

The Many Faces of BART

As the fifth busiest passenger rail system in the nation, BART serves the Bay Area through its 45 stations in four counties. And to do the job of getting over 410,000 weekday riders where they want to go, it takes a multi-generational workforce of nearly 3,500 employees. BART employees are union and non-union, blue collar and white collar, engineers, planners, mechanics, management and law enforcement. The faces of BART are many and diverse. As BART ridership continues to grow, we salute here – with a few profiles – all the workers that make the system work, day in and day out.

Go to *Faces*—page 3



San Francisco
Bay Area Rapid Transit

2015 Report To Congress

The Time is NOW for a Long-Term Investment in Our Nation's Surface Transportation

For too long, one of the most important federal investments we make toward the nation's safety, mobility and prosperity has been put on hold. Now – with a new Congress in place – it is time to move forward to once again secure the historic commitment and support for surface transportation in the United States with a long-term reauthorization bill.

Last year, after Congress adjourned for its August recess, President Obama signed H.R. 5021, which provided \$10.8 billion for the Highway Trust Fund (HTF) and extended the Moving Ahead for Progress in the 21st Century Act (MAP-21) through May 2015. But the process was difficult and many critical decisions impacting our nation's infrastructure were left unanswered.

BART and other California transit agencies have urged Congress to find a long-term fix for the HTF and pass a multi-year surface transportation authorization bill because federal inaction and short-term extensions create great uncertainty. In addition, through the California Transit Association (CTA), BART and the other state transit agency and businesses members sent a list of their priorities to the 114th Congress for reauthorization which included the following important recommendations:

- Maintain a funding program of at least \$100.3 billion over six years with a 80/20 highway/transit split.
- Assure that the New Starts program not be cut back due to sequestration or other adjustments to the General Fund.
- Keep the Mass Transit Account separate and distinct within the HTF.
- Maintain full funding for state of good repair and core capacity programs in order to modernize and maintain transit system needs at authorized levels.
- Assure that transit agencies are voting participants on Metropolitan Planning Organizations (MPOs).
- Support, but simplify, the Buy America program so compliance will not be a barrier to certain situations where a lack of domestic production exists.

Countdown Begins for New BART Cars!

BART is running the oldest big-city rail fleet in the United States. Most BART train cars have been carrying customers since the first day of service 42 years ago, and are now nearing the end of their useful lives. But after several years of planning, design, and stages of procurement, the countdown has begun for the arrival of the first new pilot test cars this year.

Over the last four years, public outreach has been extensive to determine what Bay Area riders want next from the BART Fleet of the Future.

Last spring, 2014, a model of the new train car was set up at 10 outreach events around the Bay Area where the public could tour, ask questions and fill out surveys. More than 17,000 visitors attended, and their feedback was positive on all of the features they were asked to rate, from exterior appearance to comfort of seats to the poles and bike racks. Combined with earlier feedback collected over the past three years, nearly 35,000 people have weighed in on the Fleet of the Future.

This customer feedback has resulted in design changes that will include easier-to-clean wipeable seats, a new type of door that will better seal out noise, improved information on digital screens and automated announcements, armrests on seats next to doors, an increased number of hanging straps for people to hold onto, and lowering the height of the intercom to make it more accessible for people who use wheelchairs.

Here's what to expect leading up to the actual delivery of BART's highest system priority in 2017:

2015 – This summer, BART will receive the first of ten pilot train cars for testing before the manufacturer begins to assemble the full order of train cars. We will be testing these pilot cars to confirm safety and reliability.

Go to *New BART Cars*—page 5





More than Just Hard Work

Members of Congress and Staff:

When I see the faces of the BART employees throughout our system and in this year's Report to Congress, I feel proud.

First, I am astonished by the great diversity of our workforce, coming from all parts of the Bay Area and beyond. Second, I also take pride in our multi-generational workforce. We have good percentages of employees from the Traditionalists (born before 1946), the Baby Boomers (1946-1964), the Generation Xers (1965-1981), and the Millennials (after 1981). This shows what a stable and beneficial place BART is to build a career over the long haul. The third thing I think of – day in and day out – is Thomas Edison's famous quote, "There is no substitute for hard work." After three years as the General Manager at BART, I certainly know that to be true with our workforce. It takes hard work to provide clean, safe and reliable public transit service.

My message to our present workforce, and the future faces of BART, is not just that the work will be hard. It is also that the work can (and probably will) be so creative. Just look at some of the things that were initiated or finished at BART in the past work year:

- The creation of an interactive computer game allowing BART riders to better visualize the needs and costs of BART modernization;
- A new canopy design that will enhance an Oakland neighborhood and protect the BART station entrance from the elements;
- Protecting the Transbay Tube from possible earthquake damage;
- Engineering better ways to power clean BART stations down to the core;
- Installing public art for the new BART to OAK project that makes travellers feel good;
- Changing state law so BART Police can better protect against domestic violence on BART property;
- Assuring that hundreds of new bike racks are placed throughout the BART system so more people have an easier and healthier first and last mile to BART.

And that's just the beginning.

The "Faces of BART" in this issue are impressive and I salute their work. They symbolize the entire proud workforce that keeps the Bay Area moving in a safe and reliable way, improves our local economies, improves the environment where we live and the communities we serve. Now that's creative.

Gail Murray



BART Directors (L to R): Robert Raburn (Dist. 4), John McPartland (Dist. 5), Joel Keller (Dist. 2), Rebecca Saltzman (Dist. 3), President Thomas M. Blalock (Dist. 6), Zakhary Mallett (Dist. 7), Vice-President Tom Radulovich (Dist. 9), Gail Murray (Dist. 1), Nicholas Josefowitz (Dist. 8).



BART Seeks Federal Grant to Increase Bay Area Rider Capacity

In response to the continued dramatic rise in its ridership, BART is seeking a major federal grant through the recently established New Starts Core Capacity program to increase its system capacity by at least 10 percent.

As Washington debated for many years about how best to shape the new Surface Transportation reauthorization legislation, BART and the other largest metropolitan passenger rail carriers in the nation continued to seek federal support for "core capacity improvement." The Obama Administration and Congress responded through MAP-21 with a new section allowing projects that enhance capacity to be eligible to compete for New Start grants. The Capital Investment Grants Program (formerly New Starts/Small Starts) was authorized at \$1.9B for FY13 and FY14 and Core Capacity projects were added to the program with \$120 million set aside to start supporting such programs. This provision can help many transit agencies meet the growing demand for service in already developed urban and suburban regions.

BART hopes to be an early beneficiary of this program and has notified the FTA that it intends to go through the lengthy process to seek a major grant to accommodate the growing number of Bay Area riders.

The BART grant application will focus on its control center, new cars, platform screen doors and escalators to better allow BART to improve the rider capacity of its system's busiest corridor by 10 percent.



Crystal Raine • Community Service Officer • 5 Years of Service

As a Community Service Officer, Crystal Raine provides technical assistance to BART's police personnel involved in safety and community service activities throughout the District. She is a mother of two, a Bay Area native and enjoys Salsa dancing. In 2012, Crystal was awarded the BART Community Service Officer of the Year Award.

Greatest Challenge at BART: "Managing BART's limited personnel and resources in order to staff the numerous outreach events that BART Police must be connected with. It's also a challenge to create and implement programs that increase safety awareness, multi-agency collaboration and police visibility."

Proudest Accomplishment: "Serving as program facilitator for the implementation of AB 716 – legislation outlining BART's Prohibition Order Authority. I have the opportunity to work with the Transit Security Advisory Committee and we are dedicated to finding solutions to problems which impact the safety of BART stations, its riders and employees."

Roy Aguilera • Chief Transportation Officer • 30 Years of Service

Roy started at BART as an electronics technician and now oversees the largest number of employees of any division, including workers on passenger trains, in stations and BART's Operations Central Control. As Chief Transportation Officer, safety is his top priority as he leads the development of new rules and procedures that will help protect BART workers.



Greatest Challenge at BART: "My position requires that I monitor the safety and operations of trains on a 24-hour basis. You are responsible for the safety of all those passengers and employees; it is a very important job."

Proudest Accomplishment: "I came to BART at age 18 and have found opportunities to be promoted to various positions within the District including Train Controller, Training Supervisor, and Assistant Chief of the Operations Controls Center. You have to work hard, and show people what you can do, and then take it from there."



Prem Bajaj • Principal Personnel Analyst – Human Resources, Performance & Learning Unit • 7 Years of Service

Within the HR Performance & Learning Unit, Prem is responsible for coordinating District-wide training and development initiatives such as skills workshops, computer classes, performance management, and succession planning. She also runs BART's Summer Intern Program, which compliments her passion outside of work to promote the educational success of underprivileged youth and orphans in India.

Greatest Challenge at BART: "The greatest challenge for my unit is communicating news about programs and classes to all BART employees spread out in different locations throughout the Bay Area. We post flyers, advertise on our intranet services, email and fax to remote locations in hopes of reaching all of our employees who deserve these benefits."

Proudest Accomplishment: "In 2014, we enrolled a record number of interns and community agencies to participate in the Summer Internship Program. Our team proudly represented the District on behalf of BART employees who opened their doors to Bay Area youth providing them an amazing summer."

Nadir Zenad • Senior Maintenance Planner • 6 Years of Service

As a Senior Maintenance Planner, Nadir is responsible for the planning and scheduling of all maintenance activities in BART's track department. His work in the Strategic Maintenance and Asset Management Program focuses on maintaining BART's high level of performance through planned maintenance, regular mini-overhauls, and system reinvestment.



Greatest Challenge at BART: "My greatest challenge is engaging co-workers in performing planned maintenance versus reactive maintenance to failed assets when they occur."

Proudest Accomplishment: "My proudest accomplishment has been to successfully plan, schedule, and execute three heavy maintenance outages on a busy section of the San Francisco line. These efforts required coordination among several departments and their success signified how effective planned maintenance can keep the BART system well maintained."



Molly Burke • Principal Government and Community Relations Representative • 24 Years of Service

Molly is a third generation Irish-American, born and raised in San Francisco. As a Principal Government and Community Relations Representative, Molly helps BART build positive and strong relationships with the community, local government officials and community groups.

Greatest Challenge at BART: "Fighting for early inclusion with projects, programs and proposals planned by the District...I want to be included at the table to know the players and strategy in order to help guide a project through to completion and avoid landmines along the way."

Proudest Accomplishment: "BART to the San Francisco International Airport (SFO). I was involved in many facets beginning with the very first public scoping meeting in 1993 to the Grand Opening of BART – SFO service in 2003. It was a 8.7 miles, billion dollar extension including four new stations and made for one adventure after the next."

Lucy Villanueva • System Service Worker • 14 Years of Service

Lucy Villanueva is a system service worker assigned to the busy Downtown San Francisco District. She helps maintain a safe and clean environment for BART patrons including the station bathrooms, platforms, concourse areas, and garbage receptacles. Despite the manual and repetitive nature of her work, Lucy considers herself fortunate and privileged to have the opportunity to work for BART.



Greatest Challenge at BART: "My job requires that I provide a variety of public assistance tasks to patrons in an efficient and timely manner. Handling multiple requests can be the most challenging part of my job."

Proudest Accomplishment: "Over my 14 year career, I've developed great professional work relationships with all my system service co-workers, station agents, and other BART employees."

The Year at BART – 2014

BART Technicians win “Rodeo”

In June 2014, BART’s team of train car technicians earned the top prize at the 22nd annual International Rail Rodeo, sponsored by the American Public Transportation Association (APTA). BART’s team faced off against 17 transit agency competitors from around the nation in a series of events focused on safety procedures, mechanical measurements, door maintenance, and a written test category. This is BART’s seventh win at the Rail Rodeo.

Congressional Testimony on BART’s Earthquake Early Warning System

In June 2014, BART Director John McPartland testified before the House Subcommittee on Energy and Mineral Resources regarding BART’s Earthquake Early Warning System. The “Earthquake Event Reaction System” will enable BART to slow down and possibly stop trains before quaking begins, thereby reducing possible derailments and potential passenger injuries. Also, in October 2014, during the 25th anniversary week of the Loma Prieta quake, Director McPartland testified on the early warning system before the State Senate Select Committee on Science, Innovation and Public Policy in San Francisco.



in AB 716 (Dickinson) allowing BART to conduct its prohibition order program until 2018.

SF Civic Center Bike Station Approved

In September 2014, the BART Board of Directors approved a plan to use more than a half million dollars in grants to increase the number of bicycle racks at Civic Center Station from 63 to 216 spaces. This is the latest in a series of projects aimed at increasing secure bike parking at BART. In addition, BART’s Bike Parking Plan calls for 2,000 more secure bike spaces at 18 stations throughout the system.



New BART Connection Opens to Oakland Airport

In November 2014, BART opened its new intermodal connection, the BART to Oakland International Airport Project (BART to OAK), making it easier for travellers using the Oakland Airport to connect directly to the BART system. The new project took over 30 years of debate, planning, financing, and construction to complete. This economic stimulus project also created scores of local jobs for the Oakland area.



BART Police launch new security app

In August 2014, the BART Police launched a free mobile app that allows riders to more easily report crimes, suspicious activities, or objects on the system. Through the “BART Watch” app, riders can now send a text description of their concern and attach a picture. There is also a “one tap” button that can directly connect to BART Police by phone. Reports go directly to BART Police dispatch and are prioritized for response.

Award of 2nd BART TSA Security Grant

In August 2014, with strong Congressional support from BART’s Bay Area delegation and our US Senators, the Department of Homeland Security awarded BART \$18 Million, the second award of a Transit Security Grant, to enhance security and help protect the Transbay Tube, one of BART’s most critical assets.

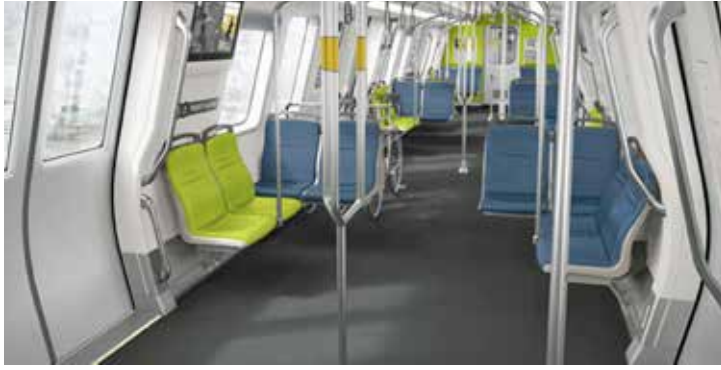
Governor Brown signs BART Bill to Respond to Domestic Violence

Because domestic violence incidents have continued to increase on the system, BART sponsored legislation, SB 1154 (Hancock), to better assure that BART Police can act to address such incidents. The Governor signed the bill in September 2014, which also extends the sunset provisions

New BART Cars! Continued from page 1

2016 – During the last quarter of 2016, these ten test train cars will be put into revenue service so the public can actually experience how they ride.

2017 – The first 100 train cars incorporating the final design will arrive and dramatically increase the number of trains and seats on the BART system to provide crowding relief for our passengers. Although on average there will be 4.6 fewer seats per new car, BART has a goal to increase the fleet to 1,000 cars from just 669 today. This will actually increase the overall number of seats in the fleet by 38%.



BART'S BIG 3 CAPITAL PROJECTS What They Will Cost

Fleet of the Future
\$3.286B

Train Control Modernization
\$700M

Hayward Maintenance Complex
\$433M

Going forward – In order to meet the future demands of dramatically increased ridership, BART must focus on more than just cars. In addition to the Fleet of the Future, two other priorities must be achieved: 1) securing a new train control system to allow more trains to run closer headways and 2) enhancing and modernizing the Hayward Maintenance Complex to maintain and store additional cars that will serve future routes to Santa Clara County.

New Focus on Future BART Riders

BART has increased its programs for young riders to not only educate them about the benefits of BART, but to also promote transit ridership at an early age. Here are a few examples of how BART is reaching out to young riders in the Bay Area:

Young Entrepreneurs at Haas (YEAH Program)

From January to May 2014, BART worked through the UC Berkeley Haas School of Business to partner with 25 ninth graders on a marketing campaign case study aimed at increasing teenage ridership on BART. YEAH students conducted field research by visiting several locations accessible by BART. They interviewed peer groups and parents to gather campaign ideas on how to increase teen ridership. Five student teams presented recommendations to a panel of BART judges on specific teen marketing, fare discounts, and new safety and security programs, and some of their ideas are now being implemented.



Summer Youth Tour Program

BART's annual Summer Youth Tour Program provides educators an opportunity to get young people out of the classroom, and explore many of the interesting places in the Bay Area. BART pays for the students' travel and meals while partner agencies, such as Children's Fairyland in Oakland, generously host the participants at low or no cost. This past summer, more than 300 students, ranging from ages 4 to 18, came from all over the Bay Area and took part in a variety of cultural and educational activities accessible by BART.



Largest BART Intern Program Ever

BART's 2014 Summer Intern Program hosted 42 high school and college age interns from several local community organizations, as well as programs sponsored by the Oakland and San Francisco Mayors' Offices. The goal and mission of the BART Intern Program is to

provide Bay Area youth with real life career experience, promote the completion of high school and college, and introduce the diverse career opportunities and paths available through public transit and BART.

40,000 Free BART Rides for Schools

For the 2014-2015 school year, BART partnered with the Monterey Bay Aquarium to provide 40,000 free BART rides for school field trips to Bay Area students. As part of their sponsorship, the Aquarium had 10 BART cars wrapped with the tentacles of a California octopus that is featured at the Aquarium. The program, which allows teachers and chaperons to also ride free for educational field trips, was so popular that reservations reached capacity within one week of launching.



Building a Better BART— And Getting a Better Bay Area



As BART ridership continues to surge, increasing capacity and fleet replacement must remain top priorities. But just as critical – over the longer term for the Bay Area – is re-investing in the system’s state-of-good-repair and remaking and modernizing the entire BART system for the future. Along with the benefits that public transit naturally brings to a region, it only makes sense that a better BART will, in turn, help ensure a better Bay Area. Riders may notice a more accelerated effort to improve BART’s decades-old stations, as BART works to implement long range visionary efforts that will improve its infrastructure.



A new canopy over Oakland 19th St. Station opened in early 2015 with real time arrival information for approaching riders.


2015 Federal Goals

The BART Board of Directors has approved the following goals involving Federal transportation policies:

- Participate in MAP -21 Reauthorization Efforts:
 - BART supports a “full funding” policy for long-term overall funding of Surface Transportation authorization legislation.
 - BART will continue to prioritize State of Good Repair (SOGR) Formula Funding.
 - BART continues to support transportation enhancements and “livability” programs to assist access, bicycle and pedestrian project goals.
 - BART supports the Core Capacity grant program of the New Starts Program and will submit a grant proposal to help fund its core capacity goals.
 - BART will continue to monitor ongoing development of rail safety regulation at the FTA.
- Seek New BART Railcars Assistance if Necessary.
- Support Continued Funding for Transit Security Needs.
- Support a Permanent Transit Commuter Benefit.



San Francisco Bay Area Rapid Transit District
300 Lakeside Drive • Oakland, CA 94612 • www.bart.gov

 Printed on recycled paper.