- $45,000-$75,000
- $75,000+

To determine if a survey respondent is "low-income," BART and the Metropolitan Transportation Commission (MTC) consider both the respondent's household size and income level. At the time of the 2011 analysis, the MTC definition of low-income was $44,000 or less for a household of four people. The Warm Spring Extension Project survey, however, did not ask respondents to identify their household size. Instead, regarding respondent income status, the 2011 analysis made the following statement: "Approximately 27% of survey respondents could potentially be classified as 'low-income' according to the MTC definition ($44,000 or less for a family of four)."

To compare the Warm Springs income survey results to BART"s overall ridership, 2014 Customer Satisfaction Survey data are used. The eight income ranges used in the 2014 Customer Satisfaction Survey, which are more granular than the 2011 survey, are the following:

- 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+

The nearest income range of the 2014 Customer Satisfaction Survey ends at $39,999 instead of the MTC's $44,000. Thus, in order to compare results from the two surveys, "low-income" for the 2014 Customer Satisfaction Survey is defined as a respondent's having an income under $40,000 and a household of any size. Since household size is not factored in, this low-income definition is more inclusive because it captures more respondents as being "low income"; for example, a respondent is identified as "low-income" when he makes $39,000 whether he is single or has several other people in his household. When this more inclusive definition is applied, 31.1% of BART's overall riders are low-income.

The results of the above demographic analysis are summarized in Table 8 below.

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Table 8: Demographic Analysis

	2011 Warm Springs Equity Analysis Survey	2014 Customer Satisfaction Survey	% Difference
Minority	**70.3%**	**62.0%**	**+8.3%**
Non-Minority	29.7%	38.0%	
Low-Income	**27.0%**	**31.1%**	**-4.1%**
Non-Low Income	73.0%	68.9%	

These results indicate that Warm Springs 2011 survey respondents are more minority than BART's overall ridership and less low-income.

5.3 Survey Findings: Public Outreach

5.3.1 2011 Warm Springs Survey

Based on public comment from the 2011 Warm Springs survey, 70% of respondents feel the proposed fare is reasonable/appropriate for trips beginning in Warm Springs, while 30% believe it to be too high. A larger proportion of low-income respondents than non-low-income respondents said the fare would be too high; a larger proportion of minority respondents than non-minority respondents said the fare would be too high. Many people indicated concerns about BART costs on survey forms, not only in relation to the Warm Springs Extension, but also for BART service in general.

A total of 349 "write-in" responses were provided. These comments and concerns covered a variety of issues related to BART. A sample of the most relevant and frequent comments about the cost of BART is provided below:

- *"BART is amazing, thank you for expanding! However, I am a poor college student and I wish the costs were lower."*
- *"Overall, the cost of BART is too high. Please help reduce the cost."*
- *"Thanks to BART and public transportation! It is the key to help our planet protect our environment. Also, it helps citizens save money on gas and it's less stress than to drive everywhere. Bravo! I hope Warm Springs BART is built, but make it cheap and affordable, so more people will be encouraged to take BART and the bus. Thanks!"*

However, survey comments received about BART service and the Warm Springs Extension were overwhelmingly supportive. A sample of these comments is provided below:

- *"Have been waiting, love to see BART coming to Warm Springs."*
- *"I can't wait until the Warm Springs station is a reality."*
- *"Terrific! Let's go to Santa Clara too."*

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5.3.2 2015 Warm Springs Survey

The 2015 outreach survey included a question asking respondents to provide any general comments about BART's proposed fare for Warm Springs/South Fremont Station. Approximately 71% of survey respondents (sample size 418) are in favor of BART extending its distance-based fare structure to apply to the Project. Of these survey respondents, 42.1% were minority and 57.7% were non-minority. Responses to the 2015 survey fare question indicated 44.1% minority respondents (compared to 33.2% non-minority respondents) support the extension of the distance-based fare to Warm Springs.[6] Comments regarding the Project's proposed fare included: *"Distance-based cost of travel on BART is a fair system."* and "*Worth the extra money*." Examples of respondent comments that did not support the proposed fare include *"Too expensive for daily commuters"* and *"I think they should add .25 instead of .35."*

5.4 Alternative Transit Modes Including Fare Payment Types

BART operates a heavy rail system, which is the mode that will connect Fremont Station with the new Warm Springs/South Fremont Station, as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. AC Transit provides bus service between the existing Fremont Station and the new Warm Springs Station with these routes: 212, 215, 217, and 239.

The Santa Clara Valley Transportation Authority (VTA) has several express bus routes (Routes 120, 140,180, 181) that provide express service that begins and ends at the Fremont Station but all the bus stops for these routes are at least a mile away from the new Warm Springs station. Therefore, existing VTA routes are not considered to provide alternative transit service to the new Warm Springs service. For VTA, express bus routes and fares to the new Warm Springs Station have not yet been established and thus cannot be assessed in this analysis. As noted above, based on public comment from the 2011 Warm Springs survey, which included VTA riders, 70% of respondents feel the proposed fare is reasonable/appropriate for trips beginning in Warm Springs, while 30% believe it to be too high. A larger proportion of low-income respondents than non-low-income respondents said the fare would be too high; a larger proportion of minority respondents than non-minority respondents said the fare would be too high. Many people indicated concerns about BART costs on survey forms, not only in relation to the Warm Springs Extension, but also for BART service in general.

Current fares for service between Fremont Station and Warm Springs/South Fremont Station provided by BART and AC Transit are compared in the chart on the next page.

[6] Numbers are tabulated based on respondents completing all parts of survey question 7 and 9 to determine minority and non-minority response to BART's proposed fare. Therefore, sample sizes are less than the total 777 survey responses. Due to rounding, percentages may not add to 100%.

	Local Cash Fare	Day Pass
BART	$1.85*	n/a
AC Transit: Routes 212, 215, 217, and 239	$2.10**	$5.00

*A trip between Warm Springs Station and all stations besides Fremont, Union City, and South Hayward is proposed to have a distance-based increment of $0.40 or $0.45 added to the current fare between that station and Fremont. The East Bay Suburban Zone Fare, equal to the minimum fare (currently $1.85), will apply to trips between Warm Springs and Union City Station or South Hayward Station.
**Fare paid with Clipper is $2.00.

BART is proposing to charge the current minimum fare of $1.85 for a BART trip that begins at Fremont and ends at Warm Springs (or vice versa), which is lower than both AC Transit's local cash fare of $2.10 and Clipper fare of $2.00. A trip between Warm Springs Station and all stations besides Fremont, Union City, or South Hayward would have a distance-based incremental amount of $0.40 - $0.45 added to the current fare, and each of these incremental amounts is lower than AC Transit's local cash fare. For trips between Warm Springs and Union City Station or South Hayward Station, the East Bay Suburban Zone fare, equal to the minimum fare (currently $1.85), would apply. The East Bay suburban zone fare has been part of BART's fare structure since 1975, and the minimum fare is charged for trips in the zone that range from 6.3 miles to 13.0 miles on the Pittsburg/Bay Point, Fremont, Richmond, and Dublin/Pleasanton lines. The East Bay suburban zone fare was intended to build ridership between suburban stations and in so doing also to promote tripmaking that fills a BART seat twice during a single run in the peak period. The current $1.85 East Bay suburban zone fare is lower than AC Transit's local cash fare.

A rider could pay a fare using AC Transit's day pass that would be less expensive than the $1.85 or the $0.40/$0.45 incremental BART fare only if they took more than a certain number of trips on a given day, as shown in the chart below:

AC Transit Day Pass Price	$1.85 Min BART Fare Rider Takes:	$0.40 Incremental Fare BART Rider Takes:
$5.00	3+ trips per day	13+ trips per day

Accordingly, for trips between the new Warm Springs Station and Fremont, applying BART's existing distance-based fare structure will not be more expensive than fares for existing transit alternatives.

5.4 Proposed Fares for Warm Springs

Proposed fares for service between the Fremont Station and the new station in the Warm Springs District of Fremont would be calculated by applying BART's existing distance-based fare structure. For example, the current fare between Fremont and MacArthur Station is $4.35; applying the existing distance-based fare structure, the fare between Warm Springs Station and MacArthur is proposed to be $0.45 more, or $4.80. As has been done throughout the East Bay portion of the BART system, the East Bay suburban zone fare will be applied so that the minimum fare is charged for trips between Warm Springs Station and stations located between six and 13 miles from Warm Springs, i.e., Union City Station and South Hayward Station. No new surcharges are proposed to be assessed for trips to or from the Warm Springs Station. Thus, the Warm Spring fare-setting

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proposal would not be a fare change; it would not increase or decrease BART's distance-based fares. Additionally, while Warm Springs is a new fare for new service, it is comparable to new fares for similar new service recently opened by BART, such as West Dublin/Pleasanton. The current fare between the recently opened West Dublin/Pleasanton Station and the adjacent station at Dublin/Pleasanton is $1.85, identical to the fare proposed for the trip between Fremont and Warm Springs Stations. In addition, the West Dublin/Pleasanton fares had the East Bay suburban zone fare applied so that the minimum fare is charged for trips between stations located from six to 13 miles from West Dublin/Pleasanton Station, i.e., Castro Valley and Bay Fair.

5.5 Equity Finding for Proposed Warm Springs Fares

The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. Because BART fares are unchanged, there is no adverse effect on riders. Since there is no adverse effect on riders, the proposed Warm Springs fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

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Appendix A: 2011 Warm Springs Survey

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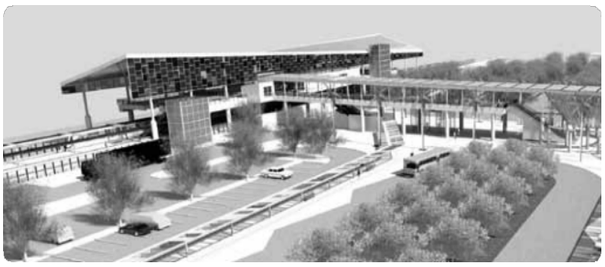

Warm Springs Survey

BART needs your input on several aspects of the Warm Springs project. Please answer the questions below for each topic and turn in your survey at the end of this meeting. Thank you!

Riding BART

1. Do you currently ride BART?

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

2. Do you get on BART at the Fremont Station?

☐ Yes No, I get on at _____

3. What is your usual BART destination station? _____

Do you use other stations? If so which ones? _____

4. How do you currently get to BART?

- ☐ Drive alone
- ☐ Carpool
- ☐ Dropped off
- ☐ Public Transportation (AC Transit, VTA) Bike
- ☐ Walk
- ☐ Combination _____
- ☐ Other: _____

5. How long does it take you to get from your house to the Fremont BART Station? _____

ACCESS TO WARM SPRINGS BART STATION

BART is looking for your thoughts regarding how you will access the Warm Springs BART Station. The station will be located in the Warm Springs District in the City of Fremont.

6. If you were to use the Warm Springs Station, how would you likely get to the station?

- ☐ Drive alone
- ☐ Carpool
- ☐ Dropped off
- ☐ Public Transportation (AC Transit, VTA) Bike
- ☐ Walk
- ☐ Combination _____
- ☐ Other: _____

BART SERVICE PLAN FOR THE WARM SPRINGS STATION

7. If you were to use the BART Warm Springs Station, rather than transfer, where would you like direct service?

☐ Downtown Oakland/Berkeley/Richmond Downtown San Francisco/Daly City

PARKING OPTIONS AT THE WARM SPRINGS STATION

8. What types of parking are most useful for you as a BART rider? (Select one or more)

- ☐ Monthly Reserved Parking
- ☐ Daily Fee Parking
- ☐ Single Day Reserved Parking
- ☐ Airport/Long Term Parking
- ☐ Carpool Parking

STATION AMENITIES

9. What types of station retail vendors would you like to see at the Warm Springs BART Station? (Select one or more)

- ☐ Post Office
- ☐ Dry Cleaners
- ☐ Book Store/Newsstand
- ☐ Coffee Shop/Snack Bar
- ☐ Other: _____

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Thank you for your time www.bart.gov

WARM SPRINGS TRAVEL TIME

10. Compare the estimated travel times between the Warm Springs and Fremont BART Stations:

FREMONT **WARM SPRINGS**

BART	DRIVING + PARKING	BUS
6 MINUTES *BART Service between Warm Springs and Fremont Station.* Travel time on BART to Fremont BART platform.	**18-19 MINUTES** *Driving between Warm Springs and Fremont Station* Travel time includes parking and walking to Fremont BART platform.	**29-30 MINUTES** *AC Transit Route 215 between Warm Springs and Fremont Station.* Travel time includes walking to Fremont BART platform.

Approximate travel times between Warm Springs (South Grimmer Boulevard & Warm Springs Boulevard) and Fremont BART.

11. Will the shorter travel time using BART between Warm Springs and Fremont impact the way you travel? If so, how?

_____

FARES

An estimated fare from Warm Springs to Berkeley, San Francisco or other BART stations might be about 40 cents more than the fare from the Fremont Station. For example, in 2015, a trip from the Fremont Station to Downtown Berkeley is estimated at

$4.50, while a trip from the Warm Springs Station to Downtown Berkeley would be $4.90 (40¢ more).

12. Compared to travel from the Fremont Station, what do you think of the proposed additional fare from Warm Springs?

☐ It is reasonable/appropriate ☐ It is too high ☐ It is too low

13. Based on what you know about the estimated travel time and fare, would new Warm Springs BART service affect how often you use BART?

☐ Definitely ride BART more often ☐ Probably ride BART less often

☐ Probably ride BART more often ☐ Definitely ride BART less often

☐ I will ride BART about the same amount ☐ Don't know

_____

A FEW QUESTIONS ABOUT YOURSELF

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

☐ Under $22,000 ☐ $45,000 - $75,000 ☐ Don't know

☐ $22,000 - $44,000 ☐ Over $75,000

15. What is your race or ethnic identification? (Select one or more)

☐ American Indian or Native ☐ Black/African American ☐ White

☐ Asian or Pacific Islander ☐ Spanish, Hispanic or Latino ☐ Other: _____

16. What type(s), if any, of community-based organizations do you participate in?

_____

17. do you or anyone from your household speak a language other than English at home? If so, what language?

_____

18. Do you or anyone in your household consider themselves limited English proficient (speaks English less than very well)?

☐ Yes ☐ No

19. Do you have any additional comments or concerns?

_____

20. Your Contact Information (Optional)

BART respects your privacy. Information on this survey will be treated confidentially and will be used only for BART transit planning.

Name: _____ City: _____ Phone: _____

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Appendix B: Proposed Service Options Description

As described in Section 1, BART has developed four service plan options to provide service to the new Warm Springs/South Fremont Station, a temporary service plan as BART waits for its new rail cars. The options are summarized below:

- Option 1: Extend Green line to Warm Springs with Daly City terminus station [weekdays]
- Option 2: Extend Orange Line to Warm Springs [weekdays]
- Option 3: Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]
- Option 4: Short BART shuttle train (Shuttle) between Fremont and Warm Springs [weekdays]

For all the above options, on evenings (after 7 pm) and weekends, the Orange Line will service the Warm Springs/South Fremont Station with 20 minute headways. The station will eventually be served by both the Green Line and Orange at the same frequencies and over the same daily time period as the existing Fremont Station.

These Options were also presented to the public and community leaders for their feedback on these key service changes. The following section evaluates the effect of the service options across factors including vehicle load, transfer time, wait time, and frequency.

The following, Table A, summarizes the affected stations for each of the Project options.

Table A: Affected Stations by Service Plan Options

	Option 1	Option 2	Option 3	Option 4
Service Increase Stations	Warm Springs	Warm Springs	Warm Springs	Warm Springs
Service Decrease Stations	None	None	Glen Park; Balboa Park; Daly City	None

Each service plan option will be evaluated based on the following alternative service impact measures.

Vehicle Load: The extension of the BART system to the Warm Springs Station will result in an increase in ridership and increased vehicle load may occur. Vehicle load refers to the capacity of passengers on trains. BART has established a goal for peak (115 passengers per train) and off-peak (63 passengers per train) periods. The plan options will be assessed to determine their comparative impact on existing vehicle load levels.

Transfer Time: The service plan options' integration of the Warm Springs/South Fremont Station into existing service results in different transfer times for each service plan option. Each option is assessed to determine the number of riders impacted. BART staff provided ridership forecasts for

Warm Springs/South Fremont Station. To analyze transfer time impacts on trip travel times, typical destinations to the different lines were assessed. Furthermore, travel times are evaluated of existing service, before and after the addition of the Project.

Wait Time and Frequency*:* The service plan options will make adjustments to existing service resulting in changes to wait times and frequency for trains. Each service plan option will be analyzed for expected wait times at affected existing stations. These expected wait times will be compared to existing wait times to determine a comparison of each service plan options impact

- Existing average wait times for each BART station are based on peak hour station entries and train frequencies. Using station entries and train frequencies, the average wait time for 5, 10, and 15 minute headway trains were determined. The average wait times for the three types of train headways are weighted based on each station's hourly quantity of train frequencies to determine station specific wait times. Future average wait times for service plan options are calculated based on service increases and service decreases of each service plan option. Average wait times for each BART station are assigned to census tracts within the catchment area of the corresponding BART station to determine the demographics of the affected population. For Option 3, Green Line service to Glen Park, Balboa Park, and Daly City stations will be eliminated. In order to analyze this change, existing wait time for these stations include wait times for any of the four lines coming through the stations. Future wait times for these stations are comprised of wait times for any of the three lines; in addition, Green Line riders heading toward Hayward, South Hayward, Union City, Fremont, or Warm Springs will be required to transfer at Bay Fair further increasing these riders' wait times. Peak and off-peak analyses are conducted for Option 3.

Findings

This evaluation compares service impact measures across BART's the four service plan options.

Vehicle Load

The existing AM inbound and PM outbound vehicle load levels are shown below in Table B. Among the four lines, the Green line is ranked the highest and second highest for existing vehicle load level with the Orange line being the lowest

Table B: Existing Peak Vehicle Load Levels

Line	AM Peak Hour		PM Peak Hour		Low-income	Minority
	Average Load	Rank	Average Load	Rank		
Green Line	132	1	133	2	Yes	Yes
Blue Line	129	2	137	1	Yes	Yes
Yellow Line	118	4	126	3	No	No
Orange Line	93	5	94	5	Yes	Yes
Red Line	123	3	122	4	Yes	Yes

Note: November/December 2014 averages; Average load shows average people per train car. Low-income and minority status of lines based on station catchment areas and BART's four county service area based on BART Title VI 2013 Triennial Update.

The following provides a description on how each service plan option may impact vehicle load levels.

- **Option 1**. This option extends the Green Line to service Warm Springs Station. Vehicle load will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. Minimal vehicle load impacts will also occur on Orange, Yellow and Blue lines beyond Bay Fair Station, where riders will transfer. Compared to Option 2 and Option 4 this option will have slightly higher impact on vehicle load of the Green Line between Fremont and Lake Merritt. This is because 21.9% of riders' destinations will be between Fremont and Lake Merritt and these riders will automatically use the Green Line, whereas in Option 2 and Option 4 they will use the Orange Line.
- **Option 2**. This option extends the Orange Line to Warm Springs Station. Riders heading to/from San Francisco accessing the Warm Springs Station along the Green line will transfer at Fremont in the inbound direction and Bay Fair in the outbound direction. Vehicle load impacts will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. Compared to Option 1 and Option 3 this option will have slightly lower impact on vehicle load of the Green Line between Fremont and Lake Merritt. This is because 21.9% of riders' destinations will be between Fremont and Lake Merritt and these riders will automatically use the Orange Line, whereas in Option 1 and Option 3 they will use the Green Line.
- **Option 3**. This option extends the Green Line to Warm Springs and removes Daly City, Balboa Park, and Glen Park stations from the Green Line. Vehicle load will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. Riders going to Daly City, Balboa Park, and Glen Park will likely transfer at 24th Street Station, which would not cause any noticeable difference in vehicle load impacts compared to the other options.
- **Option 4**. This option would shuttle riders between the Warm Springs and Fremont stations. Vehicle load will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. The sequencing of trains after Warm Springs Riders depart the shuttle would be an Orange Line train after four minutes and a Green Line train after nine minutes.

All service plan options will increase vehicle load to a similar degree. Option 1 and Option 3 may have a slightly higher impact on vehicle load of the Green Line between Fremont and Lake Merritt. In order to address crowding on the Green Line, BART has lengthened peak hour trains over the past two years and has secured funding to repair additional cars to increase further the size of all the peak hour Green Line trains. Also, additional cars will be allocated to the Green Line when the Warm Springs Station is opened in order to achieve balanced loading levels across the BART system.

As part of its Title VI Program Triennial Report, BART monitors and reports on its vehicle load levels based on its adopted System-wide Service Standards and Policies.

Transfer Time

This indicator assesses the Warm Springs Station service plan options to evaluate impacts on transfer time for Warm Springs riders. Table C shows how transfer time impacts each of the service

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plan options. Option 1 experiences the least impact of the service plan options followed by Option 3, Option 2 and Option 4. Warm Springs riders are the only affected populations for Option 1, Option 2 and Option 4. However, Option 3 affects riders boarding at Daly City, Balboa Park, or Glen Park and departing at Hayward, South Hayward, Union City, or Fremont stations—in Option 3, Green Line riders are required to board the Blue Line and transfer at Bay Fair Station to access stations south of Bay Fair.

Table C: Transfer Time Impacts

	Warm Springs to Embarcadero	Warm Springs to Downtown Oakland (12th St.)	Warm Springs to Coliseum	Warm Springs to Daly City	Percent Warm Springs Riders impacted by Transfer Time
Option 1	52 min	51 min *+9 minute transfer to Oakland & Richmond trains*	32 min	69 min	16.3%
Option 2	58 min *+6 minute transfer to SF trains*	42 min	32 min	75 min *+6 minute transfer to SF trains*	54.2%
Option 3	52 min	51 min *+ 9 minute transfer to Oakland & Richmond trains*	32 min	75 min *+6 minute transfer to Daly City trains*	19.2%
Option 4	61 min *+9 minute transfer to SF trains*	46 min *+4 minute transfer to Oakland & Richmond trains*	36 min	78 *+9 minute transfer to SF trains* min	100.0%

Notes: When the Orange Line is operating only (nights and weekends), Transbay riders traveling to downtown SF need to take the Orange Line to Bay Fair and transfer to the Blue Line. Travel time between Warm Springs and Fremont Station is 6 minutes.

Table D demonstrates that service at Fremont Station will be unaffected by the addition of the Project's proposed new service as travel times to key destination stations remain the same. Travel times are not expected to change for riders of existing stations, as a result of any of the proposed options.

Table D: Service Options Impact on Current and Future Service at Fremont Station

	Travel Time Before WSX			Travel Time After WSX		
	Fremont to Embarcadero	**Fremont to Downtown Oakland (12th St.)**	**Fremont to Coliseum**	**Fremont to Embarcadero**	**Fremont to Downtown Oakland (12th St.)**	**Fremont to Coliseum**
Service Option 1	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 2	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 3	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 4	46 min	36 min	26 min	46 min	36 min	26 min

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Wait Time and Frequency

The wait time and frequency component of the service indicators compares existing wait times for minority and low-income populations to projected wait times for the service plan options. Option 3 riders at the Daly City, Balboa Park, and Glen Park stations will experience a reduction in service as the Green line will no longer serve these stations. The frequency of trains moving through these stations will reduce from 32 to 24 at Balboa Park and Glen Park and 24 to 20 at Daly City during mid-day off peak hours, which is when service reductions will impact riders. In addition, users at these stations heading toward Hayward, South Hayward, Union City, or Fremont stations will now be required to transfer at Bay Fair further increasing these users' wait times. Overall, riders at Daly City, Balboa Park, and Glen Park stations are expected to experience an increase of 0.63 minutes in wait time; protected and non-protected populations will experience relatively equal increases in wait time with less than a one percent difference. The following table summarize the off peak average wait times for populations at affected stations for Option 3 in Table E; for reference Table F summarizes the average wait times during the peak period.

Table E: Wait Time Analysis - Option 3 (Off Peak)

	Average Wait Time (Existing)	Average Wait Time (Future)	Time Difference	Percent Change
Entire Population	1.77	2.40	0.63	35.8%
Minority Population	1.76	2.39	0.63	35.8%
Non-Minority Population	1.79	2.43	0.64	35.7%
Difference between Minority and Non-Minority	**0.03**	**0.04**	**0.01**	**0.1%**
Low-Income Population	1.76	2.38	0.63	35.8%
Non-Low-Income Population	1.77	2.41	0.63	35.8%
Difference between Low-Income and Non-Low-Income	**0.02**	**0.02**	**0.01**	**0.0%**

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Table F: Wait Time Analysis - Option 3 (Peak)

	Average Wait Time (Existing)	Average Wait Time (Future)	Time Difference	Percent Change
Entire Population	1.36	1.74	0.38	27.7%
Minority Population	1.35	1.73	0.37	27.6%
Non-Minority Population	1.38	1.77	0.38	27.8%
Difference between Minority and Non-Minority	**0.03**	**0.04**	**0.01**	**0.1%**
Low-Income Population	1.35	1.72	0.37	27.6%
Non-Low-Income Population	1.37	1.75	0.38	27.7%
Difference between Low-Income and Non-Low-Income	**0.02**	**0.02**	**0.01**	**0.1%**

Option 3 also has impacts to frequency at the Daly City, Balboa Park, and Glen Park stations. On weekdays there are several Yellow Line trains in the peak commute direction per hour that terminate or originate in Daly City—during this time frequency of trains would be minimally impacted (see Table G below). However, for off-peak and weekend schedules the lack of Green Line service at the Daly City, Balboa Park, and Glen Park stations, would increase frequency as well as add longer gaps between some trains—there would be three additional seven to eight minute gaps per hour during off-peak and weekend times. Table G provides a summary of average frequencies for Option 3.

Table 16: Option 3 Frequency to Glen Park, Balboa Park, and Daly City Stations

	Average Frequency (All lines)		Trains per hour	
	Existing	Option 3	Existing	Option 3
AM Peak	2.6 min	3.1 min	20	16
PM Peak	3.0 min	3.5 min	20	16
Off-Peak	3.7 min	5.0 min	16	12
Weekend (Saturday)	5.1 min	7.0 min	12	8

The new service impact assessment compares service impact indicators across BART's service plan options. When considering how the Project impacts the BART system, each of the service plan options would not have a disproportionate impact on protected populations (see demographic assessment Section 4). Comparatively, Option 3 would have the most impact to existing stations with removal of Green Line service to Daly City, Balboa Park, and Glen Park stations. Option 1

would likely be most convenient for Warm Springs riders because the majority of riders have a destination located in San Francisco and would not have to transfer.

Feedback from the public supports that Option 1 is the preferred service option for Warm Springs riders. Comments from outreach events in the Warm Springs area include: "*Option 1 is more appropriate for any user*" and "*Option 1 minimizes transfers, is the most efficient option.*" Additionally, staff conducted outreach 2 outreach events in San Francisco at Balboa Station and Daly City Station to collect feedback from potentially impacted riders, as most impacts were estimated to occur during non-peak hours of service. Comments from these public outreach events and online surveys collected show that San Francisco riders were also in favor of Option 1 as this Option would not result in a service decrease for three San Francisco stations: "*Don't like the green line ending at 24th street with no service to Balboa*" and "*Option 3 would not be as convenient for me*" (See Warm Springs Public Participation Report).

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PUBLIC PARTICIPATION REPORT
May 2015

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SECTION 1: OUTREACH PROCESS

1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted public outreach to provide information to the public about the extension and the new Warm Springs/South Fremont station and solicit feedback on key service changes and proposed fare-setting. A key component of the Title VI outreach is to seek input on service changes and new fares from minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the opening and operation of the Warm Springs/South Fremont Station. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Below is a brief summary of Title VI outreach and engagement conducted for the Warm Springs Extension Project Title VI Equity Analysis Report. BART has two sources of public input from which to draw feedback on proposed service changes and fare-setting, a survey from the 2011 Warm Springs Title VI Equity Analysis and a survey, administered in 2015, for this current Title VI Equity Analysis. This Public Participation Report focuses on the results of BART's 2015 public outreach efforts.

1.1.1 2011 Title VI Outreach

In 2011, BART conducted a Title VI Equity Analysis for the Warm Springs Extension Project to determine whether the proposed service changes associated with the Project would 'adversely impact minority and low-income riders to a higher degree than non-minority and non-low-income riders.' This 2011 analysis was conducted under guidance of the previous FTA Circular 4702.1A (May 2007).

As a part of the 2011 Equity Analysis, BART held a total of two community meetings targeting minority and low-income communities in the Warm Springs study area. A total of 94 participants attended the meetings in Fremont on April 27, 2011 at the Warm Springs Community Center and in Milpitas on April 28, 2011 at the Milpitas Community Center.

In addition, BART used a survey to solicit input from the public meeting attendees and BART riders currently accessing the Fremont BART Station. The survey instrument was designed to generate a profile of BART riders (primarily those that use the Fremont BART Station) and their existing travel behaviors, solicit input on future travel choices in the context of a new station at Warm Springs, and solicit feedback on potential station characteristics and amenities. The survey was distributed and collected at the two BART community meetings discussed above, in Fremont on April 27, 2011 and in Milpitas on April 28, 2011. Surveys were also distributed on trains at the Fremont BART Station and on VTA buses. For surveys on BART trains, surveyors made several runs throughout the day originating from the Fremont BART Station to points throughout the BART system. For surveys on VTA buses, surveys were primarily collected on Route 181, which begins at the San Jose-Diridon Caltrain Station and ends at the Fremont BART Station. The survey periods were designed to capture a variety of travel conditions, including weekdays and weekends, as well as the AM and PM peak commute periods. BART surveys were collected on April 29 and 30 and May 2 and 3, 2011, while VTA surveys were collected from May 3 to May 5, 2011. In all, a total of 1,346 surveys were collected (1,281 surveys from distribution on BART trains and VTA buses, and 65 from the two BART community meetings).

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For more information and a key summary of the 2011 outreach findings please refer to the Warm Springs Extension Project Title VI Equity Analysis (June 22, 2011), Appendix B.

1.2 Outreach Events and Publicity

1.2.1 Outreach Events

BART hosted a series of outreach events with information tables where staff was able to speak directly with customers and communities that will be directly affected by the opening of the new Warm Springs/South Fremont Station and its related service changes. Outreach for the Project consisted of two components:

- Informing the Warm Springs community of the new service and the application of BART's existing distance-based fare structure to this new service**,** and
- Performing outreach for the four system-wide service plan options, focusing on the three stations--Glen Park, Balboa Park and Daly City--where service might be impacted by the opening of Warm Springs.

At the outreach events, the public had an opportunity to read information about key service changes and the application of BART's distance-based fare structure to the new Warm Springs/South Fremont Station and provide comments by completing a survey, a copy of which is provided in Appendix D of this Public Participation Report. The outreach events provided customers with the following information:

- A poster-sized map of the four service plan options and the new service alignment;
- A "Project Fact Sheet" handout with project information, facts about the new station and its amenities, and facts about the major service changes and new fares associated with the new extension; and
- A survey for customers to provide comments and feedback on the service options, application of BART's current distance-based fare structure, and selected demographic data for BART to use in its Title VI analysis process.

BART sought the public's input on the four proposed service options and fare-setting for the Warm Springs/South Fremont Station at outreach events in Fremont and San Francisco from Saturday, March 7th to Thursday, March 12th. Outreach events were held on the following dates and locations:

- Saturday, March 7, 2015 at Milpitas Library from 10:00AM to 2:00PM.
- Monday, March 9, 2015 at the Fremont BART Station, Concourse Area from 6:00AM to 10:00AM.
- Tuesday, March 10, 2015 at the Fremont BART Station, Concourse Area from 4:00PM to 8:00PM.
- Wednesday, March 11, 2015 at the Balboa Park BART Station, Concourse Area from 11:00AM to 3:00PM.

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- Thursday, March 12, 2015 at the Daly City Park BART Station, Concourse Area from 11:00AM to 3:00PM.

Outreach events held in Fremont captured input from current riders and potential riders who could use the Warm Springs/South Fremont Station. Events were scheduled at various times, Saturday and the morning and evening weekday commutes, in an effort to reach the largest audience. The events hosted at the BART stations at Balboa Park and Daly City were scheduled to seek input from riders who might be impacted by Service Option #3, in which most of the impacts will be during the off-peak period.

Interpreters were available at all five outreach events in the following languages:

Date and Time	Location	Interpreters
Saturday, March 7 **10 am – 2 pm**	Santa Clara Co. Library District Milpitas Library 160 N. Main Street Milpitas, CA	Mandarin & Cantonese Vietnamese
Monday, March 9 **6 am – 10 am**	BART Fremont Station Concourse Area	Mandarin
Tuesday, March 10 **4 pm – 8 pm**	BART Fremont Station Concourse Area	Mandarin
Wednesday, March 11 **11 am – 3 pm**	BART Balboa Park Station Concourse Area	Cantonese
Thursday, March 12 **11 am – 3 pm**	BART Daly City Station Concourse Area	Cantonese Spanish

The surveys and project fact sheet were available in hard copy in English, Spanish, Chinese, Vietnamese, and Hindi at the five outreach events.

Additionally, the survey, project fact sheet, and project maps were available online at bart.gov/wsx for the public to view and provide feedback. These items were posted online from Thursday, March 5, 2015, to Wednesday, March 18, 2015 and were available in English, Spanish and Chinese.

1.2.2 Publicity

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists (described below). The following publicity and outreach methods were used for this project:

- A multilingual flyer/mailer in English, Spanish, Vietnamese, and Hindi (including reference to the availability of translation services for the meeting)
- An oversized copy of the multilingual flyer was displayed at the following stations:
  - Fremont
  - Daly City
  - Balboa Park
  - Glen Park

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- BART website announcements
- BART social media announcements (Twitter)
- BART Passenger Bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean) at the following BART stations:
  - Fremont
  - Daly City
  - Balboa Park
  - Glen Park
  - MacArthur
  - West Oakland
  - Lake Merritt
  - Bay Fair
- Announcement broadcasted up to 7,500 times per day on the BART Destination Sign System (DSS) at all BART stations throughout the District, as well as targeted messages at Fremont, Daly City, Balboa Park and Glen Park stations
- Advertisements in local print ethnic media including:
  - El Mensajero (Spanish) – placed on March 1, 2015 and March 8, 2015
  - El Observador (Spanish and English) – placed on February 27, 2015 and March 6, 2015
  - India West (English) – placed on February 27, 2015 and March 6, 2015
  - Viet Nam, the Daly News (Vietnamese) – placed on February 28, 2015 and March 7, 2015
  - Sing Tao (Chinese) – placed on February 28, 2015 and March 7, 2015
  - World Journal (Chinese) – placed on February 26, 2015 and March 5, 2015
  - Tri City Voice – placed on March 3, 2015
- Email notice to more than 400 local community-based groups and civic organizations;
- Email notice to approximately 5,186 recipients on the Warm Springs Project email subscriber list through GovDelivery
- Recorded outreach details on the WSX Project Information Line.

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SECTION 2: Public Comments

Informational handouts and surveys were made available to the public at the public outreach events, on BART's website, and through outreach efforts described in Section 1. This effort resulted in 777 survey responses. The demographics of all respondents are shown below in Table 2-1.

Table 2-1: Survey Demographic Summary

	All Respondents	
	Percent	**Sample Size**
Gender		
Male	58.2%	
Female	41.6%	
Total	**100%**	**740**
Ethnicity		
White	50.1%	
Black/African American	3.8%	
Asian or Pacific Islander	40.4%	
American Indian or Alaska Native	.3%	
Other or Multiple Race	5.4%	
Total	**100%**	**688**
Hispanic, Latino, or Spanish Origin	12.5%	
Total		**735**
Minority	53.5%	
Non-Minority	46.5%	
Total	**100%**	**701**
Annual Household Income		
Under $25,000	7.7%	
$25,000 - $29,999	2.0%	
$30,000 - $39,999	2.7%	
$40,000 - $40,999	3.7%	
$50,000 -$59,999	4.0%	
$60,000 - $74,999	7.7%	
$75,000 - $99,999	12.7%	
$100,000 and over	59.5%	
Total	**100%**	**598**
Limited English Proficient (LEP)		
Yes	19.5%	
No	80.3%	
Total	**100%**	**416**

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

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2.1 General Comments

The public outreach effort resulted in 777 survey responses (428 online respondents and 349 hard copy), with five surveys completed in Spanish and 36 completed in Chinese. The survey provided two questions for the public to comment on specific service and fare-related questions; however, some respondents provided general comments regarding the Project. Samples of such comments are provided below:

- *"Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!"*
- *"Speed up construction of BART to San Jose."*
- *"Will the Irvington Station be in service?"*
- *"More parking and bike parking."*
- *"Pass monthly, restrooms in BART Stations, Parking lots (more space), Escalators increase for physically handicapped)."*
- *"24 hours/day point to point service should be your standard."*
- *"We need more frequent trains Fremont to SF. 15 minutes is too long. Need extended hours for direct SF-Fremont train."*

Overall customers are excited about the opening of the Warm Springs/South Fremont Station. General comments were mainly concerned about the BART extension to San Jose (Silicon Valley Berryessa Extension Project, SVBX), Warm Springs Station parking availability, and current BART service hours, and the Irvington Station.

2.2 Service Options

One purpose of the outreach survey was to determine the public's feedback on BART's four proposed service options to operate the Warm Springs Extension. Question 6A of the survey asked respondents:

"Based on your review of the four potential service plans, which of the proposed service options is more suitable for your travel purposes."

The total results of question 6A are displayed in Table 2-2, below.

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Table 2-2: Total Survey Respondents Service Option Preference

Options	Percent	Sample Size
Option 1	44.9%	
Option 2	27.5%	
Option 3	19.3%	
Option 4	11.2%	
Total	**100%**	**767**

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered

Table 2-3 provides a breakdown of survey respondents' Option preference by minority and low-income status.

Table 2-3: Survey Respondents Service Option Preference, by Minority and Income Status

Option Preference	Percent Minority	Percent Non-minority	Option Sample Size	Total	Percent Low-Income	Percent Non-low-income	Option Sample Size	Total
Option 1	51.4%	48.6%	313	100%	9.6%	90.4%	261	100%
Option 2	54.6%	45.4%	194	100%	10.8%	88.6%	167	100%
Option 3	64.0%	36.0%	136	100%	19.0%	81.0%	105	100%
Option 4	43.8%	56.3%	80	100%	13.9%	86.1%	72	100%

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

Respondents were also given the opportunity to provide additional comments regarding the four service options as part of question 6B of the survey. Approximately 52% of respondents provided comments on the Warm Springs Service Options. A list of all responses to question 6B can be found in Appendix C. Samples of comments are provided below:

- *"Option 3 looks the best, followed by Option 1, then Option 2. I believe option 4 is the least preferable, because rather than needing to do a transfer, people may still drive to the Fremont station."*

- *"Simplicity in service is very important. Having trains go to different lines at different times of day can be confusing. A full-time Richmond-Warm Springs service is easy to understand. In addition, switching trains back at 24th Street, while useful during delays or emergency situations, is problematic - without a pocket track, delays to following trains are inevitable."*

- *"Wish to travel to SF without transferring, including on evenings and weekends."*

- *"Option 1 is the best option for a lot of people."*

- *"Do NOT select Option 3 (stopping the green line at 24th Street instead of Daly City). This would significantly and negatively impact commutes. Many of us would have to seek alternatives such as driving which would be bad all around."*

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- *"Please do not implement option 3. This is the only option which removes existing service, and may have significant impact to people who enter or leave BART south of 24th ST. With the growing popularity of the southern neighborhoods, the number of people using BART from those stations is greater now than it has ever been."*

- *"Option 2: It is important for east bay commuters to have the Richmond - Warm Springs line running all the time, this will help congestion in the 880 corridor."*

Overall, most respondents were in favor of Option 1, with comments centering on a preference for direct service to San Francisco. Passengers whose origin and destination stations are in the East Bay favored Option 2. Additionally, some respondents favored Option 2 for its visual simplicity. Passengers traveling from Fremont to the downtown San Francisco stations also favored Option 3. However, passengers using the system at Glen Park, Balboa Park, and Daly City stations strongly opposed this option due to the potential service cuts a their stations. Option 4 was the least preferred option by survey respondents. Some passengers using the Fremont Station preferred Option 4 because more seats would be available for passengers beginning their trip at Fremont.

2.1 Fares

The proposed fares for the Warm Springs/South Fremont station will be calculated by applying BART's current distance-based fare structure. As part of the Title VI outreach, the survey provided the public information that BART would be extending its distance-based fare structure to the Project and also provided the public an estimate of the proposed fare for the Warm Springs/South Fremont Station. The survey question (#7) stated:

"BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension. For example, in 2015, a one-way trip from Fremont Station to Embarcadero Station costs $5.95, while a trip from Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost $6.30 ($.35 more). Do you have any general comments about BART's proposed fare for Warm Springs/South Fremont Station?"

Respondents were provided the opportunity to comment on the proposed fares for the Warm Springs/South Fremont Station. Approximately 54% of total respondents provided comments to Question 7. A list of all responses to question 7 can be found in Appendix D. Samples of comments are provided below:

- *"I would rather drive to Fremont and pay less fare. This makes Warm Springs pointless for me even though its closer to me."*

- *"Should be same fare as Fremont Station."*

- *"The fare sounds reasonable."*

- *"Extending the distance-based fare seems fine."*

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- *"I think that is justifiable. No complaints."*
- *"Bart is already expensive. We should not increase the price of a trip."*
- *"Higher pricing for greater distance traveled is expected and acceptable."*
- *"Worth the extra money."*

Majority of respondents are in favor of BART applying its distance based fare to the Project.

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SECTION 3: Title VI & Environmental Justice (EJ) Advisory Committee Comments

Staff presented information on the Project, including fares and service options, to BART's Title VI/Environmental Justice Advisory Committee. The meeting was held on Monday, March 9, 2015 from 2:00 – 4:30PM at the Joseph P. Bort MetroCenter (101 Eight Street Oakland, CA. 94607). BART's Title VI/EJ Committee members (currently 15 members) are active participants of local-community based organizations that serve minority and low-income populations within the BART service area. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting. At the meeting, staff presented a PowerPoint (Appendix C) with an overview of the Project, the four service plan options, and estimated fares based on BART's distance-based fare structure. Staff distributed the survey and the Project Fact Sheet handout, and a map of the four service plan options as well as the new service alignment.

Committee members had questions concerning the following:

- *Frequencies, headways, and wait times of each of the four options and how this might differ to current BART service.*
- *The different costs associated with each service option – cost of operating each option.*
- *Ensure that service in the rest of the system would not be diluted to do the addition of the Warm Springs/South Fremont station.*
- *How many people would change to WSX or stay with Fremont based on the service option*
- *Parking availability at Warm Springs/South Fremont*
- *Survey reach to all communities*
- *Capacity of rest of the BART system to absorb capacity with including the new service to Warm Springs*
- *Base decision on service options based on ridership numbers, especially at the end of line stations such as Warm Springs.*

Staff responded to the Committee members questions and followed up with further information at the next scheduled Title VI/EJ Advisory Committee meeting. Committee members did not have any comments regarding fares at the March 9th meeting.

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Appendix A: Question 6A, Service Options Comments

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
415	English	Online	1	1 or 3
219	English	Online	1	AC Transit eliminated all service on Driscoll Road in Fremont to the existing Fremont Bart Station in 2014. Driscoll Road is a direct road to the new BART station in Warm Springs. Will there be any bus service from stops on Driscoll Road to the new Warm Springs BART station? If not I will be forced to drive and park at the new Warm Springs BART station.
191	English	Online	1	Access to tesla plant fantastic, would be great to have extended SF service
127	English	Online	1	All four Warm Springs options are useful as long as their scheduled train service is as frequent as all other bart stations such as Fremont. Please do not designate partial service to Warm springs such that trains run half as frequently (or less). That would render Warm Springs bart service practically useless to the public and cause more people to just drive to Fremont Station.
339	English	Online	1	All trains traveling to SF should go all the way to Daly City station. 24th street as a final stop is a bad idea in an already congested area.
229	English	Online	1	BART should have service from Warm Springs to SF Monday thru Friday not only before 7PM. It should run up to late night. Lot of Fremont passengers are depending on BART in Fremont. Cutting services is very inconvenience for Fremont people.
137	English	Online	1	Can both green and orange lines run to the Warm Springs station? I commute from SF to Fremont every day, and the lack of direct service from Fremont to SF after 5:51pm is very inconvenient. Transfers times are inconsistent; it is not uncommon to wait 10-20 minutes for a connection at Bay Fair station, and it is also not uncommon for the SF train to immediately leave 12th street Oakland before passengers from the Richmond line are able to switch trains. Warm Springs station will be super convenient for me, and having extended direct service to SF (4am to 7pm is great) will be even more convenient, for myself and many of my other coworkers. Tesla Motors houses around 7000 employees, so making the warm springs station an effective transportation option means tons of money for Bart!
459	English	Online	1	Can the bart run later than midnight on fridays and saturday--ideally leaving the city around 1 or 2 AM from the city for the people who would like to enjoy the city night life on the weekends.
101	English	Online	1	Currently, the last Green Line train departs Fremont bound for SF at 5:51PM. I would like the Green Line to run later. Thank you for reading.
375	English	Online	1	Curtailing any service to Glen Park would be a very unwelcome change indeed.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
408	English	Online	1	Do not cut service to Glen Park
333	English	Online	1	Do not eliminate service at Glen Park please. This is a major hub and limited service would negatively impact our lives. We would likely explore other means of transportation if there were not as many trains stopping at Glen Park.
499	English	Online	1	Do not limit service to glen park please.
402	English	Online	1	Do not reduce service to Glen Park, or Balboa Park, as these two stations are huge transit hubs, and growing monthly, with new housing developments planned.
476	English	Online	1	Do not reduce the frequency of trips to Glen Park BART. Glen Park is within the City of San Francisco, and the distance between in and 24th Street is the longest stretch within the City without a stop (30th Street Station, anyone?). You'd cripple the South end of the City.
211	English	Online	1	Do NOT select Option 3 (stopping the green line at 24th Street instead of Daly City). This would significantly and negatively impact commutes. Many of us would have to seek alternatives such as driving which would be bad all around.
365	English	Online	1	Don't stop at 24th street. Doesn't make sense
134	English	Online	1	During peak hours in the morning & afternoon there should be longer trains (10 cars). Standing in a sardines crowd is not acceptable especially if it's shorter train cars. I pay for my train ride and I should be compensated at least I have a space at least to breath (not on the person in front of me). Standing on the crowded train for longer time is exhausting! Carpeted trains are stinky, staying for longer time in the trains breathing the stinky smelll is not healthy. With the Warmspring station bart trains should increase the frequency of departure/arrival especially during peak hours.
410	English	Online	1	Ending the green line at 24th seems crazy - Glen Park is a critical stop for servicing Glen Park as well as Bernal Heights as well as Excelsior.
471	English	Online	1	Folks are looking for direct service from SF to Warm Springs. Do not make people transfer for one measly stop. Ultimately, good direct service from SF will keep companies in Fremont for the long term, providing the city with valuable tax. This will also alleviate traffic on the 880 corridor for trucking as well as commuting if there is a good commuting option down to warm springs and later on San Jose.
76	English	Online	1	going to tesla from SF. please offer green line on weekends too.
135	English	Online	1	Having a direct line to/from San Francisco would from 4a - 7p on weekdays would be the most beneficial to me. Have a train to/from Warm Springs: SFO every 15 minutes would be ideal.
29	English	Online	1	Here is the scenario I need accommodated. I live in San Francisco and work at Tesla. Therefore the Warm Springs Bart station would be the best solution for myself. I would use this service twice a day, five days a week. I must be at work by 8:30am and I usually get off around 6:30pm. I sometimes like to get in at 7:30 am and sometimes leave at 7:30.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
465	English	Online	1	I (as well as many others employed at the Tesla factory) use Bart daily to and from San Francisco. Please consider a direct train to and from SF as this would greatly improve our commute each day. Thank you so much! We are all eagerly awaiting Warm Springs' opening! :)
421	English	Online	1	I am opposed to Warm Springs service coming at the expense of BART users at the stations south of 24th St (Glen Park, Balboa ...). Please retain all-line service to stations beyond 24th st.
89	English	Online	1	I am very grateful for this service to open up. The sooner the better. Thank you
510	English	Online	1	I believe that most riders will be going into SF and, therefore, direct service would be preferred to any plan that requires a transfer. I am not sure whether the train needs to go all the way to SFO. Changing once for that would be acceptable as long as it is at one of the downtown SF stations. The financial district is the primary destination for most daily commuters.
439	English	Online	1	I do not support stopping service of the green line at 24th street.
316	English	Online	1	I do not want the green line to end at 24th Street. This would be extremely inconvenient for me. The green line should extend at least to Glen Park and perhaps further down the Peninsula.
401	English	Online	1	I don't have any specific comment.
110	English	Online	1	I don't understand why if someone is commuting to warm sings in the or ning they would have to wait until after 7pm to rake it back. That defeats the purpose of the station since it would require other transportation to get to fremont bart before 7pm
336	English	Online	1	I don't want service to Glen Park to be reduced.
212	English	Online	1	I saw that this plan might impact the Glen Park and Balboa stations. I would like to make sure that these stations continue to have the same regular service. They are always crowded when I ride them.
504	English	Online	1	I strongly oppose a line that would turn around at 24th St station.
440	English	Online	1	I strongly oppose stopping the green line at 24th and Mission. This will be very disruptive to may riders who use the Glen Park station.
241	English	Online	1	I think you should merely extend the current service you have to and from Fremont to be to and from Warm Springs. This should be true at all hours and each day. When you expanded from Concord to North Concord/Martinez and then to Pittsburg/Bay Point, you didn't have shuttle trains to or from Concord. You should do the same with Warm Springs and also when you continue the BART expansion towards San Jose. Forcing passengers unnecessarily to transfer at Fremont is NOT a good way to serve your riders well!
38	English	Online	1	I travel from Fremont to SF Powell St. station at 5pm, and travel back from Powell St to Fremont at 10pm. Will there be a return train from SF late at night that will reach the Warm Springs/South Fremont Station?
448	English	Online	1	I use BART most often within Sf and occassionally to Berkeley. It is a 10 minute walk to the Glen Park station from my house making this extremely convenient. In the evening I park my car in Glen Park on Chenery Street and take Bart. Please keep the Glen Park station as a stop for all trains!
435	English	Online	1	I value the frequency of trains through Glen Park, as my work hours are variable and commute times are unpredictable.
493	English	Online	1	I will stop taking BART if I the train only runs to 24th street station

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				(option 3). Thx.
301	English	Online	1	I wish the present schedule to Glen Park to remain the same.
451	English	Online	1	I work for Tesla Motors in Fremont, I have used the Daly City to Fremont train for the last 2 years. Every morning approximately 200 Tesla Employees take the Tesla operated shuttle from Fremont Bart to Tesla Factory on Fremont Boulevard, the 40 person shuttle leaves every half an hour starting at 6AM until 9AM and again in the evening 5PM until 8PM. When the Warm Springs Station opens up you can expect all these 200 people that usually get off in Fremont to now get off at Warm Springs, about 80% of these people come from San Francisco on the green, Daly City line. If you would like to know further details about what to expect from the Tesla Motors Bart riders I would be happy to answer any questions you may have. thanks, Ray Bartrom p 415 906 9485. (Powertrain Manufacturing Engineer at Tesla Motors)
338	English	Online	1	I would be very sad if Option 3 is adopted. I have been looking forward to the Warm Springs addition for so long as my work is in walking distance of Warm Springs. I currently get off at Fremont and have a car in Fremont to get to work. That won't be necessary with the Warm Springs stop. However, I get on at Glen Park and it will make my commute much less desirable if I have to transfer at 24th.
341	English	Online	1	I would strongly recommend against stopping and turning around more trains at 24th St. Boarding in the am and off boarding in the pm commute times has increased dramatically at Glen Park. Several tech company commuter buses use Glen Park to pick up and drop off South Bay employees. The impact of stopping trains at 24th and thus reducing Glen Park, Balboa and Daly CIty service will not only negatively impact San Francisco commuters, but also San Mateo County commuters and companies, East Bay commuters (using BART to connect to tech buses at Glen Park), and Santa Clara County companies. I am astonished that BART does not use the following priniciple when contemplating an expansion of service: Limit any negative impacts on existing customers/commuters/stakeholders.
334	English	Online	1	I'd like to comment on the reduced service to Glen Park Bart. As a commuting mother, reduced service will put strain on our family and getting our child to and from daycare. It's already really tough for me to make it on time to daycare for pickup at 5:30. Reduced service will make this even worse. Please consider the amount of families in and around the Glen Park area who rely on Bart for our families to function well.
88	English	Online	1	I'd prefer if the direct Warm Springs to Daly City (green line) continued operating as late as possible on weekdays. Also, limited service on this line for weekends would also be appreciated.
512	English	Online	1	Ideal service is direct from Daly City to warm springs without

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				transfer. Thank you!
186	English	Online	1	If Option 2 or 4 go into effect, I will just continue to use Fremont station as I do now. If Option 3 happens, I will have to evaluate how well it works from Warm Springs rather than Fremont and see which works best. In any case, I may just end up remaining with my current Fremont start.
425	English	Online	1	It is important to NOT terminate service in San Francisco at 24th Street. Too many residents rely on BART outside the commuter hours, many using as BART as their sole transportation. Any service must extend to all SF stops, ending in Daly City.
33	English	Online	1	It would be a title 6 violation to cut service to the urban core (Glen park, balboa park) to serve the suburbs.
16	English	Online	1	It would be better to keep in mind how te service from San jose will be extended to warm springs and further when considering how to extend the line currently to fremont. IMO it makes sense to extend the line from San jose to SF and hence the warm springs extension currently should go to SF.
95	English	Online	1	It would be nice if the direct trains to SF ran later than 6:00. 7:00 would be much better.
1	English	Online	1	It would be nice if the green line go directly to WSX past 7:00pm.
361	English	Online	1	Keep full service to all SF-based stations.
369	English	Online	1	Most of the traffic form the south/east bay goes to SF downtown for jobs and so this extension should look at the majority of the folks using the Bart to travel to SF downtown to get the most bang out of the buck!
502	English	Online	1	Oppose trains turning back at 24th Street. Glen Park is absorbing many commuter buses and is a major transit hub.
489	English	Online	1	Opposed to option 3 because it will reduce service to Glen Park
75	English	Online	1	Option 1 - There are a lot of people who want a direct train into SF later on in the evening. 5:51 pm is far too early.
374	English	Online	1	Option 1 - There are many many folks traveling from Warm Springs area to SFO/Daly city and would benefit greatly by the SFO/Daly city train starting point at WarmSprings.
79	English	Online	1	Option 1 is the most reasonable option of the four available. Good idea to just operate one line btwn. Fremont and Warm Springs at all times, and SF/Daly City to Fremont/Warm Springs is important. Option 2 works okay, keeps Daly City-Fremont service intact only to change to improve onwards connection. Option 3 is bad, because removing service options on the Daly City end is unacceptable, because it's difficult already to find a seat on Richmond and Pittsburg bound trains at Daly City during commute times. Dublin and Fremont trains provide seats for Daly City, Balboa Park and Glen Park passengers.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				Option 4 is iffy, because a train shuttle btwn 2 stations has been tried before (SFO-Millbrae), and that just didn't worked... Overall: Option 1 and 2 are okay with me. Option 3, is unfeasible.
228	English	Online	1	Option 1 or 3 is best so that riders to/from Warm Springs can travel to downtown SF without transferring. Option 2 forces a transfer for SF riders, but also simplifies the service pattern. Option 4 forces all passengers to transfer during peak periods and so should not be considered.
497	English	Online	1	Option 1 seems great for myself and the members of my company.
400	English	Online	1	Option 3 - In my opinion, option 3 is the worst option as it would decrease service to Glen Park station.
487	English	Online	1	Option 3 is bad, it should not end at 24th street. The Glen Park, Balboa Park and Daly City stops should be serviced by the Green Line, as they are now, and similar to the Red and Blue lines. In addition to making sure the trains are servicing the stations that actually have ridership, it is a more coherent system map when the Green, Red and Blue lines have a similar end point. There is no way that Glen Park, Balboa Park and Daly City should see diminished service because of Warm Springs. Balboa Park has one of the highest riderships of any station outside of downtown SF, and is a vital link for City College students and others connecting to Muni.
351	English	Online	1	Option 3 is not acceptable. Please do not terminate the Green Line at 24th St. Pressure on public transit in the south part of the city (Glen Park, Balboa Park)is growing as the amount of traffic on 280 to and from Silicon Valley grows. Glen Park is having a construction boom and has a ton of cars and tech buses -- please make sure that those of us who do not want to be caught in traffic can have full use of our Glen Park BART stop without reducing services.
343	English	Online	1	Option 3 is quite challenging. Over the last 4 years as I've taken Bart to and from Glen Park, the traffic to/from Glen Park station has grown tremendously. While it used to be that trains from downtown SF would have most passengers exit at 24th st, more and more the trains continue to be crowded until Glen Park, and most of the exits happen there. It would be silly to reduce service to Glen Park station
141	English	Online	1	Option 3 is very bad. It is wrong to cut heavily-used service in the urban area to serve new stations with unknown levels of passengers.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
265	English	Online	1	Option 3 would be a big inconvenience for me travelling home from work were trains from the east bay to terminate at 24th street. Especially later at night, I could be stuck at 24th street whereas now when I work late or go out for a drink after work I can get all the way home to Glen Park on BART. I don't like this option. Any of the others would be better from my perspective. Glen Park is one of the more affordable neighborhoods in SF. Please consider the impact of people commuting to the east bay from the City. A service change like the one in Option 3 would impact my quality of life and make it more difficult to keep living in SF.
289	English	Online	1	Option 3, in which the green line ends at 24th St / Mission, will negatively impact my use of BART, and that of the many, many BART riders who use Glen Park station. Note that this station serves not only the surrounding residential area, but also several bus lines going into many neighborhoods both east and west. I'm pleased at the extension of BART to additional users in the south bay. But please do not impact existing happy, heavy users of BART in the process of introducing this new service.
386	English	Online	1	Option 3: Please do not reduce service to the Glen Park Station.
147	English	Online	1	Option 4 should be shelved, it's a slap in the face of Bart commuter to make us take a shuttle to Fremont station. Option 1 is clearly the best and only option.
254	English	Online	1	Option with the shuttle is puzzling...why have a warm springs station at all if the train doesn't actually start there?
57	English	Online	1	Options 1 and 3 are the same from my perspective, either one works. Option 4 seems inconvenient for everyone involved and not my preference.
450	English	Online	1	Please continue full service on the Green line at the Glen Park Bart station.
480	English	Online	1	Please do not adopt option 3. I use Glen Park regularly and believe the SF corridor of BART service needs to be maintained.
344	English	Online	1	Please do not adversely affect the schedule and frequency of train servicing the Glen Park station
379	English	Online	1	Please do not curtail any services that would affect the Glen Park/Balboa/Daly City stations.
272	English	Online	1	Please do not cut service to Glen Park
290	English	Online	1	Please do not cut service to Glen Park (option 3). Trains are already packed at rush hour and the downtown platforms are already at capacity so fewer trains will be a disaster

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
390	English	Online	1	Please do NOT decrease service to Glen Park BART. In the past few years there has been a big increase in people using Glen Park BART with or without shuttle buses. Many of these folks work long hour. The more frequent cars to Glen Park, the greater BART will be used. The less frequent and the more transfers needed, the more likely people will drive. Thank you.
446	English	Online	1	Please do not decrease service to Glen Park! This will greatly impact my ability to use BART whether I'm going north or south! As the neighborhood is growing, the traffic is getting busier and I use BART more! Muni does not provide a reasonable alternative for my destinations (for instance, the J-Church is very very slow - doubling or tripling the time it would take to get to ~16th St.) Cutting the Glen Park service would make me need to use my car or a car service more often and would make the already congested streets of Glen Park village even busier. Please keep the service to Glen Park Station!!!!!
428	English	Online	1	Please do not have the green line end at 24th/Mission. Is should continue to Daly City.
356	English	Online	1	Please do not implement option 3. This is the only option which removes existing service, and may have significant impact to people who enter or leave BART south of 24th ST. With the growing popularity of the southern nieghborhoods, the number of people using BART from those stations is greater now than it has ever been.
310	English	Online	1	Please do not lessen service from South of 24th. The trains are already crowded!!!!
438	English	Online	1	Please do not limit the routes too and from Glen Park. Ridership keeps increasing and the trains are already too crowded.
447	English	Online	1	Please do not reduce service at Glen Park and points south. There are a very large number of commuters who travel from downtown SF to Glen Park, Balboa Park, and Oher stations south.
377	English	Online	1	Please do not reduce service in San Francisco.
488	English	Online	1	Please do not reduce service south of 24th Street Mission.
347	English	Online	1	Please do not reduce service to either Glen Park or Balboa Park stations!
391	English	Online	1	Please do not reduce service to Glen Park station.
318	English	Online	1	Please do not reduce the frequency of trains to the Glenn Park Station.
200	English	Online	1	please do not restrict service to the Glen Park station.
292	English	Online	1	Please do not set 24th Street as the new terminus of the green line. Many, many people board or exit at Glen Park, Balboa Park or Daly City...FAR more than will ever use the Warm Springs station. Please do not inconvenience the many people who use these

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				stations in order to benefit the relatively few people who will use the Warm Springs station.
307	English	Online	1	Please do not stop the current Fremont train service at 24th St. Glen Park, Balboa Park and Daly City have many more riders than the Warm Springs station will generate, at least for the near future. Trains that reverse direction at 24th St make the system back up while they wait, as this rarely occurs efficiently. You can see the nest train waiting for the reversed train to finally leave. Please do not reduce service to the outer SF stations. Thank you.
143	English	Online	1	Please don't cut service to Glen Park station. It's busy enough as it is without any reductions.
291	English	Online	1	Please don't cut service to Glen Park.
388	English	Online	1	Please don't cut services to Glen Park and Daly City.
340	English	Online	1	Please don't do option 3!!!
214	English	Online	1	Please don't reduce San francisco time or stops
350	English	Online	1	Please don't reduce service to Glen Park/Daly City. Too many trains already stop at 24th Street.
472	English	Online	1	Please don't reduce service to the Glen Park station. Option 3 would do that so I hope one of the other options is sufficient.
188	English	Online	1	Please don't select an option that requires people going downtown from Warm Springs to transfer at Fremont. This will take away a lot of utility for commuters from south of Fremont going commuting downtown.
508	English	Online	1	Please have direct to SF. I actually live < 1m from the new Milpitas station...can't wait.s
82	English	Online	1	Please provide direct service to SF from Fremont station, early enough to service all factories in the area, and late enough for those that work late.
244	English	Online	1	Please run Daly City to Fremont trains from start of service to 8PM, with last train leaving SF to Fremont at 7 PM. Please run Fremont to Daly City trains from start of service to 8PM, with last train leaving Fremont to SF AT 8PM. Add early morning SF- > Fremont Direct trains. Add later evening Fremont - > SF Direct trains.
180	Spanish	Online	1	Por que seri a bueno hacer una prueba algunos meses para ver si la genre isa el serviccio haste tarde.
45	English	Online	1	san jose

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
235	English	Online	1	Service should be from Daly City to Warm Springs weekdays during current hours from DC to Fremont. Service should also be from DC to WS on Saturdays during current hours. When DC to WS line is not in service, Richmond to WS will be operating.
283	English	Online	1	Strongly oppose reduction of service between 24th street and Daly City.
313	English	Online	1	The idea of cutting any of the San Francisco lines seems utterly ridiculous. San Francisco is the most popularly used part of BART, and the line between 24th St and Daly City is frequently used by residents nearby as well as by passengers who travel to those stations to use BART, thereby keeping more cars out of downtown SF.
77	English	Online	1	The service options are confusing. It is night clear to me what they difference between options 1 and 3 is - they appear to be the exact same. Option 4 is also confusing and seems to indicate that a Bus travels between the Fremont and Warm Springs Bart stations, which would defeat the purpose of the BART line. Options 1 and 3 make the most sense for me.
136	English	Online	1	There are a large number of Tesla employees that travel between SF and Fremont on BART and as such a shuttle is provided to the factory. If Option 1 was not adopted we would still have to transfer at Fremont which would add more time to the journey. It would be most convenient to have a direct SF to Warm Springs train. Thanks
240	English	Online	1	These extensions are extremely expensive and poorly used. They are being subsidized by urban riders who use the system extensively. Why should our fares go up as a result of your bad planning? You are only encouraging more sprawl into these areas where there is NOTHING. Don't you know that transit systems don't work without density? Please put your/our money into a second transbay tube and all-night service, not these pointless extensions.
403	English	Online	1	Trains at Glen Park are already crowded during commute hours. I fear reducing service from 16 trains per hour in each direction to 12 would make the trains even more uncomfortable.
381	English	Online	1	Trains terminating at 24th street would substantially impact a larger number of commuters versus limitations at the east bay side.
81	English	Online	1	Unless transfers are well-timed between the Fremont and Warm Springs lines, I am concerned that a shuttle train from Fremont to Warm Springs may not shorten my commute time significantly (I may not ride). I STRONGLY favor continuing service to Warm Springs on the same train that I get on to travel to Fremont.
160	English	Online	1	warm springs needs the direct access to SFO; otherwise it is a waste of investment.
67	English	Online	1	Warm Springs to San Francisco direct line would be great.
216	English	Online	1	Warm Springs will be a large service to Tesla Motors, where SEVERAL employees live in Oakland and SF. It would be preferable to have Green and Orange to Warm Springs as long as is feasible.
236	English	Online	1	Why doesn't both the green and the orange line both go to Warm Springs for the hours of 4 AM and 7 PM? This will make it inconvenient for those wanting to commute on their desired line since they are forced to transfer. And it is hard since less trains go to Warm Springs, especially those transferring to San Jose on VTA. Also, this sends a bad message when BART goes to Berryessa since only one line would go south of Fremont during a given part of the day.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
227	English	Online	1	Why is this a public outreach process? Doesn't BART have station entrance/exit data and travel demand modeling to determine the best service pattern (prioritizing Downtown SF or downtown Oakland as appropriate?) Option 3 may seem like the best, but consistently short turning trains in traffic at 24th opens up many possibilities for systemwide delay.
424	English	Online	1	Why not make your existing routes less horrific before adding new stops? 7 PM Pitt train out of SF right now and you can't fit another Person in here.
458	English	Online	1	With regards to all offered service options, I would prefer that the service be provided until later in the evening - 8:30 - 9pm.
112	English	Online	2	#3 - It's horrible to get back to Balboa Park from the East Bay, especially on weekends when service isn't as frequent so you have to wait a long time for a transfer. Therefore I really don't want the trains to stop at 24th/Mission but rather continue on to Daly City as they do now!
330	English	Online	2	#3: I think it is a bad idea to have the green line terminate at 24th St. If anything, have the line terminate at Glen Park (the last SF stop). Please do not disrupt service within SF to accommodate very distant suburbs.
170	English	Online	2	(Option 4) The BART train shuttle idea runs counter to the entire idea of extending the line. I will not use the system if this occurs. Having a corridor open to Richmond at all times (Option 2) is best as there are multiple SF trains to transfer to most days at Bay Fair. Option 2 is by far most preferable.
444	English	Online	2	Although I do not plan on frequently using the Warm Springs/South Fremont station (at least until the line is extended to Beryessa/Downtown San Jose) I know from experience on BART and many other transit systems across the U.S. and Europe that the more irregularities there are in the schedules the less convenient public transit tends to become. Service options 1,3, and 4 would all involve changing the line which serves the Warm Springs/ South Fremont station according to the time of day which would make taking public transit to the newly served areas a much less attractive alternative to driving when compared to service option 2 (the same line during all hours of service) especially for infrequent riders like myself.
69	English	Online	2	An extension of the Richmond-Fremont line would be most convenient.
370	English	Online	2	As a Glen Park resident I would be disappointed if the opening of Warm Springs resulted in any loss of service to Glen Park. The trains to Glen Park are already crowded as it is.
431	English	Online	2	Balboa and Glen Park stations are huge commuter stations to downtown SF. Decreasing the number/regularity of trains running between those stations would affect a significant portion of existing BART riders.
359	English	Online	2	Do NOT implement any plan that reduces services south of 24th Street in any way!
429	English	Online	2	Do not reduce service to glen park station. My neighbors and I a use it for our daily commute

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
312	English	Online	2	Do not reduce service to San francisco stations and Daly City.
418	English	Online	2	Don't adopt option 3! Don't reduce our BART service at Glen Park. If the train stops at March 24th St. I can't use it. I'm over 60 and it's too far to walk from 24th St. to the Sunnyside. Please preserve the frequency of BART trains servicing Glen Park and Balboa. Bart should consider a second tunnel across the bay. Demand is only going to increase throughout the system and one tunnel is not going to be enough.
231	English	Online	2	Don't decrease service at Glenn park, balboa park, or Daly city just to save warm springs riders a transfer. These are highly used stations.
122	English	Online	2	Extend both lines. Any other action is poor execution and will not make an impact. I am shocked that shuttle between stations is being considered. Extend both lines to reduce car traffic, reduce emissions, and improve rider satisfaction
62	English	Online	2	Finishing service at 7pm will be disruptive for many Tesla employees, many of whom get tied into work commitments that run beyond 6.30pm. Please run an additional/ later service (until 9?) to allow for this large number of employees Thanks
260	English	Online	2	Honestly I really don't understand the choices and I have no idea where "Warm Springs" is - never heard of it.
466	English	Online	2	I am not in favor of Option 3, as it would cut down the service to Glen Park station.
209	English	Online	2	I commute most weekdays to downtown Oakland (19th street) and would like an extension of the Orange line to faciliate direct travel.
205	English	Online	2	I don't know which is the most efficient in terms of travel time or passenger loads, but I already find people new to the area find the layout and scheduling of BART confusing. Option 2 is, by far, the option I think would confuse infrequent riders the least.
295	English	Online	2	I don't understand the options. I will not be using the Warm Springs station. I live near Glen Park and use that station at least 5 days a week, for commuting into downtown San Francsico
456	English	Online	2	I have no real concerns about any of options 1, 2, and 3. I don't like the shuttle train (option 4). My work is 6.5 miles from the Fremont BART station, making it difficult to use BART daily (I have to then either bike a substantial distance or take AC Transit). However, my work is only 1.25 miles from the new Warm Springs station. I anxiously await the opening of this station and will commuting via BART every day once it is operational.
70	English	Online	2	I need a direct service from Fremont to Mac Artur
98	English	Online	2	I prefer direct trains between Warm Springs and Richmond

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
389	English	Online	2	I strongly protest Option 3, which would cut service to Glen Park, Balboa Park, and Daly City by 25%. Our neighborhoods are growing, not shrinking, and we rely heavily on Bart to get everywhere--work, play, travel, you name it. A lot of that reliance has built up because we have enough trains to make Bart travel the most convenient and appealing option. These are not low-income populations, by and large; if you start cutting trains, many riders are going to start driving or taking Uber where they otherwise would have used transit, because they don't want to sit in a station for twenty minutes wondering when a train will show up. That's a terrible outcome for the environment and for your long-term revenues. It's also going to inconvenience commuters at these ever-growing stations. Under the current schedule, 50% of the morning trains coming through Glen Park towards the East Bay are already too crowded for long-distance commuters to get a seat. If you cut the Fremont train--one of the two where commuters can actually sit down--you're going to make the commute that much more miserable for thousands more people.
19	English	Online	2	I TAKE THE RICHMOND TRAIN FROM BAYFAIR TO 19TH STREET DURING THE MORNING COMMUTE...AND RTN TRIP FROM WORK I TAKE THE FREMONT TRAIN FROM 19TH ST. TO BAYFAIR DURING THE EVENING COMMUTE. PLEASE CONSIDER ADDING MORE CARS TO THE AFOREMENTIONED TRAINS TO ACCOMMODATE MORE PASSENGERS WHO WILL BE BOARDING THE TRAINS FROM AND TO THE WARM SPRINGS STATION. THE 7:45 A.M. TRAIN IS USUALLY ALMOST FULL BY THE TIME IT REACHES BAYFAIR IN THE MORNINGS. IT WOULD BE UNFAIR TO THE PASSENGERS IF THESE PARTICULAR TRAINS DO NOT RECEIVE ADDITIONAL CARS....WE CURRENTLY GET A 6 CAR TRAIN, PLEASE CONSIDERING INCREASING TO AT LEAST AN 8 CAR TRAIN. THANK YOU FOR YOUR TIME AND CONSIDERATION. MS. PALMER
443	English	Online	2	I think Option 3 (reducing service to Daly City/Balboa Park/Glen Park) would be unwise, as ridership is at an all time high, and maintaining the current level of service to San Francisco would be best.
277	English	Online	2	I use BART multiple times a day: to commute home from Embarcadero to Glen Park, and to attend meetings during the day within San Francisco. I rely on BART so I can make meetings on time during the day and also pick up my son from daycare in Balboa Park and head home to Glen Park. Please do not cut the green line short after 24th/Mission. Please keep the green line running to Daly City. My family has already committed to many choices in our daily lives that rely on the current BART service. Thank you.
411	English	Online	2	I would like to maintain as much regularity as possible for the Daly City, Balboa and Glen Park BART stations.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
218	English	Online	2	I would like to see a temporary early schedule for Milpitas station as well. Since I'm coming from San jose. Thx
193	English	Online	2	It doesn't make sense to not have the "orange" line run from richmond to warm springs all day every day; any other option would be confusing and force many people to transfer multiple times.
44	English	Online	2	It will be very inconvenient for our family if service to the Glen Park BART is reduced. I need regular service to get to and from work, as well as appointments and leisure. A reduction will make it harder to get to and from work in time to get my kids to school and pick them up from aftercare. Please don't make it harder to raise kids in the City. Thank you.
274	English	Online	2	Losing Glen Park service would drastically reduce the quality of life within the city limits! Where is the justification to end at 24th St??
184	English	Online	2	only option 2 makes sense to me
449	English	Online	2	Option 2 is the only option that isn't totally messed up. Don't make this harder than it should be! No more SFO type idiocy please! BTW this entire survey is flawed. Starting with not having a drop down to select the "home" station. Your data integrity is going to be awful. Also, the survey is totally from the standpoint of a rider from the South Bay going north. There is no expectation of riders starting their journey going south, not even a selection for arriving at the Warm Springs station on BART! You've got to type that option in the Other category.
157	English	Online	2	Option 2 make the most sense to me but Im traveling direct then, I can hardly wait!
84	English	Online	2	Option 2. I work in South Fremont and live in Oakland - this schedule would greatly reduce my limitations of leaving work late at night.
40	English	Online	2	Option 2: It is important for east bay commuters to have the Richmond - Warm Springs line running all the time, this will help congestion in the 880 corridor.
368	English	Online	2	Option 3 seems a slap in the face to lower income people of San Francisco. Glen Park, Balboa Park & Daly City stations serve a diverse yet lower income ridership who value transit. Reducing service by 25% here would rate the as second class transit users of San Francisco.
326	English	Online	2	Option 3 would be very bad for my family. Currently, I can take my two children to & from school by taking BART from Glen Park to 16th/Mission. The trains are very full. If the Green line stops at 24th/Mission and doesn't reach Glen Park in the mornings, they will be late to school and afraid of the overpacked trains. In the afternoon, it will confusing for them to know which train to ride. Right now, in San Francisco, they know they can take any BART train to get home. BART should not discriminate against lower income families who live in the Southeast neighborhoods near Glen Park and Balboa Park stations.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
131	English	Online	2	Option 4 too is a good option to consider. People pay a huge real estate price to live close to the Fremont BART station and having a train which comes to Fremont which is already filled will not make the passengers happy. Making a transfer at Fremont, would enable keeping the current system stable and also providing an extension to the people who require so.
18	English	Online	2	Please make my commute as easy as possible from WS.
384	English	Online	2	Please do not do the turn around at 24th st - it already backs up the downtown sf lines when it happens a couple of times during rush hour and I know the platforms at Daly City, balboa park and glen park are full within 5 mins of the previous train during morning commute
399	English	Online	2	Please do not limit or reduce the service at the Glen Park BART station. This would not be in the best interests of the loyal customers who use that station.
168	English	Online	2	Please do not limit the number of trains going to/from Glen Par because of this.
142	English	Online	2	Please do not reduce BART service to Glen Park.
150	English	Online	2	Please do not reduce service at Glen Park, Balboa Park, or Daly City.
284	English	Online	2	Please do not reduce service to or from Glen park station.
257	English	Online	2	Please don't cut service in and out of Glen Park. It will make our commute longer and harder for families like us to pick up our kids from daycare on time and stay in the city.
516	English	Online	2	Please don't cut service to Glen Park!
311	English	Online	2	Please don't cut service to glen park, stopping the green line at 24 th street would be a mistake, far more people ride to glen park, balboa park, and daly city
463	English	Online	2	Please don't reduce service at Glen park
197	English	Online	2	Please maintain service level on the Glen Park to SFO leg.
42	English	Online	2	Provide option 2 as soon as possible please. Thanks.
273	English	Online	2	Reducing service north of Daly City should not be the consequence of providing service to Warm Springs. The Richmond-Fremont line - least busy in the system - should feel the impact by being extended to Warm Springs and reducing frequency along that line only.
409	English	Online	2	Regsrding reduction of stops at Glen Park and shift terminus to 24th Maureen McCauley from Sunnyside 4m ago What about Genentech shuttle at Glenn Park? And Daly City - SFSU shuttle serving thousands students coming from outside San Francisco? And Daly City - San Mateo County connections? 24th St can't handle ALL the private and public transportation buses. And traffic slowdown.
309	English	Online	2	Simplicity in service is very important. Having trains go to different lines at different times of day can be confusing. A full-time Richmond-Warm Springs service is easy to understand. In addition, switching trains back at 24th Street, while useful during delays or emergency situations, is problematic - without a pocket track,

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				delays to following trains are inevitable.
349	English	Online	2	Stopping service at 24th severely impacts the densely opopulated areas from 24th st to Daly City. Many of us have moved to the are, dependent on having convenient access to all BART trains for travel within San francisco. If trains are stopped at 24th st, I will likely need To take muni j church to civic center. Muni lacks reliability and the change poses a substantial impact to my family responsibilities. Additionally, I frequently travel to the mission on weekends. If service is slowed down from glen park station, I will likely Lyft or Uber more to the mission.
395	English	Online	2	Strongly oppose Option 3, which would reduce service south of 24th Street.
434	English	Online	2	Terminating green line at 24th st painful and awful for everyone that lives beyond it, please don't increase the frequency of this inconvenience.
116	English	Online	2	There should be an option 5: extend both SF and Richmond lines full time to eliminate the transfer at Fremont. I would vote for that,
494	English	Online	2	They should be direct trains from Fremont to SF and to Richmond during work week from 6am to 7pm. On weekend have direct train to SF and have people transfer to Richmond line if they to go to downtown Oakland.
478	English	Online	2	Truncated Green Line in SF is my least desired option prefer Green Line goes to Daly City Station
501	English	Online	2	Until BART's fleet is expanded, I think that Option 2 is the best choice for now. Option 1 will put too much additional strain on the current fleet of cars, although I think that this is the second best choice for service to Warm Springs station. I don't like Option 3, because turning trains back at 24th Street station can cause delays on the system. It's better to turn trains around at the Daly City station. Also, I don't like Option 4, as I think that this provides subpar service to the new Warm Springs station.
58	English	Online	2	Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!
397	Chinese	Online	2	Will the Irvington station be in service?
30	English	Online	2	xx
43	English	Online	3	1 > currently, Fremont to San Francisco train is 15 minutes a part. It's too long. Bart should have more frequent train between Fremont & San Francisco. Train is too packed during the commute time. 2 > WE also need direct train services extended to 8:00pm from San Francisco to Fremont. more and more people workin in the city. 7pm cut off time is really too early! Direct Services should extended to 8pm at least during the week day! 3 > Warm Spring need more parking space, such as parking building is necessary for easy parking access. Summer time is very hot for parking the car outdoor!

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
210	English	Online	3	As a life long San Francisco resident, I find it very frustrating that BART is looking to limit service to ALL San Francisco Stations (ie: Glen Park and Balboa BART stations). This is especially insulting when it was the SF residents (and ONLY SF residents) who paid additional taxes towards the development of the BART system. Trains originating from the new Warm Springs Stations should provide service to ALL SF BART Stations and not just to the 24th Station.
352	English	Online	3	Both Green and Orange line should be extended to Warm Spring with similar schedule to Fremont station because many people from Santa Clara county travel to Fremont for BART
103	English	Online	3	direct from Fremont South station to SF please! So much time is lost in transferring
119	English	Online	3	Earlier service to fremont The first train is packed
263	English	Online	3	Glen Park Bart station is a very important stop for may families and children, commuters alike. Please do not rid the BART of this stop.
464	English	Online	3	Having a shuttle form the warm springs station to Fremont station seems absolutely pointless and like a waste of the millions of dollars it took to build the station and the extension. I would really hope to see a direct SF line from Warm Springs, since the connecting AC transit to this part of Fremont is almost nonexistent. From my own observations, there is a large group of people that would love to continue one station south to Warm Springs to decrease their commute time. It would shave 20 minutes off of my commute if a SF/Warm Springs line existed. 24th St./Mission to Warm Springs sounds like the best idea to me.
41	English	Online	3	I picked Option 3. Current Fremont station has no parking and no way to get reserved parking. I waited for an year still on waiting list #1000. I live between Fremont and Warm Spring but have to drive to Union City because I have reserved parking there. Need to find parking at Warm Springs station. I board between 8 and 8:30 am too late to find random parking. Option 2 and 4 waste time getting on and off shuttle or train. 15 minutes in between trains are too long at peak hour. Direct SF to Fremont should be extended to 8:00pm.
121	English	Online	3	I think a train 15-20 minutes earlier may ease some of the congestion going to Fremont in the morning. That train has been jam packed lately. I've been taking the Dublin bound train and transferring at lake Merritt but an earlier direct train to warm springs (and eventually Millitas) would be helpful to get people to work on time
300	English	Online	3	I would like the present Glen Park to and from Downtown San Francisco schedule to remain the same. I will never use the Warm Springs destination.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
239	English	Online	3	I'm just curious how long these services will last with Milpitas and Berryessa coming online in a couple years because you can't extend service to Santa Clara County without a line direct to San Francisco. In my opinion, San Francisco is a larger draw for the south bay than Oakland/Richmond. In contrast, East Bay residents would benefit from the direct service to Santa Clara County for commuting. In short, as a south bay resident, I want direct service San Francisco.
470	English	Online	3	Option - 3 appears to be great and even if someone has to go to Daly City using Green line, we have 3 other lines that they can transfer to.
99	English	Online	3	option 3
156	English	Online	3	Option 3 and option 1 would both be acceptable.
430	English	Online	3	Option 3 looks the best, followed by Option 1, then Option 2. I believe option 4 is the least preferable, because rather than needing to do a transfer, people may still drive to the Fremont station. The options also do not talk about any increase in train frequency, particularly during peak hours. Rather than every 14 minutes, frequency, especially once Warm Springs is added in, may need to increase to every 10 minutes.
118	English	Online	3	Please have a earlier SF-Fremont train. The first train on weekdays is too late for many people to get to work on time
24	English	Online	3	SF Trains LATER than 7pm PLEASE.
314	English	Online	3	Stopping the trains at 24th street will decrease the trains to Glen Park, a neighborhood working n the assumption of transit first. BART is considering developing housing on the BART owned lot currently used for parking, please do not decrease service to the residence of the potential housing. Also, Glen Park is a major drop off/pick up point for the private busses, decrease in service to Glen Park will impact those BART riders.
404	English	Online	3	The frequency of trains from Warm Springs can be the same as is from Fremont today. Overlap timings between transfers from Bayfair, so either green line or orange line can be used.
26	English	Online	3	the Tesla factory is very close to the Warm Springs Station. Tesla employees will greatly benefit from Warm Springs Service. The increased BART availability will allow more of us to live in San Francisco.
83	English	Online	3	The Warm Springs Station is eagerly awaited. Options 1 & 3 would allow for an easier commute from San Francisco. Please please option 1 or 3)
174	English	Online	3	The Warm-Springs station should serve San Francisco, at least thru to 24th Street. Fremont is already a step-child to Dublin Pleasanton during off hours. Do not make SF riders transfer to an SF train. Make Warm-Springs to SF a continuous line during the work day.
133	English	Online	3	times are not ideal. for people getting to work at 7am, they don't want to wait for after 7pm to take the BART home.
13	English	Online	3	Turning trains back at 24th means more cars are available. Both the Green (Warm Springs-24th) and Blue (Dublin) should turn back. Off peak Orange trains should not be 3 cars. At least 4 cars. It's off-

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				peak - you have the cars. Bikes fill up the two rear cars, and bikers wanting the lead car just delay everyone until they move to other cars.
139	English	Online	3	We need earlier train
124	English	Online	3	We need earlier trains going to Fremont
113	English	Online	3	when extension opens that idea asking for 35 cents more to ride no that is horrible ticket price needs to be 3 to 8 cents more after current Fremont ride less than 10 cents not 35 cents ridership will increase and the option 3 is the best the people that ride the train coming from bay point to ride beyond daly city to Millbrae no different when w springs opens the people would have to get on train coming from bay point or Dublin to ride pass 24 street
179	English	Online	3	Why can't this be an extension of the existing Fremont offerings?
15	English	Online	3	Would prefer direct warm springs line to SF/Daly City
164	English	Online	4	#3 is terrible - we do NOT want service terminating at 24th St! BART should continue on to Glen Park.
511	English	Online	4	24th st. to glen park and balboa park is a pretty high traffic segment of the system, so it doesn't seem like a good idea to restrict trains south from 24th. Also, now that CCSF will remain accredited, more students will be taking BART to Balboa Park.
413	English	Online	4	4 choices were confusing to me. Descriptions were not complete in my mind. Still question my choice of answer 4. Would help to have visual graphics to see proposed routes. Need to give new riders service, but not at the expense of existing passengers. Not sure what the 24th street SF hub meant? Need Glen Park to continue full service.
380	English	Online	4	Cutting access to Glen Park or Balboa Park is a no go. Will have a revolt based on SF based transportation, Muni fares, etc. If you are going to cut existing access for users you need to fund the trains or don't open the stations. Cutting service for everyone to open one station at the end of the line would be a bad PR move on your part.
335	English	Online	4	Cutting service to Glen Park is a terrible idea and will lead to severe overcrowding at rush hour
276	English	Online	4	Do not limit or change the glen park current schedules. This would greatly impact my commute to and from work.
490	English	Online	4	Do not limit service to GlenPark
251	English	Online	4	DO NOT REDUCE SERVICE TO GLEN PARK. OUR NEIGHBORHOOD IS GROWING, WITH NEW HOUSING BEING BUILT. I DON'T CARE WHAT YOU DO IN FREMONT, JUST DON'T REDUCE SERVICE TO GLEN PARK!
345	English	Online	4	I am AGAINST any plan that reduces the frequency of trains to or from the Glen Park BART station.
279	English	Online	4	I am completely opposed to having the terminus for the Green Line be 24th St. This will massively reduce service frequency for stations south of 24th St. BART always takes from the city and gives to the suburbs, it needs to stop.
517	English	Online	4	I am concerned about any options that well lessen the number of trains available to our from Glen Park.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
207	English	Online	4	I am very concerned about possible reductions on service to Glen Park. The station and trains are already crowded during commute hours. muni service to my neighborhood- sf portola - is awful. So we don't have other transit options.
523	English	Online	4	I as many of us, rely completely on Bart to get to work every-week-day. A reduction in the service to Glen Park Station would add challenges to our lives (including making it harder to get to work and back within the hours of our children's school and aftercare).
287	English	Online	4	I DO NOT support option #3!! You will reduce service to Glen Park Station which is a big transit hub. People transfer to numerous buses and it would be extremely inconvenient to have fewer trains coming through GP Station. I try to use BART to go downtown and to visit the East Bay and to the Airport. Please DO NOT have fewer trains servicing Glen Park. NOT a good idea!
161	English	Online	4	I do not want to see any decreased service to glen park station
422	English	Online	4	I live in Glen Park and need BART access to downtown. Pls do not cut our station access to service an extension at another point in the system. As a community, we depend on BART for commuting.
496	English	Online	4	I oppose option #3 and don't want service to Glen Park station reduced.
217	English	Online	4	I strongly oppose any schedule that would result in less service to Glen Park (meaning trains that would terminate at 24th Street). Glen Park is an extremely busy station, and it's incredibly frustrating, standing at Montgomery Station at rush hour with hundreds of people, watching a train go by because it terminates at 24th Street. In fact, I have no idea why BART prioritized building a station in a place where no one lives instead of building out a potential station at 30th and Mission in San Francisco, which would likely serve far more people than Warm Springs. Huge waste of money and bad prioritization, in my opinion.
372	English	Online	4	I support any option that does not terminate the green line at 24th street
387	English	Online	4	I think it would be a mistake to cut back on service to Glen Park in order to accommodate the warm Springs station. Many people commute to Glen Park so that they can ride BART. The trains would be more crowded and the wait times longer.
407	English	Online	4	If the rider ship is high from Warm Springs, then option #1 looks ideal since it means that I will no longer have to change trains at Bayfair station I catch the 6pm hour train towards San Francisco. However, I don't like the option #3 portion where the train ends at 24th Street Mission. Four issues: 1) I'm expecting bigger gaps in trains for folks coming from SFO/Millbrea, 2) There will be more confusion and annoyance for riders going to SFO when they have to change trains 3 times (the initial ride, once at 24th Street Mission and another at Balboa Park), 3) A large majority of your passengers riding towards SFO currently get off at Glen Park and Balboa Park Station and 4) 24th Street station does not have the capacity to handle massive crowds of people trying to go just a few more stations. Have you seen the crowds at the 24th street Mission station during Mission neighborhood events and once trains currently have to back track at 24th street? The current design of the platform and enclosed area make it very dangerous during high use periods.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				Another concern is what's going to happen to the train schedule once BART reaches downtown San Jose? If there's a new dedicated train that just goes from Downtown San Jose to 24th street Mission, then it's more acceptable.
423	English	Online	4	My family lives in Glen Park and use it constantly. It would be terribly frustrating to have our service cut.
145	English	Online	4	No changes to Glen park balboa park service
367	English	Online	4	Option 3 reduces service to Glen Park, which seems like an unfortunate side effect of extending coverage outside San Francisco. This option will likely increase my commute time and make it harder for me to coordinate pickup of my children after school.
427	English	Online	4	Please do not reduce service to and from Glen Park Station. Every member of my household (school age through retiree) uses that station from morning through late night due to work and doctors appointments. Thank you.
275	English	Online	4	Please do not reduce service to and from the Glen Park bart station.
394	English	Online	4	Please do not reduce service to Glen Park BART station. Glen Park is a vital commuter station and reduced service will have an impact getting to work and dealing with childcare.
382	English	Online	4	Please do not reduce service to Glen Park.
267	English	Online	4	Please don't reduce the number of trains to Glen Park.
507	English	Online	4	Please leave Glen Park as a hub and don't cut the number of trains. A lot of people use this station.
360	English	Online	4	Please please please do not go with Option 3. Setting 24th Street as the new terminus of the green line would reduce the frequency of trains at Glen Park during commute hours and significantly burden my commute. It is already frustrating that there are trains during commute hours that only go to 24th Street. In addition, Glen Park is an extremely popular station and I often board and unload with hundreds of other passengers. I am certain that the new proposed Warm Spring station will not be nearly as popular as Glen Park.
262	English	Online	4	Reduced service at Glen Park would impact my family, as we depend on it to commute downtown.
383	English	Online	4	Since I travel to and from Glen Park, I do not like any option that will be limiting service to Glen Park, especially at night.
485	English	Online	4	Stopping some Green Line service at 24th/Mission will disadvantage many passengers who board/offboard or transfer to Muni or Silicon Valley shuttle busses at Glen Park. Keep Glen Park service complete schedule!
293	English	Online	4	The Green Line should not be terminated at 24th St Mission. If necessary, It should terminate at Daly City.
385	English	Online	4	The options weren't all that clear to me. But non-interrupted service would be good. I would rather not have a transfer at 24th since trains are often packed at Glen Park during commuting times. If the Green line is discontinued at 24th, Glen Park would lose roughly 25% of it's trains.
518	English	Online	4	There needs to be a direct line from East Bay (castro Valley, dublin, Pleasonton) to Warm springs - significant population from these stations who would prefer not to transfer at BayFair. Better quicker service will lead to more people using Bart.
436	English	Online	4	This is a poorly worded survey.

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
148	English	Online	4	turning back trains at 24th would result in unacceptable crowding and delays for those travelling to and from Glen Park, Balboa and DC.
14	English	Online	4	Until there is enough passenger traffic between warm springs and fremont, it's not worth disrupting service to daly city
323	English	Online	4	your survey seems to be in error as it forces me to pick a warm springs route when i will NEVER go to Warm Springs. Please do not reduce service to Glen Park. It is at capacity during commute times and cannot afford to lose service.
95	Chinese	3/7	1	Best if the line is extended to Milpitas
72	English	3/7	1	Extend green line on Option 1, 2, and 3 on Saturday
99	Chinese	3/7	1	None
89	English	3/7	1	Option 1
44	English	3/7	1	Option 1 is extremely good for me
38	English	3/7	1	Please consider BART extension to Mountain View & Cupertino where traffic is the most going to work/travel
83	English	3/7	1	Sounds good so far
40	English	3/7	1	Speed up construction of BART to San Jose
69	English	3/7	1	There should be a BART or train from Livermore to Santa Clara, straight line going through the mountains that would allow more people live there are work in San Jose and improve traffic.
65	English	3/7	1	This only works for me if Option 1 is working
78	English	3/7	1	Wish to travel to SF without transferring, including on evenings and weekends
49	English	3/7	2	I am interested in service from Milpitas
93	English	3/7	2	I would like for there to be direct service from Warm Springs to Richmond
71	English	3/7	2	Option 2 is simplest for my purposes as I don't usually go into the City on BART (I use Caltrain)
41	English	3/7	3	Most commuters from Fremont/Warm Springs area will not go beyond Powell/Civic Center
42	English	3/7	3	N/A
60	English	3/7	3	No to Option 4
68	English	3/7	3	Option 3 - Orange line is preferred. No transfers to SF or Airport. People on other end still have 3 options direct to SF
53	English	3/7	3	Option 3 would help a lot of riders
104	Chinese	3/7	4	BART is both good for economic growth and convenient to people. So we need great BART
106	Chinese	3/7	4	No comment
91	English	3/7	no response	Option 1 as most people from Fremont travel to SF
21	English	3/9	1	Both Richmond and SF service to Warm Springs would be beneficial . Tesla Employees commute from SF and Berkeley/Oakland
5	English	3/9	1	Go lots faster it takes too long to transfer
33	English	3/9	1	mostly people commute to city
14	English	3/9	1	None
2	English	3/9	1	Option 1 should go to SF Airport

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
17	English	3/9	1	Option 1 would provide the least disruption option 3 would be similar, at least for getting to downtown SF
43	English	3/9	1	option 4 is horrible. Built extension to be convienient having a bus would be like no BART at all you need to use line as certain time like the richmond Bay Point lines. Best option have green line end at 24th option 3, Option 2 horrible option 1and 3 is bese need certain train lines like Bay point and richmong dublin pleasanton some times
15	English	3/9	1	Option 4 is nonsense and will result in over crowdinf at Fremont BART on platform and in parking lot, It will render WSX use less
34	English	3/9	1	Please offer green line on weekend too
42	English	3/9	2	currently take 6:22 am train from fruitvale to fremont and arrive 6:51 need this schedule
6	English	3/9	2	Option 3 would be very disruptive for SFSU Students. Also I do not oppose option 4, depending on frequency of shuttle, it might be a better option for all.
47	English	3/9	2	Please make it so if you ger a SF train from fremont you don't have to stand all the way into SF
27	English	3/9	2	Warm Springs to 12th Street Oakland
12	English	3/9	2	Would like to see direct service between fremont and Pittsburg/Bay Point
20	English	3/9	3	Easier Public Transport to/from Ohlone College
30	English	3/9	3	More Frequent Service Trances
16	English	3/9	3	Pass monthly, restrooms in BART Stations, Parking lots (more space), Escalators increase for physically handicapped)
40	English	3/9	3	Shuttle doesn't make sense
11	English	3/9	4	can't read
3	English	3/9	4	More parking spaces at fremont station
48	English	3/9	4	no
4	English	3/9	2,1	Option 4 is dubious
160	English	3/10	1	BART from Warm Springs to Embarcadero
123	English	3/10	1	Bicycle rental and car rental service
134	English	3/10	1	Clean up the homeless on train
108	Chinese	3/10	1	Combine parking fee + BART fee
161	English	3/10	1	I think there should be maximum cars going to SF because most people live in East/South Bay and commute
163	English	3/10	1	Im Good!
211	English	3/10	1	N/A
146	English	3/10	1	None. The closer to San Jose the better
169	English	3/10	1	Not enough parking. Not long enough hours
184	English	3/10	1	Option 1 is best. Option 4 not cost effective
189	English	3/10	1	Option 1 is more appropriate for any user
219	English	3/10	1	Option 1 is the best for me
185	English	3/10	1	Option 1 is the best option for a lot of people
181	English	3/10	1	Option 1 is the best to have 2 trains on 2 tracks for people coming

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				from Warm Springs
147	English	3/10	1	Option 1 is the best. Weekend is not a priority need.
156	English	3/10	1	Option 1 minimizes transfers, is the most efficient option
183	English	3/10	1	Option 1 with frequency. Option 4 seems nice but doesn't seem like enough demand to be sustainable
177	English	3/10	1	Option 1, why would a shuttle be involved?
220	English	3/10	1	System is good for now. No changes needed
172	English	3/10	2	24 hours/day point to point service should be your standard
141	English	3/10	2	Boarding a train shuttle will add more time to the regular commute time. Will not use if there is not direct train to Richmond/Downtown Oakland
200	English	3/10	2	Green line is already busier than Orange line. So Green line shouldn't be extended. Orange line can be extended to share some load
164	English	3/10	2	Green line, Mon-Sun all day
148	English	3/10	2	I would prefer an option that ended at Fremont so I could get a seat all the way to SF
136	English	3/10	2	I would prefer extending the Orange line of the train system
231	English	3/10	2	I would want to board the Richmond train at WS to get a seat
110	Chinese	3/10	2	Is it possible to add service on the Richmond Line? Since there will be only 1 out of the 3/4 Lines going to Richmond/Berkeley
131	English	3/10	2	It makes sense (to me) to have the Richmond (North-South) line (orange) have full service in both directions. Fremont to Daly City is in "full service" already
222	English	3/10	2	It would be nice to extend both orange and green lines to Warm springs. However, I use the orange line and prefer that extension if cant do both.
207	English	3/10	2	Its good to have 1 train that will reaach at any time. Good for directing visitors
193	English	3/10	2	Let only certain trains to start from Warm Springs. Use certain cars from Warm springs to Fremont
223	English	3/10	2	multi-level parking during 6am-5pm
130	English	3/10	2	N/A
206	English	3/10	2	N/A
251	English	3/10	2	N/A
199	English	3/10	2	NO
216	English	3/10	2	Option 2 is the less confusing. People have a hard time understanding schedules. I hope there is VTA service at Warm Springs
230	English	3/10	2	Parking is not make sense to most of us! When I park my car at Fremont I ask for BART agent and they told me to park anywhere as long as I paid fee and stall number but I got a ticket due to early than 10am…When I read the instructions its not really make sense.
204	English	3/10	2	Please bring Richmond line to warm springs
129	English	3/10	2	Weekend late evening/morning service for bar traffic
176	English	3/10	2	You should provide Option 2 and Option 1 both
248	English	3/10	3	Closer to home

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
213	English	3/10	3	I want train from Fremont/Warm Springs run all time of the week
246	English	3/10	3	More parking
144	English	3/10	3	More trains!
242	English	3/10	3	Need lower cost of parking and fare
228	English	3/10	3	Option 3 because SF riders would not like transfers
186	English	3/10	3	Option 3 is good
226	English	3/10	3	Option 3 makes the most sense - most people going to SF from Fremont probably get off in downtown or go to SFO which requires a transfer anyways. Also please get moving on Irvington Station
171	English	3/10	3	Option 4 is ridiculoud. It means an extra transfer no matter what. If option 3 potentially has more frequent service than option 1, it is better for me.
127	English	3/10	3	Provide trains more frequently because the number of people commuting is more
229	English	3/10	3	The shuttle option is strange. Dedicated line to SF is great
139	English	3/10	3	We need more frequent trains Fremont to SF. 15 minutes is too long. Need extended hours for direct SF-Fremont train
138	English	3/10	4	Option 3 and 1
244	English	3/10	4	Option 4 - shuttle/Short BART train. When BART extends to SJ then you can have a train dedicated from Fremont south, similar to Daly City - Millbrae and Daly City - SFO
210	English	3/10	4	See Form
188	English	3/10	4	Since I live in Fremont, Option 4 is more faster and get seats to sit in Fremont
109	Chinese	3/10	1, 3	How about Warm Springs parking?
118	English	3/10	1, 3	More parking & more bike parking
212	English	3/10	1, 3	Run SF-Fremont/Warm Springs until 8PM. Last train should leave Fremont at 8PM. Consider running Dublin/Pleasanton from 24th instead of Fremont. Time connection at Bay Fair for D/P & Fremont trains from SF. Early AM time is 12 minutes. If you run Option 2, make wait time < 2mins. Sequencing should be Dublin/Pleasanton/South Fremont/Fremont. Early AM service should run SF->South Fremont w/o connection
116	English	3/10	1, 3, 4	1 or 3 both work for me. Option 4 seems "fair." Option 2 would not take
225	English	3/10	1, 3, 4	I like the shuttle
237	English	3/10	1, 4	I take BART from Fremont station and I want it to remain as is.
239	English	3/10	2, 4	Option 4 sounds really good. Helps keep current system stable and still provide good connectivity.
236	English	3/10	no response	Best use is to run line that serves more people in Warm Springs. If more Warm Springs passengers go to SF then use that line to access Warm Springs
24	English	3/11	1	Daly City to Warm Springs
4	English	3/11	1	Don't like the green line ending at 24th street with no service to Balboa
8	English	3/11	1	I want Antioch BART to open soon
26	English	3/11	1	It would not be appropriate use of public funds to cancel urban service to serve the suburbs

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Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
6	English	3/11	1	Option 1 would be good
13	English	3/11	1	Option 3 Don't remove the Fremont Train
5	English	3/11	1	Option 3 penalizes my station and flen parks commuters. With a munia pass we pay the same as other city stations commuters but will get less service and much hassel.confusuon with this option
25	English	3/11	1	Option 3 would be my second choice
27	English	3/11	1	Option 3 would not be as convient for me
1	English	3/11	1	Warm Springs Service Options
17	English	3/11	2	For option 3 there should be direct service from balboa to fremont
22	English	3/11	2	I do not like option 3
23	English	3/11	2	No Option 3
9	English	3/11	2	The shuttle option (#4) overly complicated and sumb. Truncating the green line to 24th might be neat.
31	Chinese	3/11	3	go to San Jose
20	English	3/11	3	Its Okay Option 3
18	English	3/11	3	N/A
35	Chinese	3/11	3	N/A
16	English	3/11	3	Option four will not encourage ridership
14	English	3/11	4	Stopping at 24th Street to turn cars around reduces current service to the other stations that is unproven for ridership members!
11	English	3/12	1	N/A
22	English	3/12	1	N/A
25	English	3/12	1	N/A
9	English	3/12	1	Need San Jose
19	English	3/12	1	None
24	English	3/12	1	Service cut since its more reliable for most commuters to reach their destination
15	English	3/12	1	They all sound like good ideas
10	English	3/12	2	N/A
30	English	3/12	3	N/A
8	English	3/12	3	Option 3
2	English	3/12	3	They Look Fine
33	Spanish	3/12	4	N/A
4	English	3/12	4	Option 3 sucks for Daly City & South riders. No no no #3
12	English	3/12	1, 2, 3	Make BART run down Peninsula past Millbrae
5	English	3/12	no response	Extensions are great but would be much easier if lines were referred to by color rather than (ever changing) destinations. PLEASE label BART stops better so it is easier to tell what stop train is at from inside train.
34	Spanish	3/12	no response	N/A

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Appendix B: Question 7, Fares Comments

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
216	English	Online	$0.25
236	English	Online	$.35 would be good to implement not right away. A fare hike of a range of $.15 to .$25 cents should be appropriate in the beginning when the station opens and of course of the distance cost. After about a year or two, then it is okay to raise to $.35 so people can get used to the system and fares.
100	English	Online	$0.35 more seems a reasonable price for the extra distance.
127	English	Online	$0.35 seems reasonable. Any higher than that would seem costly.
201	English	Online	a 35 cent increase is ridiculous. if bart worked well, and didn't kill people as often as it does, then MAYBE it would be acceptable for a $6.30 increase. but, the trains are often delayed, the stations are filthy, the seats are filthier, it's impossible to hear the conductors because they mumble, etc. i'm honestly debating moving to SF and paying $2k in rent just so i don't have to put up with the filthy, inconvenient, unreliable bart.
202	English	Online	A fair amount.
136	English	Online	Agree with Fare increase.
379	English	Online	An extra .35 seems fair.
43	English	Online	Bart fare increase is understandable, but we need better servcies. need more frequent train, need clean train , need more parking space, extended direct train hour San Francisco & Fremont !! WE will pay more fare, but train should be updated! we don't want to ride on dirty Bart and old cart which always broken down!
349	English	Online	Bart fares are based on travel distance outside of the city, so yes it is further so should cost more.
70	English	Online	Bart is already expensive. We should not increase the price of a trip.
265	English	Online	BART is very expensive already, especially considering the poor noise environment for passengers. Fare hike should only be acceptable to passengers provided more funding is dedicated to addressing the screeching of train wheels.
105	English	Online	Bringing fares down by a dollar would be great. The 35 cents additional is not to bad but perhaps on the whole, a dollar should be dropped.
301	English	Online	Charge $10.00
380	English	Online	Charge $100 per ride so you can fund new trains to this idiotic station.
244	English	Online	Charge 6.35.
483	English	Online	Distance based fare scale is too complex. Better to implement zones as per best practices around the world
255	English	Online	distance based fares are fair; how about zonal monthly (and weekly) passes (ie. using Clipper) to encourage ridership growth?
67	English	Online	Distance-based cost of travel on BART is a fair system.
305	English	Online	Does the increase cover the resources needed to provide the service
1	English	Online	Does this rate include a transfer fee?
180	Spanish	Online	en general es caro con el lyft del aueropuerto a glen park son 16 us. y con el bart casi 9 y no hay que esperar.
519	English	Online	Extending the distance-based fare seems fine.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
126	English	Online	Fair is fair.
7	English	Online	Fare is acceptable
227	English	Online	Fare is appropriate.
401	English	Online	Fare.
235	English	Online	Fares should be based on mileage. Longer distance passengers should pay proportionally more than shorter distance passengers. Also, daily, weekly and monthly passes are needed, such as other transit agencies offer.
415	English	Online	Fine
449	English	Online	Fine
400	English	Online	Fine.
71	English	Online	Great
123	English	Online	Higher pricing for greater distance traveled is expected and acceptable.
356	English	Online	I agree that fares should be higher for stations that join the system later
474	English	Online	I am against the fare increase. I already pay $11.90 every day just to take BART to and from San Francisco. Added to this is the $3.00 per day I pay for parking. Paying almost $15.00 each day just to get to and from work is already too much. Adding $0.35 per trip may no seem like much, but that comes out to $0.70 extra per day, and $175.00 extra per year. I have been taking BART on a daily basis for almost 15 years and the fares are just getting to be too much.
251	English	Online	I don't care, I won't be using Fremont train. I live in GLEN PARK.
101	English	Online	I have no general comments about the proposed fare increase. It seems fair to me.
147	English	Online	I have no issue with increasing the fare.
389	English	Online	I have no opinion, as I don't commute down the Fremont line.
335	English	Online	I have no plans to use Warm Springs Station
470	English	Online	I think 5.95 is already costing us high every month and this distance based fare would make it more costly.
38	English	Online	I think it is a fair rate.
501	English	Online	I think it is best to continue with the current distance-based fare structure. However, I wonder if, in general, you have ever considered using a zone type (such as the one Caltrain uses) of fare structure? Could this sort of fare arrangement work on BART? And would it work better for BART and/or its passengers?
25	English	Online	I think it is crazy to charge for the additional stop since the project cost was absorbed in taxes.
135	English	Online	I think that is justifiable. No complaints.
239	English	Online	I think the divide should be at the county line. Leave Warm Springs in the Fremont zone at $5.95. Then the SVRT extension can be a new zone with increased fare.
182	English	Online	I think they should add .25 instead of .35
83	English	Online	I understand that it is necessary to recoup some of the costs for the extension. I support this increase as long as option 1 or 3 is chosen.
84	English	Online	I understand that the extra distance will use additional energy, and the staffing and running costs of the Warm Springs station is an increase in cost. But currently the cost is already excessive in comparison to the quality of maintenance (at least perceived by customers/commuters). There are significant sections of track which create long duration noise levels... I don't believe these even meet the safety level requirements for noise exposure. If these safety concerns were alleviated and general quality perception increased relative to this additional $0.35 I would not be opposed - but to just offset the cost without a quality benefit I do not support.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
260	English	Online	I usually just take BART inside of SF so no comment.
427	English	Online	I will not be using that station so do not have an opinion.
423	English	Online	I would never, ever use BART to get to Fremont.
13	English	Online	I would say 6.30 is decent, only because Union City is 35 cents less than Fremont. Seems fair, plus Fremont will now have lots of parking for later trips - like 9 AM.
170	English	Online	If it is in line with other distance rates, It will be accepted.
314	English	Online	I'm a senior, BART is reasonable but the regular fare is already high for people with low means.
464	English	Online	I'm fine with this fare increase as long as I can get to Warm Springs from SF and back on one train without transferring. Otherwise, I'd not like to see a fare increase.
132	English	Online	It costs too much
343	English	Online	It doesn't directly apply to me, but that seems like a very high amount to just go one stop further
468	English	Online	It is a fair fare
131	English	Online	It is an outrageous amount that BART is charging. We can keep a limit on the $5.95 fare and reduce the fares to previous stations accordingly. People are already opting Caltrain over BART given the more cost effective and comfortable travel Caltrain provides. This would be a good opportunity to reduce the fare and try to attract more crowd towards BART.
25	English	Online	It should eventually decrease once the revenue exceeds previous costs used to create the new station
190	English	Online	Its ok
157	English	Online	just do it!
57	English	Online	Looks fine
447	English	Online	Makes sense to me.
45	English	Online	May be keep same or increase 20 cents
384	English	Online	May be unpopular for sf, but as an sf resident, muni is charging $2.25 now - why not increase the fare insf to march muni instead of charging extra to warm springs?
2	English	Online	Maybe 6.25
165	English	Online	Might prevent from using Warm Springs station. Fremont is equally close to my home
485	English	Online	N/A
496	English	Online	N/a
6	English	Online	N/A
8	English	Online	N/A
112	English	Online	No
160	English	Online	No
161	English	Online	No
168	English	Online	no
189	English	Online	No
194	English	Online	no
203	English	Online	No

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
209	English	Online	No
210	English	Online	No
214	English	Online	No
257	English	Online	No
258	English	Online	No
267	English	Online	No
273	English	Online	No
275	English	Online	No
276	English	Online	No
279	English	Online	No
284	English	Online	No
287	English	Online	No
295	English	Online	no
330	English	Online	No
331	English	Online	No
333	English	Online	No
341	English	Online	No
344	English	Online	no
372	English	Online	No
373	English	Online	No
391	English	Online	No
413	English	Online	No
418	English	Online	No
422	English	Online	No
441	English	Online	No
448	English	Online	No
472	English	Online	No
478	English	Online	No
480	English	Online	No
507	English	Online	No
518	English	Online	no
1	English	Online	No
13	English	Online	No
390	English	Online	no comment
399	English	Online	no comment
515	English	Online	No comment
219	English	Online	No Comment on fares.
316	English	Online	No comment or objection.
300	English	Online	No comment, other than you could charge $10 for all I care.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
395	English	Online	No comment.
99	English	Online	no comments
99	Chinese	Online	No comments
106	Chinese	Online	No comments
473	English	Online	No issue
205	English	Online	No more parking fee increases
45	English	Online	no more parking hikes
411	English	Online	No, I use BART within the city limits only. The proposed fare seems reasonable to me.
40	English	Online	No, just get it done, we need to move further south asap.
164	English	Online	No.
217	English	Online	No.
386	English	Online	No.
430	English	Online	No.
436	English	Online	No.
458	English	Online	No.
504	English	Online	No.
360	English	Online	No. That seems reasonable.
476	English	Online	No. Charge the suburbanites whatever makes sense. Just don't screw up the City in doing so.
14	English	Online	no. new fare structure sounds good.
3	English	Online	Nominal Fee
218	English	Online	None
2	English	Online	None
47	English	Online	none
12	English	Online	Not concered. Free loader (retired)
58	English	Online	OK
15	English	Online	Ok
31	Chinese	Online	Ok
41	English	Online	ok with $0.35 more.
243	English	Online	Okk
11	English	Online	Price is Ok
25	English	Online	Probably to encourage ridership. Keep cost the same for 6-8 weeks then increase .35cents
39	English	Online	Reasonable
65	English	Online	seems fair
409	English	Online	Seems fair
497	English	Online	Seems fair
68	English	Online	Seems Fair
5	English	Online	seems inexpensive

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
272	English	Online	Seems like a lot
228	English	Online	Seems ok
57	English	Online	seems reasonable
154	English	Online	Seems reasonable
63	English	Online	Seems reasonable.
96	English	Online	Seems reasonable. Is this enough to cover maintenance of the system?
347	English	Online	Seems very expensive, potentially cost prohibitive for some.
456	English	Online	Seems very reasonable.
24	English	Online	SF Trains Later Than 7pm Please!
109	Chinese	Online	Should be same fare as Fremont Station
251	English	Online	Should be the same amount
41	English	Online	Sounds fair
71	English	Online	Sounds Fair
15	English	Online	Sounds good
250	English	Online	sounds good
17	English	Online	Sounds reasonable.
182	English	Online	spread the cost to all stations/destination
510	English	Online	Still a bargain compared to tolls, parking and gas.
81	English	Online	That seems more than fair.
425	English	Online	That seems reasonable
516	English	Online	That seems reasonable.
231	English	Online	That seems reasonable. I would consider a surcharge like they've done at the airport...for the first few years to help recoup the cost of construction.
142	English	Online	That sounds good.
207	English	Online	That's a big increase to go 1 stop in the same city. Not fair! Other cities don't get slammed like that
185	English	Online	that's absolutely fine
184	English	Online	that's fair
10	English	Online	That's fine
110	English	Online	That's not a very good example. Using an example of crossing the bay to justify the higher cost. You should not be using embarcadero as an example. It should not be that much more to go one additional station past fremont station. Especially when that route costs only $4.05! That additional station is going to cost people a ridiculous $2.25?
77	English	Online	The cost from Embarcadero to Fremont is expensive, even compared to commuting, but the fare increase going to Warm Springs seems marginal and fair.
29	English	Online	The cost is the same to Fremont if you get on at Embarcadero or Civic Center. It would be unfair to ask the Civic Center travelers to pay the same as Embarcadero travelers to Warm Springs but this will be the case. I think the cost to get to Warm Springs should be the same as Fremont until the Civic Center and Embarcadero pricing changes.
156	English	Online	The estimated cost would be acceptable, but what will the parking fee be at Warmsprings/South Fremont Station? It would not be fair to set it at the same rate as Fremont Station without first measuring parking lot usage.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
241	English	Online	The fare is OK
88	English	Online	the fare is reasonable
19	English	Online	THE PRICING SOUNDS ABOUT RIGHT, SINCE WARM SPRINGS IS FURTHER OUT THAN THE FREMONT STATION.
374	English	Online	There is nothing done to increase the number of cars or number of trains or make the trains punctual and faster, making no provisions for common people or commuters paying increased fares every year.
7	English	Online	There will be no difference since its 35cents more
502	English	Online	Think San Francisco residents are absorbing too much of the cost, Cost per mile should be considered when determining fares.
394	English	Online	This is a very good idea. Riders should pay more when they travel farther distances.
184	English	Online	This is fine
219	English	Online	This is fine
51	English	Online	To be honest with the Clipper Card, these small differences are not obvious
9	English	Online	Too Expensive
336	English	Online	too high
31	English	Online	Trip to warm springs to south fremont station how much?
43	English	Online	Very Good Price
121	English	Online	Well worth the $.35
302	English	Online	What fucking idiot gave people a fare refund a few years back when BART felt it was in the black? How goddamn stupid do you have to be to throw away money on absolutely nothing? Spend the money adding new lines and building another connection across the Bay.
274	English	Online	whatever
407	English	Online	Why can't the price difference between each station be $0.30 instead of $0.35? $0.05 in difference may not sound a lot to you but it matters to folks that travel every day.
103	English	Online	worth it if direct to SF
119	English	Online	Worth it!
471	English	Online	Worth it.
222	English	Online	Worth the extra money
19	English	Online	Yes
520	English	Online	You should provide monthly passes or a much more substantive discount for multiple trips (more than the 6.25% currently offered). BART is overly expensive for commute trips. Also, there should be better fare integration with AC Transit and VTA.
368	English	Online	Zoned pricing is a necessary evil of regional transit. The fare adjustment seems reasonable.
2		Online	
3		Online	
104	Chinese	3/7	Agree
76	English	3/7	Cannot happen soon enough
98	Chinese	3/7	Disagree. Hope same as before
62	English	3/7	Good

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
53	English	3/7	I think its great
494	English	3/7	It is reasonable.
93	English	3/7	It is too expensive. It will be nice if the fare increase was less
6	English	3/7	It's .35 cents more money I think it is reasonable by car it would cost more
20	English	3/7	Its okay the price
212	English	3/7	Make it a round $. 6.25 or 6.50
377	English	3/7	n/a
77	English	3/7	No
80	English	3/7	No
91	English	3/7	No
116	English	3/7	No
119	English	3/7	No
137	English	3/7	No comments
141	English	3/7	No comments
48	English	3/7	OK
50	English	3/7	OK
54	English	3/7	OK
60	English	3/7	OK
85	English	3/7	Ok
86	English	3/7	OK
95	Chinese	3/7	OK
96	Chinese	3/7	OK
97	Chinese	3/7	OK
103	Chinese	3/7	OK
158	English	3/7	OK
192	English	3/7	OK
44	English	3/7	Perfect
239	English	3/7	Please keep a cap on the cost. Increasing beyond $6.00 would be ridiculous
133	English	3/7	reasonably priced
173	English	3/7	seems average compared to other stations
177	English	3/7	Sounds fair
64	English	3/7	It is fine. Service is more important than less than dollar extra cost
66	English	3/7	Sounds fair.
69	English	3/7	It is OK
340	English	3/7	The fees are already ridiculous, you shouldn't need to increase it this much. It's no longer cost effective to take BART and you're going to push people out further by keeping it not cost effective.
319	English	3/7	Too expensive for daily commuters
139	English	3/7	We need earlier train
1	English	3/9	5.95 Pass

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
8	English	3/9	fare sounds good
4	English	3/9	Fine
16	English	3/9	Fine
40	English	3/9	fine
157	English	3/9	Its ok
388	English	3/9	N/A
9	English	3/9	N/A
24	English	3/9	No
27	English	3/9	No
33	English	3/9	no
48	English	3/9	no
7	English	3/9	No
55	English	3/9	No
54	English	3/9	no, fare increase sounds reasonable
3	English	3/9	None
385	English	3/9	Nope. I think the increase in fares is logical.
512	English	3/9	Ok
36	English	3/9	ok
39	English	3/9	ok
41	English	3/9	ok
46	English	3/9	ok
50	English	3/9	ok
58	Chinese	3/9	ok
59	Chinese	3/9	ok
60	Chinese	3/9	ok
14	English	3/9	OK
16	English	3/9	OK
161	English	3/9	Probably capped the extra fare to Warm springs at 75 cents
197	English	3/9	Seems more economical than driving.
108	English	3/9	Seems reasonable!
282	Chinese	3/9	too expensive.
113	English	3/9	w springs to embarcadero needs to be 6.00 less than 10 cents more besides the distance there is no reason why should cost 35 cents more to ride from that station you need multiple years before the price increases at this station to that like after 5 yrs this will be a success by that fare from this station needs to be a dime or 5 cents more
174	English	3/9	Yes, that is fine.
229	English	3/9	yes. It is unfair . It is only a short distance commute. They should not increase the fair. Also BART is not doing any improvement on their compartments. It is so dirty, people can not even have a nice comfortable seat and so filthy dirty. I STRONGLY DISAGREE about increasing the fair.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
163	English	3/10	35 cents
108	Chinese	3/10	Annual pass/monthly pass discount. Corporate discount
118	English	3/10	As long as difference is reasonable
144	English	3/10	As long as the service is worth it
156	English	3/10	cheaper to drive to SF even with parking
146	English	3/10	Don't raise prices. We already pay high parking fees
148	English	3/10	Fare enough!
143	English	3/10	Fare is quite good. Please make sure people should not go to Warm Springs to get seats. Add more fare to those.
172	English	3/10	Fares ok - open restrooms
208	English	3/10	Free parking
171	English	3/10	Fremont to Warm springs = delta 35 cents. Fremont to Union City = delta35 cents. So same fare difference for about same distance seems fair.
167	English	3/10	Good
135	English	3/10	higher price will discourage use of new station, bad idea
230	English	3/10	I don't think currently you should raise this fee because youre not improving your service and facilities. Besides parking fee is raising each year. For instance, Fremont charge $1 in 2013 and $2 in 2014 and $3 in late 2014.
121	English	3/10	I propose the same fare as from Fremont
147	English	3/10	I would rather drive to Fremont and pay less fare. This makes Warm Springs pointless for me even though its closer to me.
198	English	3/10	I'd like to see improvement in train comfort. The fare increases but service is subpar
140	English	3/10	If necessary the additional fee can apply, but I feel that prices are already high especially for the added time for waiting for transfer after 7pm
227	English	3/10	If you are following the formula per distance, this seems fair
127	English	3/10	It is a bit higher fare
83	English	3/10	its ok, keeping previous prices is the best for those people who are unemployed
15	English	3/10	It's okay as long as parking is reasonable too. $3 for daily parking is a lot
136	English	3/10	Make a reasonable choice
424	English	3/10	Make it enough to cover expenses.
2	English	3/10	Makes Sense
42	English	3/10	my only issue is value for money, BART is dirty and not always reliable
206	English	3/10	N/A
246	English	3/10	N/A
36	English	3/10	no
44	English	3/10	No
124	English	3/10	No
128	English	3/10	No
129	English	3/10	No
131	English	3/10	No
166	English	3/10	No

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
175	English	3/10	No
186	English	3/10	No
188	English	3/10	No
199	English	3/10	NO
210	English	3/10	No
211	English	3/10	No
217	English	3/10	No
220	English	3/10	No
248	English	3/10	No
277	English	3/10	no comment
293	English	3/10	No comment
79	English	3/10	No comments. The fare rate sounds reasonable.
137	English	3/10	No comments. This is reasonable.
338	English	3/10	No problem. Happy to pay for the positive change.
213	English	3/10	OK
232	English	3/10	OK
145	English	3/10	Ok price
24	English	3/10	Ok to raise .35 cents
124	English	3/10	Please give us earlier trains to Fremont
43	English	3/10	price needs to be better raise after all extensions built 6:05 shouls be price a dime more.
150	English	3/10	Raise fares and spend the money on more trains. And air conditioning.
118	English	3/10	Seems fair
42	English	3/10	Seems fair!
82	English	3/10	Seems Fair.
30	English	3/10	Seems reasonable
16	English	3/10	Seems reasonable.
176	English	3/10	Should be the same fare as for Fremont
254	English	3/10	sounds about right
191	English	3/10	Sounds fair
291	English	3/10	Sounds fair.
208	English	3/10	Sounds reasonable to me.
240	English	3/10	Stop raising all our fares to support sprawl and giant parking garages and parking lots. This is 1970's planning. Many of us can barely afford our rent and certainly cannot afford our commute costs to go up to grow suburbia.
133	English	3/10	That's fair
244	English	3/10	That's OK
451	English	3/10	That's a good estimate.
89	English	3/10	That's a lot of money, is it needed to pay for this initial investment?
283	English	3/10	The fare sounds reasonable.

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
237	English	3/10	This is reasonable
186	English	3/10	This rate system makes sense to me. In my case I am likely to remain using Fremont to save money.
23	English	3/10	Yes
8	English	3/11	Affordable and convenient pricing is needed
26	English	3/11	BART discount for frequent use? No comments integrated fare product would be good with VTA, AC Transit and BART
14	English	3/11	Don't care Don't need to ride to warm springs
75	English	3/11	It's getting kind of expensive. $12.60 for a round trip.
238	English	3/11	Keep it reasonable. Higher the cost less riders
211	English	3/11	Makes sense. Those of us who have been long-time residents and BART users have already paid for the existing lines and services and now we are paying for the multiple extensions, even those of us who will never use the new lines. Users of the new services should pick up part of the incremental cost and it should not come at the expense of existing services (e.g., please do NOT pick option 3 and reduce green line service to Daly City).
18	English	3/11	No
3	English	3/11	no
14	English	3/11	No
359	English	3/11	None
32	Chinese	3/11	ok
33	Chinese	3/11	Ok
34	Chinese	3/11	ok
35	Chinese	3/11	ok
36	Chinese	3/11	Ok
37	Chinese	3/11	ok
20	English	3/11	Ok
34	English	3/11	ok
89	English	3/11	OK with increment
369	English	3/11	Pricing looks fair!
87	English	3/11	Reason for increase? More patrons should decrease fare
76	English	3/11	that's reasonable.
188	English	3/11	This fare change is much less important to me than the need for parking at the new station and/or Fremont. My main detriment to using the system is lack of parking - coming from San Jose.
11	English	3/11	Yes BART is expensive already. I know for low-income and seniors .
21	English	3/12	25 cents
4	English	3/12	Are all options (above) the same fare?
19	English	3/12	Fares are high
24	English	3/12	I wont travel or use Warm Springs so no concern
22	English	3/12	In general I would like BART to consider reducing fares during commute hours. Morning trains bound for SF and evening SF departures…These trains tend to be over crowded and it's a lot of money to pay to stand

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Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
15	English	3/12	It's fine, And you should reduce monthly parking cost at fremont when WSX opens
90	English	3/12	More than fair
10	English	3/12	N/A
12	English	3/12	N/A
30	English	3/12	N/A
33	Spanish	3/12	N/A
34	Spanish	3/12	N/A
130	English	3/12	N/A
193	English	3/12	N/A
61	English	3/12	No
459	English	3/12	Not a problem
18	English	3/12	OK
31	English	3/12	OK
35	Chinese	3/12	OK
36	Chinese	3/12	OK
37	Chinese	3/12	OK
40	English	3/12	OK
42	English	3/12	OK
183	English	3/12	Seems fair but no sense with option 4
115	English	3/12	Seems fair due to the additional distance
326	English	3/12	Sounds ok compared to Fremont.
23	English	3/12	Yes, its Ok
17	English	Online	Seems Fair

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Appendix C: Title VI/EJ Advisory Committee Warm Springs Presentation

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NOTICE OF MEETING AND AGENDA
OFFICE OF CIVIL RIGHTS TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY COMMITTEE

March 9, 2015
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on Monday, March 9, 2015, at 2:00 p.m. The meeting will be held in the Joseph P. Bort Metro Center - Conference Room 171, 101 Eight Street, Oakland, California.

AGENDA

1. Update on Potential Changes to BART's Youth Discount Program and Summary of Draft Title VI Report and Related Public Outreach. For discussion.

2. Review of Proposed January 2016 Consumer Price Index (CPI) Based Fare Increase Title VI Process. For discussion.

3. Review of Draft Title VI/Environmental Justice Report for the Proposed Pittsburg Center Station on the eBART extension. For discussion.

4. Overview of the Proposed Service Plan and Estimated Distance-Based Fare for the Warm Springs/South Fremont extension. For discussion.

5. General Discussion and Public Comment.

6. Next Committee Meeting Date.

7. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/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 five days in advance of a Board or committee meeting. Please contact the District Secretary's Office at (510) 464-6083 for information.

Exhibit 2: Committee Meeting Presentation

San Francisco Bay Area Rapid Transit District

Title VI/EJ Advisory Committee

Warm Springs/South Fremont Title VI Outreach

March 9, 2015

Project Overview

- The Warm Springs Extension project is a 5.4 mile extension from Fremont BART, south, to a new station in the Warm Springs District of the City of Fremont.

- Expected to open in December 2015, Warm Springs/South Fremont Station is the first phase of BART's expansion to Santa Clara County.

- Station is expected to:
  - Provide traffic relief and transit connectivity.
  - Be fully accessible to pedestrians and bicyclists and riders with disabilities.

Project Overview

Proposed Fares

- BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension.

- Example (2015 data):
  - Currently, a one-way trip from Fremont Station to Embarcadero Station costs $5.95.
  - A trip from the new Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost $6.30 ($.35 more).

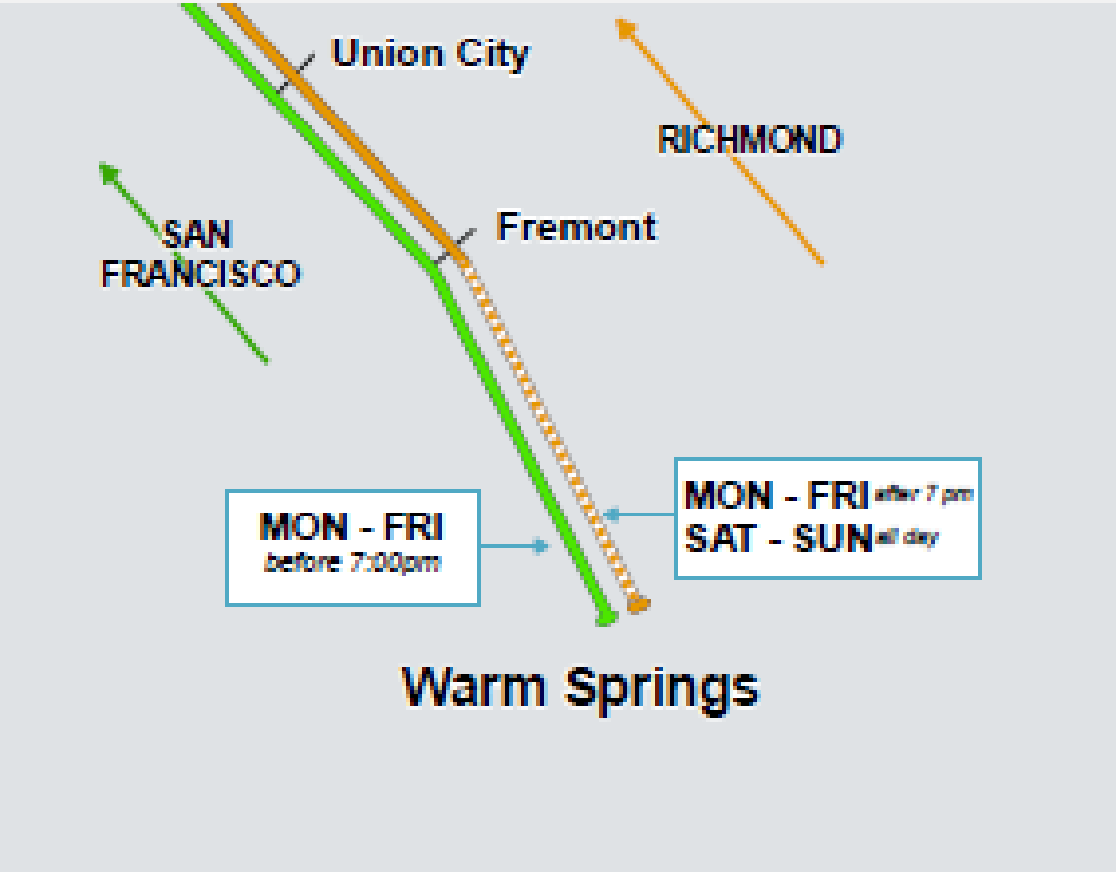
- **Discussion**

Proposed Service

- BART has developed four proposed service options for Warm Springs/South Fremont Station.
- Each of the proposed service options will provide 1-line service to Warm Springs/South Fremont Station.
- The final service option will be temporary and will operate for two years or less until the new train cars arrive.

Proposed Service

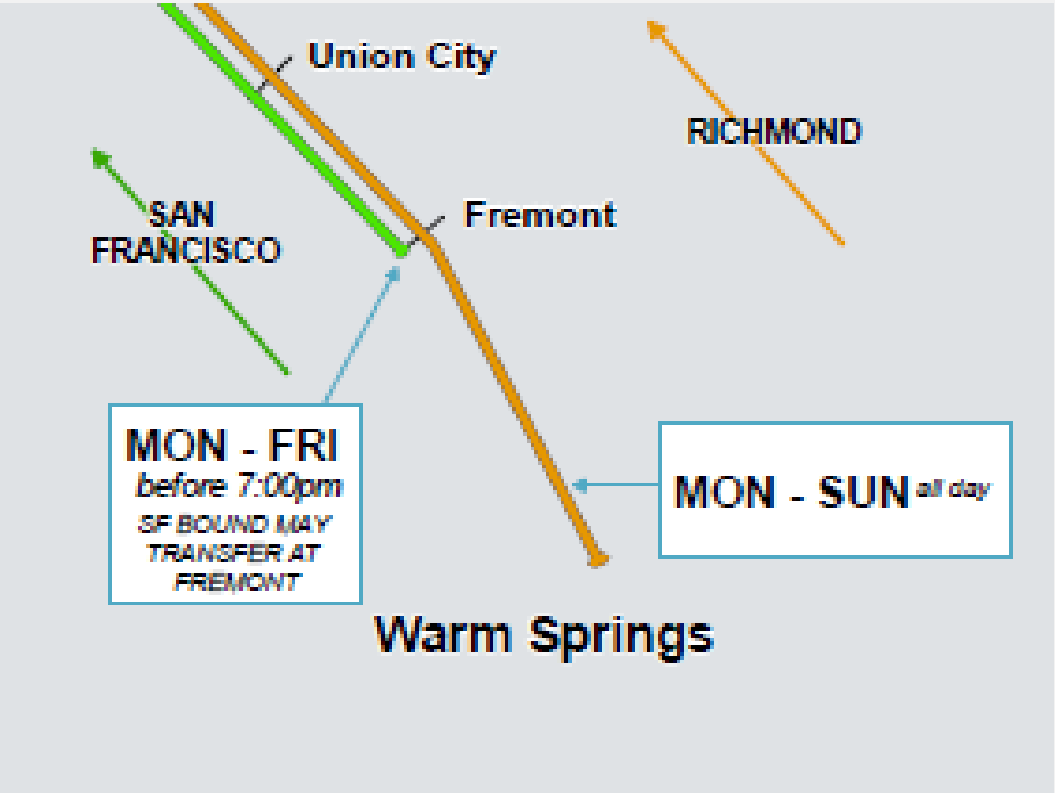
Option #1



100

Proposed Service

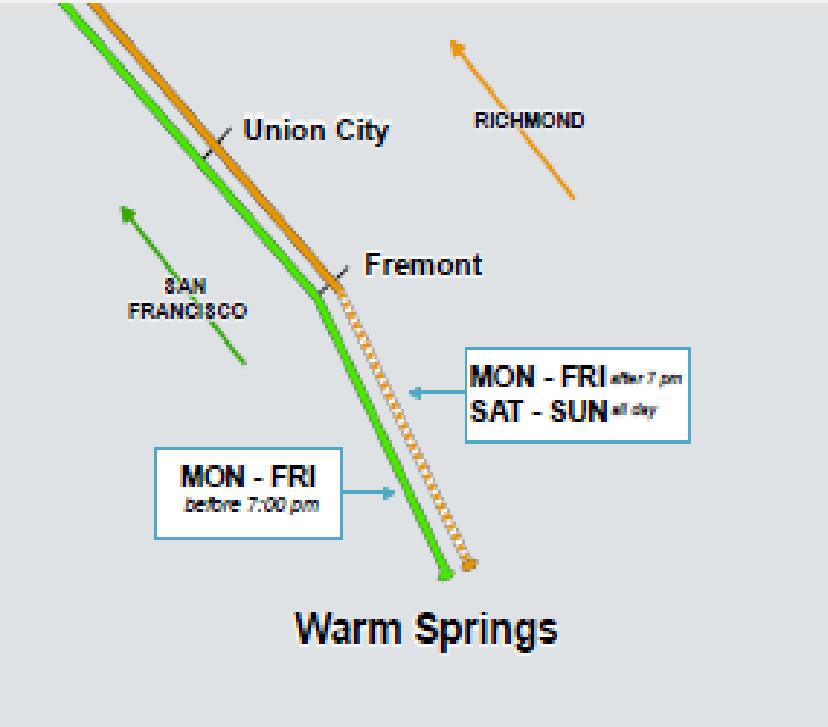
Option #2

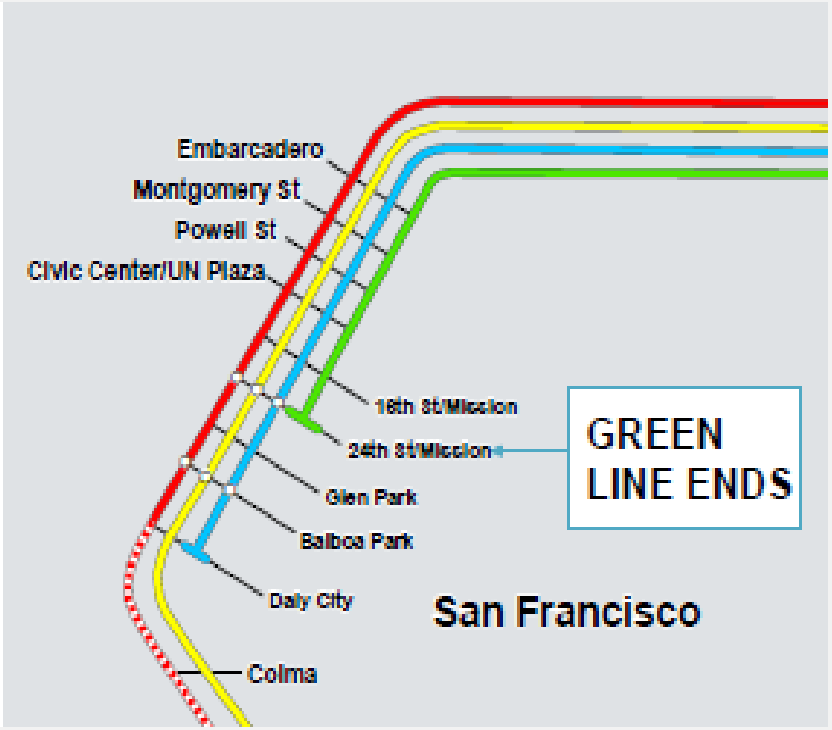


101

Proposed Service

Option #3

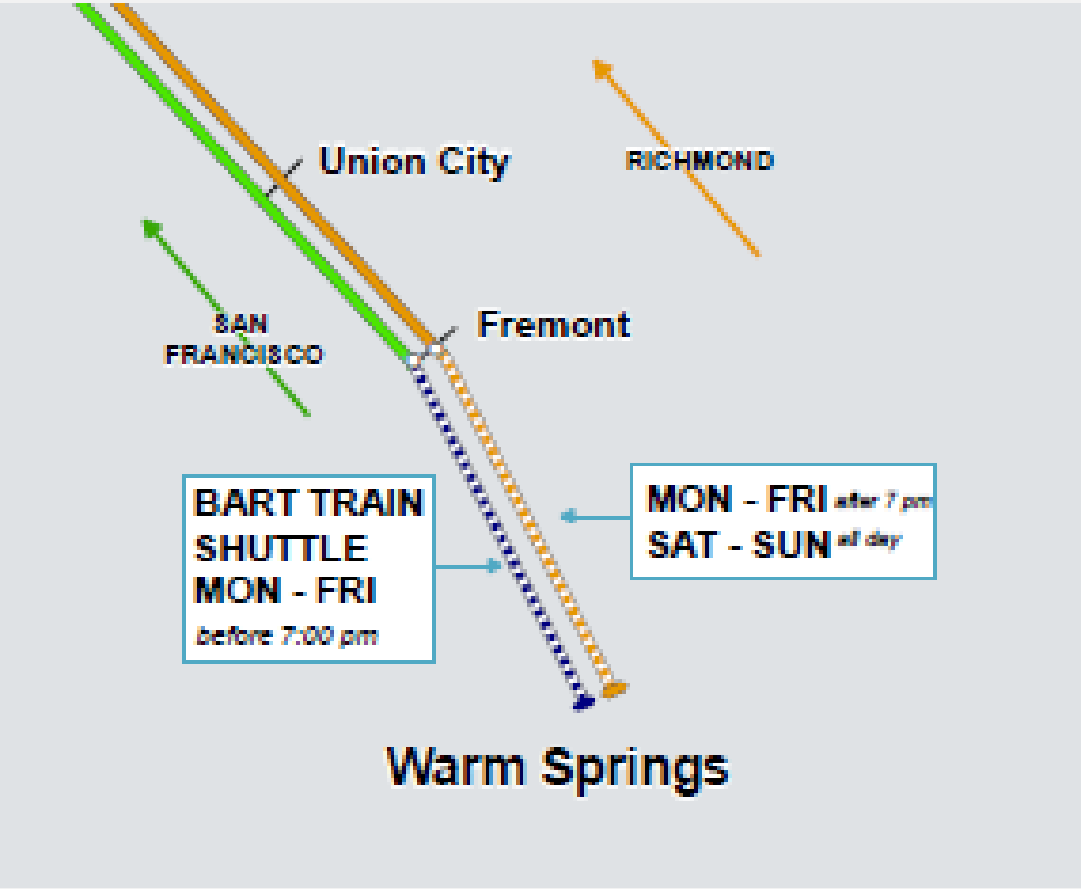




102

Proposed Service

Option #4



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Public Participation

- Outreach events in Fremont and San Francisco, from Saturday March 7th to Thursday March 12th.
  - Saturday, March 7th: Milpitas Library, 10AM - 2PM.
  - Monday, March 9th: Fremont BART, 6AM – 10AM.
  - Tuesday, March 10th: Fremont BART, 4PM – 8PM.
  - Wednesday, March 11th: Balboa Park BART, 11AM – 3PM.
  - Thursday, March 12th: Daly City BART, 11AM – 3PM.

- The public can also provide their feedback online at www.bart.gov/wsx.

Public Participation

- Outreach events were advertised through Social Media.
- Ads were placed in ethnic media:
  - Spanish: El Observador, El Manajero, El Tecolote
  - Chinese: Sing Tao Daily, World Journal
  - Vietnamese: Viet Nam, The Daily News, Mo, Thoi Bao, SaiGon Nho
  - Hindi: Weekly Punjab News
- On-site interpreters will be available for all events.
- Printed surveys translated in Spanish, Chinese, Vietnamese, and Hindi.
- Online surveys translated in Spanish and Chinese.

Next Steps

- FTA requirement Title VI: Title VI Equity Analysis must be conducted at least six months prior to beginning of revenue operations
  - BART must determine whether the proposed service changes will result in disparate impact on minority and low income populations. (In Progress)
  - Public must be given opportunities for public review and comment at key decision points. (May 2015)
  - Complete Title VI report will be presented to the Board in July 2015 for approval.

- Fares and Service Options scheduled for Board approval in September 2015.

Appendix D: Surveys

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New BART Service to Warm Springs/South Fremont

Comments and Feedback

Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

1 Which BART station do you usually use to enter when making a trip from your home (i.e. your "home" station)?

_____

2 Which BART station do you usually use to exit the system (i.e. your "destination" station)?

_____

3 What time of day do you typically use BART?
☐ Morning
☐ Afternoon
☐ Evening
☐ Late night

4 Do you plan to use the Warm Springs/South Fremont Station?
☐ Yes ☐ No ☐ Other: _____

5 How will you access the Warm Springs/South Fremont Station?
☐ Carpool ☐ AC Transit
☐ Bicycle ☐ VTA
☐ Drive alone ☐ Walk
☐ Drop-off ☐ Other: _____

6a Based on your review of the four potential service plans, which of the proposed service options is more suitable for your travel purposes? Please check one.

Option 1: SF/Daly City (Green) Line from Warm Springs/South Fremont from 4 am to 7 pm weekdays. Passengers traveling to Downtown Oakland and Richmond transfer to the Richmond (Orange) Line. Richmond Line service, weekdays after 7 pm and weekends.

Option 2: Richmond (Orange) Line from Warm Springs/South Fremont during all hours of BART service. Passengers traveling to San Francisco transfer to SF/Daly City (Green) Line at Fremont on weekdays before 7 pm.

Option 3: SF/24th St./Mission (Green) Line from Warm Springs/South Fremont, from 4 am to 7 pm weekdays. Passengers traveling to Downtown Oakland and Richmond transfer to the Richmond (Orange) Line. Richmond Line service, weekdays after 7 pm and weekends.

Option 4: Passengers board BART train shuttle from Warm Springs/South Fremont, weekdays before 7 pm. All passengers transfer at Fremont to either SF/Daly City (Green) or Richmond (Orange) Lines.

☐ Option 1 ☐ Option 2 ☐ Option 3 ☐ Option 4

6b Which of the proposed service options do you wish to comment on? If applicable, please provide your comments in the space provided.

_____
_____
_____
_____
_____
_____

7 BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension. For example, in 2015, a one-way trip from Fremont Station to Embarcadero Station costs $5.95, while a trip from Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost $6.30 ($.35 more). Do you have any general comments about BART's proposed fare for Warm Springs/South Fremont Station?

_____
_____
_____
_____
_____
_____

8 What is your gender?
☐ Male ☐ Female

➞**NOTE:** Please answer BOTH Questions 10a and 10b.

9a Are you of Hispanic, Latino or Spanish origin?
☐ No ☐ Yes

9b What is your race or ethnic identification? (Check one or more. Categories based on US Census.)
☐ White
☐ Black/African American
☐ Asian or Pacific Islander
☐ American Indian or Alaska Native
☐ Other (specify): _____

10 Do you speak a language other than English at home?
☐ No ☐ Yes→ Language: _____

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

11 What is your total annual household income before taxes?
☐ Under $25,000 ☐ $50,000 - $59,999
☐ $25,000 - $29,999 ☐ $60,000 - $74,999
☐ $30,000 - $39,999 ☐ $75,000 - $99,999
☐ $40,000 - $49,999 ☐ $100,000 and over

12 Including yourself, how many people live in your household?
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 or more

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

Warm Springs/South Fremont 的全新 BART 服務

意見和反饋

請回答以下問題。您的答案將協助本公司評估我們為社區所提供服務的品質。 BART ***非常重視您的意見。所提供資料將予以保密。***

1 **您從住處外出時，通常從哪一個 BART 車站進入 (也就是您的起始站)？**

_____

2 **您通常從哪一個 BART 車站離開該運輸系統 (也就是您的終點站)？**

_____

3 **您一般是在什麼時段使用 BART？**
- ☐ 早上
- ☐ 下午
- ☐ 晚上
- ☐ 深夜

4 **您是否計畫使用 Warm Springs/South Fremont 車站？**
☐ 是 ☐ 否 ☐ 其他：_____

5 **您將如何前往 Warm Springs/South Fremont 車站？**
- ☐ 與人共乘
- ☐ 單車
- ☐ 單獨駕車
- ☐ 搭便車
- ☐ AC Transit
- ☐ VTA
- ☐ 步行
- ☐ 其他：_____

6a **在看過四種可能的服務計畫之後，請指出哪一種建議服務選項可能更適合您的通勤目的？請選一項。**

選項 1：SF/Daly City (綠) 線，從 Warm Springs/South Fremont 站發車，平日營運時間從 早上 4 點到晚上 7 點。前往 Downtown Oakland 和 Richmond 站的乘客要轉乘 Richmond (橘) 線。Richmond 線的營運時間是平日晚上 7 點之後以及週末。

選項 2：Richmond (橘) 線，從 Warm Springs/South Fremont 站發車，BART 營運期間的各時段均有班次行駛。於平日晚上 7 點之前去往 San Francisco 的乘客要在 Fremont 轉乘 SF/Daly City (綠) 線。

選項 3：SF/24th St./Mission (綠) 線，從 Warm Springs/South Fremont 站發車，平日營運時間從 早上 4 點到晚上 7 點。前往 Downtown Oakland 和 Richmond 站的乘客要轉乘 Richmond (橘) 線。Richmond 線的營運時間是平日晚上 7 點之後以及週末。

選項 4：乘客可於平日晚上 7 點前搭乘 Warm Springs/South Fremont 站出發的 BART 接駁巴士。所有乘客均可在 Fremont 轉乘 SF/Daly City (綠) 線或 Richmond (橘) 線。

☐ 選項 1 ☐選項 2 ☐ 選項 3 ☐ 選項 4

6b **您想要針對哪一個建議服務選項發表意見？若您有相關意見，請在以下空白處告訴我們。**

_____
_____
_____
_____
_____
_____

7 **BART 計畫在 Warm Springs/South Fremont 延伸路線中依然採取按距離收費的票價結構。例如，2015 年時，從 Fremont 車站到 Embarcadero 車站的單趟行程票價為 $5.95，從 Warm Springs/South Fremont 車站到 Embarcadero 車站的行程票價則預估為 $6.30 (多出 $0.35)。您對 BART 建議的 Warm Springs/South Fremont 車站票價有何一般意見？**

_____
_____
_____
_____
_____
_____

8 **您的性別是？**
☐ 男性 ☐ 女性

➔**注意：**請同時回答 10a 和 10b 題。

9a **您是否是西班牙裔或拉丁裔？**
☐ 否 ☐ 是

9b **您屬於哪個種族或族裔？**(請選擇一或多項。項目類別是以美國人口普查為準。)
- ☐ 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 (請註明)：_____

10 **您在家是否講英語以外的語言？**
☐ 否 ☐ 是 ➔ 語言：_____

如果是，您的英語程度如何？
☐ 很好 ☐ 好 ☐ 不大好 ☐ 完全不懂

11 **府上全家每年的稅前總收入是多少？**
- ☐ 低於 $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 及以上

12 **包刮您自己在內，府上共有多少人住？**
☐ 1 人 ☐ 2 人 ☐ 3 人 ☐ 4 人 ☐ 5 人 ☐ 6 人以上

請向 BART ***代表提交完整的表格。欲瞭解更多資訊或填寫在線表格，請造訪*** www.bart.gov/wsx***。***

Warm Springs/South Fremont के लिए नई BART सर्विस

टिप्पणियाँ और प्रतिक्रिया

कृपया नीचे दिए गए प्रश्नों का उत्तर दें। अपने उत्तर हमारी यह मूल्यांकन करने में मदद करेंगे कि हम उन समुदायों तक कितनी अच्छी तरह से पहुंच रहे हैं जिन्हें हम सेवा देते हैं। BART ***आपके विचारों को महत्व देता है। जानकारी पर गोपनीय रूप से कार्यवाही की जाएगी।***

1 **अपने घर (यानी अपने "घर" के स्टेशन) से यात्रा करते समय आप आमतौर पर प्रवेश करने के लिए कौन सा** BART **स्टेशन उपयोग करते हैं?**

_____

2 **सिस्टम से बाहर निकलने के लिए (यानी कि आपका "गंतव्य" स्टेशन) आप किस** BART **स्टेशन का उपयोग करते हैं?**

_____

3 **आप आमतौर पर दिन के किस समय** BART **का उपयोग करते हैं?**
- ☐ सुबह
- ☐ दोपहर बाद
- ☐ शाम
- ☐ देर रात

4 **क्या आपकी** Warm Springs/South Fremont **स्टेशन का उपयोग करने की योजना है?**
☐ हाँ ☐ नहीं ☐ अन्य: _____

5 **आप** Warm Springs/South Fremont **स्टेशन तक कैसे पहुँचेंगे?**
- ☐ कारपूल
- ☐ साइकिल
- ☐ अकेले ड्राइव करके
- ☐ ड्रॉप ऑफ
- ☐ AC Transit
- ☐ VTA
- ☐ पैदल
- ☐ अन्य: _____

6a **चार संभावित सेवा योजनाओं की आपकी समीक्षा के आधार पर, प्रस्तावित सेवा विकल्पों में से कौन सा आपकी यात्रा के उद्देश्यों के लिए अधिक उपयुक्त है? एक जाँच कृपया.**

विकल्प 1: सप्ताह के कामकाजी दिनों पर सुबह 4 से शाम 7 बजे तक Warm Springs/South Fremont से SF/Daly City (हरी) लाइन Downtown Oakland और Richmond की ओर यात्रा करने वाले यात्री Richmond (नारंगी) लाइन में ट्रांस्फर करते हैं। Richmond लाइन सेवा, वीकएंड शाम 7 बजे के बाद और सप्ताह के कामकाजी दिन।

विकल्प 2: BART सेवा के सभी घंटों के दौरान Warm Springs/South Fremont से Richmond (नारंगी) लाइन। San Francisco जा रहे यात्री सप्ताह के कामकाजी दिन शाम 7 बजे से पहले Fremont पर SF/Daly City (हरी) लाइन में ट्रांस्फर करते हैं।

विकल्प 3: सप्ताह के कामकाजी दिनों पर सुबह 4 से शाम 7 बजे तक Warm Springs/South Fremont से SF/24th St./Mission (हरी) लाइन Downtown Oakland और Richmond की ओर यात्रा करने वाले यात्री Richmond (नारंगी) लाइन में ट्रांस्फर करते हैं। Richmond लाइन सेवा, वीकएंड शाम 7 बजे के बाद और सप्ताह के कामकाजी दिन।

विकल्प 4: सप्ताह के कामकाजी दिन शाम 7 बजे से पहले, यात्री Warm Springs/South Fremont से BART ट्रेन शटल पर चढ़ते हैं। सभी यात्री Fremont पर या तो SF/Daly City (हरी) या Richmond (नारंगी) लाइनों में ट्रांस्फर करते हैं।

☐ विकल्प 1 ☐ विकल्प 2 ☐ विकल्प 3 ☐ विकल्प 4

6b **आप प्रस्तावित सेवा विकल्पों में से किस पर टिप्पणी करना चाहते हैं? यदि लागू हो, कृपया अपनी टिप्पणियां दिए गए स्थान पर दें।**

_____

7 BART **की योजना है कि इसकी दूरी पर आधारित किराया संरचना का** Warm Springs/South Fremont **एक्सटेन्शन के लिए विस्तार किया जाए। उदाहरण के लिए,** 2015 **में,** Fremont **स्टेशन से** Embarcadero **स्टेशन तक एक-तरफा यात्रा की लागत** $5.95 **थी, जब कि** Warm Springs/South Fremont **स्टेशन से** Embarcadero **स्टेशन तक यात्रा की लागत** $6.30 **(**$.35 **अधिक) होने का अनुमान है। क्या आपके पास** BART **के** Warm Springs/South Fremont **स्टेशन के लिए प्रस्तावित किराए के बारे में कोई सामान्य टिप्पणियां हैं?**

_____

8 **आपका लिंग क्या है?**
☐ पुरुष ☐ महिला

➔**यान दें:** कृपया प्रश्न 10a और 10b दोनों का उत्तर दें।

9a **क्या आप, हिस्पैनिक, लातीनी या स्पेनिश मूल के हैं?**
☐ नहीं ☐ हां

9b **अपनी जाति या जातीय पहचान क्या है?** (एक या अधिक पर सही लगाएं। श्रेणियाँ अमेरिकी जनगणना पर आधारित हैं।)
- ☐ श्वेत
- ☐ अश्वेत/अफ्रीकी अमरीकी
- ☐ एशियाई या प्रशांत द्वीप के वासी
- ☐ अमेरिकी इंडियन या अलास्का के मूल निवासी
- ☐ अन्य (बताएं):_____

10 **क्या आप घर पर अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं?**
☐ नहीं ☐ हाँ → भाषा: _____

यदि "हाँ", तो आप अंग्रेजी कितनी अच्छी तरह से बोलते हैं?
☐ बहुत अच्छी ☐ अच्छी ☐ अच्छी नहीं ☐ बिल्कुल भी नहीं

11 **करों से पहले, आपकी कुल सालाना पारिवारिक आय कितनी है?**
- ☐ $25,000 से कम
- ☐ $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 और अधिक

12 **आपको मिलाकर, आपके परिवार में कितने लोग रहते हैं?**
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 या अधिक

कृपया भरे हुए फॉर्म BART ***प्रतिनिधि को वापिस कर दें। अधिक जानकारी के लिए, या इस टिप्पणी फार्म को ऑनलाइन भरने के लिए*** www.bart.gov/wsx ***पर जाएं।***

Nuevo servicio de BART a Warm Springs/South Fremont

Comentarios y opiniones

Responda las preguntas que se detallan a continuación. Sus respuestas nos ayudarán a evaluar la eficiencia con la que llegamos a las comunidades que reciben nuestros servicios. BART aprecia su opinión. La información será confidencial.

1 ¿Qué estación de BART usa generalmente para ingresar cuando hace un viaje desde su hogar (es decir, su estación "de base")?

_____

2 ¿Qué estación de BART usa generalmente para salir del sistema (es decir, su estación de "destino")?

_____

3 ¿En qué momento del día generalmente utiliza BART?
- ☐ Mañana
- ☐ Tarde
- ☐ Noche
- ☐ Últimas horas de la noche

4 ¿Planea utilizar la estación de Warm Springs/South Fremont?
☐ Si ☐ No ☐ Otro:_____

5 ¿Cómo accederá a la estación de Warm Springs/South Fremont?
- ☐ Transporte colectivo
- ☐ Bicicleta
- ☐ Conducción solo
- ☐ Punto de llegada
- ☐ AC Transit
- ☐ VTA
- ☐ Caminata
- ☐ Otro: _____

6a Según el análisis de los cuatro posibles planes de servicio, ¿cuál de las opciones de servicio propuestas se ajusta más a sus planes de viaje? Por favor seleccione una opción.

Opción 1: Línea SF/Daly City (verde) desde Warm Springs/South Fremont de 4 a. m. a 7 p. m., los días de semana. Los pasajeros que viajan al centro de Oakland y Richmond hacen transbordo a la línea Richmond (naranja). Servicio de línea de Richmond, los días de semana después de las 7 p. m. y los fines de semana

Opción 2: Línea Richmond (naranja) desde Warm Springs/South Fremont durante el horario de servicio de BART. Los pasajeros que viajan a San Francisco hacen transbordo a la línea SF/Daly City (verde) en Fremont los días de semana antes de las 7 p. m.

Opción 3: Línea SF/24th St./Mission (verde) desde Warm Springs/South Fremont de 4 a. m. a 7 p. m., los días de semana. Los pasajeros que viajan al centro de Oakland y Richmond hacen transbordo a la línea Richmond (naranja). Servicio de línea de Richmond, los días de semana después de las 7 p. m. y los fines de semana.

Opción 4: Los pasajeros a bordo de los trenes de BART se trasladan desde Warm Springs/South Fremont, los días de semana antes de las 7 p. m. Todos los pasajeros hacen transbordo en Fremont hacia las líneas SF/Daly City (verde) o Richmond (naranja).

☐ Opción 1 ☐ Opción 2 ☐ Opción 3 ☐ Opción 4

6b ¿Sobre cuál de las opciones de servicio propuestas desea hacer comentarios? Si corresponde, comparta sus comentarios en el espacio provisto.

_____
_____
_____
_____
_____
_____

7 BART planea ampliar su estructura de tarifas según la distancia para la extensión de Warm Springs/South Fremont. Por ejemplo, en 2015, un viaje de ida desde la estación Fremont hasta la estación de Embarcadero cuesta $5.95, mientras que se estima que un viaje desde la estación de Warm Springs/South Fremont hasta la estación de Embarcadero costará $6.30 ($0.35 más). ¿Tiene algún comentario general sobre la tarifa propuesta de BART para la estación de Warm Springs/South Fremont?

_____
_____
_____
_____
_____
_____

8 ¿Cuál es su sexo?
☐ Masculino ☐ Femenino

➔NOTA: Responda AMBAS preguntas: 10a y 10b.

9a ¿Es usted de origen hispano, latino o español?
☐ No ☐ Sí

9b ¿Cuál es su raza o identificación étnica? (Marque una o más opciones. Categorías basadas en el Censo de los Estados Unidos)
- ☐ Blanco
- ☐ Negro o afroamericano
- ☐ Asiático o isleño del Pacífico
- ☐ Indígena estadounidense o nativo de Alaska
- ☐ Otro: _____

10 En su hogar, ¿habla algún idioma que no sea inglés?
☐ No ☐ Sí → Idioma: _____

En caso de que hable otro idioma, ¿cómo es su nivel de inglés?
☐ Muy Bueno ☐ Bueno ☐ No tan bueno ☐ Malo

11 ¿Cuál es su ingreso familiar total anual antes de 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
- ☐ Más de $100.000

12 Incluido usted, ¿cuántas personas viven en su hogar?
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 o más

Entréguele los formularios completos a un representante de BART. Si desea obtener más información o completar este formulario de comentarios en línea, visite www.bart.gov/wsx.

Dịch Vụ Mới của BART đến Warm Springs/South Fremont

Nhận Xét và Ý Kiến

Xin quý vị vui lòng trả lời những câu hỏi dưới đây. Câu trả lời của quý vị sẽ giúp chúng tôi đánh giá mức hữu hiệu của chúng tôi trong việc phục vụ các cộng đồng. BART quý trọng ý kiến của quý vị. Mọi chi tiết sẽ được giữ kín.

1 **Quý vị thường vào trạm BART nào khi bắt đầu một chuyến đi từ nhà của mình (tức là trạm "nhà" của quý vị)?**

_____

2 **Quý vị thường dùng trạm BART nào để rời khỏi hệ thống (tức là trạm "đến" của quý vị)?**

_____

3 **Quý vị thường dùng BART vào lúc nào trong ngày?**
- ☐ Sáng
- ☐ Chiều
- ☐ Tối
- ☐ Đêm

4 **Quý vị có định dùng Trạm Warm Springs/South Fremont?**
☐ Có ☐ Không ☐ Trạm khác: _____

5 **Quý vị đến Trạm Warm Springs/South Fremont cách nào?**
- ☐ Đi xe chung
- ☐ Xe đạp
- ☐ Lái xe một mình
- ☐ Nhờ đưa đến
- ☐ AC Chuyên chở công cộng
- ☐ VTA
- ☐ Đi bộ
- ☐ Cách khác: _____

6a **Sau khi xem xét bốn kế hoạch dịch vụ có thể được thực hiện, quý vị thấy chọn lựa nào trong số những dịch vụ được đề nghị sẽ thích hợp hơn cho những mục đích di chuyển của mình? Vui lòng kiểm tra một.**

Chọn Lựa 1: Tuyến Đường SF/Daly City (Xanh) từ Warm Springs/South Fremont từ 4 giờ sáng đến 7 giờ chiều vào những ngày trong tuần. Hành khách đi từ Downtown Oakland và Richmond chuyển sang Tuyến Đường Richmond (Cam). Dịch vụ Tuyến Đường Richmond, những ngày trong tuần sau 7 giờ tối và những ngày cuối tuần.

Chọn Lựa 2: Tuyến Đường Richmond (Cam) từ Warm Springs/South Fremont trong mọi giờ hoạt động của dịch vụ BART. Hành khách đi từ San Francisco chuyển sang Tuyến Đường SF/Daly City (Xanh) tại Fremont vào những ngày trong tuần trước 7 giờ tối.

Chọn Lựa 3: Tuyến Đường SF/24th St./Mission (Xanh) từ Warm Springs/South Fremont, từ 4 giờ sáng đến 7 giờ tối vào những ngày trong tuần. Hành khách đến Downtown Oakland và Richmond chuyển sang Tuyến Đường Richmond (Cam). Dịch vụ Tuyến Đường Richmond, những ngày trong tuần sau 7 giờ tối và những ngày cuối tuần.

Chọn Lựa 4: Hành khách lên xe lửa đưa đón của BART từ Warm Springs/South Fremont, những ngày trong tuần trước 7 giờ tối. Tất cả hành khách đều chuyển sang các Tuyến Đường SF/Daly City (Xanh) hay Richmond (Cam).

☐ Chọn Lựa 1 ☐ Chọn Lựa 2 ☐ Chọn Lựa 3 ☐ Chọn Lựa 4

6b **Quý vị muốn nhận xét về những chọn lựa nào trong các dịch vụ được đề nghị? Nếu thích hợp, xin quý vị vui lòng viết nhận xét của mình trong chỗ dành riêng dưới đây.**

_____
_____
_____
_____
_____
_____

7 **BART dự định sẽ tăng tiền vé dựa vào khoảng cách cho phần nối dài Warm Springs/South Fremont. Thí dụ, vào năm 2015, giá vé một chiều từ Trạm Fremont đến Trạm Embarcadero là $5.95, trong khi một chuyến xe từ Trạm Warm Springs/South Fremont đến Trạm Embarcadero được ước tính là sẽ tốn $6.30 (thêm $.35). Quý vị có nhận xét tổng quát nào về giá vé đề nghị của BART cho Trạm Warm Springs/South Fremont không?**

_____
_____
_____
_____
_____
_____

8 **Phái tính của quý vị là gì?**
☐ Nam ☐ Nữ

➔**LƯU Ý:** Xin vui lòng trả lời CẢ HAI Câu Hỏi 10a và 10b.

9a **Quý vị là người gốc Hispanic, La Tinh hay Tây Ban Nha?**
☐ Không ☐ Phải

9b **Quý vị là người thuộc chủng tộc hoặc dân tộc nào?** (Đánh dấu vào một hoặc nhiều ô. Phân loại dựa vào Thống Kê Hoa Kỳ.)
- ☐ Da Trắng
- ☐ Da Đen/Người Mỹ Gốc Phi Châu
- ☐ Á Châu hoặc Dân Đảo Thái Bình Dương
- ☐ Thổ Dân Hoa Kỳ hoặc Thổ Dân Alaska
- ☐ Chủng Tộc Khác (ghi rõ): _____

10 **Quý vị có dùng một ngôn ngữ khác ngoài Anh Ngữ ở nhà không?**
☐ Không ☐ Có → Ngôn Ngữ: _____

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

11 **Lợi tức hằng năm của cả 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 hoặc nhiều hơn

12 **Kể cả quý vị, có bao nhiêu người trong gia đình quý vị?**
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 hoặc nhiều hơn

Xin vui lòng điền vào các mẫu nhận xét này và trao lại cho nhân viên của BART. Muốn biết thêm chi tiết, hoặc điền mẫu nhận xét này trên mạng, hãy vào www.bart.gov/wsx.

Appendix E: Publicity and Outreach Materials

DRAFT

New BART Service to Warm Springs/South Fremont to Begin Late 2015

BART wants to hear from you!

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 5.4 mile extension from the Fremont Station to the new Warm Springs/South Fremont Station, which is expected to open for service in late 2015. BART invites the public to learn more about the extension and new station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx. For more details contact: Janice Adam, Community Relations Liaison, (510) 413-2060 or jadam@bart.gov.

El nuevo servicio de BART a Warm Springs/South Fremont empezará a finales de 2015 ¡BART desea escuchar su opinión!

BART desea obtener su opinión con respecto al nuevo servicio a Warm Springs/South Fremont

El San Francisco Bay Area Rapid Transit District (BART) pronto concluirá la extensión de 5.4 millas de la estación de Fremont a la nueva estación de Warm Springs/South Fremont, la cual se espera entre en servicio a finales de 2015. BART invita al público a obtener más información sobre la extensión y la nueva estación, así como a proporcionar comentarios relacionados con cambios elementales en el servicio. Las modificaciones en el servicio podrían incluir cambios en los horarios de servicio de las estaciones Glen Park, Balboa Park y Daly City.

Si necesita asistencia en otro idioma, por favor llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento. Aunque no pueda asistir a uno de nuestros eventos de difusión comunitaria, puede proporcionar sus comentarios llenando un formulario por Internet, el cual estará disponible a partir del 6 de marzo de 2015 en www.bart.gov/wsx. Para obtener información adicional comuníquese con: Janice Adam, Enlace de Relaciones con la Comunidad, al (510) 413-2060 o a jadam@bart.gov.

BART 的 Warm Springs/South Fremont (南佛利蒙) 新捷運延長線將於 2015 年底開始提供服務 • BART 需要民眾提供意見！

BART 希望徵求民眾對 Warm Springs/South Fremont 新捷運延長線服務的意見

舊金山灣區捷運局 (Bay Area Rapid Transit District，BART) 新工程即將完工；全長 5.4 哩捷運延長線將從 Fremont 捷運站延伸至 Warm Springs/South Fremont 新捷運站，預計於 2015 年底開始提供服務。BART 特邀民眾前來了解捷運延長線和新捷運站詳情，並針對重要服務變更提供意見。服務變更可能影響前往 Glen Park、Balboa Park 和 Daly City 等捷運站的時刻表。

如果您需要語言協助服務，請於活動日期前至少 72 小時撥打 (510) 464-6752 聯絡。如果您無法參加我們的外展活動，您仍可透過填寫線上意見表提供意見；該表格將於 2015 年 3 月 6 日在線上提供：www.bart.gov/wsx。如果要了解更多資訊，請聯絡：社區公關專員 (Community Relations Liaison) Janice Adam，電話為 (510) 413-2060；或可發送電郵至jadam@bart.gov。

Dịch Vụ Mới của BART đến trạm Warm Springs/South Fremont Sẽ Bắt Đầu Vào Cuối Năm 2015 BART mong muốn lắng nghe ý kiến của quý vị!

BART đang tìm kiếm các ý kiến đóng góp của quý vị về dịch vụ mới sắp tới đến trạm Warm Springs/South Fremont

Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh (BART) San Francisco đang sắp hoàn thành việc nối dài 5.4 dặm từ trạm Fremont tới trạm Warm Springs/South Fremont mới, dự định bắt đầu hoạt động vào cuối năm 2015. BART kính mời công chúng tìm hiểu về việc nối dài cũng như trạm xe mới và đóng góp ý kiến nhận xét về những thay đổi dịch vụ chính. Các thay đổi dịch vụ có thể ảnh hưởng lịch trình tới các trạm Glen Park, Balboa Park và Daly City.

Nếu quý vị cần dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752 ít nhất 72 tiếng trước ngày diễn ra sự kiện. Nếu quý vị không thể tham dự sự kiện tiếp ngoại của chúng tôi, quý vị vẫn có thể đóng góp ý kiến phản hồi bằng cách điền vào mẫu đơn nhận xét trực tuyến, sẽ có tại www.bart.gov/wsx từ ngày 6 tháng Ba, 2015. Để biết thêm chi tiết, xin liên lạc: Janice Adam, Nhân Viên Quan Hệ Cộng Đồng (Community Relations Liaison), (510) 413-2060 hoặc jadam@bart.gov.

Warm Springs/South Fremont के लिए नई BART सेवा 2015 के अंत में शुरू होगी • BART आपकी बात सुनना चाहता है!

Warm Springs/South Fremont के लिए आगामी नई सेवा पर BART आपकी टिप्पणियां आमंत्रित करता है।

सैन फ्रांसिस्को खाड़ी क्षेत्र द्रुत पारगमन जिला (BART) का Fremont Station से नए Warm Springs/South Fremont Station के बीच 5.4 मील का विस्तार पूरा होने वाला है, जिसे 2015 के अंत तक सेवा के लिए खोल दिए जाने की आशा है। BART इस विस्तार तथा नए स्टेशन के बारे में अधिक जानकारी लेने तथा प्रमुख सेवा प्रभारों पर टिप्पणियां देने के लिए जनता को आमंत्रित करता है। सेवा परिवर्तनों में Glen Park, Balboa Park और Daly City स्टेशनों के लिए अनुसूचित प्रभाव शामिल हो सकते हैं।

यदि आप भाषा सहायता सेवाएं चाहते हों, तो कृपया कार्यक्रम से कम से कम 72 घंटे पहले (510) 464-6752 पर काल करें। यदि आप हमारे आउटरीच कार्यक्रमों में से किसी एक में भाग लेने में असमर्थ हों, तो आप एक ऑनलाइन टिप्पणी फॉर्म भरकर भी फीडबैक दे सकते हैं, जो 6 मार्च, 2015 से www.bart.gov/wsx पर उपलब्ध होगा। अधिक ब्यौरे के लिए संपर्क करें: जैनिस आदम, समुदाय संबंध सहचार (Janice Adam, Community Relations Liaison), (510) 413-2060 या jadam@bart.gov.

OUTREACH EVENTS DATES AND LOCATIONS/FECHAS Y UBICACIÓN DE LOS EVENTOS DE DIFUSIÓN COMUNITARIA
外展活動日期和地點 / THỜI GIAN VÀ ĐỊA ĐIỂM CÁC SỰ KIỆN TIẾP NGOẠI / OUTREACH कार्यक्रम की तारीखें तथा स्थान

Saturday, March 7	Monday, March 9	Tuesday, March 10	Wednesday, March 11	Thursday, March 12
10 am – 2 pm	6 am – 10 am	4 pm – 8 pm	11 am – 3 pm	11am – 3 pm
Santa Clara Co. Library District Milpitas Library 160 N. Main Street Milpitas, CA	BART Fremont Station Concourse Area	BART Fremont Station Concourse Area	BART Balboa Park Station Concourse Area	BART Daly City Station Concourse Area

Bay Area Rapid Transit

New BART Service Coming to Warm Springs/South Fremont

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 5.4 mile extension from Fremont BART, south, to a new station in the Warm Springs District of the City of Fremont. Expected to open in December 2015, the Warm Springs/South Fremont Station is the first phase of BART's expansion to Santa Clara County. Here are some facts about the new Warm Springs/South Fremont station and service.

TRAVEL TIME

Estimated travel time between Warm Springs/South Fremont Station to Fremont will be 6 minutes.

TRAFFIC RELIEF

According to the Metropolitan Transportation Commission, by 2025, approximately 500,000 weekday automobile trips are projected between the East Bay and Santa Clara County. By shortening travel times and improving reliability, the BART extension is expected to generate additional transit ridership and reduce overall traffic congestion

(Federal Environmental Impact Statement (FEIS), 2006).

ACCESS

Fully accessible to pedestrians and bicyclists, including bike lockers, elevators and escalators, Braille signs and a tactile sight path to aid riders with disabilities. The station will also be equipped with approximately 2000 parking spaces.

TRANSIT CONNECTIVITY

Intermodal access to Valley Transit Authority (VTA) and Alameda-Contra Costa Transit (AC Transit) buses, as well as taxi and "kiss and ride" passenger drop off areas.

PROPOSED FARES

BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension.

PROPOSED SERVICE

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for Warm Springs/South Fremont Station. We have come up with a variety of service options and are seeking the public's input on our proposed service plans.

Bay Area Rapid Transit

全新的 BART 服務即將來到 Warm Springs/South Fremont

舊金山灣區捷運局 (San Francisco Bay Area Rapid Transit District，BART) 從 BART 的 Fremont 車站南邊，延伸到 Fremont 市 Warm Springs 區新車站的 5.4 英里路線即將完成。Warm Springs/South Fremont 車站預計將於 2015 年 12 月開始營運，該車站是 BART 延伸至 Santa Clara 郡的第一階段。以下是 Warm Springs/South Fremont 新車站及服務的相關資訊。

通勤時間

Warm Springs/South Fremont 車站到 Fremont 的預估通勤時間為 6 分鐘。

流量紓解

根據都會交通委員會 (Metropolitan Transportation Commission) 的研究，截至 2025 年，East Bay 和 Santa Clara 郡之間的平日汽車運輸量預估約為 500,000 車次。透過縮短通勤時間及改善可靠度，BART 的延伸路線預計將產生額外的交通運輸量，並可緩解整體的交通阻塞情況 (聯邦環境影響聲明 (FEIS)，2006 年)。

便利性

行人與單車騎士可輕鬆使用各項設施，包括單車置物櫃、電梯、手扶梯以及可協助身障乘客的視障標示與導盲通道。該車站也備有約 2000 個停車位。

交通轉乘

乘客能透過聯運系統搭乘 Valley Transit Authority (VTA) 和 Alameda-Contra Costa Transit (AC Transit) 巴士，也可在計程車候客區和送別臨停區搭乘計程車。

建議票價

BART 計畫在 Warm Springs/South Fremont 延伸路線中依然採取按距離收費的票價結構。計畫的意見

建議服務

BART 目前仍在等待全新的未來列車 (Fleet of the Future) 配備就緒，因此將針對 Warm Springs/South Fremont 車站實施暫時性的服務計畫。我們已提出多種服務選擇，並正在蒐集大眾對這些建議計畫的意見

Bay Area Rapid Transit

Warm Springs/South Fremont के लिए नई BART सर्विस आ रही है

San Francisco Bay Area Rapid Transit District (BART) का Fremont BART, दक्षिण, से City of Fremont की Warm Springs District तक के 5.4 मील के विस्तार पूरा होने वाला है। दिसंबर 2015 में खोलने की उम्मीद के साथ, Warm Springs/South Fremont स्टेशन BART के Santa Clara County तक विस्तार का पहला चरण है। ये नए Warm Springs/South Fremont स्टेशन और सेवा के बारे में कुछ तथ्य हैं।

यात्रा का समय:

Warm Springs/South Fremont स्टेशन से Fremont तक का अनुमानित यात्रा का समय 6 मिनट होगा।

ट्रैफिक से राहत:

मेट्रोपोलिटन ट्रांसपोर्टेशन कमिशन के अनुसार, 2025 तक, East Bay और Santa Clara County के बीच सप्ताह के कामकाजी दिनों को लगभग 500,000 ऑटोमोबाइल यात्राओं का अनुमान लगाया जा रहा है। यात्रा के समय को छोटा करने और विश्वसनीयता में सुधार करने के द्वारा, BART विस्तार के द्वारा अतिरिक्त पारगमन यात्री आने और समग्र यातायात भीड़ के कम होने की उम्मीद है (Federal Environmental Impact Statement (FEIS), 2006)।

पहुंच:

बाइक लॉकरों, लिफ्टों और एस्केलेटरों, ब्रेल चिन्हों और विकलांगता वाली सवारियों की सहायता करने के लिए स्पर्श दृष्टि पथ के साथ, पैदल चलने वालों और साइकल स्वारों के लिए पूरी तरह से पहुँचयोग्य। स्टेशन को लगभग 2000 पार्किंग स्थानों के साथ भी सुसज्जित किया जाएगा।

ट्रांजिट कनेक्टिविटी:

Valley Transit Authority (VTA) और Alameda-Contra Costa Transit (AC Transit) बसों तक इंटरमोडल पहुँच, और साथ ही टैक्सी और "kiss and ride" यात्रियों को छोड़ने के क्षेत्र।

प्रस्तावित किराए:

BART की योजना है कि इसकी दूरी पर आधारित किराया संरचना का Warm Springs/South Fremont एक्सटेन्शन के लिए विस्तार किया जाए।

प्रस्तावित सेवा:

जिस दौरान BART अपने नए भविष्य के बेड़े के लिए इंतजार कर रहा है, Warm Springs/South Fremont स्टेशनों के लिए एक अस्थायी सेवा योजना को लागू किया जाएगा। हमने बहुत से सेवा विकल्प तैयार किए हैं और अपनी प्रस्तावित सेवा योजना पर जनता की राय मांग कर रहे हैं।

Bay Area Rapid Transit

Nuevo servicio de BART a Warm Springs/South Fremont

El Distrito de Transporte Rápido del Área de la Bahía de San Francisco (*Bay Area Rapid Transit*, BART) está a punto de terminar la extensión de 5.4 millas desde Fremont BART, sur, hasta una nueva estación en el Distrito de Warm Springs de la Ciudad de Fremont. La estación de Warm Springs/South Fremont, cuya apertura se prevé para diciembre de 2015, es la primera fase de la expansión de BART hacia el Condado de Santa Clara. A continuación, encontrará algunos datos sobre la estación de Warm Springs/ South Fremont y su servicio.

TIEMPO DE VIAJE:

El tiempo estimado de viaje entre la estación de Warm Springs/South Fremont a Fremont es de 6 minutos.

ALIVIO DEL TRÁFICO:

Según la Comisión Metropolitana de Transporte (*Metropolitan Transportation Commission*), en el año 2025, se prevén aproximadamente 500,000 viajes en automóvil los días de semana entre el Condado de East Bay y Santa Clara. Al acortar los tiempos de viaje y mejorar la fiabilidad, se espera que la extensión de BART genere más tránsito de usuarios y reduzca la congestión del tráfico en general (Declaración de Impacto Ambiental Federal [*Federal Environmental Impact Statement*, FEIS], 2006).

ACCESO:

Acceso total para peatones y ciclistas, que incluye taquilla para bicicletas, ascensores y escaleras mecánicas, señalización en Braille y un trayecto visual táctil que ayuda a los pasajeros con discapacidades. La estación también estará equipada con aproximadamente 2000 lugares de estacionamiento.

CONECTIVIDAD DE TRÁNSITO:

Acceso intermodal a los autobuses de Valley Transit Authority (VTA) y Alameda-Contra Costa Transit (AC Transit), a las áreas de taxis y a la zona de Kiss and Ride de arribo para pasajeros.

TARIFAS PROPUESTAS:

BART planea ampliar su estructura de tarifas según la distancia para la extensión de Warm Springs/South Fremont.

SERVICIO PROPUESTO:

Mientras BART espera su nueva flota del futuro, se implementará un plan de servicio temporario para la estación de Warm Springs/ South Fremont. Hemos elaborado una variedad de opciones de servicios y estamos buscando la opinión del público acerca de nuestros planes de servicios propuestos.

Bay Area Rapid Transit

Dịch Vụ Mới của BART đến Warm Springs/South Fremont

Địa Hạt Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh (BART) San Francisco gần hoàn tất đoạn nối dài 5.4 dặm từ Fremont BART, phía nam, đến một trạm mới tại Địa Hạt Warm Spring của Thành Phố Fremont. Dự định sẽ khai trương vào tháng Mười Hai 2015, Trạm Warm Springs/South Fremont là giai đoạn thứ nhất của dự án mở rộng đến Quận Santa Clara của BART. Đây là một số dữ kiện về trạm và dịch vụ mới cho Warm Springs/South Fremont.

THỜI GIAN DI CHUYỂN:

Thời gian di chuyển được ước tính từ Trạm Warm Springs/South Fremont đến Fremont sẽ là 6 phút.

GIẢM BỚT MỨC XE CỘ LƯU THÔNG:

Theo Ủy Ban Chuyên Chở Thành Phố, đến năm 2025, dự tính sẽ có khoảng 500,000 chuyến xe vào những ngày trong tuần qua lại giữa Đông Vịnh và Quận Santa Clara. Khi giảm bớt thời gian di chuyển và cải thiện mức đáng tin cậy, đoạn nối dài của BART được dự tính sẽ tạo ra thêm số người sử dụng hệ thống chuyên chở công cộng và giảm bớt tình trạng kẹt xe tổng quát (Tuyên Ngôn Về Tác Động Môi Sinh Của Liên Bang (FEIS), năm 2006).

SỬ DỤNG:

Hoàn toàn dễ sử dụng đối với người đi bộ và người cưỡi xe đạp, gồm cả dàn khóa xe đạp, thang máy và thang cuốn, bảng hiệu bằng chữ Braille cho người khiếm thị và một lối đi được thiết kế dựa vào xúc giác để giúp chỉ đường cho những hành khách bị khuyết tật. Trạm này cũng sẽ được trang bị với khoảng 2000 chỗ đậu xe.

NỐI KẾT HỆ THỐNG CHUYÊN CHỞ:

Nhiều phương tiện khác nhau để sử dụng xe buýt của Cơ Quan Chức Trách Chuyên Chở Valley (VTA) và Chuyên Chở tại Alameda-Contra Costa (AC Transit), cũng như xe tắc-xi và những khu đưa đón hành khách "hôn nhau rồi đi" nhanh chóng.

GIÁ VÉ ĐƯỢC ĐỀ NGHỊ:

BART dự định sẽ mở rộng cấu trúc giá vé dựa vào khoảng cách cho đoạn nối dài đến Warm Springs/South Fremont.

DỊCH VỤ ĐƯỢC ĐỀ NGHỊ:

Trong lúc BART chờ đợi Đoàn Xe Tương Lai mới, một kế hoạch dịch vụ tạm thời sẽ được thực hiện cho Trạm Warm Springs/South Fremont. Chúng tôi đã đưa ra nhiều chọn lựa về dịch vụ và xin công chúng đóng góp ý kiến về những kế hoạch dịch vụ được đề nghị đó.

Exhibit 3: Bart.gov online posting

QuickPlanner BART Map

Oakland Int'l Airport

San Francisco Int'l Airport

Departing around Arriving around

3/6/2015 now

Get Schedule

Real Time Departures
9:18am

51 trains currently in service.

12th St. Oakland City C

Go

Platform 1

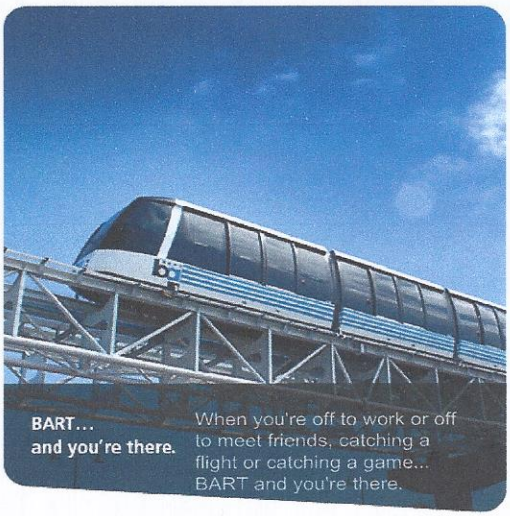
RICH 3, 5, 12 min

Platform 2

FRMT Leaving, 13, 28 min

MLBR 7, 20, 34 min

SFIA 11, 26, 41 min



Crowded car survival guide:

BART is carrying record ridership, serving over 400,000 trips on most days. Here's your Crowded Car Survival Guide. Read more

New to BART?

Rider guide
Tickets / Clipper® cards
Parking at the station
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Frequently Asked Questions

Take BART to the 2015 Chinese New Year parade

BART Board votes to change Fleet of Future floor plan

New Uptown Oakland Bike Station now open

Comments wanted on new Warm Springs/South Fremont service

New station poster series feature San Francisco artist

Phase II electrical work starts March 9 at MacArthur Station

BART TV / Mobile Site

Contact / Privacy

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Warm Springs Exten ×

www.bart.gov/about/projects/wsx

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Warm Springs Extension Project Overview

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2.18.2015

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont.

BART invites the public to outreach events to learn more about the extension to the new Warm Springs/South Fremont Station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

The dates and locations of the outreach events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx.

OUTREACH EVENT DATES AND LOCATIONS:

Saturday, March 7, 2015
10 am – 2 pm
Santa Clara Co. Library District
Milpitas Library
160 N. Main Street
Milpitas, CA

Monday, March 9, 2015
6 am – 10 am
Fremont Station Concourse Area

Tuesday, March 10, 2015
4 pm – 8 pm
Fremont Station Concourse Area

Wednesday, March 11, 2015
11 am – 3 pm
Balboa Park Station Concourse Area

Thursday, March 12, 2015
11 am – 3 pm
Daly City Station Concourse Area

Informational Flyer
In English (.pdf)
In Spanish | En Español (.pdf)
In Chinese (Simplified) | 简体中文 (.pdf)
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- Contact the Project

www.bart.gov/about/project/warm-springs-extension

10:06 AM
2/19/2015

Warm Springs Extension Project Overview

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont.

As BART waits for its new Fleet of the Future, we are exploring a temporary service plan to be implemented for the Warm Springs/South Fremont Station. View the proposed temporary service plan options and provide comments about BART's extension to the new Warm Springs/South Fremont Station. Online comments will be accepted March 6 through March 13.

Obtain more information on the extension to the new Warm Springs/South Fremont Station.

2.18.2015

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11 am – 3 pm
Daly City Station Concourse Area

BART desea obtener su opinión con respecto al nuevo servicio a Warm Springs/South Fremont

BART 希望徵求民眾對 Warm Springs/South Fremont 新捷運延長線服務的意見

BART đang tìm kiếm các ý kiến đóng góp của quý vị về dịch vụ mới sắp tới đến trạm Warm Springs/South Fremont

Warm Springs/South Fremont के लिए आगामी नई सेवा पर BART आपकी टिप्पणियां आमंत्रित करता है।

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02.19.2015

Comments wanted on new Warm Springs/South Fremont service

We are nearing completion of the 5.4 mile extension from Fremont Station to the new Warm Springs/South Fremont Station, which is expected to open for service in late 2015. You are invited to learn more about the extension and new station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

The dates and locations of these events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx.

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11 am – 3 pm
Daly City Station
Concourse Area

For more information please contact Janice Adam, Community Relations Liaison at (510) 413-2060 or jadam@bart.gov. If you need language assistance please contact (510) 464-6752, 72 hours prior to the scheduled event.

BART TV / Mobile Site C

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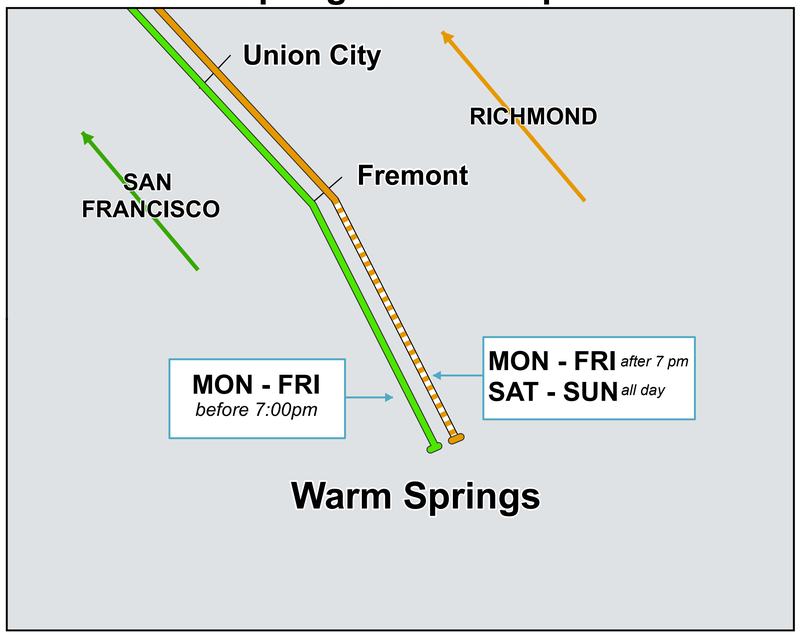
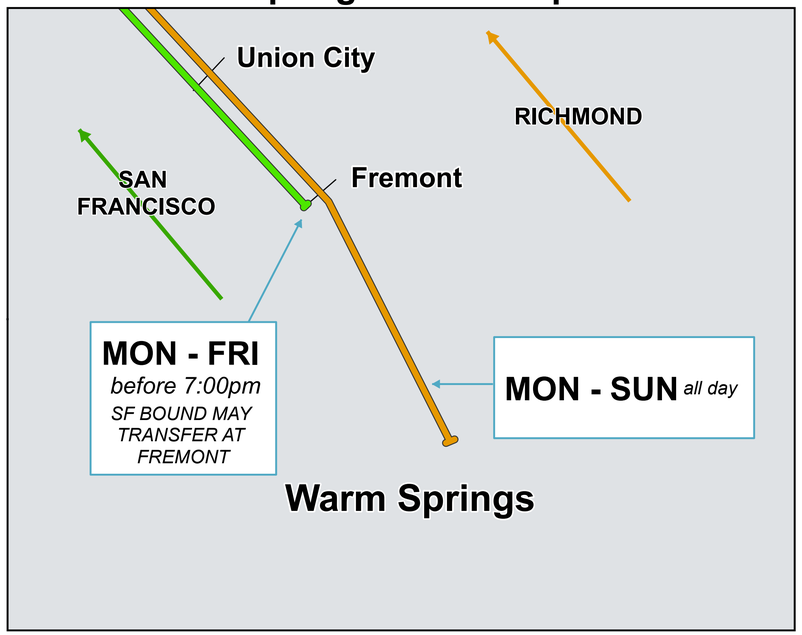
Warm Springs Service Options

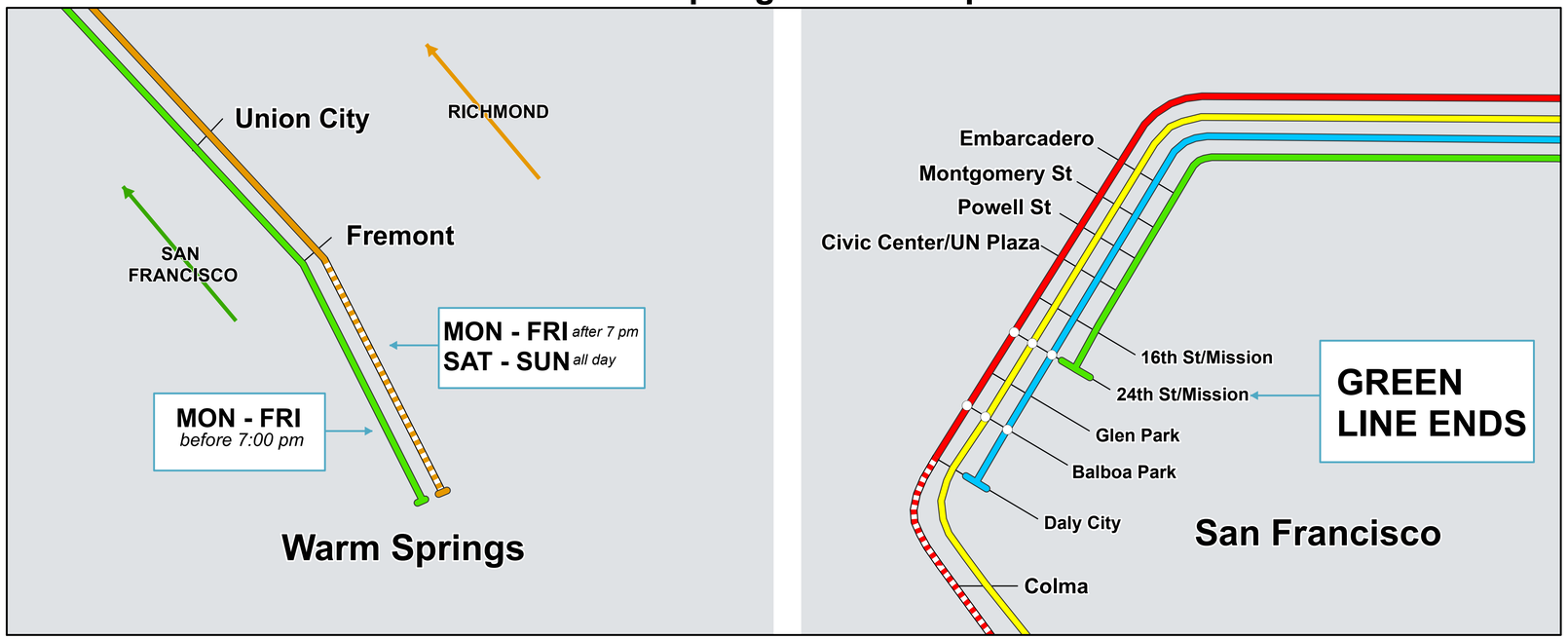
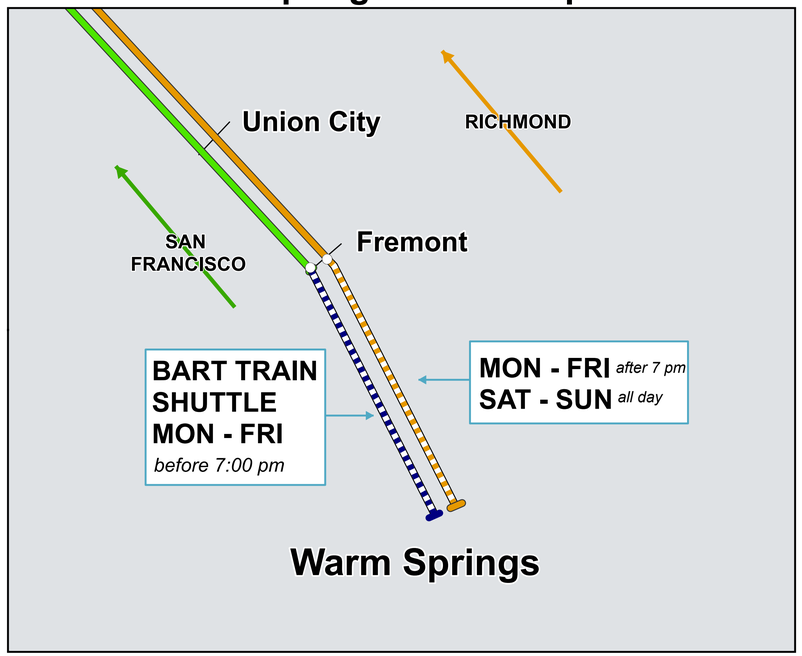
Warm Springs Service Option 1



Warm Springs Service Option 2



Warm Springs Service Option 3



Warm Springs Service Option 4