

Title VI Fare Equity Analysis  
for the Proposed Discontinuance of Sales of  
Magnetic-Stripe Tickets

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January 23, 2020



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## EXECUTIVE SUMMARY

### A. Introduction and Methodology

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

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

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

- A. Discontinuance of the sales of the Blue magnetic-stripe tickets;
- B. Discontinuance of the sales of the Green magnetic-stripe tickets for seniors;
- C. Discontinuance of the sales of the Red magnetic-stripe tickets for people with disabilities and youths.

For the proposed Blue, Green, and Red (disabled discount and youth discount) mag-stripe ticket fare changes, the following sections provide a description of the change; analysis findings; public input; the equity findings, which consider both the analysis findings and public input; and, mitigation proposals.

### B. Discontinuance of Sales of Blue Magnetic-Stripe Tickets

**DI/DB Analysis Findings:** Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall regular BART fare riders is greater than 10%. The table below shows the results of applying the threshold to survey data:

|  | Disparate Impact (Minority)? | Disproportionate Burden (Low-Income)? |
|--|------------------------------|---------------------------------------|
| Discontinuance of Sales of Blue Ticket | No                           | Yes                                   |

**Public Outreach:** Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-Only sales on the respondent and their use of BART. 335 survey respondents who pay a regular BART fare, and might, therefore, be impacted by the discontinuance of sales of the Blue magnetic-stripe tickets, chose to answer the question. This is 68.9% of the 486 respondents who pay a regular fare. Respondents who chose not to comment on the proposal are categorized as “Did Not Comment.” Not commenting may indicate neutrality or some level of acceptance. Some respondents provided comments that had no obvious connection to the proposed discontinuance of sales of mag-stripe tickets; these responses have been categorized as “Miscellaneous” and are not included in the total comment count.

Of these 335 respondents, 174 or 51.9% identified as minority. Of these minority respondents, 78.2% (136) supported the proposed discontinuance of sales of magnetic-stripe tickets, while 21.8% (38) did not. 72 respondents, or 21.5%, have been identified as low-income based on their responses to questions regarding household income and household size. A significant majority of these respondents, 58 or 80.6%, supported the discontinuance of sales of paper tickets. Only 14, or 19.4% of low-income respondents paying a regular BART fare, did not support the discontinuance of sales.

**Equity Finding:** While there was a disproportionate impact found on low-income riders using the Blue mag-stripe ticket, the public comments showed that most low-income riders (80.6%) supported the discontinuance of the sale of mag-stripe tickets, and the majority use the Clipper card to pay for their fares already. Accordingly, the equity finding based on the fare change analysis and public comments received is that, while the discontinuance of the sales of Blue mag-stripe tickets may be disproportionately borne by low-income riders, most surveyed low-income riders already use Clipper cards and actually support the discontinuance of the sales of the Blue mag-stripe tickets. This balances out the disproportionate burden analysis finding. Regardless, proposed mitigations will still be considered as described below.

**Mitigations:** Per BART’s DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available. The current \$3 Clipper card acquisition fee could be considered a barrier to low-income riders. The following are established and proposed mitigation measures.

1. *Established/Ongoing Mitigation: Promotional Events with Free Clipper Cards and MTC Clipper-Pipeline Program for Community-Based Organizations*

A Title VI fare equity analysis conducted in Spring 2017 found that the implementation of the initial \$0.50 magnetic-stripe ticket surcharge may result in a disproportionate impact on

low-income riders. Staff, in partnership with the Metropolitan Transportation Commission (MTC), implemented a BART Board-approved mitigation action plan from December 2017-March 2018.

The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities to distribute free Clipper cards to their members/clients. BART additionally worked with MTC and expanded on their existing partnership program with CBOs serving low-income communities. MTC added several CBOs, recommended by BART, to their existing program to support BART's mitigation efforts. The MTC program will continue as long as the CBO requests cards for their members/clients and provides a consistent pipeline of free Clipper cards to low-income communities. To date, a total of 92 CBOs serving low-income communities distribute free Clipper cards through MTC's program. Thus, low-income riders affected by the proposed discontinuance of the sales of Blue mag-stripe tickets will continue to be able to obtain free Clipper cards.

*2. Recently Completed Mitigation: Free Clipper Cards Distributed During Clipper-Only Pilot*

From August 5, 2019 through September 24, 2019, BART launched a four-station Clipper-only pilot program. Clipper and BART staff were available on-site during the launch of each station's pilot program to answer questions, help customers with Clipper card purchases, and hand out free Clipper cards. During these outreach events, 26,132 free Clipper cards were handed out to BART riders in 16 days.

*3. Upcoming Mitigation: Means-Based Fare Pilot Discount Program*

The MTC-sponsored program, which will provide qualified riders with a 20% fare discount and a free Clipper card, is scheduled to begin in Spring 2020 and will be available to all qualifying adults, who apply with proof of identity and proof of income, through ClipperSTART. This discount pilot program will not only alleviate the cost to ride for low-income customers but should also help mitigate the burden of the \$3 Clipper card on low-income riders. MTC will administer the program, providing outreach and customer service.

This new program should be considered sufficient mitigation for those low-income riders likely to bear a disproportionate burden from the proposed discontinuance of the sales of Blue mag-stripe tickets, as the program will not only provide the eligible rider with a free Clipper card but will also provide a 20% discount on fares.

**C. Discontinuance of Sales of Green Magnetic-Stripe Tickets**

**DI/DB Analysis Findings:** Due to limited rider survey data on the demographic composition of Green mag-stripe ticket riders, a DI/DB analysis could not be completed.

**Alternative Data Analysis:** Using demographic data for senior discount riders, overall, staff determined that these riders were 22% less likely to be minority than a rider in the overall BART population and were 4.5% less likely to be low-income. These findings may indicate that protected senior discount riders are less likely to be disproportionately impacted by the discontinuance of the sales of Green mag-stripe tickets, as they are a smaller proportion of this rider group.

Staff also evaluated Green ticket and senior Clipper ridership data over a one-year period from November 1, 2018 through October 31, 2019. 5.2% of all senior discount station exits during this time period were made with a Green mag-stripe ticket, while 94.8% were made with a senior Clipper card. This compares to 80.6% of station exits by regular BART fare riders with a Clipper card and 19.4% with a Blue mag-stripe ticket. As a result, the impact of the discontinuance of mag-stripe ticket sales will likely be lower on senior discount riders than on regular fare riders.

**Public Outreach:** Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-only sales on the respondent and their use of BART. 42 respondents indicated that they pay a discounted senior fare; of these, 33 survey respondents chose to answer the question.

Of these 33 respondents, 10 identified as minority, eight of whom supported the proposed discontinuance of sales (both unconditionally and conditionally) of magnetic-stripe tickets and two did not support it. Only three respondents who pay a senior fare have been identified as low-income. Two of these commenters unconditionally supported the proposed discontinuance of sales, while one did not.

**Equity Finding:** There was insufficient rider survey data to complete a fare change analysis, though based on alternative data sources, it appears that protected senior discount riders are less likely to be impacted by the discontinuance of sales than regular fare riders. The public comment further indicates support for the proposed discontinuance, though, again, sample sizes were too small to make determinations. As a result, an equity finding based on the fare change analysis and public comment received cannot be determined due to insufficient demographic data and limited public responses from these fare users. In the absence of an equity finding, this report assumes the discontinuance of Green senior discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type but that existing fare media alternatives could mitigate these adverse effects.

**Mitigation:** Since the presumption is that protected riders will be disproportionately impacted, BART should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.



Green mag-stripe ticket riders pay a \$0.19 per-ride surcharge, compared to senior Clipper riders. These riders can avoid the surcharge by paying their fares with a senior discount Clipper card, which has no acquisition fee. A BART rider can apply for their card at the Customer Services Center at Lake Merritt Station or the Clipper Customer Services Center at Embarcadero Station, where they are issued immediately with valid proof of age. They can also apply online through the Clipper website.

As part of the four-station Clipper-Only pilot program, staff provided senior discount Clipper information at all station outreach events, and at Embarcadero Station, they directed riders directly to the Clipper Customer Services Center, where they could apply and receive their free Clipper card immediately.

#### **D. Discontinuance of Sales of Red Magnetic-Stripe Tickets for People with Disabilities**

**DI/DB Analysis Findings:** Due to limited rider survey data on the demographic composition of Red disabled discount mag-stripe ticket riders, a DI/DB analysis could not be completed.

**Alternative Data Analysis:** A large enough number of respondents indicated that they pay a disabled discount fare, overall, and provided the necessary demographic data to determine that disabled discount riders are approximately 13% more likely to be minority than a regular BART fare rider and 31.6% more likely to be low-income. As a result, it is more likely that the discontinuance of the sales of Red disabled discount mag-stripe tickets will disproportionately impact protected riders using this fare type. It should be noted that, while these sample sizes are large enough to meet statistical significance thresholds, they are still relatively small, and information should be used with caution.

In order to better understand whether these riders are more reliant on Clipper or mag-stripe tickets, one year of ridership data was analyzed from November 1, 2018-October 31, 2019 and found that disabled discount riders use Clipper card on roughly 4% more of their rides than regular BART fare riders. This difference is small enough to infer that a disproportionate impact may likely be borne by protected riders of this fare discount group.

**Public Outreach:** Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of Clipper-only sales on the respondent and their use of BART. 22 respondents who indicated that they receive a discount on their BART fare due to a disability chose to answer this question. Of these 22 respondents, 12 identified as minority riders, of whom 7 supported the proposed discontinuance of sales of Red mag-stripe tickets; the remaining five did not support the proposal. Eight respondents identified as low-income, of whom half unconditionally supported the discontinuance of sales and half did not.

**Equity Finding:** Due to insufficient 2018 Customer Satisfaction Survey data, a DI/DB analysis could not be conducted to determine if the discontinuance of sales of Red mag-stripe tickets may disproportionately impact protected disabled discount riders. However,

Clipper-Only Survey public input showed that most minority respondents and half of low-income respondents paying a disabled discount fare supported the discontinuance of mag-stripe ticket sales. Nonetheless, an equity finding based on the fare change analysis and public comment received cannot be determined due to insufficient demographic data and limited public responses from these fare users. In the absence of an equity finding, this report assumes the discontinuance of Red disabled discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type. While existing fare media alternatives exist that could help mitigate these impacts, these alternatives include an administration fee that may be a barrier to some protected riders.

**Mitigation:** Since the presumption is that protected riders will be disproportionately impacted, BART should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

Disabled discount riders have access to a fare alternative, the RTC Card. This card, however, has a \$3 administration fee for all new applicants. BART riders can apply for an RTC Card at Lake Merritt Station or online. Since this process requires third-party verification, riders are mailed their cards once eligibility has been established.

Red disabled discount mag-stripe ticket riders pay a \$0.19 surcharge per-ride, compared to RTC card riders. They must, therefore, complete 16 BART trips in order to recoup the \$3 fee on their RTC card; this is ten more trips than a regular fare rider who purchases a Clipper card, due to the prorated surcharge. As a result, the proposed mitigation is to offset the \$3 administration fee. The recommendation is that staff work with our regional partners to identify a feasible solution to offset this fee for the RTC card.

## **E. Discontinuance of Sales of Red Magnetic-Stripe Tickets for Youths**

**DI/DB Analysis Findings:** Due to limited rider survey data on the demographic composition of Red youth discount mag-stripe ticket riders, a DI/DB analysis could not be completed.

**Alternative Data Analysis:** There are, however, large enough sample sizes for youth discount riders overall to make general demographic inferences for this rider group. Youth discount riders were roughly 23% more likely to be minority and 36.5% more likely to be low-income than the average BART rider. It should be noted that, while these sample sizes are large enough to meet statistical significance thresholds, they are still relatively small, and information should be used with caution.

BART station revenue exits were analyzed over a year (November 1, 2018-December 31, 2019) to determine if youth discount riders were more likely to rely on mag-stripe tickets than their regular BART fare counterparts. This ridership data infers that these riders are using mag-stripe tickets at significantly lower rates than regular BART fare rides and are,

therefore, less likely to be disproportionately impacted by the discontinuance of the sales of mag-strip tickets.

**Public Outreach:** Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-only sales on the respondent and their use of BART. Seven survey respondents who pay a discounted youth fare chose to answer this question. Of these seven respondents, four identified as minority, two of whom supported the proposed discontinuance of sales of magnetic-stripe tickets and two did not. Only one respondent who indicated that they paid a discounted youth fare was identified as low-income based on their responses to household income and household size, and this respondent did not support the proposed discontinuance of sales.

**Equity Finding:** Due to insufficient 2018 Customer Satisfaction Survey data, a DI/DB analysis could not be conducted to determine if the discontinuance of sales of Red mag-stripe tickets may disproportionately impact protected youth discount riders. Therefore, an equity finding based on the fare change analysis and public comment received cannot be determined due to insufficient demographic data and limited public responses from these fare users. In the absence of an equity finding, this report assumes the discontinuance of Red youth discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type, but that existing fare media alternatives could mitigate these adverse effects.

**Mitigation:** Since the presumption is that protected riders will be disproportionately impacted, BART should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

Red youth discount mag-stripe ticket riders pay a \$0.25 per-ride surcharge. Protected riders can avoid this surcharge by paying their fares with a Clipper card, which has no acquisition fee for youth discount riders. A BART rider can apply for a youth discount Clipper card at Lake Merritt Station, Embarcadero Station or online.

As part of the four-station Clipper-Only pilot program, staff provided information and applications for the youth Clipper card. During outreach at the Embarcadero Station, staff directed riders directly to the Clipper Customer Services Center, where they could apply and receive their free Clipper card immediately.



# Section 1: Introduction

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## 1.1 Background

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART conducts an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Title VI Circular, BART makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy (DI/DB Policy), which was adopted by the BART Board on July 11, 2013. Disproportionate impact analysis results are provided in Section 4 of this report.

Pursuant to the Title VI Circular, BART is to conduct public outreach to provide information to the public about potential fare changes under consideration and solicit feedback on these potential fare changes. A key component of Title VI outreach is to seek input on fare changes inclusive of minority, low-income, and limited English proficient (LEP) populations. BART uses established information outlets to engage the stakeholders who would be directly affected by the fare changes under consideration. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Public outreach and public input received are described in Section 6 of this report.

BART makes an equity finding regarding any fare change by considering both the results of the disproportionate impact analysis and public input. These results and proposed mitigations are found in Section 7.

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

- A. Discontinuance of the sales of the Blue magnetic-stripe tickets;
- B. Discontinuance of the sales of the Green magnetic-stripe tickets for seniors;
- C. Discontinuance of the sales of the Red magnetic-stripe tickets for people with disabilities and youths.

## 1.2 Discontinuance of Sales of Magnetic-Stripe Tickets: Overview

In September 2015, the BART Board of Directors adopted the Metropolitan Transportation Commission (MTC) Memorandum of Understanding (MOU) governing the regional Clipper program. This MOU established goals and objectives for Clipper usage, with one of the goals

being that “heavy commuter rail and ferry systems accept only Clipper.” Consistent with this policy objective, the District plans to eliminate the sale of all magnetic-stripe (mag-stripe) tickets in 2020. The mag-stripe ticket has been BART’s original and primary form of fare payment prior to the implementation of Clipper.

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

The imposition of a surcharge on mag-stripe tickets has helped shift riders to Clipper in support of the regional goal of optimizing Clipper use, as well as generating revenue. It is also more efficient and cost-effective for BART to maintain one fare payment system. Clipper card customers also enter and exit BART more quickly by using more reliable fare gates that only process Clipper cards. Since the implementation of the mag-stripe surcharge, monthly Clipper usage for all BART trips has increased from 68% in December 2017 to 86% as of August 2019.

To encourage remaining mag-stripe ticket riders to migrate to Clipper, staff implemented a pilot program in August 2019 that discontinued mag-stripe ticket vending at four pilot stations.<sup>1</sup> Riders are still able to use mag-stripe tickets to enter or exit through fare gates and add enough fare to a mag-stripe ticket to exit a station using add fare machines located inside the paid area of these pilot station.

The pilot program launched at the following stations and dates:

- 19th Street on August 5, 2019
- Embarcadero on August 19, 2019
- Powell Street on September 3, 2019
- Downtown Berkeley on September 24, 2019

BART rolled out the pilot program with a wide-scale outreach effort that included multi-lingual newspaper ads and signage at all pilot stations, numerous postings on BART.gov and social media, news media interviews, repeated in-station announcements in English, Spanish, and Chinese, digital signage on nearly all station platforms, and outreach to more than 1,000 community groups, elected officials, and key stakeholders. Clipper and BART staff were available on-site during each station’s pilot program launch to answer questions, help customers with Clipper card purchases, and to hand out free Clipper cards.

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<sup>1</sup> The BART-to-Antioch stations, Pittsburg Center Station and Antioch Station, have never had vending machines that dispense paper tickets. They opened in May 2018 with machines that dispense Clipper cards only.

# Section 2: Title VI Fare Equity Analysis Overview

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## 2.1 Assessing the Effects of a Fare Change

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

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

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

As stated in Title VI Circular Appendix K-11, comparing protected riders and nonprotected riders can “yield even clearer depictions of differences.” For **fare type changes**, BART assesses whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accordance with the DI/DB Policy, impacts will be considered disproportionate when the difference between the affected fare type’s protected ridership share and the overall system’s protected ridership share is greater than 10%.

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

For the purposes of this analysis, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of respondents to the 2018 Customer Satisfaction Survey. The household size and household incomes that comprise “low-income” are as follows:

**Table 2-1**

| LOW INCOME     |                  |
|----------------|------------------|
| Household Size | Household Income |
| 1+             | Under \$25K      |
| 2+             | Under \$35K      |
| 3+             | Under \$40K      |
| 4+             | Under \$50K      |
| 5+             | Under \$60K      |

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

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

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

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

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

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

## 2.2 Data Sources & Methodology

### 2.2.1 Data Sources

BART's most recent randomized, system-wide survey, the 2018 Customer Satisfaction Survey conducted in September 2018, was used as the data source for this analysis. The definitions for minority and low-income for this dataset are described in Section 2.1 above. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2018 study had a sample size of 5,294, including weekday peak, off-peak, and weekend riders.

It is important to note that the Customer Sat was administered in September 2018, which is roughly the midpoint of the available Clipper usage data that found an increase in usage from 68% in December 2017 to 86% in August 2019. As a result, it is assumed that the survey overstates the percentage of users still using mag-stripe tickets. These numbers also do not account for any impacts from the Clipper-Only pilot program launched in August 2019.



### 2.2.2 Methodology

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

When the survey sample size of the ridership for the affected fare type is too small to permit a finding of statistical significance, BART will collect additional data if possible. If the resulting survey sample size is also too small to permit a finding of statistical significance, BART may conclude that a finding of disparate impact and/or disproportionate burden cannot be determined based on the available data. According to BART's Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents. Larger sample sizes will have lower margins of error, and thus are more likely to be representative of the population. This information is particularly important to note for Sections 3.2 (Green senior discount mag-stripe tickets), 3.3 (Red disabled discount mag-stripe tickets), and 3.4 (Red youth discount mag-stripe tickets), where the small number of survey respondents' who use these discount tickets are insufficient to permit a disproportionate impact finding on protected riders.

The steps used to assess the effects of a **fare type change** are described in Appendix A. Staff began by conducting a preliminary DI/DB review of overall fare media used to determine if there were any impacts on protected riders (Section 3). This initial review found that there was a disproportionate impact on low-income riders overall.

In addition to Blue regular fare mag-stripe tickets, BART provides discounted fares for youth (5-18 years old), seniors (65 years old and over), and riders with disabilities via separate fare types. As mentioned, for these discounted fare types, the available rider survey data was insufficient to determine rider demographics and complete a DI/DB analysis. However, alternative data sources were used to analyze fare media trends to evaluate the likelihood that any group of protected riders was disproportionately likely to use their respective discounted mag-stripe ticket. Section 4 summarizes the application of the DI/DB analysis for the Blue mag-stripe ticket riders, as well as the analysis of fares using ridership data for the Green and Red mag-stripe ticket riders.



# Section 3: Preliminary Minority Disparate Impact and Low-Income Disproportionate Burden Review: Overall Mag-Stripe Ticket Users

## 3.1 Discontinuance of Sales of All Mag-Stripe Tickets (Overall)

### 3.1.1 Minority Disparate Impact Review Finding

Table 3-1 shows disparate impact results for minority riders. The proportion of mag-stripe ticket users that is minority is similar to BART’s overall minority ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discontinuance of the sales of all mag-stripe tickets would not result in a disparate impact on minority riders because the difference between the affected fare type’s minority ridership share and the overall system’s minority ridership share is not greater than 10%.

**Table 3-1**

|                                     | <b>Minority</b> | <b>Sample Size</b> |
|-------------------------------------|-----------------|--------------------|
| All Riders                          | 64.5%           | 5,114              |
| All Mag-Stripe Ticket Riders        | 68.5%           | 914                |
| <i>Difference from All Riders</i>   | 4.0%            |                    |
| Exceeds DI/DB Policy 10% Threshold? | <b>No</b>       |                    |

### 3.1.2 Low-Income Disproportionate Burden Review Finding

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

**Table 3-2**

|                                     | <b>Low-Income</b> | <b>Sample Size</b> |
|-------------------------------------|-------------------|--------------------|
| All Riders                          | 20.2%             | 4650               |
| All Mag-Stripe Ticket Riders        | 33.8%             | 797                |
| <i>Difference from All Riders</i>   | 13.6%             |                    |
| Exceeds DI/DB Policy 10% Threshold? | <b>Yes</b>        |                    |

As discussed in Section 2, this preliminary analysis shows there is a disproportionate impact on low-income riders who are more likely to use the mag-stripe tickets. Given that this analysis encompasses all mag-stripe tickets, regardless of the fare being paid, this preliminary analysis is for informational purposes only. Each of BART's fares (regular and discounted) is administered separately and would require tailored mitigations should disproportionate impacts be found. Accordingly, the equity finding on this overall preliminary analysis is inconclusive about which fare media users are likely to be disproportionately impacted by the proposed discontinuance.

Section 4 breaks down each mag-stripe ticket by discount/color to provide more accurate analysis. The analysis in Section 4 finds that low-income riders using the Blue mag-stripe ticket (regular fare) would be disproportionately impacted. This user group accounted for most of the responses to the 2018 Customer Satisfaction survey, therefore, has the clearest demographic profile for analysis. There was insufficient demographic data to perform a DI/DB analysis on mag-stripe tickets users for the other fare categories.

# Section 4: Minority Disparate Impact and Low-Income Disproportionate Burden Analysis

## 4.1 Discontinuance of Sales of Blue Magnetic-Stripe Tickets

### 4.1.1 Minority Disparate Impact Analysis Finding

Table 4-1 shows disparate impact results for minority regular fare paying riders. The portion of Blue mag-stripe ticket users that is minority is slightly higher than BART’s regular fare paying minority ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discontinuance of the sale of the Blue mag-stripe tickets would not result in a disparate impact on minority riders because the difference between the affected fare type’s minority ridership share and the overall regular BART fare riders’ minority ridership share is less than 10%.

**Table 4-1**

|                                     | <b>Minority</b> | <b>Sample Size</b> |
|-------------------------------------|-----------------|--------------------|
| Regular BART Fare Riders            | 64.3%           | 3,937              |
| Blue Mag-Stripe Ticket Riders       | 68.4%           | 843                |
| <i>Difference from All Riders</i>   | 4.1%            |                    |
| Exceeds DI/DB Policy 10% Threshold? | <b>No</b>       |                    |

### 4.1.2 Low-Income Disproportionate Burden Analysis Finding

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

**Table 4-2**

|                                     | <b>Low-Income</b> | <b>Sample Size</b> |
|-------------------------------------|-------------------|--------------------|
| All Regular BART Fare Riders        | 20.9%             | 3,603              |
| All Blue Mag-Stripe Ticket Riders   | 34.0%             | 743                |
| <i>Difference from All Riders</i>   | 13.1%             |                    |
| Exceeds DI/DB Policy 10% Threshold? | <b>Yes</b>        |                    |

## 4.2 Discontinuance of Sales of Green Mag-Stripe Tickets for Seniors

### 4.2.1 Minority Disparate Impact/Low-Income Disproportionate Burden Analysis

There was insufficient rider survey data from the 2018 Customer Satisfaction Survey to determine the demographic composition of BART's Green senior discount mag-stripe ticket riders. Further, while there are numbers for Green ticket sales and revenue trip exit data, these sources do not collect demographic information that could be used a data substitute. Accordingly, a DI/DB analysis could not be conducted to determine whether there are any disproportionate impacts on protected populations using Green senior mag-stripe tickets.

### 4.2.2 Alternative Data Analysis

A sufficient number of riders who indicated that they use a senior discount fare, either senior Clipper or Green mag-stripe tickets, provided the demographic data needed to make a statistically reliable determination of the demographic composition of senior discount BART riders overall.<sup>2</sup> It should be noted that, while these sample sizes are large enough to meet statistical significance thresholds, they are still relatively small, and any information should be used with caution. Senior discounted fares are available to riders 65 years old and over.

**Table 4-3\***

|                                   | <b>Minority</b> | <b>Sample Size</b> | <b>Low-Income</b> | <b>Sample Size</b> |
|-----------------------------------|-----------------|--------------------|-------------------|--------------------|
| All Riders                        | 64.5%           | 5,114              | 20.1%             | 4,650              |
| All Senior Discount Riders        | 42.5%           | 246                | 15.6%             | 220                |
| <i>Difference from All Riders</i> | <i>-22.0%</i>   |                    | <i>-4.5%</i>      |                    |

\*Data from 2018 Customer Satisfaction Survey

Based on Table 4-3 above, staff determined that a senior discount fare rider is 22% less likely to be minority than a rider in the overall BART population. This may mean that minority riders are less likely to qualify for the senior discount due to age or that they are less likely to use the discount (whether Clipper or mag-stripe) even if they qualify. Senior discount fare riders are also less likely to be low-income than the overall BART ridership, though the difference is much smaller at 4.5%.

These findings may indicate that protected senior discount riders are less likely to be disproportionately impacted by the discontinuance of the sales of Green mag-stripe tickets. Further analysis, however, was conducted on both Green ticket and Senior Clipper ridership using one year of revenue trip exit data (November 1, 2018-October 31, 2019) to determine if senior discount fare riders are, in general, more reliant on using mag-stripe tickets than regular fare riders.

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<sup>2</sup> Per BART's Marketing and Research Department, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.

**Table 4-4\***

|                           |                  | <b>% Ticket Media</b> |                           |                   | <b>% Ticket Media</b> |
|---------------------------|------------------|-----------------------|---------------------------|-------------------|-----------------------|
| Clipper Senior            | 6,371,799        | 94.8%                 | Clipper Adult             | 67,013,435        | 80.6%                 |
| Mag-stripe Senior (Green) | 347,754          | 5.2%                  | Mag-stripe Regular (Blue) | 16,139,566        | 19.4%                 |
| <b>Total Senior</b>       | <b>6,719,553</b> | <b>100.0%</b>         | <b>Total Regular</b>      | <b>83,153,001</b> | <b>100.0%</b>         |

\*BART Revenue Trip Exit Data (November 1, 2018-October 31, 2019)

### 4.3 Discontinuance of Sales of Red Magnetic-Stripe Tickets for People with Disabilities

#### 4.3.1 Minority Disparate Impact/Low-Income Disproportionate Burden Analysis

Nine 2018 Customer Satisfaction Survey respondents indicated that they pay a disabled discount fare with a Red mag-stripe ticket and provided demographic data, which is too small of a sample size to make statistically reliable demographic determinations for this fare group.<sup>3</sup> Further, while there are numbers for Red ticket sales with a disabled discount and Red ticket revenue trip exit data, these sources do not collect demographic information that could be used a data substitute. Accordingly, a DI/DB analysis could not be conducted to determine whether there are any disproportionate impacts on protected populations using Red disabled discount mag-stripe tickets.

#### 4.3.2 Alternative Data Analysis

A large enough number of respondents indicated that they pay a disabled discount fare and provided the necessary demographic data to make demographic findings with some level of reliability. It should be noted that, while these sample sizes are large enough to meet statistical significance thresholds, they are still relatively small, and any information gleaned from this data should be used with caution.

**Table 4-5\***

|                                   | <b>Minority</b> | <b>Sample Size</b> | <b>Low-Income</b> | <b>Sample Size</b> |
|-----------------------------------|-----------------|--------------------|-------------------|--------------------|
| All Riders                        | 64.5%           | 5,114              | 20.1%             | 4,650              |
| All Disabled Discount Riders      | 77.6%           | 93                 | 51.7%             | 82                 |
| <i>Difference from All Riders</i> | <i>13.1%</i>    |                    | <i>31.6%</i>      |                    |

\*Data from 2018 Customer Satisfaction Survey

As shown in Table 4-5, disabled discount riders are predominantly minority and are 13.1% more likely to be minority than an average BART rider. Disabled discount riders are also disproportionately low-income, with 51.7% of respondents who use this discount reporting that they are low-income. As a result, it is more likely that the discontinuance of the sales of

<sup>3</sup> Per BART's Marketing and Research Department, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.

Red disabled discount mag-stripe tickets will disproportionately impact protected riders using this fare type.

In order to better understand whether these riders rely on Clipper or mag-stripe tickets more, an analysis of one year of ridership data from November 1, 2018-October 31, 2019 was conducted.

**Table 4-6\***

|                             |                  | <b>% Ticket Media</b> |                           |                   | <b>% Ticket Media</b> |
|-----------------------------|------------------|-----------------------|---------------------------|-------------------|-----------------------|
| Clipper Disabled            | 2,248,752        | 84.6%                 | Clipper Adult             | 67,013,435        | 80.6%                 |
| Mag-stripe Disabled (Red)** | 409,898          | 15.4%                 | Mag-stripe Regular (Blue) | 16,139,566        | 19.4%                 |
| <b>Total Disabled</b>       | <b>2,658,650</b> | <b>100.0%</b>         | <b>Total Regular</b>      | <b>83,153,001</b> | <b>100.0%</b>         |

\*BART Revenue Trip Exit Data and Customer Services Sales Data (November 1, 2018-October 31, 2019)

\*\*Note that revenue trip exits do not record the discount being used, but only the fare media, including mag-stripe ticket color. Because Red mag-stripe tickets are used for both the Youth and Disabled fare discounts, staff applied the proportion of Red youth (26%) and Red disabled tickets (74%) sold during this same timeframe to the number of Red ticket exits to determine youth and disabled exits respectively.

Table 4-6 indicates that disabled discount riders use mag-stripe tickets at a lower rate than regular fare riders, but the difference is small enough to infer that a disproportionate impact may likely be borne by protected riders of this fare discount group.

## 4.4 Discontinuance of Sales of Red Magnetic-Stripe Tickets for Youths

### 4.4.1 Minority Disparate Impact/Low-Income Disproportionate Burden Analysis

There is limited available rider survey data for youth discount mag-stripe ticket riders (ages 5-18 years old).<sup>4</sup> Further, while there are numbers for youth Red ticket sales and Red station revenue exits, these data sources do not collect demographic information that could be used as a data substitute. Accordingly, a DI/DB analysis could not be conducted to determine whether there are any disproportionate impacts on protected populations using Red youth discount mag-stripe tickets.

### 4.4.2 Alternative Data Analysis

There are, however, large enough sample sizes for youth discount riders overall to make general demographic inferences for this rider group. It should be noted that, while these sample sizes are large enough to meet statistical significance thresholds, they are still relatively small, and any information gleaned from this data should be used with caution.

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<sup>4</sup> Per BART's Marketing and Research Department, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.



**Table 4-7\***

|                                   | <b>Minority</b> | <b>Sample Size</b> | <b>Low-Income</b> | <b>Sample Size</b> |
|-----------------------------------|-----------------|--------------------|-------------------|--------------------|
| All Riders                        | 64.5%           | 5,114              | 20.1%             | 4,650              |
| All Youth Discount Riders         | 87.3%           | 69                 | 56.6%             | 50                 |
| <i>Difference from All Riders</i> | <i>22.8%</i>    |                    | <i>36.5%</i>      |                    |

\*Data from 2018 Customer Satisfaction Survey

Despite its data limitations, it can be inferred from Table 4-7 that youth discount riders are disproportionately minority and low-income compared to overall BART protected ridership.

Recognizing that riders using a youth discount are more likely to be low-income and minority, staff evaluated BART station revenue exits over a year (November 1, 2018-December 31, 2019) to determine if riders using this discount were also more likely to rely on mag-stripe tickets than their regular BART fare counterparts.

**Table 4-8\***

|                          |                  | <b>% Ticket Media</b> |                           |                   | <b>% Ticket Media</b> |
|--------------------------|------------------|-----------------------|---------------------------|-------------------|-----------------------|
| Clipper Youth            | 2,105,627        | 93.6%                 | Clipper Adult             | 67,013,435        | 80.6%                 |
| Mag-stripe Youth (Red)** | 144,018          | 6.4%                  | Mag-stripe Regular (Blue) | 16,139,566        | 19.4%                 |
| <b>Total Youth</b>       | <b>2,249,645</b> | <b>100.0%</b>         | <b>Total Regular</b>      | <b>83,153,001</b> | <b>100.0%</b>         |

\*BART Revenue Trip Exit Data and Customer Services Sales Data (November 1, 2018-October 31, 2019)

\*\*Note that revenue trip exits do not record the discount being used, but only the fare media, including mag-stripe ticket color. Because Red mag-stripe tickets are used for both the Youth and Disabled fare discounts, staff applied the proportion of Red youth (26%) and Red disabled tickets (74%) sold during this same timeframe to the number of Red ticket exits to determine youth and disabled exits respectively.

The review of station exits over a one-year period shows that youth discount riders are using mag-stripe tickets at a significantly lower rate than regular BART fare riders, and accordingly, less likely to be disproportionately impacted by the discontinuance of the sales of Red youth discount mag-stripe tickets.

## 4.5 Cumulative Impacts Analysis

Per BART’s DI/DB Policy, BART must also analyze the cumulative impacts associated with discontinuing the sales of mag-stripe tickets during a Title VI triennial reporting period.

### 4.5.1 Regular Fare, Senior Discount, and Disabled Discount Mag-Stripe Tickets

Since BART’s last FTA triennial review (January 2017), there have been no similar fare changes to fare media for regular, senior discount, and disabled discount mag-stripe tickets. Therefore, there are no cumulative impacts to analyze associated with eliminating the sales of any of these tickets.

#### 4.5.2 Youth Discount Mag-Stripe Tickets

Since BART’s last FTA triennial review dated January 2017, there has been a change to the youth discount mag-stripe tickets. In June 2018, staff analyzed the discontinuance of sales of the Orange mag-stripe ticket for students at participating middle and high schools. Students using the Orange mag-stripe ticket received a 50% discount and had the alternative of obtaining a free youth Clipper card or use of a youth Red mag-stripe ticket to receive the same 50% discount.

There is insufficient data to make an equity finding on whether discontinuance of sales of the youth Red mag-stripe ticket may have disproportionate impacts on protected youths. In the absence of an equity finding, this report, and accordingly, the cumulative impacts analysis, assumes the discontinuance of Red youth discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type. However, existing fare media alternatives could mitigate these adverse effects. Youths can still use the Clipper youth discount card to receive the 50% discount. There is no cost to obtain this card. This alternative currently offers better fares and enhanced benefits than either the Orange mag-stripe ticket or the youth Red mag-stripe ticket as demonstrated in Table 4-9 below.

**Table 4-9\***

| <b>Youth Fare Medium Alternative</b> | <b>Discount</b> | <b>Surcharge per-Trip</b> | <b>Use Limitations</b>                           | <b>How to Obtain</b>  | <b>Additional Benefits</b>  |
|--------------------------------------|-----------------|---------------------------|--|---|---|
| <b>Youth Clipper Card</b>            | 50%             | No                        | None -- good any time or day and for any purpose | At 3 Clipper Customer Service Centers; at more than 20 locations through Clipper partner transit agencies; via mail, e-mail, or fax (proof of eligibility required) | Free of charge. If card lost or stolen, new card can be obtained and balance of funds restored. Value can be loaded at any BART ticket vending machine using cash, credit or debit card; autoload also available. |
| <b>Youth Red Mag Stripe Ticket</b>   | 50%             | Yes (25 cents)            | None – good any time or day and for any purpose  | Via mail or at BART Customer Services Center, Lake Merritt Station  |   |
| <b>Orange Ticket</b>                 | 50%             | Yes (25 cents)            | School-related purposes only, Monday - Friday    | Sold only at participating schools  |   |

\*Information from Table 2-6 in “Title VI Fare Equity Analysis for Discontinuing the BART Discounted Orange Ticket Program for Students at Participating Middle and High Schools” (Board Approved: June 14, 2018, available on BART.gov/titlevi).

# Section 5: Alternatives Available for People Affected by the Proposed Fare Changes

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## 5.1 Overview

This section analyzes current mag-stripe ticket users who have fare media alternatives available to them that could avoid, minimize, or mitigate the assumed disproportionate impacts of discontinuing the ticket, depending on how the rider uses their respective mag-stripe ticket and how the rider will use the alternative fare media. The section also includes a demographic profile of users by BART fare payment type.

### 5.1.1 Fare Alternatives Information

The discontinuance of sales of mag-stripe tickets should serve to encourage riders to transition over to using smart cards only. For disabled discount riders these smart cards are a Regional Transit Connection (RTC) Discount ID card. For all other users, these smart cards will be Clipper cards administered by MTC.

In January 2018, the District applied a \$0.50 surcharge per-trip to the use of Blue mag-stripe tickets; this surcharge was intended to encourage riders to switch to smart card usage. The surcharge is prorated for riders receiving a discounted fare. The original evaluation of this mag-stripe ticket surcharge found a disproportionate burden may be borne by low-income riders; as a result, the BART Board of Directors adopted a mitigation action plan, which included the distribution of free Clipper cards at station outreach events and via qualifying community-based organizations (CBOs).

In May 2019, staff evaluated a potential increase of the surcharge from \$0.50 to \$1 per-trip; the analysis found that low-income riders would likely continue to bear a disproportionate burden from this increase. The BART Board opted not to adopt the surcharge increase.

As described in Section 1.2 above, staff implemented a pilot program in August 2019 that discontinued the sales of mag-stripe tickets at four pilot stations: 19th Street, Embarcadero, Powell Street, and Downtown Berkeley.<sup>5</sup> Riders entering the system at these stations who do not have a paper ticket or Clipper card are unable to purchase a mag-stripe ticket, but can purchase a Clipper card for \$3. They can enter and exit the stations using a mag-stripe ticket if they already have one. Clipper and BART staff were available on-site during each station's pilot program launch to answer questions, help customers with Clipper card purchases, and hand out free Clipper cards.

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<sup>5</sup> Note that the BART to Antioch stations Pittsburg Center Station and Antioch Station never had vending machines that dispense paper tickets. They opened in May 2018 with machines that dispense Clipper cards only.

Table 5-1 summarizes the fare alternatives available to riders and calculates the number of trips needed to recoup the initial fees for a regular fare Clipper card or an RTC card, given the savings from the per-trip surcharge as described above. It also captures the number of revenue trip exits by fare type over one year. Since the latest Customer Satisfaction Survey took place in 2018, this ridership data captures more current fare media trends.

It should be noted that riders who pay the \$3 acquisition fee for their Clipper card recoup that cost in 6 trips by avoiding the \$0.50 per-trip ticket surcharge. For disabled discount riders, it takes 16 trips to recoup the \$3 administration fee of the RTC card given the prorated surcharge of \$0.19 on their Red mag-stripe tickets. Senior and youth discount riders begin saving money immediately when they use their discount Clipper cards, as the acquisition fee is waived for these riders. Qualified seniors and youths who apply in person (through BART or another agency) receive their Clipper card with specially encoded discount on-site.

**Table 5-1\***

|                                       | REGULAR FARE |            | SENIOR FARE                    |                                  | YOUTH FARE                     |                                  | DISABLED FARE                  |                                  |
|---------------------------------------|--------------|------------|--------------------------------|----------------------------------|--------------------------------|----------------------------------|--------------------------------|----------------------------------|
|                                       | Blue Ticket  | Clipper    | Green Ticket                   | Clipper                          | Red Ticket*                    | Clipper                          | Red Ticket*                    | RTC Card                         |
| How to Obtain                         | TVMs         | CVMs       | Customer Services Center; mail | Customer Services Center; online | Customer Services Center; mail | Customer Services Center; online | Customer Services Center; mail | Customer Services Center; online |
| Discount                              | 0%           | 0%         | 62.5%                          | 62.5%                            | 50%                            | 50%                              | 62.5%                          | 62.5%                            |
| Surcharge / Trip                      | \$ 0.50      | \$ -       | \$ 0.19                        | \$ -                             | \$ 0.25                        | \$ -                             | \$ 0.19                        | \$ -                             |
| Acquisition/ Admin Fee                | \$ -         | \$ 3.00    | \$ -                           | \$ -                             | \$ -                           | \$ -                             | \$ -                           | \$ 3.00                          |
| # of Trips to Recoup Fees             | -            | 6          | -                              | 0                                | -                              | 0                                | -                              | 16                               |
| Rides Taken (11/1/18 - 10/31/19)      | 16,139,566   | 67,013,435 | 347,754                        | 6,371,799                        | 144,018                        | 2,105,627                        | 409,898                        | 2,248,752                        |
| Percent of Rides Taken (by Fare Type) | 19.4%        | 80.6%      | 5.2%                           | 94.8%                            | 6.4%                           | 93.6%                            | 15.4%                          | 84.6%                            |
|                                       | 100%         |            | 100%                           |                                  | 100%                           |                                  | 100%                           |                                  |

\*Note that revenue trip exits only record fare media including mag-stripe ticket color, not the discount being used. Because Red mag-stripe tickets are used for both youth and disabled discounts, staff applied the proportion of Red youth (26%) and Red disabled tickets (74%) sold during this same period to the Red ticket exits to determine youth and disabled exits.

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

Table 5-2 shows BART’s 2018 Customer Satisfaction Survey demographic data for BART’s fare media users—Clipper and magnetic-stripe tickets—by fare type. Note that BART does not survey riders under the age of 13, so the Youth Discount category doesn’t include riders ages 5-12 years. (The youth discount is available for riders ages 5-18).

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

**Table 5-2**

|                         |              |   | Estimated Ridership by Fare Type |                   |                   |                   |               |                   |
|-------------------------|--------------|---|----------------------------------|-------------------|-------------------|-------------------|---------------|-------------------|
| Fare Type               | Fare Media   | Payment Method  | Minority Riders                  | % using Fare Type | Low-Income Riders | % using Fare Type | All Riders    | % using Fare Type |
| Clipper regular fare    | Smart card   | Cash, credit / debit, check, transit benefit payments | 163,025                          | 61.5%             | 46,661            | 56.4%             | 258,382       | 62.9%             |
| Mag stripe regular fare | Paper ticket |   | 39,769                           | 15.0%             | 19,262            | 23.3%             | 57,364        | 14.0%             |
| High Value Discount     | Smart card,  |   | 35,051                           | 13.2%             | 3,304             | 4.0%              | 52,863        | 12.9%             |
| Senior Discount         |              |   | 7,532                            | 2.8%              | 2,717             | 3.3%              | 17,670        | 4.3%              |
| Disabled Discount       | Paper ticket |   | 5,308                            | 2.0%              | 3,516             | 4.2%              | 6,906         | 1.7%              |
| Youth Discount          |              |   | 4,448                            | 1.7%              | 2,316             | 2.8%              | 4,919         | 1.2%              |
| "A" Muni Fast Pass*     | Smart card   |   | 4,669                            | 1.8%              | 1,838             | 2.2%              | 6,644         | 1.6%              |
| Other                   |              |   | 5,172                            | 2.0%              | 3,142             | 3.8%              | 6,026         | 1.5%              |
| <b>TOTAL</b>            |              |   |                                  | <b>264,974</b>    | <b>100.0%</b>     | <b>82,756</b>     | <b>100.0%</b> | <b>410,774</b>    |

\*A monthly pass accepted on BART within San Francisco.

### 5.1.3 Clipper Use Demographics

It's important to note that a large number of customers of all fare groups currently do use Clipper. The table below from the 2018 Customer Satisfaction Survey shows approximately 63% of minority riders and 18% of low-income riders are using Clipper to pay a regular BART fare. Approximately 41% of minority riders and 27% of low-income riders are using Clipper to pay a senior discount BART fare. Approximately 79% of minority riders and 53% of low-income riders are using Clipper to pay a disabled discount BART fare. Approximately 88% of minority riders and 53% of low-income riders are using Clipper to pay the youth discount BART fare.

As noted previously, 2018 Customer Satisfaction Survey data may slightly overstate the continued reliance on paper tickets, given the implementation of the mag-stripe surcharge in January 2018 and the Clipper-Only pilot program. More current revenue trip exit data shows higher Clipper usage for all groups. 2018 Customer Satisfaction Survey still represents the most recent, statistically-valid survey and is, therefore, the most reliable data source for personal fare media preference and demographic data.

**Table 5-3**

|                                 | Used Clipper      |             |                 |                 |                    |                 |
|---------------------------------|-------------------|-------------|-----------------|-----------------|--------------------|-----------------|
|                                 | Regular BART fare | HVD         | Muni Fast Pass* | Senior discount | Disabled discount* | Youth discount* |
| Minority                        | 63%               | 66%         | 71%             | 41%             | 79%                | 88%             |
| Non minority                    | 37%               | 34%         | 29%             | 59%             | 21%                | 12%             |
| <b>Total</b>                    | <b>100%</b>       | <b>100%</b> | <b>100%</b>     | <b>100%</b>     | <b>100%</b>        | <b>100%</b>     |
| <i>Sample Size (unweighted)</i> | 3,068             | 537         | 77              | 228             | 82                 | 54              |
| Low-income                      | 18%               | 6%          | 27%             | 15%             | 53%                | 53%             |
| Not low-income                  | 82%               | 94%         | 73%             | 85%             | 47%                | 47%             |
| <b>Total</b>                    | <b>100%</b>       | <b>100%</b> | <b>100%</b>     | <b>100%</b>     | <b>100%</b>        | <b>100%</b>     |
| <i>Sample Size (unweighted)</i> | 2,840             | 490         | 73              | 205             | 73                 | 41              |

\*Note small sample size. Use this data with caution.

#### 5.1.4 Parking Payments

Note that riders can also use cash or credit card to purchase Blue mag-stripe tickets for parking, which includes their transit fare and parking fee. BART plans to eliminate this option for customers to pay for parking with the discontinuance of the sales of Blue mag-stripe tickets. Customers can, however, continue to pay for parking with: 1) cash at the add-fare machines; 2) through the EZ Rider program with a credit/debit card or a pre-tax parking card, and their Clipper card; or 3) with advanced reservations for single day, airport long-term, or monthly permits<sup>6</sup> with a credit card. In 2020, BART will also begin allowing daily parking payment via the BART mobile application, which will accept credit/debit cards, PayPal, and Venmo. Staff plans to complete a parking study in summer 2020.

<sup>6</sup> Personal check and commuter check also accepted on monthly permits only.

## Section 6: Public Participation

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Consistent with BART's Public Participation Plan (2011), BART conducted outreach to inform the public and solicit feedback on the proposed discontinuance of sales of mag-stripe tickets.

### 6.1 Process for Soliciting Public Input

BART hosted a series of in-station outreach events where staff could speak directly with riders about the proposed discontinuance of sales of mag-stripe tickets and any potential effects it may have on riders. The public had the opportunity to learn about BART's current fare structure and fare media options, as well as complete the BART survey in person (in English, Spanish, and Chinese). Riders who did not have time to complete the survey on-site were handed informational postcards with English on one side, Spanish and Chinese on the other, and a hyperlink to the online survey. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean<sup>7</sup>.

The survey period ran from Monday, October 7, 2019 to Friday, October 25, 2019. Both digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A \$120 Clipper card was offered as a prize in a drawing for survey respondents.

### 6.2 Survey Responses and Public Comments

The outreach resulted in a total of 789 surveys completed. 620 survey respondents commented on the proposed discontinuance of sales through the initial open-ended question that asked about the proposals potential impact on their BART usage (Question 1).

Further information on the levels of support and comments provided is included in the attached Public Participation Report (Appendix B).

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<sup>7</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART's four-county service area (BART Title VI Language Assistance Plan, January 2017).





# Section 7: Equity Findings

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## 7.1 Overview

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

## 7.2 Discontinuance of Sales of Blue Magnetic-Stripe Tickets

### 7.2.1 Analysis Findings

The goal of an assessment of changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Per the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare media and the protected ridership of the overall regular BART fare riders is greater than 10%. The table below shows the results of applying the threshold to 2018 Customer Satisfaction Survey data for Blue mag-stripe ticket riders:

**Table 7-1**

|   | <b>Disparate Impact (Minority)?</b> | <b>Disproportionate Burden (Low-Income)?</b> |
|---|-------------------------------------|--|
| Discontinuance of Sales of Blue Mag-Stripe Ticket | No                                  | <b>Yes</b>                                   |

### 7.2.2 Public Outreach

Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-Only sales on the respondent and their use of BART. 335 survey respondents who pay a regular BART fare and might, therefore, be impacted by the discontinuance of sales of the Blue magnetic-stripe tickets, chose to answer the question. This is 68.9% of the 486 respondents who pay a regular fare. Respondents who chose not to comment on the proposal are categorized as “Did Not Comment.” Not commenting may indicate neutrality or some level of acceptance. Some respondents chose to provide comments that had no obvious connection to the proposed discontinuance of sales of mag-stripe tickets; these responses have been categorized as “Miscellaneous” and are not included in the total comment count.

Of these 335 respondents, 174 or 51.9% identified as minority. Of these minority respondents, 78.2% (136) supported the proposed discontinuance of sales of magnetic-stripe tickets, while 21.8% (38) did not. 72 respondents, or 21.5%, have been identified as

low-income based on their responses to questions regarding household income and household size. A significant majority of these respondents, 58 or 80.6%, supported the discontinuance of sales of paper tickets. Only 14, or 19.4% of low-income respondents paying a regular BART fare, did not support the discontinuance of sales.

### *7.2.3 Equity Finding*

The fare change analysis shows that the discontinuance of sales of Blue mag-stripe tickets may disproportionately affect low-income riders. Of the respondents who have been identified as low-income, pay a regular fare, and answered Question 1, 80.6% supported (both unconditionally and conditionally) the discontinuance of the sales of mag-stripe tickets, while 19.4% did not. Of all 139 low-income survey respondents, 117 paid for their fare with a Clipper Card (84.2%) and 28 paid with a paper ticket (23.9%).<sup>8,9</sup> Of minority respondents who pay a regular fare and answered Question 1, 78.2% supported (unconditionally and conditionally) and 21.8% did not support the proposed discontinuance of sales of paper tickets.

While there was a disproportionate impact found on low-income riders using the Blue mag-stripe ticket, the public comments show that most low-income riders (80.6%) supported the discontinuance of the sale of mag-stripe tickets, and the majority use the Clipper card to pay for their fares already. Accordingly, the equity finding based on the fare change analysis and public comment received is that, while the discontinuance of the sales of Blue mag-stripe tickets may be disproportionately borne by low-income riders, most surveyed low-income riders already use Clipper cards and actually support the discontinuance of the sales of mag-stripe tickets, which balances out the disproportionate burden analysis finding. Regardless, proposed mitigations will still be considered as described below.

### *7.2.4 Established/Ongoing Mitigation: Promotional Events with Free Clipper Cards and MTC Clipper Pipeline Program for Community-Based Organizations*

As defined in Section 2.1, per BART's DI/DB Policy and the Title VI Circular, if low-income populations will bear a disproportionate burden of the proposed fare change, the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable and describe alternatives available.

BART currently assesses a \$0.50 surcharge per-ride on paper tickets. Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card. As of January 2018, Clipper cards were available at ticket vending machines at all BART stations, where

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<sup>8</sup> Percentages may add up to more than 100% as survey respondents were able to choose more than one fare media type.

<sup>9</sup> 8 low-income respondents said they paid for BART with some other fare media. These responses included: 'Bart ticket - if clipper card is misplaced'; 'other plastic'; 'Cash for paper tickets'; 'SFSU ID'; 'BART red ticket.'

the rider is charged a one-time, \$3 card acquisition fee, which could be considered a barrier to low-income riders.

BART has previously implemented measures to provide free Clipper cards to low-income riders. These measures served as mitigation to previous disproportionate burden findings associated with the Spring 2017 mag-stripe ticket surcharge, as outlined in a BART Board-approved mitigation action plan which ran from December 2017 to March 2018. The action plan was extensive and included 29 promotional events at multiple BART stations and community-based organizations (CBOs) located in or near low-income communities who distribute free Clipper cards to their members/clients. BART and MTC distributed approximately 8,624 Clipper cards throughout BART's service area.

BART and MTC continue to work with CBOs serving low-income communities. MTC added several CBOs, recommended by BART, to their existing program to support BART's mitigation efforts and will continue to provide free Clipper cards to CBOs that provide a consistent pipeline to low-income communities. CBOs can join the MTC program at any time. To date, a total of 92 CBOs distribute free Clipper cards through MTC's program. Staff will continue to work with BART's Advisory Committees to identify additional CBOs for the free Clipper program. Low-income riders affected by the proposed discontinuance of sales of mag-stripe tickets and the \$3 acquisition fee will be able to obtain free Clipper cards.

#### *7.2.5 Recently Completed Mitigation: Free Clipper Cards Distributed During Clipper-Only Pilot*

Discontinuing the sale of mag-stripe tickets is more efficient and cost-effective, as it allows BART to maintain one fare payment system and Clipper card customers enter and exit BART more quickly by using reliable fare gates that only need to process Clipper. Since the implementation of the mag-stripe surcharge, monthly Clipper usage has increased from 68% in December 2017 to 86% as of August 2019. As noted previously, this ridership data is a more current representation of fare media trends and implies that the 2018 Customer Satisfaction Survey data (administered in September 2018) used for the DI/DB analysis in this report may overstate the continued use of mag-stripe tickets.

Clipper and BART staff were available on-site during the launch of BART's four station Clipper-Only Pilot Program to answer questions, help customers with Clipper card purchases, and hand out free Clipper cards. During these outreach events, 26,132 free Clipper cards were handed out to BART riders in 16 days.

Staff anticipate that these mitigation efforts reduced the disproportionate burden of the pilot program on low-income riders and that the continued distribution of Clipper cards through the MTC CBO program extended the reach of this mitigation beyond the pilot stations. BART can perform additional outreach at stations and provide more free Clipper cards in stations if it is deemed necessary to further mitigate the burden of the Clipper card acquisition fee.

### *7.2.6 Upcoming Mitigation: MTC Means-Based Fare Discount Pilot Program*

MTC developed a Means-Based Fare Discount Pilot Program (ClipperSTART) to evaluate a regional discount program for qualified public transit riders with incomes at or below 200% of the federal poverty level who use Clipper cards. Four local transit agencies are currently participating in the pilot program: BART, Caltrain, Golden Gate Transit, and San Francisco Muni. Each transit operator established their own discount, which will be available to riders through a specially encoded, free Clipper card. BART adopted a discount rate of 20%.

The program is scheduled to begin in Spring 2020 and will be available to all qualifying adults who apply with proof of identity and proof of income. This discount pilot program will not only alleviate the cost to ride for low-income customers but should help mitigate the burden of the \$3 Clipper card acquisition fee on low-income BART riders. MTC will administer the program, providing outreach and customer service.

Since the DI/DB analysis found that low-income riders disproportionately used the Blue mag-stripe tickets, this new program should be sufficient mitigation for these riders.

## 7.3 Discontinuance of Sales of Green Magnetic-Stripe Tickets

### *7.3.1 Analysis Findings*

The goal of an assessment of changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. There was insufficient rider survey data from the 2018 Customer Satisfaction Survey to determine the demographic composition of BART's Green senior discount mag-stripe ticket riders. Accordingly, a DI/DB analysis could not be conducted to determine whether disproportionate impacts on protected populations who use Green senior discount mag-stripe tickets are likely.

2018 Customer Satisfaction Survey results did, however, provide enough information to show that senior discount riders were less minority and low-income than the overall BART ridership demographics and that senior discount riders use Clipper at a 14.2% higher rate than regular BART fare riders.

Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-Only sales on the respondent and their use of BART. 33 survey respondents who pay a discounted senior fare chose to answer the question. This is 78.6% of the 42 respondents who indicated that they pay a discounted senior fare.

Of these 33 respondents, ten identified as minority, eight of whom supported (both unconditionally and with caveats) the proposed discontinuance of sales of mag-stripe tickets and two did not. Only three respondents who pay a senior fare have been identified as low-

income. Two of these commenters unconditionally supported the proposed discontinuance of sales, while one did not.

### *7.3.3 Equity Finding*

Because of insufficient 2018 Customer Satisfaction Survey data, a DI/DB analysis could not be conducted. Clipper-Only Survey public input results did show that of minority respondents paying a senior discounted fare, eight out of ten supported the discontinuance of sales and 2 out of 3 low-income senior discount riders supported the proposed discontinuance of sales. Nonetheless, an equity finding based on the fare change analysis and public comment received cannot be determined due to insufficient ridership and limited public comment by these riders. In the absence of an equity finding, this report assumes the discontinuance of Green senior discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type, but that existing fare media alternatives could mitigate these adverse effects.

### *7.3.4 Established/Ongoing Mitigation: Free Senior Discount Clipper Cards*

As defined in Section 2.1, should BART find that a fare change results in a disproportionate impact on both minority and low-income riders, then BART shall follow the mitigation requirements as described for addressing a finding of disparate impact on minority riders and take steps to avoid, minimize, or mitigate these disparate impacts.

As mentioned in Section 4.2.2 above, BART ridership data and demographic information from the 2018 Customer Satisfaction Survey indicate that senior discount riders are less minority and less low-income than the overall BART population, and that these riders currently use Clipper at a higher rate than regular fare riders.

In addition, Green mag-stripe ticket riders currently pay \$0.19 per-ride surcharge. Senior protected riders can avoid this surcharge by paying their fares with a senior discount Clipper card, which has no acquisition fee. A BART rider can apply for a senior discount Clipper card at the Customer Services Center at Lake Merritt Station or the Clipper Customer Services Center at Embarcadero Station. Senior Clipper cards are issued immediately with valid proof of age (driver's license, state ID card, birth certificate, passport, or other legal document). Senior discount riders should be familiar with these centers if they've previously purchased Green mag-stripe tickets in person at these locations. Riders can also apply online via the Clipper website at [www.clippercard.com/ClipperWeb/discounts/senior.do](http://www.clippercard.com/ClipperWeb/discounts/senior.do).

IT should also be noted, that as part of the four-station Clipper-Only pilot program, MTC and BART staff provided information about and applications for the senior discount Clipper card at all station outreach events. During outreach at Embarcadero Station, staff directed senior discount riders directly to the Clipper Customer Services Center where they could apply and receive their free Clipper card immediately.

## 7.4 Discontinuance of Sales of Red Magnetic-Stripe Tickets for People with Disabilities

### 7.4.1 Analysis Findings

The goal of an assessment of changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. Nine 2018 Customer Satisfaction Survey respondents indicated that they pay a disabled discount fare with a Red mag-stripe ticket and provided demographic information, which is too small of a sample size to make statistically reliable demographic determinations for this fare group.<sup>10</sup> Accordingly, a DI/DB analysis could not be conducted to determine whether there are any disproportionate impacts on protected populations using Red disabled discount mag-stripe tickets.

Staff were able to determine that disabled discount riders were disproportionately more minority and low-income than the overall BART ridership, according to the 2018 Customer Satisfaction Survey (see Section 4.3.2) and that they use Clipper at a slightly higher rate than regular BART fare riders.

### 7.4.2 Public Outreach

Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-Only sales on the respondent and their use of BART. 34 respondents received a disabled discount on their BART fare and of these, 22 chose to answer this question with some sort of comment.

Of these 22 respondents, 12 identified as minority riders, seven of whom supported the proposed discontinuance of sales of Red mag-stripe tickets and five did not. Eight respondents identified as low-income, four of whom unconditionally supported the discontinuance of sales and four did not.

### 7.4.3 Equity Finding

Because of insufficient 2018 Customer Satisfaction Survey data, a DI/DB analysis could not be conducted for Red mag-stripe ticket riders. Clipper-Only Survey public input showed that seven out of 12 minority respondents paying a disabled discount fare and four out of eight low-income, disabled discount respondents supported the proposed discontinuance of sales. Nonetheless, an equity finding based on the fare change analysis and public comment received cannot be made due to insufficient ridership and limited public comment by this fare group. In the absence of an equity finding, this report assumes the discontinuance of Red disabled discount mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type. While existing fare media alternatives exist that could

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<sup>10</sup> Per BART's Marketing and Research Department, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.



help mitigate these adverse effects, these alternatives include an administration fee that may serve as a barrier to some protected riders.

#### *7.4.4 Proposed Mitigation: Offset the \$3 Administration Fee*

Disabled discount riders have access to a fare alternative, the RTC Card. This card, however, has a \$3 administration fee for all new applicants. BART riders can apply for an RTC Card at the Customer Services Center at Lake Merritt Station or online at [511.org/transit/rtc-card](http://511.org/transit/rtc-card). Since this process requires third-party verification, riders are mailed their cards once eligibility has been established.

Red disabled discount mag-stripe ticket riders pay a \$0.19 per-ride ticket surcharge. Riders must complete 16 BART trips in order to recoup the \$3 fee on their RTC card; this is ten more trips than a regular fare rider who purchases a Clipper card, due to the prorated surcharge. As a result, the proposed mitigation is to offset the \$3 administration fee. The recommendation is that staff work with BART's regional partners to identify a feasible solution to offset this fee for the RTC card.

### 7.5 Discontinuance of Sales of Red Magnetic-Stripe Tickets for Youths

#### *7.5.1 Analysis Findings*

The goal of an assessment of changes to a fare media is to determine whether protected riders are disproportionately more likely to use the affected fare media. There is limited available rider survey data for youth discount mag-stripe ticket riders (ages 5-18 years old).<sup>11</sup> Accordingly, a DI/DB analysis could not be conducted to determine whether there are any disproportionate impacts on protected populations using Red youth discount mag-stripe tickets. While there are numbers for youth Red ticket sales and revenue trip exits, these data sources do not collect demographic information that could be used a data substitute.

Staff were, however, able to determine that youth discount riders were disproportionately more minority and low-income than overall BART ridership, based on 2018 Customer Satisfaction Survey results (see Section 4.4.2). In addition, station exit data shows that riders receiving a youth discount use Clipper at a rate 13% higher than the overall BART population.

#### *7.5.2 Public Outreach*

Question 1 of the Clipper-Only Survey was an open-ended question regarding the impact of transitioning to Clipper-only sales on the respondent and their use of BART. Of the 13

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<sup>11</sup> Per BART's Marketing and Research Department, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents.

respondents who indicated that they pay a youth fare, seven chose to answer this question. Of these seven respondents, four identified as minority, two of whom supported the proposed discontinuance of sales of magnetic-stripe tickets and two did not. Only one respondent who indicated that they paid a discounted youth fare was identified as low-income, and this respondent did not support the proposed discontinuance of sales.

### *7.5.3 Equity Finding*

Because of insufficient 2018 Customer Satisfaction Survey data, a DI/DB analysis was not conducted. Clipper-Only Survey public input results showed that of minority respondents paying a disabled discounted fare, two out of four supported the discontinuance of sales while the other two did not. Only one respondent identified as low-income and did not support the proposed discontinuance of sales.

An equity finding based on the fare change analysis and public comment received, therefore, cannot be determined due to insufficient ridership and limited public input from this user group. In the absence of an equity finding, this report assumes the discontinuance of Red youth mag-stripe tickets may disproportionately impact minority and low-income riders using this fare type, but that existing fare media alternatives could mitigate these adverse effects.

### *7.5.4 Established/Ongoing Mitigation: Free Youth Discount Clipper Cards*

Red youth discount mag-stripe ticket riders pay a \$0.25 per-ride surcharge. Protected riders can avoid this mag-stripe ticket surcharge by paying their fares with a Clipper card, which has no acquisition fee for youth discount riders. A BART rider can apply for a youth discount Clipper card at the Customer Services Center at Lake Merritt Station or the Clipper Customer Services Center at Embarcadero Station. Youth discount riders (or their parents/guardians) may be familiar with these centers if they have previously had to purchase Red mag-stripe tickets in-person at these locations. Riders can also apply online via the Clipper website at [www.clippercard.com/ClipperWeb/discounts/youth.do](http://www.clippercard.com/ClipperWeb/discounts/youth.do).

As part of the four-station Clipper-Only pilot program, staff provided information and applications for the youth Clipper card at all station outreach events. During outreach at Embarcadero Station, staff directed riders directly to the Clipper Customer Services Center, where they could apply and receive their free Clipper card immediately.



## 7.6 Public Responses to Mitigation Options for Clipper-Only

The Clipper-Only Survey administered by BART in October 2019 included a question regarding what would encourage respondents to switch to Clipper. Commenters were provided three options and an open comment field to indicate other potential solutions. 150 survey respondents answered this question. Of the 150, 88 were minority respondents and 37 identified as low-income. Nine respondents reported paying a senior discount fare, thirteen paid a disabled discount, and one paid a youth discount.

Overall, 50 commenters indicated that they would switch to Clipper if there were a low-income BART discount available through Clipper, four of whom paid a senior discount and five paid a disabled discount. 86 commenters, the largest proportion of respondents, indicated that they would be encouraged to switch if there was no acquisition fee; of these commenters, three paid a senior discount, seven paid a disabled discount, and one paid a youth discount. The Means-Based Fare Program, where eligible low-income riders will get a 20% discount in addition to a free Clipper card, will likely help to transition these riders away from mag-stripe tickets.

47 respondents said they would be encouraged by some other mechanism; of these responses, seven made it clear that nothing would encourage them to make the switch; eleven respondents indicated that they would be encouraged if the transition over was easier, whether that was in transferring remaining balances from paper tickets, purchasing new Clipper cards, or a recycling program for extra Clipper cards purchased when they forget their original. Seven respondents recommended some sort of mobile app; and the remaining respondents provided miscellaneous comments about the need for specific discount programs on the Clipper, the need for additional discount programs, and other system improvements to increase the efficiency of Clipper-only.

BART's Title VI/Environmental Justice and Limited English Proficiency Advisory Committees also commented on the mitigation measures. They supported BART's plan to discontinue the sales of mag-stripe tickets, as well as the already established option for seniors and youths to apply for their respective free Clipper cards. They also supported the Means-Based Fare Discount Pilot Program offering free Clipper cards to eligible low-income adult riders as a mitigation. The BART Accessibility Task Force members mainly expressed concerns about relying on the RTC card without the Red mag-stripe ticket as a backup, and general concerns about the RTC card that staff advised would be addressed later.



# Appendix A

## Methodology Used to Assess the Adverse Effects of a Fare Change

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

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

The table below shows the data by fare type for protected and non-protected riders from the 2018 Customer Satisfaction Survey. Insufficient demographic data exists for discount fare riders using mag-stripe tickets, so a disproportionate impact is assumed. A disproportionate impact would exist if, for example, the percentage of disabled low-income riders using mag-stripe tickets was 10% higher than the overall percentage of disabled low-income riders in the system.

|  | Minority      | Non-Minority | Sample Size | Low-Income    | Non-Low Income | Sample Size |
|--|---------------|--------------|-------------|---------------|----------------|-------------|
| All Riders   | 64.5%         | 35.5%        | 5,114       | 20.1%         | 79.9%          | 4,650       |
| <b>Blue Mag-Stripe Ticket Riders (Regular BART fare)</b>                       | <b>68.4%</b>  | 31.6%        | 843         | 34.0%         | 66.0%          | 743         |
| <i>Difference from All Riders</i>  | <i>3.9%</i>   |              |             | <i>13.9%</i>  |                |             |
| <b>High Value Discount</b>   | <b>65.4%</b>  | 34.6%        | 552         | 6.2%          | 93.8%          | 501         |
| <i>Difference from All Riders</i>  | <i>0.9%</i>   |              |             | <i>-13.9%</i> |                |             |
| <b>"A" Muni Fast Pass</b>  | <b>70.6%</b>  | 29.4%        | 77          | 26.8%         | 73.2%          | 73          |
| <i>Difference from All Riders</i>  | <i>6.1%</i>   |              |             | <i>6.7%</i>   |                |             |
|  |               |              |             |               |                |             |
| <b>All Senior Discount Riders</b>  | <b>42.5%</b>  | 57.5%        | 246         | 15.6%         | 84.4%          | 220         |
| <i>Difference from All Riders*</i>   | <i>-22.5%</i> |              |             | <i>-4.5%</i>  |                |             |
| <b>All Disabled Discount Riders</b>  | <b>77.6%</b>  | 22.4%        | 93          | 51.7%         | 48.3%          | 82          |
| <i>Difference from All Riders*</i>   | <i>13.1%</i>  |              |             | <i>31.6%</i>  |                |             |
| <b>All Youth Discount Riders</b>   | <b>87.3%</b>  | 12.7%        | 69          | 56.6%         | 43.4%          | 50          |
| <i>Difference from All Riders*</i>   | <i>22.8%</i>  |              |             | <i>36.5%</i>  |                |             |
|  |               |              |             |               |                |             |
| <b>Senior Discount Green Mag-Stripe Ticket Riders**</b>                        | -             | -            | 14          | -             | -              | 11          |
| <b>Disabled Discount Red Mag-Stripe Ticket Riders**</b>                        | -             | -            | 9           | -             | -              | 8           |
| <b>Youth Discount Mag-Stripe Ticket Riders** (Note: under 13 not surveyed)</b> | -             | -            | 14          | -             | -              | 8           |

\*This data was used to evaluate the likelihood that riders using these discount programs will be disproportionately impacted by the discontinuance of mag-stripe ticket sales, but they are not representative of the effected rider group specifically (mag-stripe ticket riders within each of these discount fares) and, therefore, cannot be used to make a DI/DB determination.

\*\*Sample sizes are too small to determine the demographics of these rider groups.



Appendix B  
Public Participation Report

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# Proposed Discontinuance of Sales of Magnetic-Stripe Tickets PUBLIC PARTICIPATION REPORT

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January 2020





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# Section 1: Public Participation Purpose

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## 1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted outreach to provide the public with information about the proposed discontinuance of the sales of magnetic-stripe tickets (mag-stripe tickets/paper tickets) and to solicit rider feedback. A key component of Title VI outreach is to seek input on fare changes, including fare media types, inclusive of minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the changes under consideration. Staff designed and administered a Title VI survey to evaluate the level of support for the discontinuance of the sales of mag-stripe tickets. By doing so, BART ensures consistency with its Public Participation Plan (2011) and ensures efficient communication with community members.

The District is required to conduct a Title VI Fare Equity Analysis any time there is a proposed change to BART's fares, including fare media type. Accordingly, staff completed a Title VI Fare Equity Analysis to determine if the discontinuance of the sales of mag-stripe tickets would have an adverse impact on protected populations.

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



# Section 2: Public Participation Process

## 2.1 Outreach Events

BART hosted a series of in-station outreach events where staff could speak directly with riders about the proposed discontinuance of sales of mag-stripe tickets and the potential effects it may have on riders. The public had the opportunity to learn about BART’s current fare structure and fare media options and could complete the BART survey in person (in English, Spanish, or Chinese). Riders who did not have time to complete the survey on-site were handed informational postcards with English on one side, Spanish and Chinese on the other, and the hyperlink for the online survey: <http://bart.gov/clipperonly>. The postcard included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.<sup>1</sup>

The survey period ran from Monday, October 7, 2019 to Friday, October 25, 2019. Both digital and hardcopy surveys were made available to riders in English, Spanish, and Chinese. A copy of each version of the survey is provided in Appendix PP-A and the postcard is included in Appendix PP-B. A \$120 Clipper card was offered as a prize in a drawing for those who completed the survey.

The in-station outreach events took place on the below dates and times. In addition, staff attended the San Leandro Senior Resource Fair on Friday, October 18, 2019, where they provided information, circulated the survey, and assisted seniors with applications for a senior discount Clipper card.

**Table 2-1: Outreach Events**

| Location                                | Date                        | Time     |
|---|-----------------------------|----------|
| <b>Coliseum Station</b>                 | Tuesday, October 8, 2019    | 7am-9am  |
| <b>Richmond Station</b>                 | Thursday, October 10, 2019  | 5pm-7pm  |
| <b>Pittsburg/Bay Point Station</b>      | Monday, October 14, 2019    | 7am-9am  |
| <b>West Oakland Station</b>             | Wednesday, October 16, 2019 | 5pm-7pm  |
| <b>16th Street Mission Station</b>      | Tuesday, October 22, 2019   | 7am-9am  |
| <b>Hayward Station</b>                  | Thursday, October 24, 2019  | 5pm-7pm  |
| <b>San Leandro Senior Community Ctr</b> | Friday, October 18, 2019    | 10am-1pm |

Interpreters were available at all station events as shown in Table 2-2. Interpretation language was determined by demographics and an analysis of the frequency of contacts at each station.

**Table 2-2: Interpreters**

| Station                    | Interpreter |
|----------------------------|-------------|
| <b>Coliseum</b>            | Spanish     |
| <b>Richmond</b>            | Spanish     |
| <b>Pittsburg/Bay Point</b> | Spanish     |
| <b>West Oakland</b>        | Spanish     |
| <b>16th Street Mission</b> | Spanish     |
| <b>Hayward</b>             | Spanish     |

<sup>1</sup> Spanish, Chinese, Tagalog, Vietnamese and Korean are the top five languages in BART’s four-county service area (BART Title VI Language Assistance Plan, January 2017).

## Richmond Station Outreach: October 10, 2019



### 2.2 Publicity

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

#### 2.2.1 Multilingual Newspaper Ads

Multilingual newspaper/media ad placements with readership covering BART's service area were placed prior to and during outreach. The ads ran one or two times (depending on the newspaper's publication schedule) and advertised the in-station outreach events and a link to the BART survey. Below is the list of publics that ran ads. Copies of some ads can be found in Appendix PP-C.

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



### *2.2.2 Social Media*

BART staff developed and posted all pertinent information regarding the proposed changes via Twitter and BART.gov. An article was posted on Monday, October 7, 2019 publicizing the upcoming outreach events and survey link in advance. Twitter posts also publicized the survey link. Sample posts are included in Appendix PP-D.

### *2.2.3 Electronic Destination Sign System*

On all BART station platforms, there are multiple electronic destination signs (DSS) that inform riders of train arrival times and display other important BART information. Throughout the survey period (October 7-October 25, 2019), the DSS regularly displayed the survey link to alert riders to take the survey online.

### *2.2.4 BART Advisory Committees*

BART also distributed information on the outreach events, survey link, and copies of the survey in English, Spanish, and Chinese to the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees and BART Accessibility Task Force, asking members to distribute the information to the communities they serve. In addition, BART staff presented the proposed changes these advisory committees. For more information on their input, see section 2.3 below.

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

BART staff presented the proposed changes twice to BART's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees. Staff originally presented to the Title VI/EJ Committee on Monday, August 5, 2019 from 2 PM – 4:30 PM and the LEP Committee on Wednesday, August 28, 2019 from 10:30 AM – 1 PM. At these meetings, project staff presented the details of BART's Clipper-Only Pilot Program, which was rolled out at four stations throughout the BART system, as well as preliminary logistics for this Title VI outreach and analysis process. Subsequently, staff presented at a joint Title VI/EJ and LEP Advisory Committees meeting on Tuesday, December 10, 2019 from 10:30AM – 1PM. All meetings took place at the BART Board Room, Kaiser Center 20th Street Mall (2040 Webster Street), Oakland, California. The meetings were open to the public and the agendas were noticed at least 72 hours in advance of the meeting.

Both Advisory Committees consist of members of community-based organizations (CBOs) within BART's service area. The Title VI/EJ Advisory Committee ensures that the District is taking reasonable steps to incorporate Title VI and EJ principles into its decision-making. The LEP Advisory Committee assists in developing the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability.

At the initial meetings in August, Committee members expressed general concern about the logistics of purchasing Clipper cards, paying the \$3 fee, and transferring remaining balances from their paper tickets. Committee members requested assistance with any administrative issues transitioning youth, senior, and disabled discounted fares over to a Clipper card. They discussed opportunities for improved group sales and processing, hoping that staff could work with MTC to reduce the burden of online group purchases. A member representing a social service agency emphasized that current Clipper purchasing options would significantly increase the administrative burden on social workers,

who provide transit vouchers to community members. This member expressed that tailored outreach might help address some of these issues. Staff reached out to this member after the meeting to discuss and address his concerns separately.

At the subsequent joint meeting, Committee members were in support of BART's plan to discontinue the sales of mag-stripe tickets. They supported the upcoming Means-Based Fare Discount Pilot Program offering free Clipper cards and a 20% discount to eligible low-income riders, viewing it as a mitigation. They encouraged project staff to evaluate additional mitigation measures, should there be a disparate impact on low-income and minority communities, and they recommended that BART improve Clipper card logistics, such as faster online payment processing and improved group fares processing in the station (such as for student field trips).

Committee members were e-mailed the survey (in all languages), the postcard, and the survey link to distribute to their communities and were advised that they could request hardcopies if needed.

## 2.4 BART Accessibility Task Force

Staff presented information to BART's Accessibility Task Force on Thursday, October 2, 2019 from 2 PM – 4:30 PM at the East Bay Paratransit Conference Room, 1750 Broadway, Oakland, CA 94612. The mission of BATF is to advise the BART Board of Directors and staff on ways to maintain and improve the accessibility of the BART system for people with disabilities and for seniors.

BATF members shared some of their experiences and the experiences of others within their communities who struggled with the following: applying for an RTC or senior discount Clipper card, converting remaining cash value from a mag-stripe ticket to a card, and navigating the system when visiting from out of town or when their RTC card did not work. Regarding their concerns with the RTC card, staff advised the members that there would later be a presentation on the card, which was presented to them in November 2019.

The members were particularly concerned with the limited number of fare gates accessible to some members of the disabled community, voicing that the Clipper readers on these gates were particularly prone to breaking and that they rely on paper tickets as a back-up method. They worry that, without paper cards, they will have to purchase a full-priced Clipper card at the stations and will, therefore, not receive their discount and additionally paid for an extraneous card. They also expressed concerns for low-income riders, and staff advised them of the upcoming Means-Based Fare Discount Pilot Program, which would offer a free Clipper card for eligible low-income riders with an additional 20% discount on the cost to ride BART.

## 2.5 Targeted Senior Outreach

Staff directly contacted 29 senior centers throughout BART's service area, in order to garner feedback directly from this harder to reach population. 11 of these senior centers requested surveys, either hard-copy or via the survey link, to be circulated to their seniors. At the San Leandro Senior Community Center Health Fair in October 2019, staff set up a table where seniors could sign up through BART Customer Services for a free Clipper card and take the Clipper-Only Survey. Most seniors that staff encountered already had the senior discount Clipper card. Many commented that the senior discount Clipper card was very easy to use on all the transit systems. Many seniors had questions on how they could obtain a refund for turning in their existing Green mag-stripe paper tickets.

**San Leandro Senior Center Outreach: October 18, 2019**





# Section 3: Overall Outreach Results

**Hayward Station Outreach: October 24, 2019**



## 3.1 Title VI Outreach Surveys

BART’s public outreach efforts resulted in 789 completed survey responses. The surveys generated by these public outreach efforts, specifically designed to be inclusive of the District’s minority and low-income populations, are the dataset for this analysis and all uses of the generic term “survey” in this report refer to these Title VI Outreach Surveys. The Title VI Outreach Survey was designed to collect public input and was open to everyone to complete. Distribution was not done using a random sampling methodology. As such, these survey results cannot be projected to the overall population, and statistical calculations such as margins of error cannot be computed.

Approximately 93% of all surveys received during the open survey period were completed online. Table 3-1 provides a breakdown of where surveys were received.

**Table 3-1 Survey Collection Points**

| Location                            | No. of Surveys Collected |
|-------------------------------------|--------------------------|
| 16 <sup>th</sup> St Mission Station | 4                        |
| Coliseum Station                    | 7                        |
| Hayward Station                     | 5                        |
| Pittsburg/Bay Point Station         | 3                        |
| Richmond Station                    | 6                        |
| San Leandro Senior Center           | 24                       |
| West Oakland Station                | 9                        |
| Online                              | 731                      |
| <b>Total Surveys Received</b>       | <b>789</b>               |

## 3.2 Survey Demographic Data

Table 3-3 on the following page provides a demographic breakdown of all survey respondents.

### 3.2.1 Minority

A “non-minority” classification refers to those respondents who self-identified as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities, including those identifying as multi-racial. According to 2018 Customer Satisfaction Survey responses, 64.5% of BART riders are considered minority.

### 3.2.2 Income

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

**Table 3-2**

| LOW INCOME     |                  |
|----------------|------------------|
| Household Size | Household Income |
| 1+             | Under \$25K      |
| 2+             | Under \$35K      |
| 3+             | Under \$40K      |
| 4+             | Under \$50K      |
| 5+             | Under \$60K      |

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

**Table 3-3 Survey Demographic Summary: All Respondents (N=789)**

| Minority Status                     | 92% of survey respondents answered this question (727/789) | Sample Size |
|-------------------------------------|--|-------------|
| Minority                            | 55%  | 401         |
| Non-Minority                        | 45%  | 326         |
| <b>Total responses</b>              |  | 727         |
| Ethnicity                           | 92% of survey respondents answered this question (727/789) | Sample Size |
| White                               | 45%  | 326         |
| Black/African American              | 9%   | 66          |
| Asian or Pacific Islander           | 25%  | 183         |
| Hispanic, Latino, or Spanish origin | 13%  | 98          |
| Other, non-Hispanic                 | 7%   | 51          |
| American Indian                     | <1%  | 3           |
| <b>Total responses</b>              |  | 727         |
| Low income Status                   | 91% of survey respondents answered this question (716/789) | Sample Size |
| Low-income                          | 19%  | 139         |
| Non-low-income                      | 81%  | 577         |
| <b>Total responses</b>              |  | 716         |
| Annual household income             |  | Sample Size |
| Under \$25,000                      | 11%  | 82          |
| \$25,000 - \$34,999                 | 5%   | 35          |
| \$35,000 - \$39,999                 | 3%   | 25          |
| \$40,000 - \$49,999                 | 5%   | 33          |
| \$50,000 - \$59,999                 | 7%   | 53          |
| \$60,000 - \$74,999                 | 9%   | 65          |
| \$75,000 - \$99,999                 | 15%  | 110         |
| \$100,000 or more                   | 44%  | 315         |
| <b>Total responses</b>              |  | 718         |
| How well is English spoken?         | 25% of survey responders answered this question (199/789)  | Sample Size |
| Very well                           | 81%  | 161         |
| Well                                | 14%  | 27          |
| Not well                            | 5%   | 9           |
| Not at all                          | 1%   | 2           |
| <b>Total responses</b>              |  | 199         |

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

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





# Section 4: Public Comment Overview

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## 4.1 Overview

By reaching out to the public through outreach events, BART Advisory Committee meetings, targeted outreach, and news media/social media posts, BART received 789 survey responses. The survey asked about current BART fare media usage, as well as concerns about the elimination of sales of magnetic-stripe tickets. There was an open-ended question asking respondents for any comments about the impact of the move to Clipper-only sales on them and their BART usage. The responses have been categorized, sorted, and color-coded by general theme in Appendix PP-E. These comments have then been analyzed in the proceeding sections by the type of fare paid by the respondent: regular fare with no discount (Clipper card and Blue mag-stripe ticket), senior discount (senior Clipper card and Green mag-stripe ticket), youth discount (youth Clipper card and Red mag-stripe ticket<sup>2</sup>), and disabled discount (RTC Card and Red mag-stripe ticket<sup>2</sup>).

Of the 789 completed surveys, 620 or 78.6% of respondents chose to answer the open-ended question. There were 66 miscellaneous comments (i.e., a comment unrelated to the proposed changes) and 169 respondents who did not comment. Both miscellaneous and no responses surveys have been removed from the survey totals for calculation of overall comment percentages. Miscellaneous comments are included in Appendix PP-E.

## 4.2 Public Comment Grouping Analysis: Methodology

While comments can be generally categorized and reviewed for popular themes, they should not be analyzed numerically, as doing so would give undue weight to subjective feedback. Categorizing the comments provides a general indication of level of support.

Comments are grouped into the following five categories:

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

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

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<sup>2</sup> Red mag-stripe tickets are used by both youth and disabled BART riders. Youth riders receive a 50% discount on their BART fare. Disabled riders receive a 62.5% discount on their BART fare.

Table 4-1 is a summary of responses for level of support broken down by protected status.

**Table 4-1: Overall Summary of Survey Responses**

|                   | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total        |
|-------------------|----------------------------|--------------------------|------------------|--------------|
| <b>Minority</b>   | <b>134</b>                 | <b>77</b>                | <b>64</b>        | <b>275</b>   |
| <b>%</b>          | <b>48.7%</b>               | <b>28.0%</b>             | <b>23.2%</b>     | <b>100%*</b> |
| Non-Minority      | 114                        | 76                       | 52               | 242          |
| %                 | 47.1%                      | 31.4%                    | 21.5%            | 100%*        |
| Unknown**         | 11                         | 12                       | 14               | 37           |
| %                 | 29.7%                      | 32.4%                    | 37.8%            | 100%*        |
| <b>Low-Income</b> | <b>49</b>                  | <b>23</b>                | <b>23</b>        | <b>95</b>    |
| <b>%</b>          | <b>51.6%</b>               | <b>24.2%</b>             | <b>24.2%</b>     | <b>100%*</b> |
| Non-Low<br>Income | 200                        | 127                      | 92               | 419          |
| %                 | 47.7%                      | 30.3%                    | 22.0%            | 100%*        |
| Unknown***        | 10                         | 15                       | 15               | 40           |
| %                 | 25.0%                      | 37.5%                    | 37.5%            | 100%*        |
| <b>Total</b>      | <b>259</b>                 | <b>165</b>               | <b>130</b>       | <b>554</b>   |
| <b>%</b>          | <b>46.8%</b>               | <b>29.8%</b>             | <b>23.5%</b>     | <b>100%</b>  |

\*Percentages may not add up to 100% due to rounding.

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

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

# Section 5: Public Comments about the Discontinuance of Sales of Blue Magnetic-Stripe Tickets

Survey responses from riders who pay a full-priced BART fare are summarized in this section. Of the 789 total survey respondents, 486 paid a regular BART fare with no discount. Of those riders, 435 (89.5%) used a Clipper card and 92 (18.9%) used a paper ticket<sup>3</sup> to pay their fare.

**Table 5-1 Overall Summary of Responses by Protected Status and Fare Media**

|                   | Clipper Card | Paper Ticket | Other    | Total      |
|-------------------|--------------|--------------|----------|------------|
| <b>Minority</b>   | <b>230</b>   | <b>52</b>    | <b>9</b> | <b>260</b> |
| %*                | 88.5%        | 20.0%        | 3.5%     |            |
| Non-Minority      | 181          | 32           | 0        | 195        |
| %*                | 92.8%        | 16.4%        | 0.0%     |            |
| Unknown**         | 24           | 8            | 0        | 31         |
| %*                | 77.4%        | 25.8%        | 0.0%     |            |
| <b>Low-Income</b> | <b>87</b>    | <b>24</b>    | <b>4</b> | <b>104</b> |
|                   | 83.7%        | 23.1%        | 3.8%     |            |
| Non-Low Income    | 322          | 59           | 4        | 348        |
| %*                | 92.5%        | 17.0%        | 1.1%     |            |
| Unknown***        | 26           | 9            | 1        | 34         |
| %*                | 76.5%        | 26.5%        | 2.9%     |            |

\*Percentages may add up to more than 100% as respondents were able to select more than one fare media type.

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

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

## 5.1 Clipper-Only Survey Question

Question 1 of the Clipper-Only Survey was an open-ended question regarding the transition to Clipper-only sales in stations:

**Do you have any comments about how this plan will impact you and your use of BART?**

There were 44 miscellaneous comments and 107 respondents did not comment, resulting in 335 respondents who pay a regular BART fare and responded to Survey Question 1.

<sup>3</sup> Percentages add up to more than 100%, because respondents were able to choose more than one fare media type.

## 5.2 Overall Summary of Responses

Table 5-2 is a summary of the level of support for users paying a regular fare broken down by protected status.

**Table 5-2 Overall Level of Support Summary by Protected Status**

|                   | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total         |
|-------------------|----------------------------|--------------------------|------------------|---------------|
| <b>Minority</b>   | <b>87</b>                  | <b>49</b>                | <b>38</b>        | <b>174</b>    |
| <b>%</b>          | <b>50.0%</b>               | <b>28.2%</b>             | <b>21.8%</b>     | <b>100.0%</b> |
| Non-Minority      | 67                         | 42                       | 33               | 142           |
| %                 | 47.2%                      | 29.6%                    | 23.2%            | 100.0%        |
| Unknown*          | 4                          | 7                        | 8                | 19            |
| %                 | 21.1%                      | 36.8%                    | 42.1%            | 100.0%        |
| <b>Low-Income</b> | <b>39</b>                  | <b>19</b>                | <b>14</b>        | <b>72</b>     |
| <b>%</b>          | <b>54.2%</b>               | <b>26.4%</b>             | <b>19.4%</b>     | <b>100.0%</b> |
| Non-Low<br>Income | 117                        | 72                       | 56               | 245           |
| %                 | 47.8%                      | 29.4%                    | 22.9%            | 100.0%        |
| Unknown**         | 2                          | 7                        | 9                | 18            |
| %                 | 11.1%                      | 38.9%                    | 15.0%            | 100.0%        |

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

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

Of the 174 total minority respondents who pay a regular BART fare and answered Question 1, 136, or 78.2%, support (unconditionally and conditionally) the proposed elimination of sales of paper tickets, while 21.8% do not. Of the 72 low-income respondents, 80.6% support (unconditionally and conditionally) the elimination, while 19.4% do not support it.

Table 5-3 is a summary of responses for level of support for users paying a regular fare broken down both by protected status and fare media type.

**Table 5-3 Overall Summary of Responses by Protected Status and Fare Media**

|                       |                | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total         |
|-----------------------|----------------|----------------------------|--------------------------|------------------|---------------|
| <b>Minority</b>       | <b>Clipper</b> | <b>86</b>                  | <b>48</b>                | <b>28</b>        | <b>162</b>    |
|                       | <b>%</b>       | <b>53.1%</b>               | <b>29.6%</b>             | <b>17.3%</b>     | <b>100.0%</b> |
|                       | <b>Ticket</b>  | <b>3</b>                   | <b>6</b>                 | <b>21</b>        | <b>30</b>     |
|                       | <b>%</b>       | <b>10.0%</b>               | <b>20.0%</b>             | <b>70.0%</b>     | <b>100.0%</b> |
| <b>Non-Minority</b>   | Clipper        | 66                         | 41                       | 27               | 134           |
|                       | %              | 49.3%                      | 30.6%                    | 20.1%            | 100.0%        |
|                       | Ticket         | 1                          | 5                        | 14               | 20            |
|                       | %              | 5.0%                       | 25.0%                    | 70.0%            | 100.0%        |
| <b>Unknown*</b>       | Clipper        | 3                          | 6                        | 3                | 12            |
|                       | %              | 25.0%                      | 50.0%                    | 25.0%            | 100.0%        |
|                       | Ticket         | 1                          | 2                        | 5                | 8             |
|                       | %              | 12.5%                      | 25.0%                    | 62.5%            | 100.0%        |
| <b>Low-Income</b>     | <b>Clipper</b> | <b>37</b>                  | <b>19</b>                | <b>6</b>         | <b>62</b>     |
|                       | <b>%</b>       | <b>59.7%</b>               | <b>30.6%</b>             | <b>9.7%</b>      | <b>100.0%</b> |
|                       | <b>Ticket</b>  | <b>3</b>                   | <b>4</b>                 | <b>10</b>        | <b>17</b>     |
|                       | <b>%</b>       | <b>17.6%</b>               | <b>23.5%</b>             | <b>58.8%</b>     | <b>100.0%</b> |
| <b>Non-Low Income</b> | Clipper        | 116                        | 69                       | 48               | 233           |
|                       | %              | 49.8%                      | 29.6%                    | 20.6%            | 100.0%        |
|                       | Ticket         | 2                          | 8                        | 24               | 34            |
|                       | %              | 5.9%                       | 23.5%                    | 70.6%            | 100.0%        |
| <b>Unknown**</b>      | Clipper        | 2                          | 7                        | 4                | 13            |
|                       | %              | 15.4%                      | 53.8%                    | 30.8%            | 100.0%        |
|                       | Ticket         | 0                          | 1                        | 6                | 7             |
|                       | %              | 0.0%                       | 14.3%                    | 85.7%            | 100.0%        |
| <b>Overall</b>        | <b>Clipper</b> | <b>155</b>                 | <b>95</b>                | <b>58</b>        | <b>308</b>    |
|                       | <b>%</b>       | <b>50.3%</b>               | <b>30.8%</b>             | <b>18.8%</b>     | <b>100.0%</b> |
|                       | <b>Ticket</b>  | <b>5</b>                   | <b>13</b>                | <b>40</b>        | <b>58</b>     |
|                       | <b>%</b>       | <b>8.6%</b>                | <b>22.4%</b>             | <b>69.0%</b>     | <b>100.0%</b> |

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

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

A significantly higher percentage of respondents who use tickets don't support the proposed discontinuance of sales of mag-stripe tickets (69.0%) than respondents who use Clipper cards (18.8%). This difference is consistent across respondents of protected and non-protected statuses.

Sections 5-3 through 5-6 provide the full breakdown by level of support.

### 5.3 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the proposed discontinuance of sales. Tables 5-4 and 5-5 provide a breakdown by protected group of all comments categorized as unconditional support for the scheduled fare increase by respondents paying a regular BART fare.

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

|                     | Number of Support (Unconditional) Commenters | Total Number of Commenters | Percentage of Support (Unconditional) |
|---------------------|--|----------------------------|---------------------------------------|
| <b>Minority</b>     | 87   | 174                        | 50.0%                                 |
| <b>Non-Minority</b> | 67   | 142                        | 47.2%                                 |
| <b>Unknown*</b>     | 4  | 19                         | 21.1%                                 |
| <b>Total</b>        | 158  | 335                        | <b>47.2%</b>                          |

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

**Table 5-4 Low-Income (Unconditional) Support Summary of Responses**

|                       | Number of Support (Unconditional) Commenters | Total Number of Commenters | Percentage of Support (Unconditional) |
|-----------------------|--|----------------------------|---------------------------------------|
| <b>Low-Income</b>     | 39   | 72                         | 54.2%                                 |
| <b>Non Low-Income</b> | 117  | 245                        | 47.8%                                 |
| <b>Unknown*</b>       | 2  | 18                         | 11.1%                                 |
| <b>Total</b>          | 158  | 335                        | <b>47.2%</b>                          |

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

Nearly half of all respondents who pay a regular BART fare unconditionally support the proposal. A slightly higher percentage of minority (50.0%) than non-minority respondents (47.2%) who pay a regular BART fare unconditionally support the proposed elimination of sales. Similarly, a larger proportion of low-income respondents (54.2%) than non-low-income respondents (47.8%) expressed unconditional support for the proposed discontinuance of sales.

### 5.4 Support (Conditional) Comments

Comments that support the proposed discontinuance of sales but with caveats are categorized as Support (Conditional). Tables 5-6 and 5-7 provide a breakdown of all comments categorized as conditionally supporting the proposed discontinuance by respondents paying a regular BART fare.

**Table 5-6 Minority (Conditional) Support Summary of Responses**

|                     | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|---------------------|--|----------------------------|-------------------------------------|
| <b>Minority</b>     | 49   | 174                        | 28.2%                               |
| <b>Non-Minority</b> | 42   | 142                        | 29.6%                               |
| <b>Unknown*</b>     | 7  | 19                         | 36.8%                               |
| <b>Total</b>        | 98   | 335                        | <b>29.3%</b>                        |

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

**Table 5-7 Low-Income (Conditional) Support Summary of Responses**

|                       | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|-----------------------|--|----------------------------|-------------------------------------|
| <b>Low-Income</b>     | 19   | 72                         | 26.4%                               |
| <b>Non Low-Income</b> | 72   | 245                        | 29.4%                               |
| <b>Unknown*</b>       | 7  | 18                         | 38.9%                               |
| <b>Total</b>          | 98   | 335                        | <b>29.3%</b>                        |

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

A little less than one third of respondents paying a regular BART fare who answered Question 1 conditionally support the proposal. Approximately the same percentage of minority (28.2%) and non-minority respondents (29.6%) conditionally support eliminating paper tickets. A slightly higher percentage of non-low-income (29.4%) than low-income (26.4%) respondents who pay a regular BART fare conditionally support the proposed elimination of sales of mag-stripe tickets.

## 5.5 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the proposed elimination of sales. Tables 5-8 and 5-9 show a breakdown by protected group of how many commenters who pay a regular BART fare do not support the elimination.

**Table 5-8 Minority Don't Support Summary of Responses**

|                     | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|---------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Minority</b>     | 38                                 | 174                        | 21.8%                       |
| <b>Non-Minority</b> | 33                                 | 142                        | 23.2%                       |
| <b>Unknown*</b>     | 8                                  | 19                         | 42.1%                       |
| <b>Total</b>        | 79                                 | 335                        | <b>23.6%</b>                |

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

**Table 5-9 Low-Income Don't Support Summary of Responses**

|                       | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|-----------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Low-Income</b>     | 14                                 | 72                         | 19.4%                       |
| <b>Non Low-Income</b> | 56                                 | 245                        | 22.9%                       |
| <b>Unknown*</b>       | 9                                  | 18                         | 50.0%                       |
| <b>Total</b>          | 79                                 | 335                        | <b>23.6%</b>                |

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

Less than a quarter of commenters who pay a regular BART fare don't support the discontinuance of sales of mag-stripe tickets. Approximately the same proportion of minority riders (21.8%) in this category and non-minority riders (23.2%) don't support the proposal. A higher percentage of non-low-income (22.9%) than low-income (19.4%) respondents do not support the elimination of sales of mag-stripe tickets.

## 5.6 Public Comments

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

### 5.6.1 Support (Unconditional)

#### *Minority Respondents*

- *This plan will impact me and many in many positive ways, not just make system more efficient but also reduces wastage of paper which could save lot of trees and save our environment.*
- *This is very efficient, will be less likely to lose little tickets.*
- *I've had my Clipper card since 2012 so this won't affect me at all but I think this is a great incentive for the people and the environment to not use paper tickets. Especially if people use their Clipper Card and do auto-load, it saves time and hassle from constantly reloading paper cards and people are less inclined to lose their Clipper card instead of paper.*
- *I use the clipper card daily and I'm actually very excited about this.*

#### *Low-Income Respondents*

- *It will not affect me since I already use clipper. To be honest I feel like the clipper card is beneficial because you can use it for other methods of public transportation and it's durable.*
- *I started using clipper for a couple of months I like it and I save money. As a daily BART commuter, I fully support any plan that would mitigate the issue of traffic jams caused by unreliable fare gates.*
- *I love it. Makes regional transit connections easier for more people. Generally a good idea. Need to also use mobile tickting.*

### 5.6.2 Support (Conditional)

#### *Minority Respondents*

- *Transitioning to the clipper card is merited and certainly will improve rider convenience with lowered associated operational costs. I do have concerns about the replacement/new card costs for Clipper cards. The fee needs to be eliminated as it puts an extra burden on those with limited means. The inherent costs must be born by Bart and captured from the operational savings gained from implementing Clipper.*
- *I use a Clipper card and so the plan will likely not impact me. There have been instances when my Clipper card does not work and if an attendant is not in the booth, even after waiting for 10-15 minutes, I need to purchase a paper ticket to leave the station. This has only happened 2-3 times in the past year but in those moments it would be hard to exit if there's no station employee available to help. For people who don't use Clipper cards, this likely have more effects.*
- *I anticipate that transfer to an all Clipper card system will speed exits at turnstyles and reduce litter at stations. Several other municipalities and countries use all electronic payment systems such as this. I suggest the Bart consider the ability for tourists to "return " used cards at airports, and get their \$3 back so the cards can be reused / donated (if possible).*
- *As a Clipper card user, this doesn't really change anything for me personally. Given that Clipper Cards usually cost \$3, I am worried that this might be annoying for those visiting the area and only wanting to get on BART for one or two rides.*



## Low-Income Respondents

- *Public transportation is a means for accessible travel for all. I think switching to clipper card only doesn't account for those people who may not have the additional \$3.00 to spend. If anything I think each Bart station can discourage paper tickets by reducing the number of paper ticket machines to only one. Multiple times I've seen ppl standing in a longer line for a paper ticket. Overhearing their discussions, they were waiting for paper tickets because of financial reasons. They had the extra .50 but not the extra \$3.00. If BART stations switch to Clipper card only then there should remain a low-income option to buy a clipper card for the previous cost of a paper ticket*
- *I think they should have allow at least one ticket machine at each station. Especially, if you should happen to forget your clipper card. Or I don't always carry it with me and might need to ride Bart unexpectedly and wouldn't want to have to buy another clipper card. It would be nice to have another option.*
- *I am all for the switch to Clipper only. However I currently cannot pay for parking with my clipper card at the Oakland Coliseum Station, I have to purchase a paper ticket and use that to pay for parking. Will this change once the whole system transitions?*
- *I already have a clipper card , but I commute everyday and and a few times i left my card at home and bought paper tickets. I like the convenience of the machines to buy paper tickets and its a reliable back up for me and all Bart riders.*

### 5.6.3 Don't Support

#### Minority Respondents

- *I'm concerned about people on the margins that have difficulty with managing a reloadable card. I'm also concerned about visitors to the Bay Area who don't really need a permanent card.*
- *I expect problems due to the long delays associated a new credit card for auto-refill. I have continued to maintain paper cards as backup even while having a Clipper card for inevitable problems. I have problems using my Clipper at least once per year and am forced to use my backup paper card. The is-it-working limbo every time I update my associated credit card is really annoying. This is especially a hassle with ezRider.*
- *As a young person I am very dissappointed that Bart has been charging an extra 50 cents for paper tickets and has stopped selling them altogether. Especially in light of events in hong kong the ability to use paper tickets is very important to me as a matter of personal privacy*

#### Low-Income Respondents

- *Yes. This is not a good idea. Taking away the option to purchase a paper card does not account for tourist and riders who are not regular commuters. During the summer I had a large number of out of state family members visiting. A Bart ride to the city was available because we didn't have to secure clipper cards for the 15 of them.*
- *This means every time I can't find my clipper card I must pay 3 bucks more on top of the fare? You make it more appealing to me to go buy a car.*
- *I've always used paper tickets ever since I started riding BART, and this recent development is a serious issue to me. A Clipper card is bulkier than a paper ticket, thus taking up wallet space. I'm also afraid of potentially losing it and having someone masquerading as me, and I'm not*

*going to be taking my chances on there being some sort of annual bill or taxes for Clipper card usage. This development is a travesty and I refuse to utilize BART any further unless this calamity is averted immediately.*

- *I ride BART frequently, and I prefer the paper ticket. I am also a teacher and it is easier when I travel with students to all give them paper tickets than have them all get clipper cards. When travelling with students, I may have to consider driving.*
- *I do not want Clipper card b/c it easily gets demagnetized & lost. It also shares personal information. As a person w/ a disability I prefer the red discount BART tickets. It does not have hidden fees. Homeless people that stay in shelters, like me, need paper tickets w/o fees.*

## 5.7 Did Not Comment

Respondents who chose not to comment on the proposed discontinuance are categorized as “Did Not Comment.” Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment and pay regular BART fare (107 respondents) include: 59 minority (41 non-minority, 7 unknown) and 24 low-income (71 non low-income and 12 unknown). These respondents are not included in the total comment count for regular BART fare respondents of 486 (shown in Tables 5-1 to 5-6 above).

## 5.8 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents’ comments and the proposed discontinuance of sales. So that data is not skewed by comments unrelated to the fare increase, the 44 comments categorized as Miscellaneous are not included in the total comment count for regular BART fare respondents of 486 (shown in Tables 5-1 to 5-6 above).

The following are examples of Miscellaneous comments:

- *The machines need to be upgraded, so that Credit Cards are easier to use.*
- *Please add mobile payment*
- *It's a waste of time to be worrying about tickets vs. Clipper cards when BART can be focusing on other issues, like how unreasonably noisy it is on the trains, or why your trains/escalators/elevators are always in a state of disrepair.*
- *I have a suggestion: a clipper card drop off box at SFO where one-time visitors can drop off their clipper card for reuse. Helps reduce waste and may save some money for the city to reuse some cards vs. continually making new ones*
- *Why does not BART tax major employers whose employees take BART every day to get to work?*
- *What about WiFi?*

## 5.9 Comments Summary

Many of the respondents who pay regular BART fare and unconditionally support the proposed discontinuance of sales of mag-stripe tickets think that this move will reduce waste, save paper, and increase efficiency at the stations. Respondents who conditionally support the discontinuance want to ensure that low-income riders and visitors have a way of offsetting the cost of their Clipper cards; they are also concerned about what they would do if they forget their Clipper card and have to buy a new one. Respondents who do not support the proposed discontinuance of sales worry about the

burden of the \$3 fee, particularly on low-income riders, the inefficiency of having to purchase multiple cards for visitors or if they forget their Clipper card, and the need for regular assistance from station agents for both purchasing and using Clipper cards.

Respondents across all levels of support identify the following as important topics for BART to address: affordability, broken fare gates and ticket machines, reduction of paper waste, and fare evasion. A few respondents requested an option for customers (tourists and those with extra cards) to return Clipper cards back to BART as a way of reducing the waste of plastic cards.



# Section 6: Public Comments about the Discontinuance of Sales of Green Magnetic-Stripe Tickets

Green mag-stripe tickets are used for discounted senior fares. Responses from survey respondents who pay a senior discounted fare are summarized in this section. 42 of the 789 survey respondents paid a discounted senior fare, 41 of whom (97.6%) use a Clipper card and 4 (9.5%) use a paper ticket<sup>4</sup>.

Note the relatively small sample size for these respondents. Use this data with caution.

**Table 6-1 Overall Summary of Responses by Protected Status and Fare Media**

|                   | Clipper Card | Paper Ticket | Other    | Total     |
|-------------------|--------------|--------------|----------|-----------|
| <b>Minority</b>   | <b>13</b>    | <b>1</b>     | <b>0</b> | <b>13</b> |
| %*                | 100.0%       | 7.7%         | 0.0%     |           |
| Non-Minority      | 26           | 3            | 0        | 27        |
| %*                | 96.3%        | 11.1%        | 0.0%     |           |
| Unknown**         | 2            | 0            | 0        | 2         |
| %*                | 100.0%       | 0.0%         | 0.0%     |           |
| <b>Low-Income</b> | <b>7</b>     | <b>0</b>     | <b>0</b> | <b>7</b>  |
|                   | 100.0%       | 0.0%         | 0.0%     |           |
| Non-Low Income    | 30           | 3            | 0        | 30        |
| %*                | 100.0%       | 10.0%        | 0.0%     |           |
| Unknown***        | 4            | 1            | 0        | 5         |
| %*                | 80.0%        | 20.0%        | 0.0%     |           |

\*Percentages may add up to more than 100% as respondents were able to select more than one fare media type.

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

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

## 6.1 BART Clipper-Only Survey Question

Question 1 of the Clipper-Only Survey was an open-ended question regarding the transition to Clipper-only sales in stations:

**Do you have any comments about how this plan will impact you and your use of BART?**

36 of the 42 senior discount survey respondents chose to answer this question, which is approximately 86% of all respondents. Three respondents commented without indicating a level of support for the proposal. They are grouped as “Miscellaneous” in Appendix PP-E. Six survey respondents did not respond to the question and have been grouped as “Did Not Comment.”

<sup>4</sup> Percentages may add up to more than 100% as respondents were able to select more than one fare media type.

## 6.2 Overall Level of Support

Table 6-2 is a summary of responses for level of support for users paying a discounted senior fare broken down by protected status. Given the small sample size for responses by demographics, all percentage calculations should not be viewed representative of the larger population.

**Table 6-2 Overall Level of Support Summary by Protected Status**

|                   | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total         |
|-------------------|----------------------------|--------------------------|------------------|---------------|
| <b>Minority</b>   | <b>6</b>                   | <b>2</b>                 | <b>2</b>         | <b>10</b>     |
| <b>%</b>          | <b>60.0%</b>               | <b>20.0%</b>             | <b>20.0%</b>     | <b>100.0%</b> |
| Non-Minority      | 12                         | 8                        | 1                | 21            |
| %                 | 57.1%                      | 38.1%                    | 4.8%             | 100.0%        |
| Unknown*          | 1                          | 0                        | 1                | 2             |
| %                 | 50.0%                      | 0.0%                     | 50.0%            | 100.0%        |
| <b>Low-Income</b> | <b>2</b>                   | <b>0</b>                 | <b>1</b>         | <b>3</b>      |
| <b>%</b>          | <b>66.6%</b>               | <b>0.0%</b>              | <b>33.3%</b>     | <b>100.0%</b> |
| Non-Low<br>Income | 16                         | 9                        | 2                | 27            |
| %                 | 59.3%                      | 33.3%                    | 7.4%             | 100.0%        |
| Unknown**         | 0                          | 1                        | 1                | 2             |
| %                 | 0.0%                       | 50.0%                    | 50.0%            | 100.0%        |

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

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

Of the 10 total minority respondents who pay a discounted senior fare and answered Question 1, 8 support (unconditionally and conditionally) the proposed discontinuance of sales, while 2 do not. Of the 3 low-income respondents, two unconditionally support the proposal, while one does not.

## 6.3 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the proposed discontinuance of sales. Tables 6-3 and 6-4 provide a breakdown by protected group of all comments categorized as unconditional support for the proposed discontinuance of sales of mag-stripe tickets for respondents paying a discounted senior fare.

**Table 6-3 Minority (Unconditional) Support Summary of Responses**

|                     | Number of Support<br>(Unconditional)<br>Commenters | Total Number of<br>Commenters | Percentage of<br>Support<br>(Unconditional) |
|---------------------|--|-------------------------------|---|
| <b>Minority</b>     | <b>6</b>   | <b>10</b>                     | <b>60.0%</b>                                |
| <b>Non-Minority</b> | <b>12</b>  | <b>21</b>                     | <b>57.1%</b>                                |
| <b>Unknown*</b>     | <b>1</b>   | <b>2</b>                      | <b>50.0%</b>                                |
| <b>Total</b>        | <b>19</b>  | <b>33</b>                     | <b>57.6%</b>                                |

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

**Table 6-3 Low-Income (Unconditional) Support Summary of Responses**

|                       | Number of Support (Unconditional) Commenters | Total Number of Commenters | Percentage of Support (Unconditional) |
|-----------------------|--|----------------------------|---------------------------------------|
| <b>Low-Income</b>     | 2  | 3                          | 66.6%                                 |
| <b>Non Low-Income</b> | 16   | 27                         | 59.3%                                 |
| <b>Unknown*</b>       | 0  | 2                          | 0.0%                                  |
| <b>Total</b>          | 19   | 33                         | <b>57.6%</b>                          |

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

57.6% of all commenters who pay a discounted senior fare unconditionally support the proposal to eliminate paper tickets. Similar proportions of minority and non-minority respondents who pay a senior fare unconditionally support the proposed discontinuance. A slightly higher percentage of low-income respondents than low-income respondents unconditionally support the proposed discontinuance.

#### 6.4 Support (Conditional) Comments

Comments that support the proposed discontinuation of sales but with caveats are categorized as Support (Conditional). Tables 6-5 and 6-6 provide a breakdown of all comments categorized as conditionally supporting the proposed discontinuance by respondents paying a discounted senior fare.

**Table 6-5 Minority (Conditional) Support Summary of Responses**

|                     | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|---------------------|--|----------------------------|-------------------------------------|
| <b>Minority</b>     | 2  | 10                         | 20.0%                               |
| <b>Non-Minority</b> | 8  | 21                         | 38.1%                               |
| <b>Unknown*</b>     | 0  | 2                          | 0.0%                                |
| <b>Total</b>        | 10   | 33                         | <b>30.3%</b>                        |

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

**Table 6-6 Low-Income (Conditional) Support Summary of Responses**

|                       | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|-----------------------|--|----------------------------|-------------------------------------|
| <b>Low-Income</b>     | 0  | 3                          | 0.0%                                |
| <b>Non Low-Income</b> | 9  | 27                         | 33.3%                               |
| <b>Unknown*</b>       | 1  | 2                          | 50.0%                               |
| <b>Total</b>          | 10   | 33                         | <b>30.3%</b>                        |

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

Slightly less than one third of all respondents who pay a senior fare conditionally support the proposal. More non-minority respondents paying a discounted senior fare conditionally support the proposed discontinuation of sales than minority respondents. No low-income respondents paying a discounted senior fare conditionally support the proposed discontinuance of sales, while a third of non-low-income respondents do conditionally support it.

## 6.5 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the proposed discontinuance of sales. Tables 6-7 and 6-8 show breakdowns by protected group of how many commenters who pay a discounted senior fare did not support the discontinuance.

**Table 6-7 Don't Support Summary of Responses**

|                     | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|---------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Minority</b>     | 2                                  | 10                         | 20.0%                       |
| <b>Non-Minority</b> | 1                                  | 21                         | 4.7%                        |
| <b>Unknown*</b>     | 1                                  | 2                          | 50.0%                       |
| <b>Total</b>        | 4                                  | 33                         | <b>12.1%</b>                |

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

**Table 6-8 Don't Support Summary of Responses**

|                       | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|-----------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Low-Income</b>     | 1                                  | 3                          | 33.3%                       |
| <b>Non Low-Income</b> | 2                                  | 27                         | 7.4%                        |
| <b>Unknown*</b>       | 1                                  | 2                          | 50.0%                       |
| <b>Total</b>          | 4                                  | 33                         | <b>12.1%</b>                |

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

A small proportion of respondents who pay a senior fare don't support the proposed discontinuance of sales. A significantly higher proportion of minority respondents paying a discounted senior fare do not support the proposed discontinuance than non-minority respondents. Similarly, a higher proportion of low-income respondents paying a discounted senior fare do not support the proposed discontinuance of sales of mag-stripe tickets than non-low-income respondents.

## 6.6 Public Comments

The next sections provide sample comments by level of support from protected respondents paying a discounted senior fare. Appendix PP-E contains all comments received.

### 6.6.1 Support (Unconditional)

#### *Minority Respondents*

- *This is a good plan.*
- *I think it will be more convenient and easy to take BART*
- *Clipper is more convenient & is easier to keep in purse.*

#### *Low-Income Respondents*

- *I already use Clipper. I like when people get up for seniors, although some don't. I like the new BART trains. I like the Clipper card.*



## 6.6.2 Support (Conditional)

### *Minority Respondents*

- *I have Clipper today. But I also have lots of BART tickets. I hope there is a way to convert the BART tickets to Clipper deposit.*
- *No input except should be more places to buy tickers.*

## 6.6.3 Don't Support

### *Minority Respondents*

- *How will out of town and occasional users manage? I have visited cities with similar-sounding programs and the process for using public transportation was so convoluted that I avoided it completely. A city (San Francisco) where tourism is a major industry needs to be sure that visitors find it so convenient to use public transportation that they'll gladly choose to do so, again and again.*
- *BART really need to fulfill needs of people wo use BART on occasions such as tourists.*

### *Low-Income Respondents*

- *I think the most difficult thing for me is the thought of international and national visitors trying to make use of transportation systems in the area. It seems Bart is thinking all the riders are local .*

## 6.7 Did Not Comment

Respondents who chose not to comment on the proposed discontinuance of sales are categorized as "Did Not Comment." Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment and pay a discounted senior fare (6 respondents) include: 2 minority (4 non-minority) and 3 low-income (1 non low-income and 3 unknown). These respondents are not included in the total comment count for discounted senior fare respondents (shown in Tables 6-2 to 6-8 above).

## 6.8 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents' comments and the proposed discontinuance of sales. So that data is not skewed by comments unrelated to the fare increase, the 3 comments categorized as Miscellaneous are not included in the total comment count for discounted senior fare respondents of 42 (shown in Tables 6-2 to 6-8 above).

The following are examples of Miscellaneous comments:

- *What do i do with all my old bart tickets with small amounts of \$ on them?*
- *Clean inside - out cars, More Safety & Seats, Escalators in working order*
- *Does the Card cost anything? OK*

## 6.9 Comments Summary

Respondents who pay a discounted senior fare and unconditionally support the proposed discontinuance of sales of mag-stripe tickets thought that this move is convenient and should increase efficiency at the stations. Respondents who conditionally supported the discontinuance wanted to ensure that senior Clipper cards would be available at more stations, that they would be able to transfer money from paper tickets to Clipper cards, and that one-time riders would have a low-cost option. Respondents who did not support the proposed discontinuance of sales worried about what out-of-town visitors would do and whether the \$3 fee would deter use of BART.

# Section 7: Public Comments about the Discontinuance of Sales of Red Magnetic-Stripe Tickets (Disabled Discount)

Red mag-stripe tickets are used for both youth and disabled fares. Responses summarized in this section are for the 35 respondents who paid a disabled discount, 27 of whom (77.1%) used a Clipper card and 12 (34.3%) used a paper ticket<sup>5</sup> to pay their fare.

Note the relatively small sample size for these respondents. Use this data with caution.

**Table 7-1 Overall Summary of Responses by Protected Status and Fare Media**

|                   | Clipper Card | Paper Ticket | Other    | Total     |
|-------------------|--------------|--------------|----------|-----------|
| <b>Minority</b>   | <b>14</b>    | <b>8</b>     | <b>3</b> | <b>20</b> |
| %*                | 70.0%        | 40.0%        | 15.0%    |           |
| Non-Minority      | 10           | 3            | 0        | 12        |
| %*                | 83.3%        | 25.0%        | 0.0%     |           |
| Unknown**         | 2            | 1            | 0        | 2         |
| %*                | 100.0%       | 50.0%        | 0.0%     |           |
| <b>Low-Income</b> | <b>8</b>     | <b>3</b>     | <b>0</b> | <b>11</b> |
|                   | 72.7%        | 27.3%        | 0.0%     |           |
| Non-Low Income    | 16           | 5            | 2        | 18        |
| %*                | 88.9%        | 27.8%        | 11.1%    |           |
| Unknown***        | 3            | 3            | 1        | 6         |
| %*                | 50.0%        | 50.0%        | 16.7%    |           |

\*Percentages may add up to more than 100% as respondents were able to select more than one fare media type.

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

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

## 7.1 BART Clipper-Only Survey Question

Question 1 of the Clipper-Only Survey was an open-ended question regarding the transition to Clipper-only sales in stations:

**Do you have any comments about how this plan will impact you and your use of BART?**

25 of the 35 respondents paying a disabled fare, chose to answer this question, which is 71.4% of all disabled respondents. Three respondents provided comments without indicating a level of support and are grouped as “Miscellaneous” in Appendix PP-E. Ten respondents did not respond to the question and are grouped as “Did Not Comment”.

<sup>5</sup> Percentages add up to more than 100%, because respondents were able to choose more than one fare media type.

## 7.2 Overall Level of Support

Table 7-2 is a summary of responses for users paying a disabled fare by protected status. Given the small sample size for responses by demographics, all percentage calculations should not be viewed representative of the larger population.

**Table 7-2 Overall Level of Support Summary by Protected Status**

|                   | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total         |
|-------------------|----------------------------|--------------------------|------------------|---------------|
| <b>Minority</b>   | <b>6</b>                   | <b>1</b>                 | <b>5</b>         | <b>12</b>     |
| <b>%</b>          | <b>50.0%</b>               | <b>8.3%</b>              | <b>41.7%</b>     | <b>100.0%</b> |
| Non-Minority      | 4                          | 1                        | 3                | 8             |
| %                 | 50.0%                      | 12.5%                    | 37.5%            | 100.0%        |
| Unknown*          | 1                          | 0                        | 1                | 2             |
| %                 | 50.0%                      | 0.0%                     | 50.0%            | 100.0%        |
| <b>Low-Income</b> | <b>4</b>                   | <b>0</b>                 | <b>4</b>         | <b>8</b>      |
| <b>%</b>          | <b>50.0%</b>               | <b>0.0%</b>              | <b>50.0%</b>     | <b>100.0%</b> |
| Non-Low<br>Income | 4                          | 2                        | 4                | 10            |
| %                 | 40.0%                      | 20.0%                    | 40.0%            | 100.0%        |
| Unknown**         | 3                          | 0                        | 1                | 4             |
| %                 | 75.0%                      | 0.0%                     | 25.0%            | 100.0%        |

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

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

Of the 12 minority respondents who pay a discounted disabled fare and answered Question 1, 7 respondents support (unconditionally and conditionally) the proposed discontinuance of sales of paper tickets, while 5 respondents do not. Of the 8 low-income respondents half support (unconditionally and conditionally) the proposed discontinuance and half do not.

## 7.3 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the proposed discontinuance of sales. Tables 7-3 and 7-4 provide a breakdown by protected group of all comments categorized as unconditional support for the proposed discontinuance of sales of mag-stripe tickets for respondents paying a discounted disabled fare.

**Table 7-3 Minority (Unconditional) Support Summary of Responses**

|                     | Number of Support<br>(Unconditional)<br>Commenters | Total Number of<br>Commenters | Percentage of<br>Support<br>(Unconditional) |
|---------------------|--|-------------------------------|---|
| <b>Minority</b>     | <b>6</b>   | <b>12</b>                     | <b>50.0%</b>                                |
| <b>Non-Minority</b> | <b>4</b>   | <b>8</b>                      | <b>50.0%</b>                                |
| <b>Unknown*</b>     | <b>1</b>   | <b>2</b>                      | <b>50.0%</b>                                |
| <b>Total</b>        | <b>11</b>  | <b>22</b>                     | <b>50.0%</b>                                |

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

**Table 7-4 Low-Income (Unconditional) Support Summary of Responses**

|                       | Number of Support (Unconditional) Commenters | Total Number of Commenters | Percentage of Support (Unconditional) |
|-----------------------|--|----------------------------|---------------------------------------|
| <b>Low-Income</b>     | 4  | 8                          | 50.0%                                 |
| <b>Non Low-Income</b> | 4  | 10                         | 40.0%                                 |
| <b>Unknown*</b>       | 3  | 4                          | 75.0%                                 |
| <b>Total</b>          | 11   | 22                         | <b>50.0%</b>                          |

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

Half of all respondents who pay a disabled fare unconditionally support the proposal. Low-income respondents unconditionally supported the proposal at a higher rate than non-low-income respondents.

### 7.4 Support (Conditional) Comments

Comments that supported the proposed discontinuance but with caveats are categorized as Support (Conditional). Tables 7-5 and 7-6 provide a breakdown of all comments categorized as conditionally supporting the proposed discontinuance of sales by respondents paying a discounted disabled fare.

**Table 7-5 Minority (Conditional) Support Summary of Responses**

|                     | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|---------------------|--|----------------------------|-------------------------------------|
| <b>Minority</b>     | 1  | 12                         | 8.3%                                |
| <b>Non-Minority</b> | 1  | 8                          | 12.5%                               |
| <b>Unknown*</b>     | 0  | 2                          | 0.0%                                |
| <b>Total</b>        | 2  | 22                         | <b>9.1%</b>                         |

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

**Table 7-6 Low-Income (Conditional) Support Summary of Responses**

|                       | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|-----------------------|--|----------------------------|-------------------------------------|
| <b>Low-Income</b>     | 0  | 8                          | 0.0%                                |
| <b>Non Low-Income</b> | 2  | 10                         | 20.0%                               |
| <b>Unknown*</b>       | 0  | 4                          | 0.0%                                |
| <b>Total</b>          | 2  | 22                         | <b>9.1%</b>                         |

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

A higher proportion of non-minority respondents paying a discounted disabled fare conditionally support the proposed discontinuance of sales of mag-stripe tickets than minority respondents. No low-income respondents paying a discounted disabled fare conditionally support the proposed discontinuance of sales, while some non low-income respondents do.

### 7.5 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the proposed discontinuance of sales. Tables 7-7 and 7-8 show a breakdown by

protected group of how many commenters who pay a discounted disabled fare do not support the discontinuance.

**Table 7-7 Don't Support Summary of Responses**

|                     | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|---------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Minority</b>     | 5                                  | 12                         | 41.7%                       |
| <b>Non-Minority</b> | 3                                  | 8                          | 37.5%                       |
| <b>Unknown*</b>     | 1                                  | 2                          | 50.0%                       |
| <b>Total</b>        | 9                                  | 22                         | <b>40.9%</b>                |

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

**Table 7-8 Don't Support Summary of Responses**

|                       | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|-----------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Low-Income</b>     | 4                                  | 8                          | 50.0%                       |
| <b>Non Low-Income</b> | 4                                  | 10                         | 40.0%                       |
| <b>Unknown*</b>       | 1                                  | 4                          | 25.0%                       |
| <b>Total</b>          | 10                                 | 22                         | <b>45.5%</b>                |

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

A higher proportion of minority respondents paying a discounted disabled fare do not support the proposed discontinuance of sales than non-minority respondents. Similarly, a higher proportion of low-income respondents paying a discounted disabled fare do not support the proposed discontinuance than non-low-income respondents.

## 7.6 Public Comments

The next sections provide sample comments by level of support from protected respondents paying a discounted disabled fare. Appendix PP-E contains all comments received.

### 7.6.1 Support (Unconditional)

#### *Minority Respondents*

- *Nope, it saves material being spent on the ticket.*
- *No, but I don't feel that now, with almost everyone using Clipper, that nothing is "faster." But I know it costs less to sell reusable cards than printing paper tickets.*
- *I love the efficiency (in and out scanning, as well as auto-reload) of Clipper cards!*

#### *Low-Income Respondents*

- *i already used a clipper card so this was a convenient change.*

### 7.6.2 Support (Conditional)

#### *Minority Respondents*

- *It will affect many low income as well as visitors who may not need to purchase a clipper card. I ride bart to work daily therefore it's important to have a clipper card. But for those who don't, it's an inconvenience.*

### 7.6.3 Don't Support

#### Minority Respondents

- *Because I have an RTC card, if paper tickets are eliminated completely I will not have a back up plan available to me should my RTC card expire or get lost. I will not be able to afford to ride BART without the discount for people with disabilities available to me in stances when my RTC card isn't with me.*
- *I don't do electronics. Not comfortable with electronics because they get missing info or no funds when I paid for it.*

#### Low-Income Respondents

- *I'm disabled and I hate the clipper card will do everything I can to never use it*
- *I think that it would affect me, even though I have a clipper card, there are many times in which I forget it, for several reasons....I often have to buy paper tickets, otherwise I would have many clipper cards, not only for me but also my family and others. My parents and family come to visit other places and it's more convenient for them to buy their tickets, since often times they are for single use only.*

### 7.7 Did Not Comment

Respondents who chose not to comment on the proposed discontinuance of sales of mag-stripe tickets are categorized as "Did Not Comment." Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment and pay a discounted disabled fare (10 respondents) include: 6 minority (3 non-minority and 1 unknown) and 2 low-income (6 non low-income and 2 unknown). These respondents are not included in the total comment count for discounted disabled fare respondents (shown in Tables 7-2 to 7-8 above).

### 7.8 Miscellaneous Comments

Comments are categorized as Miscellaneous when there appears to be no connection between the respondents' comments and the proposed discontinuance of sales. So that data is not skewed by comments unrelated to the fare increase, the 3 comments categorized as Miscellaneous are not included in the total comment count for discounted disabled fare respondents of 35 (shown in Tables 7-2 to 7-8 above).

The following are examples of Miscellaneous comments:

- *This seems like another tax on visitors, perhaps you should work with all the hotels to provide them Clipper cards they can let their guests use, yet another idea needs to address how to support folks who stay with friends. What do you propose?*
- *I know people who only use BART once in a while, as when visiting from out of town or locals needing to ride only for special events. What are they expected to do? Wait for their clipper card to arrive in the mail?*
- *Up to how much money can I put on 1 Clipper card? What happens if I lose the one Clipper card? Can I take my remaining paper BART ticket to receive the remaining funds?*

## 7.9 Comments Summary

Respondents who pay a discounted disabled fare and unconditionally support the proposed discontinuance of mag-stripe tickets are, for the most part, already using Clipper card and believe, therefore, that the discontinuance of sales of paper tickets will make things more efficient. Respondents who conditionally supported the discontinuance were concerned that visitors and infrequent users would not have an alternative and that some of the logistics, such as the time it takes for some fares to be added to the card, might make it difficult. Respondents who did not support the proposed discontinuance of sales worried about their alternatives as disabled users; they also expressed concern about the cost of the Clipper card and the ease of use for visitors and infrequent users.



# Section 8: Public Comments about the Discontinuance of Sales of Red Magnetic-Stripe Tickets (Youth discount)

Red mag-stripe tickets are used for both discounted youth and discounted disabled fares. Responses summarized in this section are for those respondents who indicated that they paid a youth discount. Of the 789 survey respondents, 13 paid a discounted youth fare. Of those riders, 13 used a Clipper card and 2 used a paper ticket<sup>6</sup> to pay their fare.

Note the small sample size for these respondents. Use this data with caution.

**Table 8-1 Overall Summary of Responses by Fare Media**

|                   | Clipper Card | Paper Ticket | Other    | Total    |
|-------------------|--------------|--------------|----------|----------|
| <b>Minority</b>   | <b>7</b>     | <b>1</b>     | <b>0</b> | <b>7</b> |
| %*                | 100.0%       | 14.3%        | 0.0%     |          |
| Non-Minority      | 4            | 1            | 1        | 4        |
| %*                | 100.0%       | 25.0%        | 25.0%    |          |
| Unknown**         | 2            | 0            | 0        | 2        |
| %*                | 100.0%       | 0.0%         | 0.0%     |          |
| <b>Low-Income</b> | <b>4</b>     | <b>0</b>     | <b>0</b> | <b>4</b> |
|                   | 100.0        | 0.0%         | 0.0%     |          |
| Non-Low Income    | 5            | 1            | 0        | 5        |
| %*                | 100.0%       | 20.0%        | 0.0%     |          |
| Unknown***        | 4            | 1            | 1        | 4        |
| %*                | 10.0%        | 25.0%        | 25.0%    |          |

\*Percentages may add up to more than 100% as respondents were able to select more than one fare media type.

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

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

## 8.1 BART Clipper-Only Survey Question

Question 1 of the Clipper-Only Survey was an open-ended question regarding the transition to Clipper-only sales in stations:

**Do you have any comments about how this plan will impact you and your use of BART?**

Of the 13 surveys received from riders paying a discounted youth fare, 7 survey respondents chose to answer this question, which is 53.8% of all youth discount respondents. Six survey respondents did not respond to the question and have been grouped as “Did Not Comment”.

<sup>6</sup> Percentages add up to more than 100%, because respondents were able to choose more than one fare media type.

## 8.2 Overall Level of Support

Table 8-2 is a summary of responses for level of support for users paying a discounted youth fare broken down by protected status. Given the small sample size for responses by demographics, all percentage calculations should not be viewed representative of the larger population.

**Table 8-2 Overall Level of Support Summary by Protected Group**

|                   | Support<br>(Unconditional) | Support<br>(Conditional) | Don't<br>Support | Total         |
|-------------------|----------------------------|--------------------------|------------------|---------------|
| <b>Minority</b>   | <b>2</b>                   | <b>0</b>                 | <b>2</b>         | <b>4</b>      |
| <b>%</b>          | <b>50.0%</b>               | <b>0.0%</b>              | <b>50.0%</b>     | <b>100.0%</b> |
| Non-Minority      | 0                          | 0                        | 2                | 2             |
| %                 | 0.0%                       | 0.0%                     | 100.0%           | 100.0%        |
| Unknown*          | 0                          | 1                        | 0                | 1             |
| %                 | 0.0%                       | 100.0%                   | 0.0%             | 100.0%        |
| <b>Low-Income</b> | <b>0</b>                   | <b>0</b>                 | <b>1</b>         | <b>1</b>      |
| <b>%</b>          | <b>0.0%</b>                | <b>0.0%</b>              | <b>100.0%</b>    | <b>100.0%</b> |
| Non-Low<br>Income | 2                          | 1                        | 1                | 4             |
| %                 | 50.0%                      | 25.0%                    | 25.0%            | 100.0%        |
| Unknown**         | 0                          | 0                        | 2                | 2             |
| %                 | 0.0%                       | 0.0%                     | 100.0%           | 100.0%        |

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

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

Of the 4 minority respondents who pay a discounted youth fare and answered Question 1, 2 support (unconditionally and conditionally) the proposed discontinuance of sales of mag-stripe tickets, while two do not. The 1 low-income respondent does not support the discontinuance<sup>7</sup>.

## 8.3 Support (Unconditional) Comments

Support (Unconditional) comments express full support for the proposed discontinuance of sales. Tables 8-3 and 8-4 provide a breakdown by protected group of all comments categorized as unconditional support for the proposed elimination for respondents paying a discounted youth fare.

**Table 8-3 Minority (Unconditional) Support Summary of Responses**

|                     | Number of Support<br>(Unconditional)<br>Commenters | Total Number of<br>Commenters | Percentage of<br>Support<br>(Unconditional) |
|---------------------|--|-------------------------------|---|
| <b>Minority</b>     | <b>2</b>   | <b>4</b>                      | <b>50.0%</b>                                |
| <b>Non-Minority</b> | <b>0</b>   | <b>2</b>                      | <b>0.0%</b>                                 |
| <b>Unknown*</b>     | <b>0</b>   | <b>1</b>                      | <b>0.0%</b>                                 |
| <b>Total</b>        | <b>2</b>   | <b>7</b>                      | <b>28.6%</b>                                |

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

<sup>7</sup> The sample sizes are too small to make any statistical inferences from the results.

**Table 8-4 Low-Income (Unconditional) Support Summary of Responses**

|                       | Number of Support (Unconditional) Commenters | Total Number of Commenters | Percentage of Support (Unconditional) |
|-----------------------|--|----------------------------|---------------------------------------|
| <b>Low-Income</b>     | 0  | 1                          | 0.0%                                  |
| <b>Non Low-Income</b> | 2  | 4                          | 50.0%                                 |
| <b>Unknown*</b>       | 0  | 2                          | 0.0%                                  |
| <b>Total</b>          | 2  | 7                          | <b>28.6%</b>                          |

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

Roughly a quarter of all youth fare respondents unconditionally support the proposal. Half of all minority and non-low-income respondents, but none of the non-minority or low-income respondents, unconditionally support the proposal.

### 8.4 Support (Conditional) Comments

Comments that support the proposed discontinuance of sales but with caveats are categorized as Support (Conditional). Tables 8-5 and 8-6 provide a breakdown of all comments categorized as conditionally supporting by respondents paying a discounted youth fare.

**Table 8-5 Minority (Conditional) Support Summary of Responses**

|                     | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|---------------------|--|----------------------------|-------------------------------------|
| <b>Minority</b>     | 0  | 4                          | 0.0%                                |
| <b>Non-Minority</b> | 0  | 2                          | 0.0%                                |
| <b>Unknown*</b>     | 1  | 1                          | 100.0%                              |
| <b>Total</b>        | 1  | 7                          | <b>14.3%</b>                        |

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

**Table 8-6 Low-Income (Conditional) Support Summary of Responses**

|                       | Number of Support (Conditional) Commenters | Total Number of Commenters | Percentage of Support (Conditional) |
|-----------------------|--|----------------------------|-------------------------------------|
| <b>Low-Income</b>     | 0  | 1                          | 0.0%                                |
| <b>Non Low-Income</b> | 1  | 4                          | 25.0%                               |
| <b>Unknown*</b>       | 0  | 2                          | 0.0%                                |
| <b>Total</b>          | 1  | 7                          | <b>14.3%</b>                        |

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

Only one respondent who paid a discounted youth fare conditionally supports the discontinuance of sales of paper tickets. No minority or non-minority respondents conditionally support the elimination of sales. One of the four non-low-income respondents who paid a discounted youth fare conditionally support the proposal.

### 8.5 Don't Support Comment Overview

The Don't Support category captures all comments where the respondent expresses some form of objection to the proposed elimination of sales. Tables 8-7 and 8-8 show a breakdown by protected group of how many commenters who pay a discounted youth fare do not support the discontinuance.

**Table 8-7 Don't Support Summary of Responses**

|                     | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|---------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Minority</b>     | 2                                  | 4                          | 50.0%                       |
| <b>Non-Minority</b> | 2                                  | 2                          | 100.0%                      |
| <b>Unknown*</b>     | 0                                  | 1                          | 0.0%                        |
| <b>Total</b>        | 4                                  | 7                          | <b>57.1%</b>                |

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

**Table 8-8 Don't Support Summary of Responses**

|                       | Number of Don't Support Commenters | Total Number of Commenters | Percentage of Don't Support |
|-----------------------|------------------------------------|----------------------------|-----------------------------|
| <b>Low-Income</b>     | 1                                  | 1                          | 100.0%                      |
| <b>Non Low-Income</b> | 1                                  | 4                          | 25.0%                       |
| <b>Unknown*</b>       | 2                                  | 2                          | 100.0%                      |
| <b>Total</b>          | 4                                  | 7                          | <b>57.1%</b>                |

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

Overall, approximately half of all commenters who pay a youth fare don't support the proposed discontinuance of sales. Half of the minority respondents and all the non-minority respondents who do not support eliminating mag-stripe tickets. Similarly, the one low-income respondent does not support the proposal and a quarter of the non-low-income respondents do not it.

## 8.6 Public Comments

The next sections provide sample comments by level of support from protected respondents paying a discounted youth fare. Appendix PP-E contains all comments received.

### 8.6.1 Support (Unconditional)

#### *Minority Respondents*

- *No impact.*
- *It will not [have an impact]; I already exclusively use clipper.*

### 8.6.2 Support (Conditional)

#### *Unknown Respondents*

- *I think this is a really great idea. I think that, however, in order for this to work, it must be easier to buy Clipper cards outside of BART stations. There needs to be more Clipper vending machines at places such as Salesforce Transit Center and Fisherman's Wharf.*

### 8.6.3 Don't Support

#### *Minority Respondents*

- *This plan has already impacted my children, who go to school near the 19th St station in Oakland. Their clipper cards were deactivated, and they weren't able to purchase a paper ticket to return home after school. They were forced to walk to the 12th Street station to buy paper tickets. This was their first time taking BART, and it was a very difficult day.*

## Low-Income Respondents

- *I think it's a terrible idea and will inconvenience countless users, the ticket machines are already terrible enough.*

## 8.7 Did Not Comment

Respondents who chose not to comment on the proposed discontinuance of sales are categorized as “Did Not Comment.” Not commenting on a proposal may indicate neutrality or potentially some level of acceptance of the option. The breakdown of those who chose not to comment and pay a discounted youth fare (6 respondents) include: 3 minority (2 non-minority and 1 unknown) and 3 low-income (1 non low-income and 2 unknown). These respondents are not included in the total comment count for discounted youth fare respondents (shown in Tables 8-2 to 8-8 above).

## 8.8 Miscellaneous Comments

There were no miscellaneous comments received from respondents who paid with a discounted youth fare.

## 8.9 Comments Summary

Respondents who pay a discounted youth fare and unconditionally support the proposed discontinuance of sales of mag-stripe tickets are already using Clipper card. Respondents who conditionally supported the elimination of sales wanted to see more Clipper vending machines available at BART stations. Respondents who did not support the proposed discontinuance worried about their alternatives if they (or their children) were to forget or have issues with their Clipper cards and were concerned about the impacts on visitors and infrequent users.



# Appendix PP-A

## Clipper-Only Survey

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# “Clipper Only” Survey

As you may already be aware, BART is planning to transition to “Clipper-only” sales at all stations next year. This means that BART ticket vending machines will no longer sell paper tickets. (Paper tickets will still be accepted at fare gates, but riders will not be able to add value to them after exiting.) Please complete this survey to provide your input on this plan.

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

## “CLIPPER ONLY”

- 1** BART plans to transition to “Clipper-only” sales in stations in order to make its fare payment system more efficient, since Clipper card customers enter and exit BART more quickly, and fare gates are more reliable when they process only Clipper cards. Also, most transit systems in the Bay Area accept Clipper, and many, including BART, provide discounts for paying with Clipper.

When BART is “Clipper-only,” BART ticket vending machines will no longer sell paper tickets. Note that all BART stations have ticket vending machines that sell Clipper cards.

Do you have any comments about how this plan will impact you and your use of BART?

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## YOUR BART TRIPS

- 2** How do you currently pay your BART fare?

Clipper card     BART ticket     Other—please specify: \_\_\_\_\_

If you use a BART ticket:

- 3** What are the main reasons you use a BART ticket, instead of Clipper, to pay your BART fare?

Don't know where to get a Clipper card  
 Don't know how to use a Clipper card  
 Don't ride BART often enough  
 Don't want to pay for a Clipper card  
 Just haven't gotten around to getting a Clipper card yet  
 Use BART paper ticket to pay for parking at BART  
 Other—please specify: \_\_\_\_\_

- 4** Where do you usually buy your BART tickets?

Ticket vending machine in a BART station  
 Customer Service window at Lake Merritt BART  
 Clipper kiosk at Embarcadero BART  
 Get them from my employer  
 Through the mail  
 Other: \_\_\_\_\_

- 5** Are you aware that it costs more to ride BART when you use a paper ticket instead of a Clipper card (\$0.50 more per trip when paying the regular fare)?

Yes  
 No

- 6** Which of the following, if any, would encourage you to switch to Clipper to pay your BART fare?

If there were a low income BART discount available through Clipper  
 If Clipper cards were available without the initial \$3 card fee  
 If there were a mobile app available to pay for BART daily parking  
 Other: \_\_\_\_\_

## BART PARKING

- 7** Do you use BART tickets to pay for parking at BART stations?

Yes  
 No  
 Not applicable—I don't pay for parking at BART stations

Note that BART is planning to offer a new feature in its official app next year that will allow riders to pay BART daily parking fees with their smartphones.

- 8** If BART paper tickets are no longer sold in stations, how would you prefer to pay daily parking fees at BART stations?

Cash (inside the station)  
 Smartphone app (will be available on BART official app next year and accept credit/debit card, PayPal, and Venmo)  
 EZ Rider program (requires setting up a BART Parking account linked to your credit/debit card and tagging your Clipper card inside the station)  
 Not applicable—I don't pay for daily parking at BART stations  
 Other: \_\_\_\_\_

## Please tell us about yourself.

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

### 9 About how often do you currently ride BART?

(Check one)

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

### 10 What type of fare do you usually pay when you ride BART?

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

### 11 What is your "home" BART station (the station you typically use when coming from home)?

\_\_\_\_\_

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

\_\_\_\_\_

### 13 What is your age?

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

### 14 What is your race or ethnic identification?

(Select all that apply)

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

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

### 15 Do you personally speak a language other than English at home?

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

### 16 If you answered "Yes" to question 15, how well do you speak English?

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

### 17 What is your total annual household income before taxes?

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

### 18 Including yourself, how many people live in your household?

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

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

- Yes
- No
- Sometimes
- Don't know

Thank you for your input.

## Optional

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

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

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

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

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

- Yes
- No

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

- Yes
- No

CONTEST RULES: No purchase necessary. Void where prohibited. One entry per person. This sweepstakes ends on 10/25/19 at 5 PM PDT. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one Clipper card (approximate value \$120). Winner will be chosen by random drawing on or about 11/8/19, and must respond within five business days of notification; otherwise an alternate winner will be chosen. Odds of winning depend on number of eligible entries received. Need not be present to win. All federal, state and local regulations apply.



# Encuesta "Solo Clipper"

Como ya posiblemente sepa, BART planea hacer la transición a ventas "solo Clipper" en todas las estaciones el próximo año. Esto significa que las máquinas expendedoras de boletos BART ya no venderán boletos de papel. (Los boletos de papel seguirán aceptándose en las puertas de admisión, pero los pasajeros no podrán agregar crédito a estos luego de salir).

Por favor responda esta encuesta para brindarnos su opinión acerca de este plan.

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

## "SOLO CLIPPER"

- 1** BART planea hacer la transición a ventas de "Solo Clipper" en estaciones para hacer más eficiente el sistema de pago de tarifas, ya que los clientes de tarjetas Clipper entran y salen de BART más rápidamente, utilizando puertas de ingreso que son más confiables cuando procesan únicamente tarjetas Clipper. Además, los sistemas más transitados en el Área de la Bahía aceptan Clipper y muchos, incluido BART, proporcionan descuentos por pagar con Clipper.

Cuando BART sea "solo Clipper", las máquinas expendedoras de boletos BART ya no venderán boletos de papel. Tome en cuenta que todas las estaciones BART tienen máquinas expendedoras de boletos que venden tarjetas Clipper.

¿Tiene usted algún comentario acerca de cómo este plan le impactará a usted y a su uso de BART?

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## SUS VIAJES EN BART

- 2** ¿Cómo paga actualmente la tarifa BART?

Tarjeta Clipper     Boleto BART     Otro (especificar): \_\_\_\_\_

Si utiliza un boleto BART:

- 3** ¿Cuáles son las razones principales por las que utiliza un boleto BART, en vez de una Clipper, para pagar su tarifa BART?

- No sé dónde obtener una tarjeta Clipper
- No sé cómo usar una tarjeta Clipper
- No utiliza BART con la frecuencia suficiente
- No desea pagar por una tarjeta Clipper
- No he tenido la oportunidad de obtener una tarjeta Clipper todavía
- Utiliza un boleto de papel BART para pagar por estacionamiento BART
- Otro (especificar): \_\_\_\_\_

- 4** ¿Dónde compra normalmente sus boletos BART?

- Despachador automático de boletos en una estación BART
- Ventana de atención al cliente en BART de Lake Merritt
- Kiosco Clipper en BART de Embarcadero
- Los obtengo por medio de mi empleador
- Por correo postal
- Otro: \_\_\_\_\_

- 5** ¿Está consciente de que cuesta más dinero utilizar BART cuando utiliza un boleto de papel en vez de una tarjeta Clipper (\$0.50 más por viaje cuando paga la tarifa regular)?

- Sí
- No

- 6** ¿Cuáles de las siguientes opciones, de haber alguna, lo alentaría para cambiarse a Clipper para pagar su tarifa de BART?

- Si hubiera un descuento para bajos ingresos disponible para BART a través de Clipper
- Si las tarjetas Clipper estuvieran disponibles sin la tarifa inicial de \$3
- Si hubiera una aplicación móvil disponible para pagar el estacionamiento diario de BART
- Otro: \_\_\_\_\_

## ESTACIONAMIENTO DE BART

- 7** ¿Utiliza usted un boleto de papel BART para pagar por estacionamiento BART?

- Sí
- No
- No aplicable: no pago por estacionamiento en las estaciones BART

Tenga en cuenta que BART está planeando ofrecer una nueva función en su aplicación oficial el próximo año que permitirá a los pasajeros pagar las tarifas diarias de estacionamiento BART con sus teléfonos inteligentes.

- 8** Si los boletos de papel de BART no se vendieran en las estaciones, ¿cómo preferiría pagar las tarifas diarias de estacionamiento en las estaciones BART?

- Dinero en efectivo (dentro de la estación)
- Aplicación de teléfono inteligente (estará disponible en la aplicación oficial de BART el próximo año y aceptará tarjeta de crédito/débito, PayPal y Venmo)
- Programa EZ Rider (requiere de la configuración de una cuenta de estacionamiento BART vinculada a su tarjeta de crédito/débito y marcar su tarjeta Clipper en la estación)
- No aplicable: no pago por estacionamiento en las estaciones BART
- Otro: \_\_\_\_\_

## Háblenos un poco acerca de usted.

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

### 9 ¿Con qué frecuencia viaja usted en BART actualmente?

(Marque una respuesta)

- 5 días a la semana o más
- 3 a 4 días a la semana
- 1 a 2 días a la semana
- 1 a 3 días al mes
- Menos de una vez al mes, pero por lo menos una vez al año
- Menos de una vez al año o nunca

### 10 ¿Qué tipo de tarifa paga usted generalmente cuando viaja en BART?

- Tarifa normal de BART (sin descuento)
- Descuento de alto valor (con valor de \$48 o \$64)
- Descuento para personas mayores
- Descuento para discapacitados
- Descuento juvenil
- Muni Fast Pass (estaciones BART de San Francisco solamente)
- Otro descuento: \_\_\_\_\_

### 11 ¿Cuál es su estación "de origen" de BART (la estación que generalmente usa cuando sale de su casa)?

\_\_\_\_\_

### 12 ¿Cuál es su estación de BART "de destino" más común (la estación cercana a su destino más frecuente, como su lugar de trabajo)?

\_\_\_\_\_

### 13 ¿Cuál es su edad?

- 12 años de edad o menos
- 13 a 17
- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 años o más

### 14 ¿Cuál es su raza o identificación étnica?

(Marque todas las opciones que correspondan)

- Indio norteamericano o nativo de Alaska
- Asiático o de las Islas del Pacífico
- Negro/afroamericano
- Hispano, latino o de origen español
- Blanco
- Otro: \_\_\_\_\_

(Categorías en base al Censo de los Estados Unidos).

### 15 ¿Habla algún otro idioma en el hogar que no sea el inglés?

- Sí, hablo: \_\_\_\_\_
- No

### 16 Si respondió "Sí" a la pregunta 15, ¿qué tan bien habla inglés?

- Muy bien
- Bien
- No muy bien
- Nada

### 17 ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

- Menos de \$25,000
- \$25,000 a \$34,999
- \$35,000 a \$39,999
- \$40,000 a \$49,999
- \$50,000 a \$59,999
- \$60,000 a \$74,999
- \$75,000 a \$99,999
- \$100,000 o más

### 18 Incluyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- 1
- 2
- 3
- 4
- 5
- 6 o más

### 19 ¿Utiliza un teléfono inteligente (puede acceder a Internet, descargar aplicaciones, etc.)?

- Sí
- No
- Algunas veces
- No sabe

Gracias por llenar la encuesta.

## Opcional

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

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

Teléfono: \_\_\_\_\_

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

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

- Sí
- No

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

- Sí
- No

REGLAS DEL CONCURSO: No es necesario efectuar ninguna compra. Nulo cuando lo prohíba la ley. Una participación por persona. Este sorteo finaliza el 25/oct/19 a las 5 p.m. PDT. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/contratistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará una tarjeta Clipper (valor aproximado de \$120). El ganador será seleccionado a través de un sorteo aleatorio el 8/nov/19 y deberá responder dentro de los siguientes cinco días hábiles posteriores a la fecha de notificación. De lo contrario, se elegirá a un ganador alternativo. Las probabilidades de ganar dependen del número de participaciones recibidas que reúnan los requisitos. No necesita estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales.



# 「限售 Clipper 卡」調查問卷

許多人或許已知道，灣區捷運處 (BART) 明年預計在所有捷運站改用「限售 Clipper 卡」系統。這表示 BART 售票機將不再銷售紙張車票。(捷運站驗票閘仍將收取紙張車票，但乘客出站時將無法為車票增值。) 請填寫這項調查問卷，提供您對這項計劃的意見。

為感謝您抽空填寫調查問卷；問卷調查結束時，您還可參加抽獎活動，並有機會贏得一張價值 \$120 的 Clipper 卡。

## 「限售 CLIPPER 卡」

- 1** BART 預計在所有捷運站改用「限售 Clipper 卡」系統，以便讓車票付費系統更有效率；當驗票閘只處理 Clipper 卡時，Clipper 卡用戶可通過更可靠的驗票閘更快出入 BART 捷運站。同時，灣區大部分運輸系統都接受 Clipper 卡；還有，若以 Clipper 卡付費，許多系統 (包括 BART) 都會提供折扣。

當 BART 全面「限售 Clipper 卡」時，BART 售票機將不再銷售紙張車票。請注意，所有 BART 捷運站都有銷售 Clipper 卡的售票機。

關於本計劃對您和您本人使用 BART 服務的影響，您有任何意見嗎？

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## 您搭乘 BART 的行程

- 2** 您現在使用哪種方法支付 BART 費用？

Clipper 卡     BART 車票     其他 — 請說明：\_\_\_\_\_

如果您現在使用 BART 車票：

- 3** 您使用 BART 車票而非 Clipper 卡來支付 BART 費用，主要原因是什麼？

- 不知道去哪裡購買 Clipper 卡  
 不知道如何使用 Clipper 卡  
 不太常搭乘 BART  
 不想付費購買 Clipper 卡  
 只是還沒抽空去購買 Clipper 卡  
 需使用 BART 紙張車票支付在 BART 停車的費用  
 其他 — 請說明：\_\_\_\_\_

- 4** 您通常在哪裡購買 BART 車票？

- BART 捷運站的售票機  
 Lake Merritt BART 捷運站的客戶服務窗口  
 Embarcadero BART 捷運站的 Clipper 卡服務機台  
 向雇主取得  
 透過郵寄方式  
 其他：\_\_\_\_\_

- 5** 您是否知道搭乘 BART 時，使用紙張車票比使用 Clipper 卡的費用貴？(若以一般票價購買，每次行程需多付 \$0.50)

- 是  
 否

- 6** 下列哪個原因 (若有) 會讓您改用 Clipper 卡支付 BART 費用？

- 如果透過 Clipper 卡付費可享有低收入 BART 優惠折扣  
 如果購買 Clipper 卡時不用支付 \$3 開卡費  
 如果可以使用手機應用程式來支付 BART 每日停車費  
 其他：\_\_\_\_\_

## BART 停車

- 7** 您是否使用 BART 車票來支付在 BART 捷運站的停車費？

- 是  
 否  
 不適用 — 我不用支付在 BART 捷運站的停車費

請注意，BART 明年預計在其官方應用程式中提供一項新功能，可讓乘客開始用智慧型手機支付每日停車費。

- 8** 如果 BART 捷運站不再出售紙張車票，您希望如何支付捷運站的每日停車費？

- 現金 (在捷運站內)  
 智慧型手機應用程式 (明年在 BART 官方應用程式中，乘客將可使用信用卡 / 扣款卡、PayPal 和 Venmo 付費)  
 EZ 乘客計劃 (需設定與信用卡 / 扣款卡連結的 BART 停車帳戶，並且在捷運站內刷您的 Clipper 卡)  
 不適用 — 我不用支付在 BART 捷運站的每日停車費  
 其他：\_\_\_\_\_



## 請提供您的個人資料。

(您的回答有助我們評估是否已全面接觸所服務的社區。)

### 9 您目前有多常搭乘 BART ?

(勾選一項)

- 一星期 5 天或更多
- 一星期 3 - 4 天
- 一星期 1 - 2 天
- 一個月 1 - 3 天
- 每月不到一次，但每年至少一次
- 每年不到一次或完全沒有

### 10 搭乘 BART 時，您通常是支付哪類票價？

- 一般 BART 票價 (無折扣)
- High Value 折扣票價 (價值 \$48 或 \$64)
- 老人折扣票價
- 殘障人士折扣票價
- 青少年折扣票價
- 電聯車快速通行票價 (Muni Fast Pass，限舊金山市內的 BART 捷運站)
- 其他折扣票價：\_\_\_\_\_

### 11 您的「出發地」是在哪個 BART 捷運站 (平常從住家出發後搭乘的捷運站)？

\_\_\_\_\_

### 12 您最常去的「目的地」是哪個 BART 捷運站 (您最常去的目的地，如工作地點附近的捷運站)？

\_\_\_\_\_

### 13 請問您年齡多大？

- 12 歲或以下
- 13 - 17 歲
- 18 - 24 歲
- 25 - 34 歲
- 35 - 44 歲
- 45 - 54 歲
- 55 - 64 歲
- 65 歲及以上

### 14 您認為自己屬於哪個種族或族裔？

(選擇所有符合項目)

- 美洲印第安人或阿拉斯加原住民
- 亞裔或太平洋島裔
- 黑人 / 非裔美國人
- 西班牙語裔、拉丁美洲裔或西班牙裔
- 白人
- 其他：\_\_\_\_\_

(類別是以美國人口普查為依據)

### 15 您個人在家中是否說非英語的語言？

- 是，我說：\_\_\_\_\_
- 否

### 16 如果第 15 題回答「是」，您的英文程度有多好？

- 很好
- 好
- 不好
- 完全不會

### 17 您的稅前家庭總年收入是多少？

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

### 18 包括您自己在內，您家裡住了多少人？

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

### 19 您是否有智慧型手機 (有上網、下載應用程式等功能)？

- 是
- 否
- 有時候
- 不知道

## 謝謝您提供意見

### 自由選答

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

姓名：\_\_\_\_\_

電話：\_\_\_\_\_

電子郵件：\_\_\_\_\_

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

- 是
- 否

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

- 是
- 否

抽獎規則：無需購物即可參加抽獎。若法律禁止則無效。每人可參加一次抽獎。本抽獎活動截止日期：2019 年 10 月 25 日下午 5 時整 (太平洋時間)。主辦方為舊金山灣區捷運處 (BART)。僅開放給報名當時年滿 18 歲的加州居民參加。BART 員工 / 承包商及其家人 / 家庭成員不得參加抽獎。有其他限制。主辦方將贈送一張 Clipper 卡 (價值約 \$120)。得獎者將在 2019 年 11 月 8 日左右以隨機方式抽出，且在收到通知後五個工作日內必須回覆；否則，我們將抽出另一位得獎者。中獎機會取決於受理合格抽獎者的人數。抽獎時，得獎者無需在場。所有聯邦、州和地方法規皆適用。

Appendix PP-B  
Clipper-Only Postcard

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# BART WANTS TO HEAR FROM YOU!

BART is planning to transition to “Clipper-only sales” in stations next year. This means BART ticket vending machines will no longer sell paper tickets.

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

## **Coliseum**

Tuesday, October 8  
7:00-9:00 AM

## **Richmond**

Thursday, October 10  
5:00-7:00 PM

## **Pittsburg/Bay Point**

Monday, October 14  
7:00-9:00 AM

## **West Oakland**

Wednesday, October 16  
5:00-7:00 PM

## **16th Street Mission**

Tuesday, October 22  
7:00-9:00 AM

## **Hayward**

Thursday, October 24  
5:00-7:00 PM

Take the survey online Oct. 7-25, 2019 at [bart.gov/clipperonly](http://bart.gov/clipperonly)

To thank you for your time, you can enter to win a **\$120 Clipper card** at the end of the survey. If you need language assistance services, please call (510) 464-6752. 통역이 필요하신 분은, 510-464-6752 로 문의하십시오. Kung kailangan mo ang tulong ng mga serbisyo ng wika, pakì tawagan ang (510) 464-6752. Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.



# ¡BART QUIERE CONOCER SU OPINIÓN!

BART planea hacer la transición “ventas solo con Clipper” en las estaciones el año próximo. Esto significa que las máquinas expendedoras de boletos de BART ya no venderán boletos impresos.

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

## **Coliseum**

Martes, 8-oct-19, 7–9 am

## **Richmond**

Jueves, 10-oct-19, 5–7 pm

## **Pittsburg/Bay Point**

Lunes, 14-oct-19, 7–9 am

## **West Oakland**

Miércoles, 16-oct-19, 5–7 pm

## **16th Street Mission**

Martes, 22-oct-19, 7–9 am

## **Hayward**

Jueves, 24-oct-19, 5–7 pm

Responda la encuesta por Internet del 7 al 25 de octubre de 2019 en [bart.gov/clipperonly](http://bart.gov/clipperonly)

Para agradecerle por su tiempo, al finalizar esta encuesta lo invitamos a participar en un sorteo para ganar **una tarjeta Clipper Card de \$120**. Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

# BART 希望聽取您的意見！

灣區捷運局 (BART) 計劃明年將在車站內全面改用「Clipper 專售」。這表示，BART 售票機將停止販售紙票。

請到以下 BART 捷運站參加活動，告訴我們您的想法。

## **Coliseum**

2019 年 10 月 8 日 (星期二) 上午 7–9 時

## **Richmond**

2019 年 10 月 10 日 (星期四) 下午 5–7 時

## **Pittsburg/Bay Point**

2019 年 10 月 14 日 (星期一) 上午 7–9 時

## **West Oakland**

2019 年 10 月 16 日 (星期三) 下午 5–7 時

## **16th Street Mission**

2019 年 10 月 22 日 (星期二) 上午 7–9 時

## **Hayward**

2019 年 10 月 24 日 (星期四) 下午 5–7 時

線上調查時間：2019 年 10 月 7-25 日，  
網址：[bart.gov/clipperonly](http://bart.gov/clipperonly)

為感謝您抽空接受調查，您可參加問卷最後的抽獎活動，有機會贏得一張價值 \$120 的 **Clipper** 卡。如需語言協助服務，請致電 **(510) 464-6752**。

# Appendix PP-C

## Newspaper Ads

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# BART MONG MUỐN LẮNG NGHE Ý KIẾN CỦA QUÝ VỊ!

BART đang lên kế hoạch chuyển sang hệ thống “Chỉ bán thẻ Clipper” vào năm sau. Điều này có nghĩa là các máy bán vé của BART sẽ không còn bán vé giấy nữa.

Hãy cho chúng tôi biết ý kiến của quý vị tại các sự kiện được tổ chức tại trạm BART sau đây:

|  |                     |
|--|---------------------|
| Thứ Ba, 10/8/19, 7-9 giờ sáng .....    | Coliseum            |
| Thứ Năm, 10/10/19, 5-7 giờ chiều ..... | Richmond            |
| Thứ Hai, 10/14/19, 7-9 giờ sáng .....  | Pittsburg/Bay Point |
| Thứ Tư, 10/16/19, 5-7 giờ chiều .....  | West Oakland        |
| Thứ Ba, 10/22/19, 7-9 giờ sáng .....   | 16th Street Mission |
| Thứ Năm, 10/24/19, 5-7 giờ chiều ..... | Hayward             |

**Tham gia khảo sát trực tuyến từ ngày 7 đến ngày 25 tháng 10, 2019 tại [bart.gov/clipperonly](http://bart.gov/clipperonly)**



Để cảm ơn quý vị đã giành thời gian cho chúng tôi, xin mời tham gia chương trình với phần thưởng là một thẻ Clipper trị giá \$120 ở cuối khảo sát.



# BART WANTS TO HEAR FROM YOU!

BART is planning to transition to “Clipper-only sales” in stations next year. This means BART ticket vending machines will no longer sell paper tickets.

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

- Tuesday, 10/8/19, 7-9 am .....Coliseum
- Thursday, 10/10/19, 5-7 pm ..... Richmond
- Monday, 10/14/19, 7-9 am.....Pittsburg/Bay Point
- Wednesday, 10/16/19, 5-7 pm ..... West Oakland
- Tuesday, 10/22/19, 7-9 am .....16th Street Mission,
- Thursday, 10/24/19, 5-7PM ..... Hayward

Take the survey online Oct. 7-25, 2019  
at **bart.gov/clipperonly**



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



# ¡BART QUIERE CONOCER SU OPINIÓN!

BART planea hacer la transición “ventas solo con Clipper” en las estaciones el año próximo. Esto significa que las máquinas expendedoras de boletos de BART ya no venderán boletos impresos.

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

- Martes, 8-oct-19, 7–9 am ..... Coliseum
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- Miércoles, 16-oct-19, 5–7 pm..... West Oakland
- Martes, 22-oct-19, 7–9 am ..... 16th Street Mission
- Jueves, 24-oct-19, 5–7 pm .....Hayward

Responda la encuesta por Internet del 7 al 25 de octubre de 2019 en **[bart.gov/clipperonly](http://bart.gov/clipperonly)**



Para agradecerle por su tiempo, al finalizar esta encuesta lo invitamos a participar en un sorteo para ganar una tarjeta **Clipper Card de \$120**.



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# BART 希望聽取您的意見！

灣區捷運局 (BART) 計劃明年將在車站內全面改用「Clipper 專售」。這表示，BART 售票機將停止販售紙票。

請到以下 BART 捷運站參加活動，告訴我們您的想法。

|                                      |                     |
|--------------------------------------|---------------------|
| 2019 年 10 月 8 日 (星期二) 上午 7-9 時.....  | Coliseum            |
| 2019 年 10 月 10 日 (星期四) 下午 5-7 時..... | Richmond            |
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| 2019 年 10 月 16 日 (星期三) 下午 5-7 時..... | West Oakland        |
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| 2019 年 10 月 24 日 (星期四) 下午 5-7 時..... | Hayward             |

線上調查時間：2019 年 10 月 7-25 日，

網址：[bart.gov/clipperonly](http://bart.gov/clipperonly)



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



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CLIPPER

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# BART는 여러분의 의견을 듣고자 합니다!

BART는 내년에 “Clipper 전용 판매” 시스템으로 전환할 계획입니다. 즉, BART 승차권 자동판매기에서 더 이상 종이 승차권은 판매되지 않습니다.

BART 역에서 진행되는 아래 행사에 오셔서 여러분의 생각을 말  
씀해 주십시오.

- 10월 8일 화요일 오전 7-9시 ..... Coliseum
- 10월 10일 목요일 오후 5-7시 ..... Richmond
- 10월 14일 월요일 오전 7-9시 ..... Pittsburg/Bay Point
- 10월 16일 수요일 오후 5-7시 ..... West Oakland
- 10월 22일 화요일 오전 7-9시 ..... 16th Street Mission
- 10월 24일 목요일 오후 5-7시 ..... Hayward

2019년 10월 7일-25일에 [bart.gov/clipperonly](http://bart.gov/clipperonly)  
에서 온라인 설문에 참여하십시오.



시간을 내주신 것에 대한 감사의 의미  
로 설문이 끝난 후 추첨을 통해 120달러  
Clipper 카드를 드립니다.





# Appendix PP-D

## Social Media Ads

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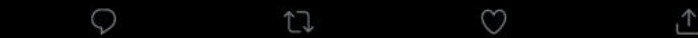


BART is looking for rider feedback on our transition to Clipper-only sales next year. This year, we launched a pilot program eliminating sale of paper tickets at 4 stations.

Riders can share feedback at our in-station events or fill an online survey at [bart.gov/clipperonly](http://bart.gov/clipperonly)

10:25 AM · Oct 7, 2019 · Twitter for iPhone

13 Retweets 15 Likes



SFBART @SFBART · Oct 7  
Replying to @SFBART

The online survey is open until October 25. To thank riders for their time, those who fill out the survey can win \$120 Clipper card.

If you have feedback, please visit [bart.gov/clipperonly](http://bart.gov/clipperonly)

Our first in-station event is at Coliseum station tomorrow at 7-9 am.



## Bay Area Rapid Transit

Published by Seung Lee [?] · October 7 ·



BART is looking for rider feedback on our transition to Clipper-only sales next year. This means BART may no longer sell paper tickets in its ticket vending machines.

We are hoping to hear from riders in one of our six in-station outreach events. Riders can also voice their feedback via our online survey at <http://bart.gov/clipperonly> until October 25. To thank you for your time, those who fill out the online survey have a chance to win a \$120 Clipper card.

Because the region has prioritized the use of Clipper as the Bay Area's all-in-one transit card administered by the Metropolitan Transportation Commission, BART is working to move toward a Clipper-only fare payment system. While magstripe paper tickets will no longer be available for purchase at BART ticket vending machines, riders will still be able to use paper tickets to enter or exit through fare gates at all stations. Riders will also be able to add enough fare to a paper ticket to exit a station using add fare machines located inside the paid area of each station.

BART rolled out a pilot program(link) in August and September 2019 that eliminated the sales of paper tickets at four stations (19th Street, Embarcadero, Powell Street and Downtown Berkeley). The BART to Antioch stations, Pittsburg Center Station and Antioch Station, never had vending machines that dispense paper tickets. They opened in May 2018 with machines that dispense Clipper cards only. Adult Clipper cards have a one-time acquisition fee of \$3.

### BART WANTS TO HEAR FROM YOU!

BART is planning to transition to "Clipper-only sales" in stations next year. This means BART ticket vending machines will no longer sell paper tickets.

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

- |  |   |
|--|---|
| <b>Coliseum</b><br>Tuesday, October 8<br>7:00-9:00 AM            | <b>West Oakland</b><br>Wednesday, October 16<br>5:00-7:00 PM      |
| <b>Richmond</b><br>Thursday, October 10<br>5:00-7:00 PM          | <b>16th Street Mission</b><br>Tuesday, October 22<br>7:00-9:00 AM |
| <b>Pittsburg/Bay Point</b><br>Monday, October 14<br>7:00-9:00 AM | <b>Hayward</b><br>Thursday, October 24<br>5:00-7:00 PM            |

Take the survey online Oct. 7-25, 2019 at [bart.gov/clipperonly](http://bart.gov/clipperonly)

BART planea hacer la transición "ventas solo con Clipper" en las estaciones el año próximo. Esto significa que las máquinas expendedoras de boletos de BART ya no venderán boletos impresos.

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

- |  |   |
|--|---|
| <b>Coliseum</b><br>Martes, 8-oct-19, 7-9 am            | <b>West Oakland</b><br>Miércoles, 16-oct-19, 5-7 pm     |
| <b>Richmond</b><br>Jueves, 10-oct-19, 5-7 pm           | <b>16th Street Mission</b><br>Martes, 22-oct-19, 7-9 am |
| <b>Pittsburg/Bay Point</b><br>Lunes, 14-oct-19, 7-9 am | <b>Hayward</b><br>Jueves, 24-oct-19, 5-7 pm             |

Responda la encuesta por Internet del 7 al 25 de octubre de 2019 en [bart.gov/clipperonly](http://bart.gov/clipperonly)

灣區捷運局 (BART) 計劃明年將在車站內全面改用「Clipper 專售」。這表示，BART 售票機將停止販售紙票。

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|---|---|
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| <b>Richmond</b><br>2019 年 10 月 10 日 (星期四) 下午 5-7 時            | <b>16th Street Mission</b><br>2019 年 10 月 22 日 (星期二) 上午 7-9 時 |
| <b>Pittsburg/Bay Point</b><br>2019 年 10 月 14 日 (星期一) 上午 7-9 時 | <b>Hayward</b><br>2019 年 10 月 24 日 (星期四) 下午 5-7 時             |

線上調查時間：2019 年 10 月 7-25 日，網址：[bart.gov/clipperonly](http://bart.gov/clipperonly)

4,523

People Reached

474

Engagements

Boost Post



22 Comments 13 Shares



Appendix PP-E

Clipper-Only Survey Public Comments

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| Legend  |                     |
|---|---------------------|
| <span style="background-color: #4F81BD; color: white;"> </span> | Support             |
| <span style="background-color: #D9EAD3; color: black;"> </span> | Conditional Support |
| <span style="background-color: #F0F0F0; color: black;"> </span> | Did Not Comment     |
| <span style="background-color: #F46D43; color: white;"> </span> | Don't Support       |
| <span style="background-color: #FFF2CC; color: black;"> </span> | Miscellaneous       |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_Q6BzD86BbLDCXMR | Great idea!   | X                                     |        |          |       | X        | X          |
| R_u8MrvwjJJRpadCp | No, but I don't feel that now, with almost everyone using Clipper, that nothing is "faster." But I know it costs less to sell reusable cards than printing paper tickets. |                                       |        | X        |       | X        | X          |
| R_rrvNy3mmAMCzfEJ | I think it's a great idea, I use clipper every day  | X                                     |        |          |       | X        | X          |
| R_3I51c6ybfIgeFFB | The clipper is more convenient and secure   | X                                     |        |          |       | X        | X          |
| R_29vr845Kmtiavo9 | I think it's a good idea and the good thing is that you're still going to be able to buy a ticket even if you're not a frequent user                                      | X                                     |        |          |       | X        | X          |
| R_271EgdVZxblVBKY | Very positive   | X                                     |        |          |       | X        |            |
| R_1EhSLbDqInRRxNd | I like the idea. less garbage at the bart stations  | X                                     |        |          |       | X        |            |
| R_3HNSBuIpL5IOM4H | Yes, its a good step. That will help to save time from the long queues.   | X                                     |        |          |       | X        |            |
| R_1jPXcXclaTlD2Zo | won't affect me at all  | X                                     |        |          |       |          |            |
| R_3J3CnDBlX02FXVa | Won't affect me. It's about time.   |                                       |        |          |       |          |            |
| R_3iLkZ1iQx2aI8Ae | Will speed up lines at station entrance   | X                                     |        |          |       |          |            |
| R_1nYEtT5DrfFY2MQ | Will not impact me at all.  | X                                     |        |          |       | X        |            |
| R_oXMyMHnqkCedHgt | Will improve my BART experience.  |                                       | X      |          |       | Unknown  |            |
| R_3e3rICeLiIzZuPc | Visitors will need a card but this should not be an issur of they are available at all stations. Will not affect me as I use Clipper                                      | X                                     |        |          |       |          |            |
| R_3fd7M7ZDTtFceLU | This will not impact me. It makes sense to shift to a system like this which reminds me of the Tokyo metro system.  |                                       |        |          |       |          |            |
| R_31QrcB9aSeTYm5e | This will not impact me because I already use the clipper card  | X                                     |        |          |       | X        |            |
| R_0lcrxx9gq6JzBq9 | This will not impact me as I'm already a Clipper card holder  | X                                     |        |          |       | X        |            |
| R_3e8g8GpKyCNmBrX | This will not impact me as I have been using my same clipper card for over a year already.  | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_1eIDJIxaYsoqCFS | This will not affect me as I have been a BART commuter for over ten years and have used the clipper card since BART started using them.   | X                                     |        |          |       |          |            |
| R_1lsmRz4FLGYrKyN | This will be a huge improvement. This should have happened years ago. Paper tickets are a waste of infrastructure, which increases fares for everyone.  | X                                     |        |          |       |          |            |
| R_3esKFJuYpRIW2tB | This sounds like a great, eco friendly move and will not effect my use of BART at all   | X                                     |        |          |       |          | X          |
| R_1GOiKMAaOJI6jnT | This plan won't have any impact on me.  | X                                     |        |          |       | X        | X          |
| R_DVnuFQsZh4rGlXz | This plan will not impact me or my use of BART. I use BART daily for my commute to work and pay for it using my Clipper card.   |                                       |        |          |       | X        |            |
| R_3kwiCbUJKZWdMHX | This plan will impact me and many in many positive ways, not just make system more efficient but also reduces wastage of paper which could save lot of trees and save our environment.  | X                                     |        |          |       | X        |            |
| R_28zx5yYFEEom3MX | This plan has no impact on my current use of BART since I already use a Clipper card.   | X                                     |        |          |       | X        |            |
| R_3Gdl28qDYyo4skd | This is very efficient, will be less likely to lose little tickets.   | X                                     |        |          |       | X        | X          |
| R_3KSXD5cAuwioC1l | This is going to be a great way to save and reuse tickets faster instead of constantly printing and wasting paper.  | X                                     |        |          |       | X        |            |
| R_2EoRFZiVeYNc4E5 | This is fine and a good idea.   |                                       |        |          |       | X        |            |
| R_32KENRyNfjmjldb | This is a win win that will help a lot of people.   |                                       |        | X        |       | Unknown  | Unknown    |
| R_2Xpwe0XUp6fkdwT | This is a great transition, and will be more efficient.   | X                                     |        |          |       | X        | X          |
| R_3MROR567u4ZKg1r | This is a great idea. I once lost my wallet and the hoodlums that took my credit card bought hundreds and hundreds of dollars in paper tickets from the vending machine. Clipper card should be traceable right? I also like the idea so it's less litter and polution for paper tickets. |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_1I6LAKUDgxWHpbK | This is a great idea - no impact to me or my BART use.  | X                                     |        |          |       |          |            |
| R_2uwjTfAJ8ceIkPd | This is a good plan.  |                                       | X      |          |       | X        |            |
| R_DwcLT8IgYBdLzl7 | This is a good idea, about time it is being done  | X                                     |        |          |       |          |            |
| R_1QuUcELo31omT7E | This does not impact my travel but I think this will keep lines moving at the gates   |                                       |        |          |       |          |            |
| R_23TTyEcA57RaJrB | This could speed up exit times at the gates, if we didn't have the gates processing the tickets internally as people exited.  | X                                     |        |          |       |          |            |
| R_yOtCTylIoeb3NAd | This change will not impact me at all because I use clipper card already  |                                       |        |          |       | X        |            |
| R_wRXkJpWm3M9Ev3r | This change will not affect me.   | X                                     |        |          |       |          |            |
| R_1IuA6vMSl2aB0La | The use of Clipper Card for Bay Area transit agencies has been a great improvement in transportation . . . no fumbling for money, no need to allow time to purchase a ticket, etc. Just TAP and GO! |                                       | X      |          |       |          |            |
| R_31Hn8YTOamqkp86 | The Clipper-only is a not discriminatory to the poor in the Bay Area.   | X                                     |        |          |       | Unknown  | X          |
| R_3nORzgiPvj7E3Gg | That sounds great! if the gates moved faster that would also be appreciated, I have to use the bike gate most of the time and it can take a long time for the gates to transition.                  | X                                     |        |          |       |          |            |
| R_9Hms9DIzNjSciR  | Switching to clipper only will definitely keep the same pace or speed up my time at BART since most people use clippers already.  |                                       |        |          |       | X        | X          |
| R_2uCmNsm98sfpb3g | Sounds great to me!   | X                                     |        |          |       |          |            |
| R_3Jz3IZq6hCXct3P | Should speed up the lines through gates at peak times.  |                                       |        |          |       |          |            |
| R_2PmVWkvBlkorLzv | Seems like a good idea  | X                                     |        |          |       |          |            |
| R_7Wlcy2wQx2lTgv7 | Save alots time standing long line  | X                                     |        |          |       | X        |            |
| R_1lrt5RAKmtwdaA0 | Nothing, because i use clipper card   | X                                     |        |          |       | X        |            |
| R_cXS149S68nzdchH | Not really. Already a Clipper primary user.   | X                                     |        |          |       | Unknown  | Unknown    |
| R_VPbKqzjDiKtWi3v | Not much. Already use clipper   | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2EsggqoYpGrWGjl | not much impact I can't wait for it to happen  |                                       |        | X        |       |          |            |
| R_YW70nUXLn6qhxSN | Not at all   | X                                     |        |          |       | X        |            |
| R_1d9KMTzxYATiw48 | Nope. I like the clipper only plan.  | X                                     |        |          |       | X        | X          |
| R_3MM70Fna5qvFQbA | Nope, I've only used clipper for years so wouldn't affect me personally  | X                                     |        |          |       |          |            |
| R_2zoKGLluSoPhzjX | Nope, it saves material being spent on the ticket.   |                                       |        | X        |       | X        | Unknown    |
| R_22LYo1ER6kVryZc | Nope   | X                                     |        |          |       |          |            |
| R_2D2NsgAJNtSot2b | None. This transition is needed.   | X                                     |        |          |       | X        |            |
| R_9odhDiPs5ftuhIR | None at all! I use Clipper daily.  |                                       |        |          |       | Unknown  | Unknown    |
| R_1IWepUZjcSMXWWN | None   | X                                     |        |          |       |          |            |
| R_Xh2pz4PSggawTVn | No. I'm already using clipper only with direct deposit.  | X                                     |        |          |       | X        |            |
| R_3QFSwWnUydUtM5Q | No. I've been using a Clipper card since the first day I've moved to the Bay Area. This will not affect me at all. |                                       |        |          |       | X        |            |
| R_3MhubNuWuXl494K | No. I use CC already.  | X                                     |        |          |       | X        |            |
| R_2QsmkKpMJ7hA5Lu | No, this is a great idea.  |                                       |        |          |       | X        |            |
| R_ZeJ08oFUdwRArmN | No, not at all! This should've come sooner.  |                                       |        |          |       | X        | X          |
| R_1mDBsw7Qu76zH0e | No, it's a good thing  |                                       |        | X        |       | X        | X          |
| R_2zOMjOXLjiuYkZ8 | No, I think Clipper-only is the best option  |                                       |        | X        |       |          |            |
| R_D33xnmZt1QJRgfv | No, I have a Clipper card and that is all I use and I have never used a paper ticket.                              | X                                     |        |          |       | X        |            |
| R_b17wMemSOIZzfa1 | No, I currently only use Clipper Cards   |                                       |        |          |       | X        | Unknown    |
| R_1dBpPp0f6J1zTo1 | No, I already use a Clipper card - no impact on me.  | X                                     |        |          |       | X        |            |
| R_3M0wev3KKt2Epxl | No, I already only use my clipper card   |                                       |        |          |       |          |            |
| R_217k9xz8rQNZehT | no, currently have a clipper card  |                                       |        |          |       | Unknown  |            |
| R_Rbq7dJFdvVpOuJ  | No serious impact.   |                                       |        |          |       |          |            |
| R_Om56EOmm1Ebc16l | No paper tickets will help the environment.  | X                                     |        |          |       | X        | X          |
| R_1jVsyNCBT1SfM6A | No impact. Me and my family always used clipper.   |                                       |        |          |       | X        |            |
| R_1EihrwfAsWikNs8 | No impact. I already use a clipper card for BART and Muni  | X                                     |        |          |       |          | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2P54b2yjc4dw4   | No impact. Already have a Clipper card and spares for when guests are in town.   |                                       | X      |          |       |          |            |
| R_1g5hbQ4AhRuLITA | No impact.   |                                       | X      |          |       |          |            |
| R_2dHiODaAglzwigj | No impact.   |                                       |        |          | X     | X        |            |
| R_33BfkAMI4IS1gy4 | No impact as I've been Clipper-enabled for several years now.  | X                                     |        |          |       |          |            |
| R_1rCv6H8crb6hc00 | no impact as I already using cards   | X                                     |        |          |       | X        |            |
| R_2zoLhDYr4G9aP8I | No impact  | X                                     |        |          |       |          |            |
| R_xbBwc7ljgsuNvHz | No impact  |                                       |        |          |       |          |            |
| R_2UctiTOwblXd6Gn | No impact  | X                                     |        |          |       | X        |            |
| R_3e8iNAUVwXlu68u | No impact  |                                       |        |          |       | X        |            |
| R_1qe3YDYhvxZvhX3 | No I think it will make getting through the gates faster jus a tap of your card and keep moving  | X                                     |        |          |       |          | X          |
| R_3smFMKCUm8hY3HX | No I like to just pull out my wallet tap on the clipper and walk through   | X                                     |        |          |       | X        |            |
| R_DN13jqZpr6m2DVD | No I like clipper cards  | X                                     |        |          |       | X        |            |
| R_ukAEJbByNdjTHHP | No I have had a Clipper card since they were first introduced.   |                                       |        |          |       |          |            |
| R_1FkYYpYgWnMECKZ | No I already have a clipper card   | X                                     |        |          |       | X        |            |
| R_zSyRp35MR2zIdm9 | No feelings about it   |                                       |        |          |       | X        |            |
| R_3388XydCxSPRy4a | No effect  | X                                     |        |          |       | X        |            |
| R_1onlKeXh9jMVBde | No comments, happy it will be clipper only.  | X                                     |        |          |       |          |            |
| R_1MZgz6QfReuzvBu | No changes.  | X                                     |        |          |       | X        | X          |
| R_3R3glMtzfjMcGxx | No change to my use - I've used clipper for years.   |                                       |        |          |       | Unknown  |            |
| R_2wETUbqR6l4FyWx | No change for me, already use clipper  | X                                     |        |          |       |          |            |
| R_124tVOgDdE7NoWY | No change  |                                       | X      |          |       | X        |            |
| R_Z9MFNintPT4dSct | No bad impact. Just get a clipper card   |                                       | X      |          |       | X        |            |
| R_1QKERlxX8gadGHq | No adverse impact for me. I have a clipper c card that I've been using for at least 5 years. I have automatic loading to my clipper card. Works well for me. |                                       |        |          |       | X        |            |
| R_26hct28aBkcmMVH | n/a, i use a clipper card already  | X                                     |        |          |       | X        |            |
| R_1LLtx0VtQt5SQ9k | My use of BART will not be impacted.   | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3I3LFPt5XHXINOD | My family and I have been using Clipper for 8 years now. I don't see a problem with it. If getting rid of paper tickets will improve turnstile availability, then I'm all for it. |                                       |        |          |       |          |            |
| R_3nSDoLNv74g5qaS | My family already uses Clipper cards, they're very convenient.  | X                                     |        |          |       | X        |            |
| R_5neFyBUHahXbpUR | Minimal impact. However it's very useful that stations will be selling clipper cards. Before it was hard to buy them.   | X                                     |        |          |       |          |            |
| R_1pGdlGebpKVTSnX | Me personally, not at all   | X                                     |        |          |       |          | X          |
| R_20VFgcC7THynbCI | Love my clipper card, use it for all of my transport.   | X                                     |        |          |       |          |            |
| R_3DwQFXi5hmtT6hX | I've used the Clipper card for years. It's so convenient! I am happy to hear everyone else is getting on board.   |                                       |        |          |       | X        |            |
| R_R3KMk9Ttuud82PL | I've had clipper forever.   | X                                     |        |          |       |          |            |
| R_sTDiFmLw42w6E4V | It's about time!  |                                       |        |          |       |          |            |
| R_0AmqxUONGK377RT | It's about time   |                                       |        |          |       |          |            |
| R_2ZWBI87IKtFLp1c | It's more convenient  | X                                     |        |          |       | X        | X          |
| R_2CJkb0NhMvz03e3 | It's fine.  | X                                     |        |          |       |          | X          |
| R_0TcFURsDS90xOnL | It would NOT impact me at all!  |                                       |        |          |       | X        | Unknown    |
| R_2CWINGzop1n81iQ | It would actually make my trips on BART more convenient in the future.  | X                                     |        |          |       | X        | X          |
| R_22nyuwS6OZX3YbB | It won't impact my use. Will there be a minimum purchase value for Clipper, for instance for travelers arriving a local airports?   |                                       | X      |          |       |          |            |
| R_el0l4ak6rVATz6V | It won't impact me because I use Clipper cards only.  |                                       |        |          |       | X        |            |
| R_1HnOn8BWeiTYc1  | It won't affect my use of BART at all.  | X                                     |        |          |       |          |            |
| R_Xiat5r5OPh5jvHz | It won't affect me; I only use Clipper and have for years.  | X                                     |        |          |       |          |            |
| R_2qEH5VH6LQEORFA | it won't affect anything, as I already use clipper daily  |                                       |        |          |       | X        |            |
| R_3suBp0Jjv25fZAL | It won't impact me at all. I've been using Clipper the entire time and never used paper tickets   |                                       |        |          |       |          |            |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2D6aqEHN1R0YAPC | It won't affect me now. It might have affected me when I first moved to town and when I have visitors.   | X                                     |        |          |       |          |            |
| R_3rSPp5ldAlHXLA  | It won't affect me   | X                                     |        |          |       | Unknown  |            |
| R_2dMBGh7LY5Rh6B5 | It will probably make it faster since there won't be tourists using and confused about cards anymore.  | X                                     |        |          |       | X        |            |
| R_1DYJtgWkTinxUkr | It will only make things easier as the system is more standardized, and there will be less waste with fewer disposable tickets.  |                                       |        |          |       |          |            |
| R_1HnJZSAitr645d6 | It will not; I already exclusively use clipper.  |                                       |        |          | X     | X        |            |
| R_1pzFr84VUq8GV38 | It will not. I already use clipper card w/autoload   | X                                     |        |          |       |          |            |
| R_241xH744LCv3rsq | It will not impact me. I use clipper.  | X                                     |        |          |       |          |            |
| R_RD1pAf7gCLt5aox | It will not impact me. I exclusively use Clipper   | X                                     |        |          |       |          |            |
| R_27BWYkKvNdlHoEQ | It will not impact me. I always use clipper.   |                                       |        | X        |       | X        | X          |
| R_5hxZZqhsLfotirn | It will not impact me, I only use clipper  | X                                     |        |          |       |          |            |
| R_2fqjWYECXngoEbf | It will not impact me or my use of BART  |                                       |        |          |       |          |            |
| R_2TRT0i3IYzfmrcj | It will not impact me or my use of BART  | X                                     |        |          |       | X        |            |
| R_3oAZElrWh3gMDZi | It will not change my commute, as I already use clipper card.  |                                       |        |          |       | X        |            |
| R_1LLMjhCBq19TM6W | It will not affect me since I already use clipper. To be honest I feel like the clipper card is beneficial because you can use it for other methods of public transportation and it's durable. | X                                     |        |          |       |          | X          |
| R_1DZpLi7qpNGFw8S | It will make exiting quicker   | X                                     |        |          |       | X        |            |
| R_zT12Nuq2D7AE7mh | It will have no impact   |                                       |        |          |       |          |            |
| R_3m3PuQ6OPR3V199 | It will have minimal impact.   |                                       | X      |          |       |          |            |
| R_3qvAjo2gUwTITtY | It will definitely speed things up as long as the scanners work quickly.   | X                                     |        |          |       |          | X          |
| R_vD0SzxP5xH0kMx  | It sounds like it will be less confusing to me & since I'm a "senior" the easier the better.   |                                       |        | X        |       |          |            |

| Survey ID          | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|--------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                    |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2qE0Q8QxHNX00s5  | It provides a faster entrance and exit. Paper tickets are too slow   | X                                     |        |          |       | X        |            |
| R_3gw9zAz7djgGY9P  | It probably won't affect me.   |                                       |        |          |       |          |            |
| R_a930kvJGEIBb3sl  | It is more convenient for riders   | X                                     |        |          |       | X        | X          |
| R_WdsjZw0A507hA11  | It is a very positive initiative, paper tickets belong to the past and the machines that issue and read them at the gates generate extra costs. I won't be impacted as I use clipper already.  | X                                     |        |          |       |          |            |
| R_885VsQUluCjew7L  | It is a great plan and I would appreciate more reliable fare gates.  |                                       |        |          |       |          |            |
| R_2zjr4too6favVyx  | It does not impact me, as I only use my Clipper card when riding BART.   | X                                     |        |          |       | X        |            |
| R_3MKjJSXsQpSX9WP  | in favor   |                                       |        |          |       | X        |            |
| R_1QzUeKBhg7K32fc  | I'm in favor of it. Paper tickets slow down the line to enter BART.  |                                       |        |          |       |          |            |
| R_sLkQyU0TidRvaPD  | I'm happy to see bart taking a proactive approach to the clipper card adoption. Bravo!   | X                                     |        |          |       | X        | X          |
| R_x5e2WViBw2B76ZH  | I've used a clipper card for years, so this will not impact me   | X                                     |        |          |       |          | X          |
| R_3MaJQcfD5RYE3J8  | I've had my Clipper card since 2012 so this won't affect me at all but I think this is a great incentive for the people and the environment to not use paper tickets. Especially if people use their Clipper Card and do auto-load, it saves time and hassle from constantly reloading paper cards and people are less inclined to lose their Clipper card instead of paper. | X                                     |        |          |       | X        |            |
| R_1PbL9NMGIIsfRuq6 | I've got 7 clipper cards a couple of more won't hurt if I forget my main clipper at home   | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_31XhXdMJBmUV9Ty | <p>I'm truly grateful for the clipper card. I just moved to the bay, and my husband always used the paper. When I bought the card, he was surprised. He didn't even know about it. For me, being new to the bay, it was the easier transition to using public transportation. The fact that it's also used by muni in SF made it so much easier. It was one last thing I needed to worry about. I forgot my card one time, so I just bought another card. Now I can have one as a back up in case anything happens. I have come across where I haven't had cash on me, but Clipper card came to my rescue.</p> <p>I do really really urge, to have the accessibility to be able to reload the card and have it pop on my card immediately. It will save so much more time and anxiety when I have to stop in a crowded area, to pull out my wallet to reload. I try always to reload when I'm getting low. But there are times when I wish I could immediately load from my phone to the card before I get to the station. Especially when I'm running late, and I have to catch the bus or the train.</p> <p>I also wish for us to be able to pay for parking through the clipper card. I have struggled to have cash constantly to be able to pay for parking. If I could swipe my card, or pay for parking through an app, it would be so much easier on the time, and many won't have to worry about getting the exact change.</p> <p>If everything can be streamlined through the clipper card, and in case if there is an issue, then we can still pay for parking or reload at the station.</p> <p>I thank you for all that you do. BART is one that I am grateful to have, as I have not used public transportation, and this has really helped my transition in the bay when starting a new job in SF. Thank you!</p> | X                                     |        |          |       |          |            |
| R_10kSTwY31MKUmCS | <p>I'm already using the clipper card. I preferred it. There's no negative impact on my end. I also like that you can register it in case I lose it and can recuperate the money. I haven't seen it but for a while there were people trying to sale the paper copies.</p>   |                                       |        |          |       | X        |            |
| R_40nT3SWpm9lXhw5 | <p>I will notice no significant difference because I was already using exclusive Clipper cards for BART.</p>   | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_OI6FWKna6t55FrH | I will continue to use BART just as much and appreciate that BART will be more environmentally friendly by not creating single use tickets   |                                       |        |          |       | X        |            |
| R_2z7K80LsHhQIKpi | I use the clipper card daily and I'm actually very excited about this.   | X                                     |        |          |       | X        |            |
| R_1QMarqOc5xD9DLH | I use clipper only, should make it faster because paper tickets take longer at the terminals.  |                                       |        |          |       | Unknown  | Unknown    |
| R_2f3Z5bb0qYtU0o4 | i use clipper only   | X                                     |        |          |       | X        |            |
| R_1lga9SFV13Nej4c | I use Clipper now and am very happy with it. It's convenient to be able to use one card for both BART, AC Transit, Cal Train, etc.   |                                       | X      |          |       |          |            |
| R_1jGHBZyIE4lb2C7 | I use Clipper Cards to pay for BART anyway, so this plan will not affect me.   | X                                     |        |          |       |          |            |
| R_1K1HZ14XlABp5rb | I use Clipper card so this would only benefit me.  |                                       |        |          |       | X        |            |
| R_1r8HlQrw7F7650L | I use clipper card so it will not impact me  | X                                     |        |          |       | X        | X          |
| R_3nVDKlZir07qHwm | I use clipper and autoload so this will not impact me much   |                                       |        |          |       | X        |            |
| R_W8PI8jOmLxazCUh | I use clipper  | X                                     |        |          |       | X        |            |
| R_3QRB7VUYGg0n9Ty | I use BART nearly every day and the Clipper card has made it much easier than usual. I think this will only be good.   | X                                     |        |          |       | X        |            |
| R_1Q4KD0KjRGFFABX | I use a clipper card which I like. I have the monthly pass within SF   |                                       |        |          |       |          |            |
| R_WlIPef6pqYXgq5j | I use a clipper card and will not be impacted by this plan.  | X                                     |        |          |       |          |            |
| R_1LYkV9XX87gRHER | I use a clipper card already and I think it's fabulous, I think it's way faster and I like how it produces less waste  | X                                     |        |          |       |          |            |
| R_1PTvyG4w0i2hFeO | I think this will make things flow much easier. Sometimes the machines don't read the tickets well so the rider will hold up the line to enter or exit the station. I do think this will make things better for daily commuters. | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_1NfzlvjoQeQodkw | I think this plan is great idea. Get rid of paper tickets!  |                                       |        | X        |       | X        | Unknown    |
| R_1jEcPov6r8Gx3WO | I think this is a great transition as it streamlines ridership. It may take an initial period of adjustment for those unfamiliar with Clipper, but I believe the benefits will outweigh the initial learning curve. | X                                     |        |          |       | X        |            |
| R_3gZ7iMv9DV5awgi | I think this is a good idea.  | X                                     |        |          |       | X        |            |
| R_12aLmTNqhP55CQM | I think it's important for BART to save money by eliminating a redundant paper fare ticket system so that money can be invested in safety upgrades.   |                                       |        |          |       |          |            |
| R_3qOI6jdKT1xTcgC | I think it's great.   | X                                     |        |          |       | X        |            |
| R_110BeS2kFYKg78I | I think it's a good idea; integration with mobile phones would be awesome also.   |                                       |        |          |       | X        |            |
| R_1KxMUvlwhrt1Dg2 | I think it's great. So many other transit systems in the world are smart-card only now.   | X                                     |        |          |       |          |            |
| R_1GTE03uVWWGzFWI | I think it's great  | X                                     |        |          |       | X        |            |
| R_22A3zb2UpqOVpoL | I think it will be great!!  | X                                     |        |          |       |          |            |
| R_1r352tpexDF1WGG | I think it is a wonderful idea. And it would move along crowds faster. And ot would the same as buying the paper tickets but u can hold on to the card and reuse it and save paper for the environment. .           | X                                     |        |          |       | X        | X          |
| R_1FsseNk0sPott4I | I think is a good idea, I switch to clipper a long time ago and it works pretty good because I use it with the AC TRANSIT too   | X                                     |        |          |       | X        |            |
| R_1F2h4k1ZuLGIT6b | I think I is great  |                                       |        |          |       | X        |            |
| R_3QPqHJX4tU37UhG | I started using clipper for a couple of months I like it and I save money.  | X                                     |        |          |       | X        | X          |
| R_9SPRkp13pfOfq5X | I see this as an absolute win.  | X                                     |        |          |       |          |            |
| R_0MSjqyub5U75H6V | I PREFER CLIPPER ONLY AS I BELIEVE IT REDUCES THE PAPER TICKET WASTE FOOTPRINT.   | X                                     |        |          |       | X        |            |
| R_3NErnejJPZy7jzX | I prefer clipper card & started using on VTA, now I use it BART & AC Transit, sometimes Muni. Very easy & fast, & I can auto-load online.   |                                       |        |          |       | X        |            |

| Survey ID          | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|--------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                    |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_28ZmjiZ3VoleZil  | I only use my clipper card so this will have no effect on my use of BART  | X                                     |        |          |       | X        | X          |
| R_D1aBE7uil667uGl  | I only use a clipper card   |                                       |        |          |       |          |            |
| R_2rxt0I1oZ0oUDcT  | I love the idea.  |                                       |        |          |       | X        |            |
| R_27VHz9jgELGI7J6  | I love the efficiency (in and out scanning, as well as auto-reload) of Clipper cards!   |                                       |        | X        |       | X        |            |
| R_11dVHXkYoi3DVGs  | I love it, should speed up my commute as clipper is faster to use   | X                                     |        |          |       |          |            |
| R_1Nkvg6Viv0HIN2m  | I love clipper only and think this is a great thing for BART.   |                                       |        |          |       |          |            |
| R_CjY0ypzLk6vtSjD  | I have used clipper only all year long and like it. The paper tickets were too thin and always caused me problems.  | X                                     |        |          |       | X        |            |
| R_0CBSnY9z5EIVvxL  | I have used Clipper Card for years so this will not impact me.  |                                       | X      |          |       |          |            |
| R_1nOVqXRdnE01Z5v  | I have been using Clipper Card for years. This will not change how I currently use BART.  |                                       |        |          |       |          |            |
| R_3gMCCXW45SqrpDg  | I have been using a clipper card for 5 years, and I absolutely love it, it's easier & convenient.   | X                                     |        |          |       | X        | X          |
| R_2QSQmCbAh291ujW  | I have already switched to Clipper for years, and I always encourage any out-of-town visitors I have to use Clipper cards as well. It should not impact my use of BART, especially if all the stations have vending machines selling Clipper cards. | X                                     |        |          |       | X        |            |
| R_AAAPiYtk4ugbfM7T | I have a clipper card, so it will make no effect.   | X                                     |        |          |       |          |            |
| R_3ekUs5IYYBIIsjo  | I have a Clipper Card so Clipper-Only vending machines do not affect me.  | X                                     |        |          |       |          |            |
| R_3lKVKGsB6Zo7dUt  | I expect very minor positive impact. Hopefully it leads to fewer broken gates and passengers entering/exiting faster, but given how few people I see using paper tickets it probably won't be a big day to day difference.                          |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3OrzkliKeRBXpPo | I don't think it will impact my use of BART. I have been using Clipper for a long time.  | X                                     |        |          |       | X        |            |
| R_3EbzeIN5hXij7A  | I currently use a clipper card so it will not directly impact me but it will be nice if it will help everyone get through the gates faster during peak times.  |                                       |        |          |       |          |            |
| R_2i3CBPG1LT6hg7T | I currently only use Clipper to ride BART.   | X                                     |        |          |       |          |            |
| R_TdZAFW75vKd7IQ1 | I completely support this and like that at converted stations it is much easier to reload a Clipper card since it works on all the vending machines.   | X                                     |        |          |       |          |            |
| R_100bmi9eZ8eKj9S | I believe this will increase ridership and efficiency of use.  | X                                     |        |          |       | X        |            |
| R_2w03PCJogbXNcnw | I believe bart should transition away from paper magstripe tickets and fully embrace Clipper. Clipper is cheaper to operate and paper is quickly going out of style. Mag stripe readers break down often and I hope bart eventually ends paper ticket use, like bart's sister agencies MARTA and DC Metro have.  | X                                     |        |          |       |          |            |
| R_1HqOqu3YbAFLQq5 | I appreciate helping the environment with only using reusable cards  | X                                     |        |          |       |          |            |
| R_1C3VQ4VFoYykKKc | I am using clipper   | X                                     |        |          |       | X        |            |
| R_1P2fcSu8Br5MgLT | I am looking forward to this. The fare gate lines during peak hours are slow. If everyone uses clipper, the lines will go faster and service will be more seamless.<br>However, I will always believe that there should be more places to buy Clipper cards in general. I know this is slightly out of your jurisdiction, but many people use Clipper for a wide range of services and aren't always at a BART station. Heavily trafficked, on-street rail and bus stops should have machines. | X                                     |        |          |       | Unknown  |            |
| R_5cnihiGwvKV0Y6J | I always use clipper and i love it. so it is a very good initiative to save paper  | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2WUQoLvs54qFeuD | I already used clipper only so this makes it easier to enter and exit all stations   | X                                     |        |          |       | X        |            |
| R_5i2MaqeY63wYjIJ | i already used a clipper card so this was a convenient change.   |                                       |        | X        |       |          | X          |
| R_1Q9pUQF4HFBUrDF | I already use clipper, so this won't affect me.  | X                                     |        |          |       | X        |            |
| R_9HrYDHC6AIPmqVH | I already use clipper, it is very convenient.  | X                                     |        |          |       | X        |            |
| R_1Iaxpoi5W1jnWRo | I already use Clipper exclusively, so no impact for me.  | X                                     |        |          |       |          |            |
| R_1QDtN6C5M3A5B73 | I already use clipper cards for all transit needs. Please unify fares and schedules between transit system providers.  | X                                     |        |          |       |          |            |
| R_27d0JoK1ku2iFcN | I already use clipper and I think this transition will move people through gates quicker.  |                                       |        |          |       |          |            |
| R_poeLZ5kV6XgfKTL | I already use clipper and have a couple of extra cards for visitors  |                                       | X      |          |       |          |            |
| R_3p4lxBfESdiX2UZ | I already use Clipper all the time, so it won't affect me. I support this change but I strongly urge BART to add more Clipper vending machines. There still aren't enough!     |                                       |        |          |       |          |            |
| R_a5a5DDdQEGCYcZH | I already use a clipper card.  | X                                     |        |          |       |          |            |
| R_1oo0CcYCHZl7ZoX | I already use a clipper card, which is easy and convenient. As long as the gates are reliably operational, this should have an overall positive impact on my commute via BART. |                                       |        |          |       | X        |            |
| R_2rpk1zRdhNCFJ6l | I already use a clipper card, so won't impact me.  | X                                     |        |          |       | X        |            |
| R_2bUE2IBmFx78Kp8 | I already use a clipper card for Bart travel.  | X                                     |        |          |       | X        | X          |
| R_23e2th0i80NPcTQ | I already have a Clipper card so it won't be an issue for me.  |                                       |        |          |       | X        |            |
| R_3qOFXh3i2THwjBN | i already have a bart clipper card so im good  | X                                     |        |          |       |          |            |
| R_6fhB6RP9xaRehnH | I already exclusively use clipper for all transit.   |                                       |        |          |       |          |            |



| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_9XicsG60otuM0j7 | I already exclusively use a Clipper card, so this will not impact me or my use of BART.   | X                                     |        |          |       |          |            |
| R_3FKBRxaJY9xBll1 | I actually love clipper cards. I adopted the technology years ago and love that i dont have to scramble for cards or cash in front of other riders and can easily get on transit, pay for parking and manage it all online.                                       | X                                     |        |          |       | X        | X          |
| R_1l9LROEKLCddwYW | Hopefully clipper only will speed things up and have people in and out of the station faster.   |                                       |        |          |       | X        |            |
| R_3fcprs2u4DyoIMJ | Great idea, less waste.   |                                       |        |          |       | X        |            |
| R_PzYVm2ojq3Jjaut | Great idea Finally  |                                       |        |          |       | X        |            |
| R_2WYYKDikTFqT876 | Good idea   | X                                     |        |          |       |          |            |
| R_WvBK4oAUK7E6Vax | Good idea   |                                       | X      |          |       |          |            |
| R_3Hh17PwAjKgWSHM | Good for you it's about time to get rid of those paper tickets.   | X                                     |        |          |       | X        |            |
| R_BwUirApZ7Gcj3hf | Fine with me!   | X                                     |        |          |       |          |            |
| R_3qyulYybfTQvfkM | Definitely, I think it is an excellent idea. Hopefully with that, less homeless and young kids ride BART without paying.  |                                       |        |          |       | X        |            |
| R_tGRZpbdZxNnDtcj | Clipper-only will benefit passengers by saving their time of refilling and checking in and out. I support this plan.  | X                                     |        |          |       | X        |            |
| R_3MxKW07G6osMNk4 | Clipper-only is a nice development for BART. BART should make it easier to manage and use HVD fares on clipper, and should make it easy to add only the exact fare on clipper media so that lower income folks don't have to tie up money in their clipper cards. |                                       |        |          |       |          |            |
| R_Usb8MPp0mNypgGZ | Clipper is definitely the way to go because it is used in so many more places vs paper bart tickets are only used for bart.   | X                                     |        |          |       |          |            |
| R_1DTFT1ipkKur9nA | As a long time clipper user, I am looking forward to this so that my friends will finally get clipper cards and I won't have to wait for them while they stand in line for a physical ticket.   | X                                     |        |          |       | X        |            |

| Survey ID                 | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                           |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_se4VvvSs8YW4glb         | As a daily BART commuter, I fully support any plan that would mitigate the issue of traffic jams caused by unreliable fare gates.       | X                                     |        |          |       |          | X          |
| R_1pLGKxQZr6HBAhl         | As a clipper card holder, this will not impact my use of BART.  |                                       |        |          |       |          |            |
| R_1onAevzlOrh83p8         | Already using clipper it's a great idea   | X                                     |        |          |       | X        |            |
| R_Od89A7co0gMavdf         | Already made the step into the future when clipper fist started   | X                                     |        |          |       |          |            |
| R_3m2iCob483tiA6O         | Already have a card, so no impact on me.  | X                                     |        |          |       | X        |            |
| San Leandro Senior Ctr-22 | I think it will be more convenient and easy to take BART  |                                       | X      |          |       | X        | X          |
| West Oakland-6            | I think it's a great plan.  | X                                     |        |          |       | X        | X          |
| San Leandro Senior Ctr-2  | No change   |                                       | X      |          |       | X        | X          |
| San Leandro Senior Ctr-5  | Not at all. I already use a clipper card and love it.   | X                                     |        |          |       | X        |            |
| San Leandro Senior Ctr-15 | Clipper is more convenient & is easier to keep in purse.  |                                       | X      |          |       | X        |            |
| Richmond-5                | It'll be very useful using BART in a more convenient and safe way, and it's true I can get the Clipper card.                            | X                                     |        |          |       | X        | X          |
| Richmond-6                | No. The use of the Clipper card is great and it's more practical and fast   | X                                     |        |          |       | X        | Unknown    |
| West Oakland-1            | Love it! Waiting anxiously for it to be on the phone.   |                                       |        |          |       | Unknown  | Unknown    |
| Coliseum-6                | That's good, Clipper saves me money and the card is reusable  | X                                     |        |          |       |          | X          |
| West Oakland-3            | I love it. Makes regional transit connections easier for more people. Generally a good idea. Need to also use mobile tickting.          | X                                     |        |          |       |          | X          |
| San Leandro Senior Ctr-7  | I already use Clipper. I like when people get up for seniors, although some don't. I like the new BART trains. I like the Clipper card. |                                       | X      |          |       |          | X          |
| Hayward-4                 | I already use clipper. It will make everything faster if everyone also uses it.   |                                       |        |          |       |          | X          |

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

| Survey ID                 | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                           |  | Regular                               | Senior | Disabled | Youth |          |            |
| San Leandro Senior Ctr-17 | Fine with me   |                                       | X      |          |       |          |            |
| Pittsburg/Bay Point-1     | I support the idea of Clipper card only  | X                                     |        |          |       |          |            |
| San Leandro Senior Ctr-11 | I think this would be safer for seniors.   | X                                     |        |          |       |          |            |
| 16th Mission-1            | Best Idea Yet  |                                       | X      |          |       |          |            |
| San Leandro Senior Ctr-16 | I already have a clipper card - works great  | X                                     |        |          |       |          |            |
| R_25NFfdLy4m7BtRe         | If it's unviserally used, then it is possible  | X                                     |        |          |       | X        | X          |
| R_SZDtcwE2vaNObKh         | Would be good to have an option to combine clipper cards   | X                                     |        |          |       | X        |            |
| R_2EGMuCrOvu2UUO8         | Transitioning to the clipper card is merited and certainly will improve rider convenience with lowered associated operational costs. I do have concerns about the replacement/new card costs for Clipper cards. The fee needs to be eliminated as it puts an extra burden on those with limited means. The inherent costs must be born by Bart and captured from the operational savings gained from implementing Clipper. | X                                     |        |          |       | X        |            |
| R_31clrVoZfp3JB4l         | This would not impact my commute via BART significantly as I use a preloaded Clipper card as part of my job's benefits. However, if I were to lose or forget to bring my Clipper card and the station does not sell paper tickets, I would be unsure what to do as I ride BART very early.   | X                                     |        |          |       | X        |            |
| R_Ad1FCmCphu5REBz         | This would not impact me on my daily commute but I do feel discouraged thinking of the influx of trashed plastic clipper cards from tourists and people attending events who otherwise don't ride transit and would throw the card out after one use   | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_10jdMdOesjRRjKj | This would be great for the regular riders but not so much for the one time riders that would have to figure out where to purchase a clipper card. The clipper card vending machines should be in plain view for those not familiar with the BART stations.   | X                                     |        |          |       |          |            |
| R_ReL2o1IiwXfG20p | This won't directly impact me, because I use clipper and keep some extras for my guests, but I do worry about some of my neighbors, who aren't below the income threshold for a free card but really feel that extra five dollars.  | X                                     |        |          |       | Unknown  |            |
| R_24f5Uloy0qcAyzU | This won't affect me personally, but I'm concerned for travelers that are visiting the Bay Area. If they're being forced to spend an extra \$3 for a clipper card that they're probably never going to use again, is that an effective way to get travelers to use Bart?  | X                                     |        |          |       | X        | Unknown    |
| R_3nlcZtfra3WFBwZ | This will only impact me because of family traveling to the area from out of town. They now will only have the choice of buying a \$5 piece of plastic (is it made of recyclable material?) that they may never use again. So, while it's not a dramatic impact, it's seen as gauging those that only use the system once in a while. Especially, if they lose the card because of lack of use, and then have to repurchase another card. |                                       |        |          |       | X        |            |
| R_PXkYUKCetXlJh1n | This will not impact my use of BART normally, but it will impact how I use BART when friends or relatives are visiting, or when I give advice to people traveling in from SFO. I will be advising them to avoid BART out of SFO, and use the SamTrans Millbrae shuttle instead (and from there, Caltrain). And when I am taking friends/relatives around, instead of using BART, we will either use a rental                              | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | car or Caltrain, plus bus and light rail (Muni Metro).   |                                       |        |          |       |          |            |
| R_2PgRtrCTtT0253c | This will not impact my travel as I already have a Clipper card. I hope this stop fare-evaders and those who wish to aggressively panhandle on the train.  | X                                     |        |          |       | X        | X          |
| R_3F4JpyGESMaVPQ7 | This will not impact me. I do worry about the casual user or one time visitor that will have to pay \$3 to buy a clipper card.   | X                                     |        |          |       |          |            |
| R_1jJLZT734YUwerT | This will not impact me directly as I use Clipper-only already. It does make it a tiny bit more complex for out of town visitors.  |                                       |        |          |       | X        |            |
| R_2zhvWVjb5y7ZPi7 | This will not impact me but I can see how it can affect others who do not frequent bart. It wouldn't be much use for those who don't ride bart often to have to purchase a \$3 clipper card that they won't use much in the future.          | X                                     |        |          |       | X        |            |
| R_1d08ZFLY95LgTS5 | This will not effect me because I already have a clipper card. However it might be a inconvenience for those who don't take bart everyday or tourist.  | X                                     |        |          |       | X        | X          |
| R_10lgbXPLBeMCfZa | This will not affect me as I use my Clipper card frequently, but I do worry about the unnecessary plastic waste this will create for people who are just visiting the area, who fly in from SFO or OAK, who just need a one-way ticket, etc. |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3n1WL4M1VjDQTTj | This plan will not really impact my use of BART, because I am already in possession of a clipper card. But this will negatively impact the use of BART from individuals who do not own clippers  | X                                     |        |          |       | X        | X          |
| R_3PRXtZTj1cJ8g79 | This plan will not impact my use of BART. I already have a Clipper card (I've had for several years now), which I only use on BART commute. I wonder though how the transition will impact those who are not frequent BART/transit riders.   |                                       |        |          |       | Unknown  |            |
| R_1MKtIU85a0LoYku | This plan might impact me. I have a clipper card but I may forget it one day and want to go to SF.   | X                                     |        |          |       | X        |            |
| R_1gjz3fYK7j3cxTE | This plan is fine for me, a commuter who uses BART and my Clipper card on a daily basis. This seems harder for tourists or people who do not ride the train every day. My family was in town this week and we stopped to get tickets. Even with my help, they had trouble navigating and understanding the system, and now, they've purchased a piece of plastic that will go in the garbage in 2 days. It doesn't seem efficient or Environmentally friendly. |                                       |        |          |       |          |            |
| R_6yhh2P86KdpHUdT | This change will not effect me much. However, I believe this is an equity issue—especially since Clipper cards cost \$3. If Clipper cards were free, I would not have strong objections to this policy change.   | X                                     |        |          |       | Unknown  |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_1q1B61zsCXbvKC3 | The plan is good for riders. However, refilling clipper card is inconvenient. It can only be added dollar by dollar, instead of typing a certain amount to be added up. And if riders can refill online or using mobile app to refill the clipper card, that would be better. As for parking fee, my suggestion is to set up the pay online function. Sometimes riders will rush to catch the train and forget to tap the card on parking paying machine, they may realise it right after they get on the train. If they can pay the parking fee online or by app within a certain time (eg. 30 min or 1 hour), they can make up for their careless instead of getting a penalty ticket. I believe clipper-only will be more welcome if those suggestions can be considered. Thanks! | X                                     |        |          |       | X        |            |
| R_10xeBcepF2aGg9P | The only issue that I have is that sometimes Clipper cards stop working and you have to contact the company and pay a fee to replace the card. At those times, trying to get home or to work, I would need a 2nd card. It used to be that Clipper (the company) would tell users that they are only allowed 1 card. This may have changed, but after getting a talking to by their rep years ago about only having one card, I had kept a 2nd clipper card that was cash loaded only for if there was an issue with my normal card or if the credit card change was still in progress and the card had not enough funds to get me home. As long as there are working vending machines to sell Clipper cards at all stations, I do not foresee any issues.                            |                                       |        |          |       | X        |            |
| R_Ugd7A7ZGqHqQsV3 | Sounds good! But it may be hard for visitors and non English speaking travelers.   | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3kz7M40YSZgibrw | Riders that do not usually use bart specially in the weekends will be inconvenienced without the paper tickets unless you place a vending machine that sells clipper cards. These type of riders would not know where to purchase clipper cards unless there is a booth in the bart selling the clipper cards  | X                                     |        |          |       | X        |            |
| R_piNZeozTlUQevCx | Public transportation is a means for accessible travel for all.I think switching to clipper card only doesn't account for those people who may not have the additional \$3.00 to spend. If anything I think each Bart station can discourage paper tickets by reducing the number of paper ticket machines to only one. Multiple times I've seen ppl standing in a longer line for a paper ticket. Overhearing their discussions, they were waiting for paper tickets because of financial reasons. They had the extra .50 but not the extra \$3.00. If BART stations switch to Clipper card only then there should remain a low income option to buy a clipper card for the previous cost of a paper ticket | X                                     |        |          |       | X        | X          |
| R_3JCQ4DW5oxP3RYg | Personally, I don't have problems with that. I own a Clipper card and it's easy to reload at the station. However, for people that don't own one, there's no need for them to purchase a Clipper card for a one time trip on BART.   | X                                     |        |          |       | X        |            |
| R_2P5szV2oMWtRuFH | Personally no problem. We use clipper. However we have out of town guest and we use Bart. Will we have to buy Clipper Cards for them? Will we be able to return unused faire money?  |                                       | X      |          |       |          |            |
| R_2uquOHsJVRCfqhc | Only impact I see is for tourists. For Bay Area people this will actually speed up entry and exit  |                                       |        |          |       | Unknown  | Unknown    |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_25AzBb9or4IsE7f | One less card is good. If you wanted to be even more efficient, just do bank card 'tap on and off' payments like Australia. NSW implemented it across state-run transport systems & it was extremely successful. Less plastic wastage, and great for tourism.  | X                                     |        |          |       |          |            |
| R_3WNL4Ki4ahgQdXz | Not me, but concerned for people who will need to spend the 2 or 3 dollars to buy a clipper and can't afford it  | X                                     |        |          |       |          |            |
| R_2VPhpCAMXIUHRZ  | None at all. But no consideration for the people who doesn't use bart frequently or the tourists.  |                                       |        |          |       | X        |            |
| R_BYr5kmpOL6FdKHn | No. Should be able to pay parking online or in the app with clipper card and able to reload also   | X                                     |        |          |       | X        |            |
| R_1lcpv6NVtDJ3um4 | No, but I don't support this transition if it's going to negatively impact poor people.  | X                                     |        |          |       | X        |            |
| R_31SIUbMH4UJXQr2 | no longer sell paper tickets is ok but keep for a year or longer to continue accepting the paper card. Many people still have the cards because they don't use the BART often.<br>also need to have more places for people specially the seniors to buy the card. we have a hard time to find a place can buy a clipper card. can BART work with the senior centers, Assistant Living condos, church, etc to set up a day so people near by can go buy the card? |                                       |        |          |       | X        |            |
| R_2xGcO6hKV5FpRKO | No impact to me directly. When I have visitors from out of town, it won't be too much different than buying a paper card, unless there's an added cost.  |                                       |        |          |       |          |            |
| R_2BwTXLFicB5LNkF | No impact as I already have clipper. But this will impact tourists that travel to the bay  |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3Fch5znwY0BryyB | No direct impact to me, however, when friends and family visit the area it is easier for them to just purchase and use paper tickets. Not all riders are local commuters, this change will frustrate travelers to our region.                  |                                       |        |          |       |          |            |
| R_2bQbL5bjcZq28ZH | No concerns about my use, but visitors maybe impacted.   | X                                     |        |          |       | X        |            |
| R_3FVyKBFllz7niCP | No but what about tourists who purchase clipper cards and use it as a one time use. How will that be dealt with? If they purchase the card then how will it be disposed of if they purchase it as a one time only and not ever use it again?   | X                                     |        |          |       | X        | X          |
| R_VOnLo4xXJXrvlAZ | My friends and family who visit have struggled with standing in the wrong line to refill clipper cards, instead of how to buy clipper cards. Please improve the Buying of clipper cards (ie: make it easier to know where to go & what to do). |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_4SGy0VK9kAlsCXf | <p>My biggest problem with clipper-only is that the parking payment machines (at least at Millbrae) won't let you pay for parking the same way you could with a paper ticket. I know there's the option to sign up online and get a tag, but that's not something that can be done on a whim and would require giving out more of my personal information. With a paper ticket i didn't need to give out any info, or sign up online, or do anything that couldn't be done quickly and easily at the station with just cash - it was just like paying for parking using cash, except I didn't have to worry about keeping one dollar bills around to avoid getting a bunch of quarters....</p> <p>It would be really nice to be able to pay for parking with clipper the same way, and it doesn't seem like it should be difficult, since the same machines are able to access clipper balances to reload them.</p> <p>Other than that, clipper's great and I have no problem with stations switching to clipper only.</p> <p>Thank you for reading :)</p> | X                                     |        |          |       |          |            |
| R_9QqrgeSwZiwWHap | <p>Main concern is airports. I do not take Clipper card when go on long trips. Most people flying in to country dont have Clipper Cards and have trouble reading machine prompts. Would be good to still allow paper tickets at airports.</p>  |                                       | X      |          |       |          |            |
| R_23X1cEwIUQMr7Id | <p>I've used the clipper card for years. It works well. I was furious though the 1 day I forgot it and had to pay an extra 3 dollars for another card and BART</p>   |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | won't allow you to pay for parking inside the fair gates with a clipper card.  |                                       |        |          |       |          |            |
| R_2dWO25NYqy84pm0 | It's unclear how tourists are supposed to use BART under the pilot program and this proposed change. Under the pilot at Embarcadero and Powell, I've talked to multiple groups of tourists who came to the conclusion that they could not buy a BART ticket at these stations and had to walk down Market Street to the next station. In one case it sounded like the station agent had told him to do this rather than directing him to the Clipper machines. I assume this is not your intention, especially once there are no paper tickets at all, but your messaging needs to be much clearer for non-locals. |                                       |        |          |       |          |            |
| R_3QVkoPgOHDh426F | It's OK, I have a Clipper card already though I think some senior citizens and tourists will be a bit confused at first.   | X                                     |        |          |       | X        |            |
| R_7UvObM6GevoyeNX | It's a great plan to save paper and it will be more flexible for BART and Muni riders. However, there are still machines where we scan the clipper to go in and out that does not show the fare balance clearly and other won't respond. Those who are not regular BART riders will surely take time to adjust to just Clipper card use only.  | X                                     |        |          |       | X        |            |
| R_1LzMPqhxbyv24YM | It'd be nice to have a program where you can return the card for \$\$ and it's reused . Otherwise we probably end up with a lot of single use plastic =\   | X                                     |        |          |       | Unknown  | Unknown    |
| R_ToqLjS5R8ZdEXsZ | IT WOULD NOT IMPACT ME PERSAY BUT IM CURIOUS AS TO HOW IT WILL IMPACT PEOPLE WHO COME FROM OUT OF TOWN.  | X                                     |        |          |       | X        | X          |

| Survey ID          | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|--------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                    |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_27PbkAIRg1GYaaZ  | It won't affect me greatly, just mke me more careful I don't misplace or lose my Clipper Card, because I usually put one hundred dollars on it. It might keep some of the aggressive males who try to sell you old paper tickets the tourists and other people lose or leave behind. Too bad the visitors are going to be charged an additional \$3.00 for simply purchasing a Clipper Card while here. | X                                     |        |          |       | X        | X          |
| R_3gUf6XcTJVjsXDq  | It won't really impact me, but not everyone has access to a credit card and people who only carry cash/change can only buy paper tickets. It would be unfair to not think about people of low socioeconomic status who barely have enough to sustain for their families.  | X                                     |        |          |       | X        | X          |
| R_3KMYdwHirPr3Ejl  | It won't impact me - i have had a clipper card for a long time But what about tourists or one time users?   |                                       | X      |          |       |          |            |
| R_1Gxeo6pV6bp0A1f  | It will not impact MY use of BART because I already use clipper, but I was thinking that a lot of plastic will be wasted in selling these inly and not the "paper ones" which I'm sure also had plastic, just not as much   | X                                     |        |          |       | X        | X          |
| R_etfsxQow907sn1T  | it will not impact my commute, but it will likely impact many one-time riders and those who can't afford the extra clipper surcharge.   | X                                     |        |          |       |          |            |
| R_2WT23rbbtzwwzFds | It will not impact me, more concerned about poorer folks; it's nice to have options   | X                                     |        |          |       |          |            |
| R_3kdidKwfGX61H1r  | It will not impact me, because I've been using Clipper since the beta (green cards). I'm worried about folks who don't have enough money to buy a Clipper Card, people who rarely take public transit and especially tourists who have no need for a Clipper Card.  |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_2agKl0Bbnu6yzwr | It will not impact me other than if I forget my Clipper Card and have to buy another one.   | X                                     |        |          |       |          |            |
| R_Xib2fjGmattVH3j | It will not impact me in terms of using BART, however it will significantly impact people who only use BART occassionally or visit. However it will impact me and others in terms of the increased number of pastic cards are put into trash and the amount of money that will cost. I assume plast is more costly than paper? what will it mean for me and other riders in terms of increased costs?<br>For people who do not use BART regularly or who come to visit the bay area, they will probably have no idea you are doing this and therefore will have no say in the matter or tell how it will impact them. | X                                     |        |          |       | X        |            |
| R_2aW8MFes4wbjEV3 | It will not impact me because I have a Clipper card.<br>However, I am concerned for tourists/guests who don't have a reason to have a Clipper card. If you charge extra for a Clipper card, then I don't think it is a fair replacement.  | X                                     |        |          |       |          |            |
| R_12ipOqTYYWgfZZs | It will not have any effect on me because I already have a clipper card. However, there are many people who ride BART for whom the \$3 fee to obtain the card, is a hindrance. Additionally, if you lose your card in the process of travelling, must you buy another Clipper Card to continue travelling. Transitioning to Clipper only seems like a good idea, but there will be many snags getting to the point where it is the only method of payment.  | X                                     |        |          |       | Unknown  |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_a3LDfZFxz1KkdUZ | It will not greatly impact me personally, because I have a clipper card, but it may impact visitors or, for example, when I forget my clipper card or lost it, I purchased a paper ticket in the meantime for convenience. If you transition to clipper-only, will you have a recycling program for used/unwanted clipper cards? | X                                     |        |          |       |          |            |
| R_2R9q4IMA4g4RZQI | It will not effect me since I already use a Clipper Card, but it will force my friends from out of town to buy a plastic card that they will only use once.  |                                       |        |          |       |          |            |
| R_3lYp9yKv0uVpClS | It will not affect me, however, it may impact older adults who may not know how to use the clipper card or how to reload it. I suggest that you provide staff to assist with this transition.  |                                       |        |          |       | X        |            |
| R_9RltfHBQEwq2nn  | It will not affect me because I am a daily commuter that uses clipper already. It may only affect me when I am trying to bring someone who hasn't used bart before with me to figure out the new process   |                                       |        |          |       | X        |            |
| R_1K7ktY0zTopul7U | It will not affect me as I only use a senior clipper card. Will seniors be able to purchase "senior" clipper cards at the station machines?  |                                       | X      |          |       |          |            |
| R_3QMoPcTk8YQmp39 | It will have no impact on me and my use of BART, but I think that there should still be an option to purchase paper tickets at stations that are heavily crowded from events because some people may not want to pay for a clipper card if they forget theirs at home just for one event.  | X                                     |        |          |       | X        | X          |
| R_2WvaAU7trZP8A0M | It will affect many low income as well as visitors who may not need to purchase a clipper card. I ride bart to work daily therefore it's important to have a clipper card. But for those who don't, it's an inconvenience.   |                                       |        | X        |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3ML2SllbUgPeQot | It is fine for me but I've noticed it's a real hardship for low income people and non native English speakers. Charging riders who can only afford a single fare, extra for a Clipper card seems unfair. Also, your signage and machines are very difficult for the disabled, elderly, and those who don't speak English                      | X                                     |        |          |       |          | Unknown    |
| R_3EBeUuLEGSPrig  | It doesn't affect me personally. It'll affect others I know that don't want to use the Clipper card.  | X                                     |        |          |       | X        |            |
| R_3LebXfQLZ0iq7d6 | It does not impact me but I am concerned for tourists and visitors who have added costs for a one time use Clipper card   |                                       |        |          |       | X        |            |
| R_2qlvsdEGbESICDP | I'm not so worried about my use as I am of visitors and international travelers. I believe that BART is very difficult for visitors from the US, much less for those from foreign countries who don't speak English. Half the time you can't hear the announcements in the train and I find most BART employees extremely rude and unhelpful. |                                       |        |          |       |          | Unknown    |
| R_1eITzjB40ghgO3s | I'm fine with no paper ticket sales but what about the cost of a Clipper card (on top of adding money to it for fares)? The casual rider may opt for ride hailing which is already a problem for you.   |                                       | X      |          |       |          | Unknown    |
| R_240i76XX0TyhQu4 | I'm already using Clipper, so won't be affected. I'm more worried about non-common users: I'd like the barrier to entry (no pun intended) would be as low as possible, to encourage use of BART even by those who usually don't.  | X                                     |        |          |       |          |            |
| R_2bPGEfoHgWZ9usT | If we move to clipper, upgrade the add fare Machines to accept credit cards. Move with the times, not behind.   |                                       |        |          |       | X        |            |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_RQCpm5pp568lRvP | If BART provides clipper for free like paper ticket used to be, no problem, otherwise, BART is inadequately inconveniencing tourists and occasional riders and prioritizing daily commuters over regular people - even though BART is not fully operated by fare. Please keep in mind commuters are not the one only important - do job for all riders including non-regular riders.   |                                       |        |          |       | Unknown  |            |
| R_1jHZ5TbhmWqMrQp | I'm all for going paper-free. In fact, if we can apply credit card contactless, that would be even better. Just like they do in the London MTR. We should implement that and Apple Pay. But we should also work on improving the doors so that people don't shove me and try to get through the doors on my ticket! I'm an honest rider who pays for my fare. It's frustrating to see so many just walk through the handicap door. Also, so often, the doors are broken/open, so people just walk right through. | X                                     |        |          |       | X        |            |
| R_3npXgHbLzjL1TsO | I would like to be able to use Apple Pay also, in addition to the ClipperCard. I haven't used paper tickets in years, since I got a ClipperCard.   | X                                     |        |          |       |          |            |
| R_6m0eh8FkjCmH1MR | I would be a lot more comfortable with it if loading money into a clipper card was more reliable and quick, either online or with a kiosk. It takes several minutes at a kiosk if it works at all, and several days online!  | X                                     |        |          |       |          |            |
| R_9zYqAeBoTXVYzbr | I use the Clipper card a lot. I wish there was a way we could also use it to pay for parking instead of cash.  | X                                     |        |          |       | X        |            |
| R_tLpn4oLoeXwh5Id | I use Clipper when riding Bart. There have been a few times where I have forgotten my Clipper card. On those days I buy a paper ticket. I have a few Clipper cards already and don't need  | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
|                   | another or want to pay the fee for a new card.  |                                       |        |          |       |          |            |
| R_zVlu5hZaB9LMXwB | I use clipper for most of my journeys - the biggest issue is getting a clipper card. The cost of getting one at a station machine is annoying. Although small, it is very annoying.   | X                                     |        |          |       |          |            |
| R_2PtABJJ8Pi3q3IT | I use clipper almost every day, but I also keep a paper ticket in my wallet as a backup if I forget my clipper card. Having a fast backup option is important to me, since often the time it takes to buy a ticket is enough to make me miss a train. Will you have some other option I can use as a backup, like mobile payment, but that can be self service and fast, and not require assistance from the station agent?   |                                       |        |          |       |          |            |
| R_1E7lCYgpGzM08ZJ | I use a clipper card. My question is how will it impact visitors to the Bay Area who are not familiar with how the clipper card works or people who live in Tracy and visit the Bay Area twice a year.  | X                                     |        |          |       | X        |            |
| R_vHpVxLrTOPvdl7P | I use a Clipper card, and find it much easier and reliable than using a paper ticket. However, Clipper only could possibly be an issue for a tourist from out of town - who perhaps only needs to use the Clipper card for one round trip during their stay here, and does not feel that they should have to pay the \$20.00 cost to purchase the Clipper card, when they will only be using it one time. It would be great to have a "tourist only" Clipper card available for those passengers. | X                                     |        |          |       |          |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_23awrlv6x8yaHfa | I use a Clipper card and so the plan will likely not impact me. There have been instances when my Clipper card does not work and if an attendant is not in the booth, even after waiting for 10-15 minutes, I need to purchase a paper ticket to leave the station. This has only happened 2-3 times in the past year but in those moments it would be hard to exit if there's no station employee available to help. For people who don't use Clipper cards, this likely have more effects. | X                                     |        |          |       | X        |            |
| R_2ASiHmKMIF2uW8t | I use a Clipper Card and love it. However, the only question I have is what if people are from out of town or rarely use Bart and there is no ticket available. Will there be a solution for this?   | X                                     |        |          |       |          | Unknown    |
| R_3KTr0hB7qWDajn5 | I transitioned to Clipper and love it, but does this mean tourists and people only in SF for the day will have to buy a plastic card (which they will then throw away)?  | X                                     |        |          |       |          |            |
| R_2QE5JLdTnu8jHp4 | I think this is a really great idea. I think that, however, in order for this to work, it must be easier to buy Clipper cards outside of BART stations. There needs to be more Clipper vending machines at places such as Salesforce Transit Center and Fisherman's Wharf.   |                                       |        |          | X     | Unknown  |            |
| R_1lhRb2K9sjQYJI8 | I think this is a great idea? However, what happens if I forget my clipper card at home (it happens at least a few times a year) do I have to purchase a new clipper card each time? Will there be a way to combine values of multiple clipper cards? Will there be a way to recycle cards as we start to amass more when one is forgetful? I definitely like the idea of doing away with paper tickets as I think they are wasteful. I just want to know that there are                     |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
|                   | options in place for when things don't quite go accordingly to plan.  |                                       |        |          |       |          |            |
| R_1Lb1mgK8rLCCavX | I think they should have allow at least one ticket machine at each station. Especially, if you should happen to forget your clipper card. Or I don't always carry it with me and might need to ride Bart unexpectedly and wouldn't want to have to buy another clipper card. It would be nice to have another option. | X                                     |        |          |       | X        | X          |
| R_xgb680Wy1qx4dGh | I think the switch to clipper is good and efficient, but I think you need to wave the fee for transferring funds between clipper cards  | X                                     |        |          |       | X        |            |
| R_veKgDI1vRDF2SxH | I think it's great to force locals to use a clipper card, but there are also swarms of tourists who would only need a paper ticket. Maybe keep paper tickets available at the main tourist stations (i.e. Embarcadero and Powell)   |                                       |        |          |       | X        |            |
| R_3EAR8rien52jsvN | I think it's great for regular BART users. My only concern would be for visitors from outside of of the bay area who may only be taking one or two rides.   | X                                     |        |          |       |          |            |
| R_2UbKPYfnlpfPzBw | I think it will be fine, assuming there is no or very low minimum purchase.   |                                       |        |          |       |          |            |
| R_3NJzbTtx5RtRjwd | I suppose it will be ok if I can pay with cash.   | X                                     |        |          |       | Unknown  |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3QQOxIsjFfQKfAn | I support this. It's frustrating not to just whiz past the gates when the person in front of me is still trying to feed their ticket into the machine. On the other hand, I'm thinking of tourists or people who don't plan on using Bart for many days/trips. Will it be easy for them to obtain a card? I believe there's a slight downpayment on the card needed before adding a cash value. That could deter people from buying it. In some Asian cities, they offer refunds for the return of their transport cards. |                                       |        |          |       | X        | X          |
| R_1NxiLp1MXg2YRva | I support the transition to Clipper only but Clipper is not user friendly and the Clipper website is awful. Please upgrade to contactless similar to the London Tube.   |                                       |        |          |       |          |            |
| R_3e971TJ0ZexQ2HU | I sometimes have people visiting from other cities and since we can't share a card we end up buying tickets from them. I doesn't make much sense for them to get the card for a couple of days only.  | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_eQy9hG7gsLLvTyN | <p>I personally won't be affected because I am a daily rider who already has a clipper card, but I worry about travelers, tourists, or friends/family coming to visit. They will have to purchase a clipper card at a surcharge, while only using it for a couple of days. I do not want them to have to buy a plastic card, and then when they are done, to throw it away. It is a waste of money - albeit \$0.50 is not much in the grand scheme of things - and resources. In a time where companies are trying to reduce their environmental impact, this decision is not in line with that vision.</p> <p>Increasing plastic usage will lead to more people throwing these cards away. There needs to be 'clipper card disposal stations' at all exits/entrances so people can recycle their card when they are finished. Then the information can be wiped, and re-used for the next customer. Mail slot type boxes would make it so people cannot break into them and try to steal old clipper cards. They will need to be reinforced so people cannot break them open too.</p> |                                       |        |          |       |          |            |
| R_xreplWN0PeFI5BD | I only use clipper for my daily commute but I am concerned about when my family wants to go somewhere on Bart.   | X                                     |        |          |       | X        |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_306ve8LnHKTmX5U | I live here so I have a Clipper Card. But when out of town visitors come, paper tickets are cheaper than buying a \$3 Clipper Card. I do have a couple "guest" Clipper Cards in my house that I lend to them once they get here. But they don't help when they need to travel to/from the airport and they don't have one of my "guest" cards. So they'd have to pay an extra \$3 unnecessarily.SFO and OAK airport connections are already very expensive vs the rest of the system. From what I have read, ridership to those stations is not great. If you charge airport passengers another \$3 when they arrive here, they'll be even less likely to ride. SFO to Embarcadero is already \$9.65 - if a Clipper Card must be purchased then it's \$12.65 and at some point - especially with groups/families, they are just going to take Uber because Uber will be cheaper. That shouldn't be how it works! |                                       |        |          |       |          |            |
| R_2ANgWxZ3njXonFk | I like Clipper, but shouldn't we also look into mobile payments so I don't have to carry an extra card? If I could just carry my phone I'd be even happier.  | X                                     |        |          |       | X        |            |
| R_2dyFZBfvwe7HRhH | I have not used a paper ticket in over a year a ride daily. Would like to see contactless payments in the future; in Vancouver all the trains and busses are accessible via phone NFC or credit/debit card since 2018.   |                                       |        |          |       |          |            |
| R_3QDIBPZU6gh5vvb | I have Clipper today. But I also have lots of BART tickets. I hope there is a way to convert the BART tickets to Clipper deposit.  |                                       | X      |          |       | X        |            |
| R_2YEx4A0xELFtDAQ | I have a senior clipper card now, so there is minimal impact. Who I worry about are new seniors to the clipper card option. Will there be more   |                                       | X      |          |       |          |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | stations that can process and activate a senior clipper card?  |                                       |        |          |       |          |            |
| R_2bflHv2H7gEctDr | I have a Clipper Card, so not much on an impact. However, I still have paper tickets that I'd like to use and keep as backups if there's a problem with my card.   |                                       |        |          |       | X        |            |
| R_1Kdxa2lpquuMgNm | I have a Clipper card, so no problem. How about tourists, visitors and occasional riders who don't want to spend the extra money for one-time or infrequent use?   | X                                     |        |          |       |          |            |
| R_1IQ4aAyV2DQ9GAh | I have a Clipper Card so I'm okay with it. BUT BART needs to provide Clipper Cards for free for users if they are moving in this direction. What about people who are low income and don't have credit cards? That makes things really hard for them if a CC is required.<br><br>AND will this prevent the DAILY fare jumpers? I doubt it.   |                                       |        |          |       |          | Unknown    |
| R_3PnLqanPcbIOCho | I guess I will have to stock extra clipper cards so my out of town guests can use BART in the future.  |                                       |        |          |       | Unknown  | Unknown    |
| R_eURswKCyhZ0XUMp | I foolishly purchased a large amount of paper tickets, I just do not want to use the money I invested in the paper tickets at the Clipper Office. I purchased them to give to friends and family when they visit from out of town. I currently still have approximately 20 of the \$20.00 tickets I purchased at the Clipper office on Franklin St. in Oakland at a discount. I have a clipper card, so these paper tickets will not get used by me. |                                       | X      |          |       |          |            |



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|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_X0hKFdz7tWRy0M1 | I don't care about the change. I think more attention should be focused on those who skip fare gates altogether. There should be a move for more security like for airports for BART! Safety should be a priority over efficiency.  | X                                     |        |          |       | X        |            |
| R_2zpwihAeAGAZpmc | I do not see big impacts, but others will need more education outreach  |                                       |        |          |       |          |            |
| R_2QxgXZjYCYXdFhA | I do have a Clipper Card but please make sure that tourists and those who might have financial difficulties be able to purchase a single ride with cash at the booth.   | X                                     |        |          |       |          | Unknown    |
| R_25KEJT95J0ERHiz | i been using Clipper but once a while if i forget my Clipper card home then i have no option but Vending machine paper ticket second i had seen that there was once my clipper card was blocked then too i needed to use vending machine paper card ticket.   | X                                     |        |          |       | X        | X          |
| R_3QVm0Toen3Z01Xn | I anticipate that transfer to an all Clipper card system will speed exits at turnstiles and reduce litter at stations. Several other municipalities and countries use all electronic payment systems such as this. I suggest the Bart consider the ability for tourists to "return " used cards at airports, and get their \$3 back so the cards can be reused / donated (if possible).   | X                                     |        |          |       | X        |            |
| R_1qhcfFqYPYvnL8Y | I am personally fine with the transition to clipper-only stations. I am concerned, however, that this move will make it more difficult for homeless individuals to access Bart. Are there any plans to mitigate the affects on rising prices of the actual Clipper card (\$3) for this group? Also, it would really be helpful if value added online could be added right away, instead of taking multiple days to transfer to the card in order to avoid congestion at the | X                                     |        |          |       |          |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | stations as people stand in line to add value to their Clipper cards.  |                                       |        |          |       |          |            |
| R_2scmzJ44D9kEng8 | I am currently using a clipper card but my concern is for my guests and visitors to the bay. I think it's unreasonable for them to have to purchase a clipper card for \$3 and then fill it when they will likely only use it once or twice. Clipper is great for locals and regular commuters, but there needs to be some alternative for tourists and one-time visitors. | X                                     |        |          |       |          |            |
| R_37tAAU9Zz9Ousrn | I am all for the switch to Clipper only. However I currently cannot pay for parking with my clipper card at the Oakland Coliseum Station, I have to purchase a paper ticket and use that to pay for parking. Will this change once the whole system transitions?   | X                                     |        |          |       |          | X          |
| R_20Uu0z1Cg1N23YC | I already use my Clipper card only so I'm not really affected. The only time I used a paper ticket was when I first visited the area, since I knew I would only need to take BART from the airport to a specific stop and back. But it was kind of confusing since the paper ticket has a small extra charge, so I was worried I didn't put enough money on it.            | X                                     |        |          |       |          |            |
| R_263JuGmRjileD8t | I already use clipper. But what about out-of-town users arriving at OAK or SFO?  |                                       |        |          |       |          |            |

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|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_7amB7VxZDhX41rz | I already use Clipper, so the change will have no effect on me. I worry about the tourists and low-income people who don't have Clipper cards, especially since administering the Clipper card accounts requires Internet access, which some people don't have. I'm afraid it will cut out those people from reliably using BART.   | X                                     |        |          |       | X        |            |
| R_1LpV2HoAenHmreh | I already use Clipper, but a lot of my friends have not switched yet. Schools should begin handing out Clipper cards to students to help with this.<br><br>The Clipper vending machines need to be made more visible and easy to find. Also, what happens in the event of a Clipper system outage? Clipper also does not solve the fundamental problem of fare evasion due to flimsy and easy to evade gates. | X                                     |        |          |       | X        |            |
| R_3PiZgyQeDC1xWuQ | I already use Clipper exclusively. The only impact would be in the event of a lost or forgotten card.   | X                                     |        |          |       |          |            |
| R_21nRLPndnrVL2X0 | I already use a clipper card. However the paper tickets allow me to pay for parking when I don't have cash with me.   | X                                     |        |          |       | X        |            |
| R_10ppWJxEUrtxsU9 | I already use a Clipper card, so I think this is great! However, people might end up buying multiple Clipper cards because they lose them. BART should make Clipper card registration mandatory so people can get an email/text if their card ends up at a lost and found somewhere.  |                                       |        |          |       | X        |            |
| R_2sd41YVAKIqmI5L | I already use a Clipper card on a daily basis, so not much of a personal change. It's mostly for people arriving at the airport that it will be less practical (and more expensive)   |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3iWGZn2z5W3bjVE | I already use a clipper card in my SFSU ID and I like this idea vs the troublesome paper tickets. May want to look into incentivizing purchasing a clipper for tourists & visitors.  |                                       |        |          |       |          | X          |
| R_sIrgBHajk3Flj6N | I already ride clipper only. As long as people with limited means are given access to the card free of charge I see it as a brilliant payment system for all of our bay area transit   | X                                     |        |          |       |          |            |
| R_1H0rlSMGn76IbOf | I already have a Clipper card, so I don't feel that this will have any impact for me personally, but it honestly isn't a very visitor-friendly policy.   |                                       |        |          |       | X        |            |
| R_C908f2HkncfkXol | I already have a clipper card but when friends and family come along it'll be awkward to make them buy a \$3 clipper card for a tourist stay   |                                       |        |          |       | X        |            |
| R_1C7wHTWGnPJTQ0V | I already have a clipper card , but I commute everyday and a few times i left my card at home and bought paper tickets. I like the convenience of the machines to buy paper tickets and its a reliable back up for me and all Bart riders. | X                                     |        |          |       |          | X          |
| R_Abv8hzPdp1CIGS5 | Hopefully, it won't. I have a clipper card; the only time I buy a paper farecard is if I forgot my clipper.  | X                                     |        |          |       |          |            |
| R_2qsKrBEGfo6N1il | Forgetting my clipper card at home and having to buy another one.  | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_2XcBQNU2ryQSkkw | <p>for me it is business as usual. I have a clipper card.</p> <p>however, I stayed in San Francisco this past weekend and on Sunday at 8 AM when I was in the Powell Street station I found myself helping a whole lot of tourists. they were confused and didn't realize they had to pay an Additional \$3 to get the clipper card. everyone was on the way to the airport. a few got the card out of desperation and many took Uber instead.</p> <p>I recommend a solution for tourists. a kiosk in hotels to buy paper tickets or offer hotels an option to buy a batch of Airport Only tickets for tourists.</p> <p>the clipper is good for regular commuters at high volumes, but tourist should have the option of paper tickets.</p> | X                                     |        |          |       | X        |            |
| R_1H5WeV6uT83QPAV | <p>For frequent commuters this is great; however for visitors, infrequent users, and tourists it's filled with hassles and unplanned delays. People wind up overpaying for the card, put too much money in the card which is never fully expended.</p> <p>Also, the cards value doesn't always refresh timely when using other systems and then you're out of fare money while still needing to travel.</p>   |                                       |        | X        |       |          |            |
| R_29mDCZqfQdAmpnj | <p>For equity purposes, there should be plenty of outreach to give away FREE clipper cards. Also introduce monthly passes for certain fare thresholds (based on the WMATA SmartPass).</p>   |                                       |        |          |       | X        |            |
| R_2WUa42890QMBch4 | <p>For daily commuters like me this seems good. But for tourists this may be a problem.</p>   |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3G7VL6mBoyxUTg4 | Everyone in our family has a clipper card, however I feel like this is unnecessarily complicated for visitors.  |                                       |        |          |       | X        | Unknown    |
| R_28TxSbOTS0LzM5D | Every BART station needs to sell clipper cards if you're doing this. Otherwise a lot of people will be forced to skip fare to make their trains.  | X                                     |        |          |       |          |            |
| R_1C2NX0VdhIqrMFd | During the transition, BART should provide free Clipper cards, as it has done during the transitions at the pilot stations.   |                                       |        |          |       |          |            |
| R_2Cv2lbs9f8w7VCU | Does not impact me, I am assuming all stations will dispense clipper cards for the first-time and/or casual rider. Especially at the airports.  | X                                     |        |          |       |          |            |
| R_1flcb0A1FJ52saA | do clipper cards cost money? thinking if i forget my clipper card at home and need to buy another one, i will start a collection of clipper cards :(  | X                                     |        |          |       | X        | Unknown    |
| R_VJSKmza9pb24cjT | Currently less machines to reload my clipper because of this switch. Should have postponed until equipment was ready to handle the changes.   | X                                     |        |          |       |          |            |
| R_2sZ40PGEo6AHbJT | Clipper cards should be free then and available in BART stations. Also you need a mobile/smartphone-based system accepted across the Bay Area.  | X                                     |        |          |       |          | Unknown    |
| R_3feOIVbCn4Spsfj | Clipper card should pay for everything including parking.   | X                                     |        |          |       | Unknown  |            |
| R_1hZ4Kpp3WIOXw5b | Clipper card cost should be minimal of it is mandatory. \$1   | X                                     |        |          |       | Unknown  |            |
| R_1FeJCHro6uzjQmm | Change is good, just take note to tourist that want that BART experience that they will have the ability to have a one day pass or just the amount they need to ride to and from their destination. |                                       |        |          |       | X        | Unknown    |
| R_3GiUCWDDsNH9cQz | Can we have express transit Apple Pay so I don't have to get out my wallet in Bart stations? That would be great, also supportive of clipper plan.  | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_5dNQkfMmJyu0fhD | Can really save time going through the turnstiles for those interested. This may cause issues for tourists though.   | X                                     |        |          |       |          |            |
| R_31nk6u2eMdVWxry | As long as you can buy and reload cards at BART stations, this should make everything run smoother   | X                                     |        |          |       |          |            |
| R_1oilB0ac0poTABy | As long as they don't run out of cards at the vending machine we are gucci.  | X                                     |        |          |       |          | X          |
| R_9M1cWL66zD4omYx | <p>As far as my everyday use goes, that changes little, as I already have a Clipper card. However, there are a lot of edge cases that will suffer due to this plan.</p> <p>- If someone accidentally leaves their Clipper card at home, when paper tickets are available they can still use BART and only suffer the loss of the Clipper discount. If BART moves to card-only, they'd have to buy a whole new card, and then have that extra card on their hands without any graceful way to get rid of it.</p> <p>- On some occasions I've had relatives visit the area, and we've gone somewhere on BART together. It doesn't bother us to pay slightly more for their one-time-use tickets for such occasional visits. If BART were Clipper-only then either they would be saddled with a Clipper card that they have to remember to bring every time they visit (see above) or else I have to keep extra cards of my own around to lend to visitors--one per person--and if they forget to hand them back to me, then...see above.</p> <p>- Some users in extreme financial hardship might be locked out of their first trip by the need to fork up \$3 the first time they take a ride, or to replace</p> |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | <p>lost cards. We can't assume that everyone has Internet access or an address at which they can receive cards in the mail, or a bank account or credit card that they can use for autoloading. Thus not everyone has access to the same discounts. We also can't assume everyone has a smartphone.</p> <p>- The climate emergency makes it imperative that we get as many people as possible out of private cars and onto transit. Putting any barriers in place that prevents people from doing that, such as making it impossible to try out a couple trips on BART before investing in Another Card To Carry Around, makes it less likely that people will make that switch.</p> <p>If this change is inevitable then there are ways around a lot of the income-related issues (discounts available through organizations that assist the homeless or those in dire financial straits) but the impossi</p> |                                       |        |          |       |          |            |
| R_0054VjwAZX08TAd | <p>as an SFSU student i am able to enjoy the use of my sfsu ID card as a clipper card. I can load money on it and use it for bart trips from daly city to dublin/pleasanton. the clipper card only gates affected me when i lost my ID somewhere on the way to SFSU and had to purchase a clipper card for the day until i was able to get a replacement from the school.the clipper card was an additional \$3</p>  |                                       |        |          |       |          | X          |



| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
|                   | which is not that big of a deal since it can be reused.   |                                       |        |          |       |          |            |
| R_2006mpZfZFbbJWA | As a Clipper card user, this doesn't really change anything for me personally.<br><br>Given that Clipper Cards usually cost \$3, I am worried that this might be annoying for those visiting the area and only wanting to get on BART for one or two rides. | X                                     |        |          |       | X        |            |
| R_3lKweLc292oCbm4 | Already use Clipper, but concerned for people who do not have funds to purchase a card and ride the   | X                                     |        |          |       | X        |            |
| R_24Bhab9PKu6lRM5 | Already use a Clipper Card, so it will not have much of an impact on me. However, it will impact some friends who rarely take BART and still use paper when they do use BART.   |                                       |        |          |       |          |            |
| R_1hTi5Dyg5F9jwo9 | All well and good, but Clipper Discount pass needed for Elderly and Disabled passengers, similar to BART red and green tickets, but Digital. otherwise I will NOT ride BART and seek Alternate transport.   |                                       |        |          |       | X        | X          |
| R_09CyJ3x8sCWbt1D | 1. Attendants sometimes not available with fare gate issues;<br>2. Have Clipper card pre-punched for lanyards, pins, clips, etc.;;<br>3. Provide lanyards, pins, clips for Clipper card.  | X                                     |        |          |       |          | X          |
| R_1Io5GchKrx2lfy4 | \$3 to buy a clipper card when that is the only option is way too high. 1 or 2 would be more reasonable   |                                       |        |          |       |          | Unknown    |

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

| Survey ID                 | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                           |   | Regular                               | Senior | Disabled | Youth |          |            |
| Richmond-3                | Like multiple use. Need more regular adult discounts!   | X                                     |        |          |       | X        | X          |
| Hayward-2                 | This would be easier with a mobile pay option if clipper could be on the phone instead of an actual card. Still expensive in general so maybe incentives for low income & military/veterans. For active riders it's inconvenient to load at station w/cash when there's so many people doing the same thing. Mobile is the best option. |                                       |        |          |       | X        |            |
| Hayward-1                 | Yes please issue Clipper cards at every station and make them free. Maybe a phone app to reload or use. It's tedious getting a clipper card for a minor. Other option to pay for parking when I forget to use my card.  |                                       |        |          |       | X        |            |
| San Leandro Senior Ctr-12 | No input except should be more places to buy tickers  |                                       | X      |          |       | X        |            |
| Hayward-3                 | It will not. I only use clipper for work. But if I forget \$3 for a card is not cheap.  | X                                     |        |          |       |          |            |
| San Leandro Senior Ctr-23 | I already use a Clipper card. Do displace it sometimes so it's nice to have another option  |                                       | X      |          |       |          |            |
| R_RJHleIq8I4cDQeB         | No  | X                                     |        |          |       | X        | X          |
| R_1Kq1EEpZ2nTeYfh         | No.   | X                                     |        |          |       | X        |            |
| R_pg5F2Ch4Rs6Ab0R         | No!!  |                                       |        | X        |       |          | X          |
| R_1DYkTLFunwEOvoX         | No comments   |                                       |        |          |       |          |            |
| R_1mLAcnmYBzXfQcZ         | No  |                                       |        |          | X     |          | X          |
| R_3HTTPTpqNrRVBLH         | No  | X                                     |        |          |       |          |            |
| R_XB7038q2fXZxg89         | No  | X                                     |        |          |       |          |            |
| R_Q6QjYzPrFpLgvZf         | No  |                                       |        | X        |       | X        |            |
| R_3gLQ6Ll1hSXhJJX         | No  | X                                     |        |          |       | X        | X          |
| R_2VrOgtqHjBnpV1v         | No  |                                       |        | X        |       | X        |            |
| R_1cYpQP5GWNhuWCv         | No  | X                                     |        |          |       | X        |            |
| R_ai1Ki22Xeyy73DX         | NO  | X                                     |        |          |       | X        |            |
| R_3k6u5hD944306Hh         | NO  | X                                     |        |          |       | X        |            |
| R_1kXEcf7hV50Wua          | no  | X                                     |        |          |       | X        |            |
| R_BucUy1fWCExlQZ          | No  | X                                     |        |          |       | X        | X          |
| R_0Dp5a4GYLjrEf9D         | No  | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---------------------------------|---------------------------------------|--------|----------|-------|----------|------------|
|                   |                                 | Regular                               | Senior | Disabled | Youth |          |            |
| R_3lAMhreatKg9FHH | No                              | X                                     |        |          |       | X        |            |
| R_33yvPWvjdwahDaS |                                 | X                                     |        |          |       |          | X          |
| R_2D5k4ghPn6aOnjJ |                                 | X                                     |        |          |       |          | X          |
| R_1LB9yrCL2VowLMo |                                 | X                                     |        |          |       |          | X          |
| R_V3UdLvtg3A5vkmB |                                 |                                       |        |          |       |          | X          |
| R_3fjhoyY8rVaXsTl |                                 | X                                     |        |          |       |          | X          |
| R_2E4bhrncTx9fffk |                                 | X                                     |        |          |       |          |            |
| R_2ypZSRxCj07tMm4 |                                 | X                                     |        |          |       |          |            |
| R_2QX6aWXWg8kMyEC |                                 |                                       |        | X        |       |          |            |
| R_1GWASWWAj22z0wN |                                 | X                                     |        |          |       |          |            |
| R_2zuObHetYc2rMWP |                                 | X                                     |        |          |       |          |            |
| R_22VrBBL2nxL5KKs |                                 | X                                     |        |          |       |          |            |
| R_24qGDv2v0aZ28r9 |                                 | X                                     |        |          |       |          |            |
| R_2rOOKzwgfABq7ew |                                 | X                                     |        |          |       |          |            |
| R_PIECTnOqU1m825z |                                 |                                       |        |          |       |          |            |
| R_3QXINLqt5pFi6hi |                                 | X                                     |        |          |       |          |            |
| R_2upkJe3Dlce5aMs |                                 | X                                     |        |          |       |          |            |
| R_1mRcgH3PkljBJi  |                                 | X                                     |        |          |       |          |            |
| R_3FPStlF4lxaHkO6 |                                 |                                       |        |          |       |          |            |
| R_2fwYEwue7aLQK75 |                                 |                                       |        |          |       |          |            |
| R_2CZgbDuBPVhUGkS |                                 | X                                     |        |          |       |          |            |
| R_111on9bB9MDlw1P |                                 |                                       |        |          |       |          |            |
| R_1eP42BxQArmpeAU |                                 | X                                     |        |          |       |          |            |
| R_cCialoWXcOb3vkR |                                 | X                                     |        |          |       |          |            |
| R_1LGO4IOsURqiLOg |                                 |                                       |        |          |       |          |            |
| R_2Qg67YUmoJWyDrg |                                 |                                       |        | X        |       |          |            |
| R_2rVihpm4z8DiYmh |                                 | X                                     |        |          |       |          |            |
| R_2eRQaz7M3rFMcBF |                                 | X                                     |        |          |       |          |            |
| R_2VF6nlgIHlpBH0I |                                 | X                                     |        |          |       |          |            |
| R_2eR4eFSdERTQT3q |                                 | X                                     |        |          |       |          |            |
| R_1r0QhcIN6dObUuB |                                 |                                       |        |          |       |          |            |
| R_XtxZbYc7aj264YV |                                 | X                                     |        |          |       |          |            |
| R_u7AaBg1A6guJ2md |                                 | X                                     |        |          |       |          |            |
| R_aauxgjrPp8UpDSV |                                 | X                                     |        |          |       |          |            |
| R_3kEPUZpoQPnJG00 |                                 |                                       | X      |          |       |          |            |
| R_1LbPMhp6sUptkcj |                                 | X                                     |        |          |       |          |            |
| R_DUoav7UfkHyRpPb |                                 |                                       |        |          |       |          |            |
| R_2qEDLUbNwiQczge |                                 |                                       |        |          |       |          |            |

| Survey ID          | "Clipper-Only": Public Comments | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|--------------------|---------------------------------|---------------------------------------|--------|----------|-------|----------|------------|
|                    |                                 | Regular                               | Senior | Disabled | Youth |          |            |
| R_265QiMVfajA0cHM  |                                 | X                                     |        |          |       |          |            |
| R_1BR8jYhClckXbU6  |                                 | X                                     |        |          |       |          |            |
| R_2wNvqpAhIAG2Ybd  |                                 |                                       |        |          |       |          |            |
| R_1F4JU60D46eV0dE  |                                 | X                                     |        |          |       |          |            |
| R_1NFhyss1BNV4a8v  |                                 | X                                     |        |          |       |          |            |
| R_ToQT0stZoPWsu8p  |                                 | X                                     |        |          |       |          |            |
| R_21cG6w8VGkU7MAw  |                                 | X                                     |        |          |       |          |            |
| R_1gBLaCLOQ6xXMtP  |                                 | X                                     |        |          |       |          |            |
| R_2t9BWPPhvfVYFcZs |                                 | X                                     |        |          |       |          |            |
| R_3ly9G2LJKlrTHhl  |                                 |                                       |        |          |       |          |            |
| R_1F4aWWPKwdh3S9z  |                                 | X                                     |        |          |       |          |            |
| R_2ZUJ1GEpAaNEG3E  |                                 |                                       |        |          |       |          |            |
| R_271ffGTrVXcvt3   |                                 | X                                     |        |          |       |          |            |
| R_24c63mjshdcHQgA  |                                 | X                                     |        |          |       |          |            |
| R_3g8cB96E2cO23rd  |                                 | X                                     |        |          |       |          | Unknown    |
| R_3GCIfl3TpLgnfB   |                                 |                                       | X      |          |       |          | Unknown    |
| R_UMGFzaNgC1JacGB  |                                 |                                       |        |          | X     |          | Unknown    |
| R_uwcb88LAUgR7dBv  |                                 | X                                     |        |          |       |          | Unknown    |
| R_56zpdEJM9gxdGjT  |                                 | X                                     |        |          |       | X        | X          |
| R_2bHljycYuBwLm2E  |                                 |                                       |        |          |       | X        |            |
| R_1CxBDPZdws90GnQ  |                                 | X                                     |        |          |       | X        |            |
| R_VONd1UvKijMKrGp  |                                 | X                                     |        |          |       | X        |            |
| R_1C4prVbypoxGlvD  |                                 | X                                     |        |          |       | X        |            |
| R_3fdSsXkBpblguyl  |                                 |                                       |        | X        |       | X        | Unknown    |
| R_qUcyK6lTt871FYd  |                                 |                                       |        | X        |       | Unknown  |            |
| R_3fSOckt1Y2AdEf   |                                 | X                                     |        |          |       | Unknown  |            |
| R_wRhaPvj3zmXNf69  |                                 | X                                     |        |          |       | Unknown  |            |
| R_A5NPO8yV8ZfWmJz  |                                 |                                       |        |          |       | Unknown  | Unknown    |
| R_2QR6zVuGQ47zzaB  |                                 |                                       |        |          |       | Unknown  | Unknown    |
| R_22D4Iixszz54YcG  |                                 | X                                     |        |          |       | Unknown  | Unknown    |
| R_1C24hyWIQx2T95W  |                                 |                                       |        |          | X     | Unknown  | Unknown    |
| R_cMHIQpI96ZBBf2x  |                                 | X                                     |        |          |       | Unknown  | Unknown    |
| R_2ZC5N4lG4ErqdaU  |                                 |                                       |        |          |       | Unknown  | Unknown    |
| R_2CTkg5cTgjUw0nC  |                                 | X                                     |        |          |       | Unknown  | Unknown    |
| R_10kmbksN2FhTq7   |                                 |                                       |        |          |       | Unknown  | Unknown    |
| R_10PDZzzdPIUWZb3  |                                 | X                                     |        |          |       | Unknown  | Unknown    |
| R_3rZM6czd0HMys7h  |                                 | X                                     |        |          |       | Unknown  | Unknown    |
| R_pmbY3Y2flWpl9EB  |                                 |                                       |        |          |       | Unknown  | Unknown    |

| Survey ID         | "Clipper-Only": Public Comments | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---------------------------------|---------------------------------------|--------|----------|-------|----------|------------|
|                   |                                 | Regular                               | Senior | Disabled | Youth |          |            |
| R_3p53fmRrAUQ7Saw |                                 | X                                     |        |          |       | X        | X          |
| R_3oBCcjtB154Sghg |                                 | X                                     |        |          |       | X        | X          |
| R_2rVCKLJ5dFIrhuD |                                 | X                                     |        |          |       | X        | X          |
| R_1IAvjqF3I4vWYv8 |                                 | X                                     |        |          |       | X        |            |
| R_10jlxRZgtqXvSMf |                                 |                                       |        |          |       | X        |            |
| R_270kK3TZlv9tvKI |                                 | X                                     |        |          |       | X        | Unknown    |
| R_2vj1xiPYFp38mkN |                                 | X                                     |        |          |       | X        | Unknown    |
| R_10xJ57uoaUmPnGB |                                 | X                                     |        |          |       | X        | X          |
| R_umJrLtGPXcYcj3X |                                 |                                       |        |          |       | X        | X          |
| R_yR7tYul9Gae0qyt |                                 |                                       |        |          | X     | X        | X          |
| R_1JCMjWn00T8WSxB |                                 | X                                     |        |          |       | X        | X          |
| R_DGo60xVUoC60Zyx |                                 |                                       |        |          | X     | X        | X          |
| R_1JRsrCF3cmc0XrE |                                 |                                       | X      |          |       | X        | X          |
| R_2Pvtf4bNtf1lAq  |                                 |                                       |        |          |       | X        |            |
| R_3foX38q90LWaMEO |                                 | X                                     |        |          |       | X        |            |
| R_yNFMH1ewdycoBIB |                                 | X                                     |        |          |       | X        |            |
| R_2VamYMgB0xu5VMD |                                 |                                       |        |          |       | X        |            |
| R_10uSjn7mvXPzly4 |                                 | X                                     |        |          |       | X        |            |
| R_2VL1K019gYIMgcp |                                 | X                                     |        |          |       | X        |            |
| R_2q295bPUFZnMGPo |                                 |                                       |        |          |       | X        |            |
| R_3lQxGu7TM7kKCbO |                                 |                                       |        | X        |       | X        |            |
| R_3Pog7K5dwwBHsb1 |                                 | X                                     |        |          |       | X        |            |
| R_1E0WMbs1ghTGc1b |                                 |                                       |        |          |       | X        |            |
| R_2b0x3PtNDiewOK8 |                                 | X                                     |        |          |       | X        |            |
| R_3rj1UiRQzuybW6a |                                 |                                       |        |          |       | X        |            |
| R_3oKFBbrGFNC4AqE |                                 |                                       |        |          |       | X        |            |
| R_1F54vfJoh4ykjVU |                                 |                                       |        |          |       | X        |            |
| R_3RgZYoQGhZqckpP |                                 | X                                     |        |          |       | X        |            |
| R_2qa51HzB1FZhN3Q |                                 | X                                     |        |          |       | X        |            |
| R_3QLQYyFtUCGBp7P |                                 | X                                     |        |          |       | X        |            |
| R_1i87lJiRKS4kjeX |                                 |                                       |        |          |       | X        |            |
| R_30ogc1l6lVQeeBW |                                 | X                                     |        |          |       | X        |            |
| R_2Y9voVvg1Wyj2Ov |                                 |                                       |        |          |       | X        |            |
| R_3q80YdGzOmtAfvS |                                 | X                                     |        |          |       | X        |            |
| R_4Gk1aUM4jqtHswV |                                 | X                                     |        |          |       | X        |            |
| R_1IZddzS22x61jyo |                                 | X                                     |        |          |       | X        |            |
| R_3EyzNJ9tGeDCTT5 |                                 | X                                     |        |          |       | X        |            |
| R_1kZgdCKZtVfxMPO |                                 |                                       |        |          | X     | X        |            |

| Survey ID                 | "Clipper-Only": Public Comments | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|---------------------------------|---------------------------------------|--------|----------|-------|----------|------------|
|                           |                                 | Regular                               | Senior | Disabled | Youth |          |            |
| R_2PpRwJD48b9euen         |                                 |                                       |        |          |       | X        |            |
| R_3etyhCyNA4RkNic         |                                 | X                                     |        |          |       | X        |            |
| R_3MLp9D3cONQQSPi         |                                 | X                                     |        |          |       | X        | Unknown    |
| R_XAkIV5YN4KrP3qN         |                                 | X                                     |        |          |       | X        | Unknown    |
| R_2bV4pSz0q05IP7E         |                                 | X                                     |        |          |       | X        | X          |
| R_3CCNR94PjXRgZhX         |                                 |                                       |        |          |       | X        | X          |
| R_2D85DEmLrNeFqCJ         |                                 | X                                     |        |          |       | X        | X          |
| R_72m4vPYNxtpAeiZ         |                                 | X                                     |        |          |       | X        | X          |
| R_9T71z2ziU04AYIX         |                                 | X                                     |        |          |       | X        | X          |
| R_3kdHPS2uwDw0R6p         |                                 | X                                     |        |          |       | X        | X          |
| R_1IWsvjQEYRtEpIK         |                                 | X                                     |        |          |       | X        |            |
| R_r87SVBAQeXDO8GI         |                                 | X                                     |        |          |       | X        |            |
| R_3Pb3i5inJoZYTIZ         |                                 | X                                     |        |          |       | X        |            |
| R_25yelw8w01UBWr4         |                                 |                                       |        |          |       | X        |            |
| R_1Q0Is74Kd9AF8g6         |                                 | X                                     |        |          |       | X        |            |
| R_SiStWEXs3ZtpqAp         |                                 |                                       |        |          |       | X        |            |
| R_1GB0XeuAZLDFuVm         |                                 |                                       |        | X        |       | X        | Unknown    |
| Coliseum-5                | No!                             | X                                     |        |          |       | X        | X          |
| San Leandro Senior Ctr-24 |                                 | X                                     |        |          |       | X        | X          |
| Coliseum-2                | No                              | X                                     |        |          |       | X        | X          |
| West Oakland-2            |                                 | X                                     |        |          |       | X        | X          |
| West Oakland-5            |                                 |                                       |        | X        |       | X        | X          |
| San Leandro Senior Ctr-6  |                                 |                                       | X      |          |       | X        | X          |
| Richmond-1                |                                 | X                                     |        |          |       | X        | X          |
| San Leandro Senior Ctr-4  | N/A                             | X                                     |        |          |       | X        |            |
| San Leandro Senior Ctr-8  |                                 | X                                     |        |          |       | X        |            |
| 16th Mission-2            |                                 |                                       |        |          |       | X        |            |
| San Leandro Senior Ctr-1  |                                 | X                                     |        |          |       | X        |            |
| Coliseum-1                |                                 | X                                     |        |          |       | X        |            |
| San Leandro Senior Ctr-14 |                                 |                                       |        |          |       | X        |            |
| San Leandro Senior Ctr-19 | No                              | X                                     |        |          |       | X        |            |

| Legend  |                     |
|---|---------------------|
| <span style="background-color: #4F81BD; color: white; padding: 2px;"> </span> | Support             |
| <span style="background-color: #92D050; color: white; padding: 2px;"> </span> | Conditional Support |
| <span style="background-color: #D3D3D3; color: white; padding: 2px;"> </span> | Did Not Comment     |
| <span style="background-color: #F08080; color: white; padding: 2px;"> </span> | Don't Support       |
| <span style="background-color: #FFD700; color: white; padding: 2px;"> </span> | Miscellaneous       |

| Survey ID                 | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                           |   | Regular                               | Senior | Disabled | Youth |          |            |
| Coliseum-7                |   | X                                     |        |          |       | X        | Unknown    |
| Pittsburg/Bay Point-3     |   |                                       |        |          |       | Unknown  | Unknown    |
| West Oakland-7            | No  |                                       |        |          |       | Unknown  | Unknown    |
| 16th Mission-3            |   |                                       |        |          |       | Unknown  | Unknown    |
| San Leandro Senior Ctr-13 |   | X                                     |        |          |       |          | X          |
| San Leandro Senior Ctr-9  |   |                                       | X      |          |       |          | X          |
| San Leandro Senior Ctr-20 |   |                                       |        |          |       |          |            |
| San Leandro Senior Ctr-21 |   |                                       | X      |          |       |          | Unknown    |
| R_3qQYjsWfjxtXQ8W         | Sometimes I forget my clipper and it would not be good to have to pay an extra 3 dollars  |                                       |        |          |       | X        | X          |
| R_xaWBvvgU5iXU65z         | I think that it would affect me, even though I have a clipper card, there are many times in which I forget it, for several reasons....I often have to buy paper tickets, otherwise I would have many clipper cards, not only for me but also my family and others. My parents and family come to visit other places and it's more convenient for them to buy their tickets, since often times they are for single use only. |                                       |        | X        |       | X        | X          |
| R_3dYcZgdna42FEyn         | Yes. This is not a good idea. Taking away the option to purchase a paper card does not account for tourist and riders who are not regular commuters. During the summer I had a large number of out of state family members visiting. A Bart ride to the city was available because we didn't have to secure clipper cards for the 15 of them.   | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_2PnDXzTRgKxBh2h | Yes. I have already been forced onto this trackable privacy violating system, and I much prefer pay as you go. I particularly resent having to pay \$3 just to buy the card. Public transit use should not require us to sign away our right to privacy. You are just erecting more barriers to entry.  | X                                     |        |          |       | X        | Unknown    |
| R_2qdDjIY3E9qvqCr | Yes. I think it is a terrible idea. People will need to have much more money available and the waste will be excessive. I have already had to buy three cards because I don't always have my ticket on me. That was fine when we talked about cents and paper cards. But three dollar plastic cards? Why would I want multiples of those. Yet if we don't carry my ticket all the time, or my kid doesn't. You now force me to buy another clipper card | X                                     |        |          |       |          |            |
| R_2WveDPjy7Cn5GBU | Yes, it will impact me financially as it will be more expensive if I misplaced my clipper card (Since the card itself is \$3) which has already happened 4 times.   | X                                     |        |          |       | X        |            |
| R_2v7wqkBlE2LzPvQ | Yes, I use the BART ticket to pay for parking at the station because I don't want to go through my credit card and have it automatically taken out. Also, I will need another card for this so it's not convenient for me.  |                                       |        |          |       | X        |            |
| R_3kMrfluvG5BNjYX | Yes, I believe the system can be improved to leverage mobile apps/ add clipper card to wallet on phone instead of producing and having multiple physical copies of clipper cards.   |                                       |        |          |       | Unknown  | Unknown    |
| R_111pUCrtPFuY6At | Yes- not fair that you charge more for paper when you can't easily pay for parking with a clipper card. Frustrating!! This is why I don't ride Bart unless I have to- used to ride it everyday to work and it's just not  | X                                     |        |          |       | X        | Unknown    |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | reliable and doesn't save me enough for the longer commute   |                                       |        |          |       |          |            |
| R_30eKqYL0GgbfMVa | Yes if I have family and Friends over I do not want to get all these clipper cards that will just sit there once a year. It is very annoying   | X                                     |        |          |       | X        |            |
| R_dmUXVTI4ekZvUf7 | worried that this makes travel harder for tourists for whom buying a clipper card doesn't necessarily make sense. Also, if I lose my clipper card then there's the extra expense of buying a new one   | X                                     |        |          |       |          |            |
| R_wQQM5SLa9k9i9uV | Will impact if I have to buy a new card every time I should misplace my card and have to buy a new card. Understand question is asking for impact on me, but it seems unfair to charge \$3 to visitors who might be on vacation if there are only in the area for a day or two. There could be also be the potential for waste if vacationers through away the card after use. Hope you consider this in future. | X                                     |        |          |       |          |            |
| R_2CcXekOxvF7p29f | When I have guest visit they have to pay an extra \$3 on an already expensive BART ride. I should be allowed to tag them in with my clipper card.  | X                                     |        |          |       | X        |            |
| R_1o6ERulHFYe0upK | When a person only rides BART a few times a year, you are charging them a \$3.00 service fee that they would not have to pay with a paper ticket. With paper, you can load it, use it then throw it away. Forcing everyone to use clipper is not cool.   | X                                     |        |          |       |          |            |
| R_sYFWUX1Gc9EhOUN | We should still have paper tickets. What about our tourists and travelers visiting our cities!   | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2dnFaxW2Sl4DYjw | very inconvenient  | X                                     |        |          |       | X        | Unknown    |
| R_2blcYmVjNyxD5Hm | Um I think it would be harder if I forget my clipper card since It would be a pain to get a new one.   |                                       |        |          | X     |          | Unknown    |
| R_pzRarOs7B9YWHK1 | This will make it much more difficult to have friends and family travel with me to events - I can't purchase a last minute Clipper card for everyone for a one-time usage.   | X                                     |        |          |       |          |            |
| R_bw2mNGvFg5oh1zb | This will impact me only when I have to bring people with me on BART and they are infrequent transit users, where the fee for the clipper card is unjustifiable  |                                       |        |          | X     |          |            |
| R_1jxkB54nqndq6TF | This will impact me negatively as my family and I are not frequent user of Bart and the few time that they ride they will need to invest on a clipper that can easily be lost  | X                                     |        |          |       | X        |            |
| R_3NV8gyipwPszdNr | This will impact me in a major way. Having a plaque in my car for paying with a clipper card will make it feel like parking at amusement park staying I paid. I do not ride bart on a daily and forcing everyone to buy a \$3 clipper card is absurd due to the fact we still have to pay to ride bart. There is no reason for a clipper card when others I know don't ride bart and just want to ride it for one day out of the year. I strongly suggest keeping the paper card and leave it an option if those chose between the two. I am anti-clipper! |                                       |        |          |       | X        |            |
| R_3hFw7JcGUs6sNV0 | This will impact me if I ever lose my clipper card. I'll have to spend \$3 on a new clipper card even if I know where it is and only need a temporary card for a day or two  |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_1o10GonaOovnVjO | This plan will negatively impact my visitors, especially those coming in from the Oakland and SFO airports. I also do not usually take my commuting (& high value) clipper card on trips out of the area, so I do use paper tickets in those cases.   |                                       |        |          |       |          |            |
| R_3ijBcCTIL6LWDmP | This plan has already impacted my children, who go to school near the 19th St station in Oakland. Their clipper cards were deactivated, and they weren't able to purchase a paper ticket to return home after school. They were forced to walk to the 12th Street station to buy paper tickets. This was their first time taking BART, and it was a very difficult day.             |                                       |        |          | X     | X        | Unknown    |
| R_2wTZY2kKhnjJnn0 | This means every time I can't find my clipper card I must pay 3 bucks more on top of the fare? You make it more appealing to me to go buy a car.  | X                                     |        |          |       |          | X          |
| R_2WPixpQbOMoTfEU | This makes it harder for me to use BART with out-of-town visitors.  |                                       |        |          |       | Unknown  | Unknown    |
| R_29a0fWxIAd6SHti | This isn't a good idea. I ride from the Antioch station, and I use a clipper card, but on one occasion I forgot it at home, and I had to pay \$3 to buy a clipper card to use for ONE DAY. It was completely inconvenient. Also, there are people who ride one once in a while and just don't need clipper cards. If you want to make it clipper only--you should NOT charge a fee. | X                                     |        |          |       | Unknown  | Unknown    |
| R_1dEpJoVbUbyDoi7 | This is trash you really gonna make me pay 3 extra for a clipper card . All Bart cares about now is maximizing profits by cutting back on things . F*** bob powers  |                                       |        |          |       |          |            |
| R_1JjhIYrNEc5Dgq2 | This is not a good development for me - I don't use BART or other public transportation very often, so having to keep track of a clipper card (or pay the   | X                                     |        |          |       |          | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | \$1 fee for a new one every time) is actually a disincentive.  |                                       |        |          |       |          |            |
| R_1rjO27AatUQtF8I | This is an extra expense for my visitors who do not ride BART often. Sounds like they would need to pay \$3 to get the card on top of paying for the BART fare. People should be able to return the Clipper card at the station and receive a rebate. (They do this in Seoul which uses thick cardboard for one-time trips.)   | X                                     |        |          |       |          | Unknown    |
| R_24wmuBSOzpSq7PB | This is absolutely terrible if you do not have a bank account, e.g. those with a lower income, or tourists. When my friends from the UK visited recently, I had to top their clippers up with my bank card and they gave me cash.  | X                                     |        |          |       |          |            |
| R_3siuDgwLR7HPdCO | This is a huge inconvenience for occasional users. There is no easy way to pay for parking with clipper without setting up an ez rider account.  |                                       |        |          |       | X        |            |
| R_pnNnavEnNJXji7L | This hurts visitors to the Bay area as well as occasional travelers. Discounts encourage regular commuters to switch to Clipper. Having another option for folks who forget their clipper card is never a bad thing.   | X                                     |        |          |       | X        |            |
| R_3prv5TSh801DJG5 | This has already impacted me as I forgot my Clipper card at home and then had to buy another one just for the day. Basically feels like a fine for an honest mistake. Also, the amount of plastic Clipper cards that are going to be thrown away is very concerning. If you have recycling, please make it very in people's faces. Even better would be to give people at least some of the \$3 back when they do. | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3kgDSTarccvImG  | This change doesn't consider tourists, visitors, or locals that need tickets for 1 trip or don't need clipper cards after they use the train. Selling clipper cards to everyone is also not eco-friendly.  | X                                     |        |          |       | X        |            |
| R_11WJWOIuDGTvchq | There are problems with charging for a clipper card. there must be a ways to at least rent clipper cards to those that the cost is too high. Perhaps a simple deposit/return system could be implemented   | X                                     |        |          |       |          |            |
| R_1Nf5bzQzTKpwG9v | The reduction in the use of paper clipper cards makes it inconvenient to use the pay system for parking. Previously, one could use a paper BART card to pay for both parking and a ride. Now you must either sign up for EZ rider or pay in cash. In many cases, people no longer carry cash. The paper tickets where a way to pay for parking with the paper ticket for a single day parking.   |                                       |        |          |       | X        |            |
| R_OBdfLjFH1U5n1sZ | The purchase of a Clipper card should be refundable - see other systems in the US and around the world. Clipper should load money from a computer instantly, not say it will take days - see other systems. BART should accept contactless card payments - no Clipper card needed - see other systems. In other words, don't mandate a system which gives a pdf when a user asks for history - see 21st century web coding, this is the home of Silicon Valley. Clipper is not state of the art - a junior programmer could do a better job faster. BART should build its own payment systems independent of Clipper instead of mandating something that went obsolete before it started. London and Vancouver were so easy and flexible. Take a lesson. |                                       |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2sRpHixEwjzxD58 | The problem I have and face, once in a while, is forgetting my clipper card or god forbid losing my clipper card. I do not want to pay \$3 on top of my \$18 round trip plus parking fees. I don't need an extra clipper card in those cases, I need a paper ticket to get me where I need to go and back. | X                                     |        |          |       |          |            |
| R_2SpFfnnNLsxYg1j | The impact of this will be felt on the non-frequent riders who don't need clipper cards and out of town tourists.  |                                       |        |          |       |          |            |
| R_yXaFL6ufiRwyxr3 | The cost of a Clipper Card is an issue at \$3/card. This impacts families and non-local riders for short term use and trips. Other metro cities, like NYC, only charge \$1/card  | X                                     |        |          |       | X        |            |
| R_30vkUEPAL7s2jnr | Sometimes my card doesn't work well, and when that happens i have to buy a ticket. I'm worried what's going to happen when my card for some reason doesn't work again, if there's no tickets how can i hey home?   |                                       |        |          |       | X        |            |
| R_3q80k85UpfN2939 | Sometimes I leave my card at home and it would not be fair to have to purchase a new card. Or when friends are in town to have them buy a card is wasteful plastic   |                                       |        |          |       |          |            |
| R_UWmHn6PYCgHlRgB | Riders should have the choice to buy paper tickets at any Bart Stations and you cannot force people to use Clipper   | X                                     |        |          |       | X        | Unknown    |
| R_1C8Ed9WN6X4rF8U | Poor and homeless folks gather mostly-used paper tickets, and coalesce them together to give them enough fare to get somewhere. Until such time as homeless people have a way to use BART without a fare requirement, removing paper tickets will cut off this ability of poor people to use it.           | X                                     |        |          |       |          |            |
| R_Ybh4rJkkLkdr01z | Paper tickets are important for tourists or infrequent users to keep them out of cars.   |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_pauKtCNjQ7Mpfu9 | Need paper tickets for children who don't have clipper cards. Clipper card may be with another adult, so now I will have to pay full price for child?   | X                                     |        |          |       | Unknown  | X          |
| R_3fV3pVB16MDj42t | My concern is for people who do not routinely use BART (visitors and those who can't afford BART because of the cost). Requiring people to pay an additional \$3 before access to the system seems elitist and limiting. I can't imagine most tourists would want to pay an additional fee just to use an overcrowded system that seems to have even more problems lately than usual.   | X                                     |        |          |       |          |            |
| R_08K8Gzkc1yo4Gm5 | My concern is for individuals that are arriving at both SFO and Oakland Airports who are visiting and will not want to keep the Clipper Card after their visit. Why not allow travelers to buy paper tickets at Coliseum m and SFO Bart stations  |                                       |        | X        |       |          | X          |
| R_5pea5020x22ZPyx | Means I will no longer use BART. I only take BART a few times a year and have no need for a Clipper card.   | X                                     |        |          |       |          |            |
| R_3Re9RBtuXNf8pcn | many of us will not use clipper, so make it possible bart board to be able to use other plastic too to pay our fare, whether by a gift card, debit card, there needs to be other choices not just clipper or more people will fare invade. Make this better bart and lower the price in the future to be able to ride 9 stations for a price of 1.40 \$ this would be worth riding bart like caltrain or ace rail, more people fare invade because bart is too expensive. Make it possible to pay for fare with other plastic not just clipper limiting us to one-company is not a benefit. It is a negative and not worth riding bart. You will see what we are talking about. |                                       |        |          |       | Unknown  | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_25QrYxvcTdj3H7h | Makes taking transit more inconvenient as one must carry yet another item in order to reach destination.   | X                                     |        |          |       | X        |            |
| R_1iaozX79qtjNwkh | Makes it more difficult to know what amount you have available for travel as the turnstiles display screens are so bad that you can't read them. This, in turn with the \$2 minimum, has made it more of a nuisance to ride Bart.  | X                                     |        |          |       | Unknown  |            |
| R_3k7oife77AqQSF3 | Main issue is just for parking. If you don't have a hang tag as part of the parking program, can you walk up and pay for parking on an ad hoc basis with a clipper card (just entering in the space number where you're parked?). I thought that wasn't possible. If you can't do that, then that will be a big problem.   | X                                     |        |          |       |          |            |
| R_2E5A2CVRc345j6S | Just this past Saturday I wanted to ride BART with a friend from out of town who needed JUST ONE BART RIDE. We were at a primary downtown BART and it was unclear if any of the machines issued individual tickets. Thwarted as we did not want to buy a plastic card (and pay for a plastic card) we opted to ride the MUNI. I feel paper tickets for one-time use should be available - or some means for visitors who do not want a longer term investment in SF Public Transit |                                       | X      |          |       |          |            |
| R_02RXp23g1zSoH97 | I've gotten used to using Clipper, but I'm not a big fan of this change, for two reasons. One, I don't want to have to buy another Clipper card if I forget to bring mine. Two, why should people from out of town have to buy a piece of plastic they may never use again?  | X                                     |        |          |       |          |            |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_11gywyG5uni4FxX | I've always used paper tickets ever since I started riding BART, and this recent development is a serious issue to me. A Clipper card is bulkier than a paper ticket, thus taking up wallet space. I'm also afraid of potentially losing it and having someone masquerading as me, and I'm not going to be taking my chances on there being some sort of annual bill or taxes for Clipper card usage. This development is a travesty and I refuse to utilize BART any further unless this calamity is averted immediately. | X                                     |        |          |       |          | X          |
| R_3JmiszDxklBgRKb | It's just another way for a public entity to punish poor people. The "discounts" you claim to offer aren't discounts at all. You charge people surcharges for using paper tickets, and most people who use paper tickets are poor people.  |                                       |        |          |       |          |            |
| R_1HbDDKInUKX2jyd | It's a terrible idea. Not everyone is great at keeping track of their belongings in general- if in the event someone misplaced or forgets their clipper card, no one is trying to purchase another. It is also inconvenient for those who are visiting the area and are not from here, what will they do with the cards after their visit? There are so many scenarios that can happen to where it's basically unnecessary to have clipper only stations.  | X                                     |        |          |       | X        |            |
| R_2taIL7prOdvT6Tz | It won't impact me, since I've used Clipper for years now and appreciate the convenience. But the idea that we're making the poor shell out money they may not have for the card doesn't sit well with me and I haven't seen anything yet that addresses that. Also, it seems like one more way to nickel-and-dime tourists.   | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3nepoOd2US9blw6 | It won't impact me but will my guests. They dont live here and you want to make it harder to use the system.  | X                                     |        |          |       | X        |            |
| R_Q5Fjw1lykYV0hJD | It won't affect my commute, but I feel it will negatively affect BART.  | X                                     |        |          |       |          | X          |
| R_3NP8gANrABzPcKg | It won't impact me since I use Clipper already, but I still think it's a bad idea. You are mandating a technology that you do not have control over and have no clue if it will do what people need and want.   |                                       |        |          |       | Unknown  |            |
| R_22obdSuPaaqxrXg | It will make things hard when ppl forget to bring cards and leave it at home. Quite often frnds & family visit me and they would need to buy clipper cards for single time use only which does not make any sense for them nor would ppl who come from outside the country will be familiar with it.  | X                                     |        |          |       | X        |            |
| R_29tRG5JsL4h2W6n | It will make supporting students traveling on BART (with special needs) incredibly difficult and challenging. The process of uploading money to the various clipper cards is onerous and not all of the local districts are prepared to be able to access this service in this fashion.   |                                       |        | X        |       | Unknown  | Unknown    |
| R_3IPEqtkTwfLc0Ad | It will make it more inconvenient for friends to visit me, also for me to move away and come back.  | X                                     |        |          |       | X        | X          |
| R_3pawLxXEeSGc93U | It will make it harder to use Bart with out of town guests because they don't need to get a clipper card or with people who don't use Bart often. It will be harder to convince them to travel with me on Bart and I will use it less. As it is it is often hard for me to get some of my family to consider bart rather than carpool for some events | X                                     |        |          |       | X        |            |
| R_23fnUH08loGQUe1 | it will impact me because I don't use Bart frequently , so why should I be penalize for not having a clipper card at  | X                                     |        |          |       | Unknown  | Unknown    |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
|                   | least let me add fund to my bart ticket to be able to exit bart stations.   |                                       |        |          |       |          |            |
| R_231RmFLYWH4QbD2 | It will be a problem for those with children because there is only one clipper card per person and multiple adults separately travel with a child so it is hard to remember to transfer the clipper card, especially if parents are divorced.   |                                       |        | X        |       |          |            |
| R_10rBYD4yFZ1RdkH | It means that tourists will need to pay a fee in order to use BART. People who visit me will be less likely to want to ride public transit if they can't get single-use tickets. It also means that I can't keep a backup ticket in my wallet for use when Clipper isn't working or I don't have it with me. Finally, people who don't want to be tracked everywhere they go will stop using public transit if they must use Clipper. Paper tickets are helpful for people who just want to remain anonymous in this ultra-tracked world. |                                       |        |          |       |          |            |
| R_yDX73mproiOBbwZ | It makes it less likely that I recommend it to visitors as a \$3 fee for a card that they'll only use once is hard to swallow   |                                       |        |          |       | X        |            |
| R_AEyUTsJLAsUjFIJ | It is not fair to charge people to acquire the fare media in addition to charging the fare  | X                                     |        |          |       | Unknown  |            |
| R_22rIPB3TFTPY9oI | It impacts any visitors that use Bart. Not everyone needs a clipper card if they don't use bart often or they are traveling. Everyone likes options, not sure why the paper ticket option is going away.  | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_2uTH08g58F01y8K | It has already affected me--one day when I forgot my Clipper card, I had to buy a new one. It turned a \$2 ticket into a \$5 ticket, and now I have yet another extra Clipper card. Unless the cost is treated as a deposit, where you get your \$3 back when you turn the card in, this sucks. | X                                     |        |          |       |          |            |
| R_2TwauroLhgVeIRY | Installing bart station with only clipper card negatively affect low income riders. The three dollar cost of cars is to high when added to an already expensive ticket  |                                       |        |          |       | X        |            |
| R_2A0UNime1aCDLEv | inconvenience. sometimes the machines doesn't read the clipper  |                                       |        |          |       | X        |            |
| R_1n0K9JUnNtpgTp0 | In its current form, it will discourage me from using BART.   | X                                     |        |          |       | Unknown  |            |
| R_1MLMFz8TZHcuZ5n | I'm mostly concerned about whether or not this will impact lower income folks who can't necessarily absorb the cost of a lost card as easily.   | X                                     |        |          |       |          |            |
| R_2BbW9YE63XTKDBM | I'm disabled and I hate the clipper card will do everything I can to never use it   |                                       |        | X        |       |          | X          |
| R_2y7pPCoOb6E5stm | I'm concerned about the days where I may forget or lose my Clipper card. What if I need to get somewhere and I'm without my Clipper or the option to buy a paper ticket? Will there be an increased effort to make getting a Clipper card more available if we reduce paper tickets?            | X                                     |        |          |       | X        |            |
| R_vvhqJJeSFSGH8Ln | I'll be less likely to suggest it to out of town friends who will now have to purchase the card PLUS pay for the fare.  | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_2Cwi1fIDbUAGrzo | If you accidentally forget your clipper card on your way to your commute, you're going to have to buy a whole new card? Is there a way to make an app synced to your clipper account that shows the balance etc, and if you forget it you can get an authorization code that would allow you to get a temp day paper ticket/clipper scan. Say a limit of 4x a month (2 days with a round trip bart commute) to keep people from abusing it. Allow parents to give their kids a day pass on their card without worrying they will lose it. I don't want to have forgotten my card 2 times a year and then have 3 clipper cards lying around, forgetting the value on each one and then bringing the wrong one, having to charge that one up with cash to get on. | X                                     |        |          |       |          |            |
| R_Q4wMCEHcfYWEJoZ | If I lose my clipper card I will not be able to pay for a paper ticket. It will also impact me by making the world less friendly to poor people, which negatively impacts all of us.  | X                                     |        |          |       |          |            |
| R_2YX2oGfVXiz5zam | If i forget my clipper it will be upsetting to pay \$3 for a new one. less riding   |                                       |        |          |       | X        |            |
| R_10xc4e5rfSZIPwu | If cards are \$5 before you even put value on the card, that is a big barrier to low income people. Cards get broken, lost, and imposing \$5 to access the system again every time is a significant barrier and hardship on low income people.  |                                       |        |          |       |          |            |
| R_30ky7ywKyWJ1Bmd | I'm worried about not having a single use card for when I forget my clipper card. I almost forgot it this morning, for example, and don't want to end up with extra plastic cards.  | X                                     |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3p80iswbc83CW9k | I'm concerned about the waste of plastic clipper cards for the many visitors only in the area for a short time, and suggest a return option to recycle cards or to distribute those with a remaining balance to low income residents.   | X                                     |        |          |       |          |            |
| R_tGwjcLpRL1BsiDn | I'm concerned about people on the margins that have difficulty with managing a reloadable card. I'm also concerned about visitors to the Bay Area who don't really need a permanent card.   | X                                     |        |          |       | X        |            |
| R_31TMNjwEJ3UXrBr | I would like to have access to paper cards and add value  | X                                     |        |          |       | X        | X          |
| R_1guNFBPEwiuf8W0 | I would be unhappy to have to buy a replacement Clipper card on the occasions, however infrequent, that I've forgotten to bring it. It could happen perhaps 3-5 or 6 times a year. Also, it means more cost, as the discount would presumably be eliminated.  |                                       |        |          |       |          |            |
| R_3ISijL9gpQl0rcl | I usually use my clipper card everyday for my commute. However there are days that I have forgotten my card at home and If I couldn't buy a paper ticket it would be very difficult or expensive to get home. I feel like this would discourage riding the metro for some fares and that's the opposite of what we want. Also for visitors it's more convenient to buy one ride fares. We should allow for this. Again we want to encourage use of metro not discourage it. |                                       |        |          |       | X        |            |
| R_9nLRkWKWv51WkQp | I think this will be inconvenient, if I ever happen to forget my clipper card. I don't want to have to pay \$3 to buy a new clipper card, when I already have one.  | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_xg8NhA409n6i2pr | <p>I think this is a tax on poor people. I realize you can use cash to load the card, but this process removes an easy, common method of riding public transportation. It also makes it impossible to give people paper cards with remaining balances.</p> <p>You're going to do what you're going to do, but I dislike this idea. I think it makes living in a difficult place even harder on those who don't need any additional difficulties.</p> | X                                     |        |          |       |          |            |
| R_3iBUPadCKAtvEtM | I think the most difficult thing for me is the thought of international and national visitors trying to make use of transportation systems in the area. It seems Bart is thinking all the riders are local .   |                                       | X      |          |       | Unknown  | X          |
| R_2D8J97csONH7Q1D | I think it's a terrible idea and will inconvenience countless users, the ticket machines are already terrible enough   |                                       |        |          | X     | X        | X          |
| R_6FIY8vjVwXgB99n | <p>I think if this becomes a mandatory change then we should NOT charge people for the cards themselves. That isnt fair at all.</p> <p>I've had the same clipper card for about 5 years now. I can only imagine if i take bart infrequently, what it would do if i have to buy a card each time i go int. This should be FREE and people can just load it up.</p>  |                                       |        |          |       |          |            |
| R_3sbo8WZQamot14k | I ride BART frequently, and I prefer the paper ticket. I am also a teacher and it is easier when I travel with students to all give them paper tickets then have them all get clipper cards. When travelling with students, I may have to consider driving.  | X                                     |        |          |       |          | X          |
| R_3fkor5RUmhV0WXX | I prefer to have the option to use paper tickets for the fare gates  | X                                     |        |          |       | X        | X          |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3lQeJzD1pYwyWNE | I like using Clipper but I think this is short sighted. What about tourists, or people who forget their card? They're supposed to buy one for a one time use?  | X                                     |        |          |       | X        |            |
| R_1gLXwD1gUXK3q97 | i like the papers, i rarely bart and my parents too and its easy to dispose rather than lose the card and get another  | X                                     |        |          |       | X        | X          |
| R_216fVprStNKX0BF | I have a Clipper card, but for tourists and other visitors, the \$3 Clipper card fee will be confusing and upsetting. I am concerned about the fact that this might mean more lines at the machines as people will not have planned for needing extra cash to cover the fee. I am also concerned about the fee adversely affecting the homeless, who do not have the extra money for the fee and who face a greater risk of being robbed and therefore struggling to keep their Clipper card. This seems like a tax on tourists, business travelers, and the homeless. I also have concerns over the waste this will cause when people throw away their Clipper card after a visit to the city. There should be an effort to recycle the cards much like hotels reuse electronic room keys. In today's world it seems insane to promote more plastic waste. I do not support this move unless the Clipper card fee is significantly reduced and a card recycling program is implemented. | X                                     |        |          |       |          |            |



| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_d3RIrAKcx3sUWYh | I expect problems due to the long delays associated a new credit card for auto-refill. I have continued to maintain paper cards as backup even while having a Clipper card for inevitable problems. I have problems using my Clipper at least once per year and am forced to use my backup paper card. The is-it-working limbo every time I update my associated credit card is really annoying. This is especially a hassle with ezRider. | X                                     |        |          |       | X        |            |
| R_3dKVNUWJjeRbyOD | I dont think it is good for BART's use of it. I know Washington D.C. uses it, but they are paying for plastic if only used once as a fare. The cost may weigh for BART, but it will be costing consumers more to access BART   |                                       |        | X        |       | X        |            |
| R_28Ybn7ddlmrkT9t | I dont know why people would be forced to use Clipper cards. The two options are fine the way it is. Some people take bart once in a while and dont need Clipper cards.  | X                                     |        |          |       | X        |            |
| R_s6aSjh5RYMHqumR | I don't do electronics. Not comfortable with electronics because they get missing info or no funds when I paid for it.   |                                       |        | X        |       | X        | X          |
| R_1P5El6xq86B6v7c | I don't always have my clipper card with me and I would like to still use the train services without buying a new clipper card   | X                                     |        |          |       | X        |            |
| R_3m2xFQ6YwmTZuRF | I do prefer to use paper cards. I am not a daily BART rider, but use BART a few times a month on average. I rather pay as I go or have a paper card for the limited times I use BART. Clipper card will not deter me from using BART.  | X                                     |        |          |       | X        |            |
| R_0cTBTv8ijRk5b45 | I do not use Bart that often so I would not want to be forced to have a clipper card. Being able to purchase a tic I et only when I need it is more convenient. Being required to use a clipper card   | X                                     |        |          |       | X        | Unknown    |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
|                   | may change my mind about using Bart in the future.   |                                       |        |          |       |          |            |
| R_2BtBvg1XaHpNBl6 | I can see this plan having a negative effect on people trying to help families or visitors from out of state using bart. I don't see the advantage to scrapping the use of paper tickets completely.   | X                                     |        |          |       |          |            |
| R_2uBXElthpntnQkz | I can see stations running out of cards and not allowing people on if they dont already have one. paper is easier to store and restock than plastic cards. however it will be better for the environment   | X                                     |        |          |       |          |            |
| R_22tbpEgr0XF8AqJ | I believe more people will jump the gates and not pay the fare.  |                                       |        |          |       | X        |            |
| R_3GuMPsgD9fw65ym | I am annoyed that if I forget my card at home I will need to waste time buying another card. I also think it poses a mugging risk to have everyone in a bart train with potentially high value cards.  |                                       |        |          |       |          |            |
| R_1erZTzJLQdGWVWj | I am a Clipper user for routine, known BART travel, and do not carry yet another plastic card with me when not needed. There have been times when a non-routine urgent BART trip has emerged and I have had to purchase an emergency card for a one-off use. Clipper only would mean the accumulation of multiple Clipper cards, the extras going into the landfill. |                                       |        |          |       |          |            |
| R_1jwtQlr8b8xgmlT | I already use clipper card all the time. However, if I leave my wallet at home or forget my card I utilize the paper option. Not having paper cards would decrease accessibility.  |                                       |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_1MTINznKdr5c73d | How will out of town and occasional users manage? I have visited cities with similar-sounding programs and the process for using public transportation was so convoluted that I avoided it completely. A city (San Francisco) where tourism is a major industry needs to be sure that visitors find it so convenient to use public transportation that they'll gladly choose to do so, again and again. |                                       | X      |          |       | X        |            |
| R_1fk2nfy1UEPMFeI | 'Clipper-only' is unfair to poor people who use BART!!!!  | X                                     |        |          |       | Unknown  | X          |
| R_30cVOCY4i7ggs5i | Clipper only fare gates are not more reliable. More of the malfunctions I've experienced were the clipper readers. The clipper fare reload is not user friendly as all. Let's fix these issues before any other changes   |                                       |        |          |       | X        |            |
| R_3NO4BAiUSdaXIV1 | Clipper cards for tourists is completely messed up. I just paid \$50 to get my family through BART to get to the Oakland airport. We now have to buy three more cards and pay an additional \$30 to get everyone through very frustrating we don't want to buy clipper cards when we're not from the bay area   |                                       |        |          |       |          |            |
| R_1MLrTGSiOD5s56m | Because I have an RTC card, if paper tickets are eliminated completely I will not have a back up plan available to me should my RTC card expire or get lost. I will not be able to afford to ride BART without the discount for people with disabilities available to me in stances when my RTC card isn't with me.   |                                       |        | X        |       | X        |            |
| R_1ozlckGmvDRQglN | Bart should be available to all, including visitors and tourists. Clipper only is too exclusive in my opinion   | X                                     |        |          |       |          |            |

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|-----------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                       |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_1pSe707YSACjssm     | As a young person I am very dissappointed that Bart has been charging an extra 50 cents for paper tickets and has stopped selling then altogether. Especially in light of events in hong kong the ability to use paper tickets is very important to me as a matter of personal privacy | X                                     |        |          |       | X        |            |
| R_1EiFZn92iH7puzO     | As a person who occasionally visits California, a Clipper Card-only BART system is not useful to me. Getting a plastic card that I will rarely use is not practical.   | X                                     |        |          |       | Unknown  | Unknown    |
| R_2ysgUQEC2lufF68     | Another card to carry? I already have too many.  | X                                     |        |          |       | X        |            |
| Coliseum-4            | I do not want Clipper card b/c it easily gets demagnetized & lost. It also shares personal information. As a person w/ a disability I prefer the red discount BART tickets. It does not have hidden fees. Homeless people that stay in shelters, like me, need paper tickets w/o fees. | X                                     |        |          |       | X        | X          |
| Coliseum-3            | Yes, much for my job commute   | X                                     |        |          |       | X        | X          |
| Hayward-5             | I don't like the decision. For those who don't have access to a Clipper card, or lose their card, or in any event we don't have a clipper - how can we get to our destination?   | X                                     |        |          |       | X        |            |
| Pittsburg/Bay Point-2 | I do not have a computer or Smartphone. I hate clipper, doesn't work w/ a high % of the gates. Sometimes: none of the gates work. False: Charge added for using BART ticket  |                                       |        | X        |       | X        |            |
| West Oakland-4        | My concern is it can be confusing for first time users that they need to buy a card first.   | X                                     |        |          |       | X        |            |
| West Oakland-9        | I think the .50 cent surcharge to get to my destination and \$3.00 is a lot for a Clipper card   |                                       |        |          |       | X        |            |

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

| Survey ID                 | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|---------------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                           |  | Regular                               | Senior | Disabled | Youth |          |            |
| San Leandro Senior Ctr-10 | BART really need to fulfill needs of people wo use BART on occasions such as tourists.   |                                       | X      |          |       | X        | Unknown    |
| R_el1WIWFWkOhpuk9         | There needs to be an increase in the discount. Is there a monthly pass?  | X                                     |        |          |       | X        |            |
| R_2QAQK5Y1RY2vjAl         | Will you make it easier for new clipper card holders to purchase clipper card at station?  | X                                     |        |          |       | Unknown  | Unknown    |
| R_22E4h72ZX2XkgDX         | Will you be able to get a clipper card at all Bart Stations and will you be able to reload using cash? Not everyone has a credit card.   |                                       |        |          |       |          |            |
| R_3ik8GuDsB0IpLdt         | will the clipper discount still be in place when all station are paperless?  | X                                     |        |          |       | X        | X          |
| R_4Zu90du316RRIoV         | Why is Clipper not an app, like a Starbucks app, scan at P.O.S. and upload funds immediately?  | X                                     |        |          |       | Unknown  |            |
| R_2ByN8M30aw8KDON         | What if I'm an occasional user and don't want a clipper card? Or a visitor in the area?  | X                                     |        |          |       |          |            |
| R_3EW57ff047Zn3ab         | What if I lost my clipper and had to use Bart? I don't need two clipper cards  | X                                     |        |          |       | X        |            |
| R_3oLB53720AD0hD8         | What do i do with all my old bart tickets with small amounts of \$ on them?  |                                       | X      |          |       |          |            |
| R_6niPgHfFXQS7jd7         | What about the non commute people. The tourist. The people that don't want a clipper card or have one but forgot it and now have to fork out another \$3 as opposed to a \$.50 charge? | X                                     |        |          |       |          |            |
| R_1FKzWqZTkGCoRiu         | What about one time riders tourist?  | X                                     |        |          |       |          |            |
| R_10wUGjrZY2mboii         | Visitors will have to purchase a card even if they don't live close by or visit often. Those cards will end up in a landfill. You should have a day-pass off some kind.                |                                       |        |          |       | X        |            |
| R_5itu2vHmFKIOj9T         | Visiting friends and family will have to buy a card they will never use again. There needs to be a way for temporary cards to work in the system.                                      | X                                     |        |          |       | X        |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_xDYT8bkeF9pK9wZ | <p>Very little. My family uses clipper cards exclusively, except for out of town guests. Getting rid of paper tickets will be a minor inconvenience when we have visiting guests - we have a couple spare "guest" clipper cards, but it will mean that we need to have a clipper card for every guest (up to 5 extra, instead of the 2 extra that we keep as a matter of course). Additionally, it's pretty common for out-of-towners to lose their clipper cards or take them with them when they leave, and that will mean replacing more clipper cards.</p> <p>I want to note, though, that I think this change has the potential to affect other riders much more substantially. Clipper cards cost more than a paper ticket. This is a one time charge, but only if a person is able to consistently hold on to their card. Also, I know bart is planning a low income waiver or something similar for the clipper fee, but I'm not convinced - bart stations in general are very poorly staffed, making it hard to do transactions that can't be completed on the clipper machines and meaning that some people who are entitled to the discount probably won't get it. This is not great, especially since bart fares between some locations are already pretty high. To the extent that clipper cards have a minimum epurse value, this should be the lowest fare between two stations, so that individuals can pay for a single fare and nothing more. I would encourage you to talk with low-income community services and organizations serving at-risk communities like victims of domestic violence and human trafficking, and ask for their input on</p> | X                                     |        |          |       |          |            |

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|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
|                   | whether the clipper-only change will have potential negative effects on those communities. And I would suggest considering whether the switch will have negative environmental impacts. I know we throw away a lot of paper tickets now, but if every visitor to SF throws away their clipper card that's not ideal. Maybe set up clipper recycling stations in a couple key locations, like the airpor |                                       |        |          |       |          |            |
| R_310FB4wIKfgGWsK | Use of the EZ Rider card for parking payment may be more difficult with this change. I am concerned because there is only one tag sensor for parking at my station and that there might be a line at the sensor if more people have clipper cards (and figure out how to link parking to Clipper card). I suggest adding more parking tags in stations with this change.                                | X                                     |        |          |       |          |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2VwNf6Kvo1mi0Qc | Too many fare evaders hold a paper ticket, and squeeze through. Need to catch more fare evaders, that should be top priority.  | X                                     |        |          |       | X        |            |
| R_3HtaOwmtAfyqz0T | This would cause difficulty for me with visitors from out of town. Please communicate clearly as to when and where their tickets are to be purchased and how much would they cost.   | X                                     |        |          |       | X        |            |
| R_3JCyv2685Ng4xjF | This won't help those who JUMP the gates and get in free. You need to change the gates. See NYC gates etc. CHANGE THEM! I am tired of paying and many jump for free.   | X                                     |        |          |       | X        |            |
| R_1mF6Q4K9QT9t1Iy | This will affect tourists, they don't need clipper cards.  |                                       |        |          |       |          |            |
| R_1ghjpopwE39mazK | This survey intro said "Paper tickets will still be accepted at fare gates, but riders will not be able to add value to them after exiting."It seems like it will be necessary to be able to still addfare to paper tickets - otherwise what will happen if a paper ticket is used with insufficient fare? I normally use Clipper to pay for my fare but as a long-time BART rider I still have paper tickets. I think you need to allow for being able to addfare or an easy way to return or trade in the old paper tickets for the value on the paper ticket. |                                       |        |          |       | X        | Unknown    |
| R_2cuUw7wLe1hVFkr | This seems like another tax on visitors, perhaps you should work with all the hotels to provide them Clipper cards they can let their guests use, yet another idea needs to address how to support folks who stay with friends. What do you propose?   |                                       |        | X        |       | X        |            |
| R_2whsYU86PAedOLa | There might be some concerns with tourists who will only use BART 1-2 times in their time while visiting and would have to pay \$3 for a clipper card they might never use again.  |                                       |        |          |       | X        |            |



| Survey ID         | "Clipper-Only": Public Comments   | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
|-------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                   |   | Regular                               | Senior | Disabled | Youth |          |            |
| R_3hDXbY5JRc97dyC | The only comment/suggestion I have is to make the turnstiles more "Clipper" friendly. There is often a 1-2 second delay with tapping your Clipper card on the reader and receiving the feedback to proceed through the turnstiles, which often leads to confusion on whether the balance you are seeing belongs to you or the person in front of you. The only way to avoid this is to wait a few seconds after the person in front of you in order to let the turnstile reset. This creates back-ups and delays in line. With the movement to a Clipper-only system, it seems like this would be a great opportunity to re-evaluate the turnstile experience (especially, too, in light of fare-gate jumpers). |                                       |        |          |       |          |            |
| R_1K0Sf7p73YCQZWi | The machines need to be upgraded, so that Credit Cards are easier to use.   | X                                     |        |          |       | Unknown  | X          |
| R_TnjctVefk0InNBv | The \$3 cost of a Clipper card is not reasonable for visitors or occasional users. Cards purchased by visitors become plastic waste. There should be a low cost recyclable option.  | X                                     |        |          |       |          | Unknown    |
| R_3PSOhmXvOfRWEVF | Take this opportunity to stop the sale of fake tickets on BART. Improve the security of the ticketing system.   | X                                     |        |          |       | X        | Unknown    |
| R_3pnbNxERw6PdPyq | Sometimes people have only blue tickets and the ticket exchange is not accessible<br>To people who live in Antioch, Brentwood, etc...   | X                                     |        |          |       | X        |            |
| R_sUymL1Q4jM6Me6l | Please implement a more seamless way to submit old blue tickets for conversion to Clipper. I was told I have to submit a refund, wait for a check, cash the check, and then put the money on clipper myself. Why can't I just submit the tickets and ask for a Clipper card loaded with those funds to be sent back?  |                                       |        |          |       |          |            |

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|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_2aqyeVM2NLbIIQ3 | please allow me to convert my existing paper ticket value to clipper   |                                       |        |          |       | X        |            |
| R_0urjaxgAAU8ujzb | Please add mobile payment  | X                                     |        |          |       | X        |            |
| R_UyjpQ89xJvnw3gB | Mobile app   | X                                     |        |          |       | X        | X          |
| R_3LX8CgbxesymlyY | Longer lines at the bart ticket machines, because you don't have enough installed, and the ones that are past the fare gates, don't take credit card. What's the point of having a machine if you can't even refill your card with a credit card. Seriously. | X                                     |        |          |       | X        |            |
| R_D2YTc9PWKVOYSEV | Less paper and more efficiency should equal lower fares. Will we see fare reductions?  |                                       |        |          |       | X        |            |
| R_WjUk3PMvYpneh17 | It's a waste of time to be worrying about tickets vs. Clipper cards when BART can be focusing on other issues, like how unreasonably noisy it is on the trains, or why your trains/escalators/elevators are always in a state of disrepair.                  | X                                     |        |          |       |          |            |
| R_2WD0dz4VGsi9GEb | It would help the fees using a credit card wouldn't be so high.  | X                                     |        |          |       | X        | X          |
| R_27BYb8VtgzXFikP | If you lose a card, you have to pay for another  |                                       |        |          |       | X        |            |
| R_3PGOfIEyFhtKQCu | I wonder if the clipper discount would be eliminated since all riders would be using only clipper card. Would there be alternative benefit if the discount discontinued?   | X                                     |        |          |       | X        |            |
| R_e2lYr4BBrW3bH3z | I will have to get a clipper card  | X                                     |        |          |       | X        | X          |
| R_40M1ua8llmbakV  | I usually buy my tickets in cash   | X                                     |        |          |       | X        | X          |
| R_1XJgpqosbgGnndT | I used to use commuter checks that would require paper tickets. Ensuring that clipper only is compliant with all commuter check vendors should be evaluated.   |                                       |        |          |       |          |            |

| Survey ID         | "Clipper-Only": Public Comments  | What fare do you usually pay on BART? |        |          |       | Minority | Low-Income |
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|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_SGz46txlwVBXttf | I recently visited San Francisco for a day, and didn't use a Clipper card as the purchase price is non-refundable (unlike London's Oyster cards, where you pay a refundable £5 deposit rather than a \$3 fee). Oyster is now largely replaced by fare gates that accept contactless credit/debit cards directly - is this planned?   | X                                     |        |          |       |          |            |
| R_0kc440N1diqDvRD | I only use BART, and use it infrequently because of the rampant safety issues. I can see positives and negatives for Clipper in spite of that. I understand that having an RFID enabled card will make it easier to load/use the card, and reduce paper ticket jams at the gates. My concerns are for tourists, who literally only need a card for a few days or a week. Forcing them to buy Clipper seems wrong. I'm also concerned about people who don't have bank accounts to load cards with, don't have easy internet access to report missing cards, and so on. If your goal is to keep poor people from using your services, it will probably work. The other issue I see is what happens when the gates stay open, but the reader doesn't actually register your card? If I'm stopped by BART cops I don't have a receipt to prove that I didn't cheat the system. That's a major issue for me. If I make a spur of the moment trip on BART and don't have my clipper card with me (I only keep essential cards in my wallet), I will have to pay \$3 for a new card that I really don't need/want. | X                                     |        |          |       |          |            |

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|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_8oxS7cHSCMhBorf | I normally use my clipper but I have forgotten in a couple of times and it's a pain having to deal with buying a new clipper vs a new ticket. It seems wasteful to have people buy a new clipper card when they need it for one ride and also doesn't make sense for tourists. It makes sense to reduce the number of ticket machines and fare gates that accept tickets but it doesn't seem like the best option to remove it altogether. To be honest it should be something viewed as a low priority as I take Bart every day and the number of times I have to wait for a person with a ticket is negligible and is usually a tourist or someone who forgot their clipper. | X                                     |        |          |       | X        |            |
| R_2B2U25C7mZARdk5 | I know people who only use BART once in a while, as when visiting from out of town or locals needing to ride only for special events. What are they expected to do? Wait for their clipper card to arrive in the mail?   |                                       |        | X        |       |          |            |
| R_zfhBdMstzixREm5 | I have several unused BART tickets. Will I be able to load the clipper card with unused BART tickets?  |                                       |        |          |       | X        |            |
| R_VRpzgdM2u4wyB   | I have a suggestion: a clipper card drop off box at SFO where one-time visitors can drop off their clipper card for reuse. Helps reduce waste and may save some money for the city to reuse some cards vs. continually making new ones   | X                                     |        |          |       |          |            |
| R_TjuOA13zlEBLv9  | I don't want to lose monetary value on BART tickets I gave so I must be able to transfer any balances to the Clipper card and/or get cash back from vending machines.  | X                                     |        |          |       |          |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_3JtqwtYRGH1g2su | How will this impact single-use riders, such as visitors/tourists? For example, they may arrive at a BART station where tickets are not an option and there is no one working to help them navigate the system. While the walk from one BART station in SF downtown to another is simple, boarding from other locations may be difficult to get from a Clipper-only BART station to a station that sells tickets. Also, what is the process for these riders to dispose of Clipper cards they do not need to use more than once to a few times while in the BayArea? These should not be tossed in the trash or recycling; will all BART exits have a place to specially dispose or donate Clipper Cards? Has BART studied the policies that other cities with mandated reusable ticket use have done to help single-time users and single use disposal? | X                                     |        |          |       |          |            |
| R_22RZ97FHBSKbgEA | How will they be recycled?   |                                       |        |          |       | Unknown  | Unknown    |
| R_3fvEnhBQyFBPBZ7 | How will the cost savings of not issuing paper tickets be passed on to BART riders   |                                       |        |          |       | X        |            |
| R_32Ph31hVVk403F7 | How will friends and visitors use the system for only a few trips? Low-value disposable cards are convenient for this because the fee for Clipper cards is quite high if you're only going to be around for the weekend.   |                                       |        |          |       | X        |            |
| R_1q1zrQcR8KXWMZp | How quickly will fare be added to a Clipper Card? Concern this will delay access to BART.  | X                                     |        |          |       | X        |            |
| R_25NEMj5oTvIA59i | How much are you planning to charge for clipper cards? For tourists who may use BART only once or twice this could be a deterrent.   | X                                     |        |          |       | Unknown  | Unknown    |
| R_2c64L7K9q1tweVl | How do we plan to support weekend travelers, seldom trips to SFO and tourists visiting SF to and from without a clipper card?  | X                                     |        |          |       | X        |            |

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|-------------------|--|---------------------------------------|--------|----------|-------|----------|------------|
|                   |  | Regular                               | Senior | Disabled | Youth |          |            |
| R_uw40363jUShze5X | How could the visitor buy the Bart ticket during their visit? What about the people who do not take Bart very often? The ticket machine should have at least one machine to sale paper ticket for the people who does not have clipper or just take Bart occasionally.   | X                                     |        |          |       | X        |            |
| R_2YtEeL5EbT3doml | how about people who are visiting & do not use clipper cards? these people will be forced to purchase a clipper card while visiting. this is not very tourist friendly.  | X                                     |        |          |       | X        |            |
| R_DorzLvOnbatHB9D | Have to use all my old blue Bart tickets.  | X                                     |        |          |       | X        |            |
| R_3qxwwEfCGCddp2T | For me, I personally use BART every so often. Being from South San Francisco, and being fortunate enough to receive my license at a younger age, I didn't use Bart unless I went into the city during a hectic time (pride, giants game, marches etc). I want to know if it will be more time consuming getting this clipper card / more expensive. I only need it for round trip use one time | X                                     |        |          |       | X        |            |
| R_cGxVISacLZgISs1 | Cheap low fares  | X                                     |        |          |       | Unknown  | X          |
| R_XAn5KZFtpfYTIFT | berrysessa to colma, dublin pleasanton to colma, antioch to millbrae, richmond to millbrae, make these train route destinations, will really help when extension opens   |                                       |        |          |       | Unknown  | X          |
| R_vAhIJCfkUmaiek1 | As far as accessibility goes,how will cardless people get a card?  | X                                     |        |          |       | X        |            |
| West Oakland-8    | Up to how much money can I put on 1 Clipper card? What happens if I lose the one Clipper card? Can I take my remaining paper BART ticket to receive the remaining funds?   | X                                     |        | X        |       | X        | X          |
| Richmond-2        | Or what about a virtual Clipper card on our smartphones and we just "tap" our phones on top of the thing? Eliminates/reduces plastic use?  | X                                     |        |          |       | X        |            |
| Richmond-4        | How would infrequent users be able to ride (tourists). What if you lose or damage your clipper card?   | X                                     |        |          |       | X        |            |

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|---------------------------|---|---------------------------------------|--------|----------|-------|----------|------------|
|                           |   | Regular                               | Senior | Disabled | Youth |          |            |
| San Leandro Senior Ctr-3  | Clean inside - out cars, More Safety & Seats, Escalators in working order   |                                       | X      |          |       | X        | Unknown    |
| 16th Mission-4            | I wonder what would happen with the people that come to visit the city. Would they pay more when they are only using the clipper card once? |                                       |        |          |       | Unknown  |            |
| San Leandro Senior Ctr-18 | Does the Card cost anything? OK   |                                       | X      |          |       |          |            |

