

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

**Title VI Fare Equity Analysis
for the Proposed Productivity-Adjusted Inflation-
Based Fare Increase and
Fiscal Year 2018 Fare Changes
effective January 1, 2018**

May 31, 2017

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EXECUTIVE SUMMARY

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 performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the 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 potential fare 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 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.

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

- A. Implementing a productivity-adjusted inflation-based fare increase of 2.7%.
- B. Increasing fares that are paid for with magnetic stripe paper tickets; fares paid with the regional Clipper smart card would be unchanged. The following two options have been analyzed:
 - 1. A flat surcharge on fares paid with magnetic stripe paper tickets of up to \$0.50, and
 - 2. A percentage increase to fares paid with magnetic stripe paper tickets of up to 10%.
- C. Reducing the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%.

For each proposed fare change, the next sections provide a description of the change; analysis findings; public input; the option's equity findings, which consider both the analysis findings and public input; and mitigation proposals where applicable.

A. Implement a Productivity-Adjusted Inflation-Based Fare increase of 2.7%

This fare change would be the third in BART's second series of productivity-adjusted inflation-based fare increases. The proposed fare increase would generate revenue that goes into a separate account dedicated to funding BART's highest priority capital reinvestment projects, including new rail cars, a new automated train control system, and design and construction of the Hayward Maintenance Complex. Implementation of each increase is subject to Board approval of the corresponding and finalized Title VI fare equity analysis, which will comply with federal and state laws and regulations in effect at the time.

In January 2017, the Bureau of Labor Statistics released the final inflation data for 2016, which allowed for actual calculation of the 2018 increase. This calculation results in overall inflation of 3.2% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2018 will be 2.7%.

Analysis Findings. This is an across-the-board fare change, and the DI/DB Policy states that such a change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%. Calculations of weighted average fares for protected and non-protected riders show that the increases are virtually identical and thus the difference between these fares does not exceed the 5% threshold for either minority or low-income riders. In addition, the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate impact on protected riders because the increases are virtually identical and thus the difference is less than 5%. The table below summarizes the findings.

	Minority Disparate Impact	Low-Income Disproportionate Burden
A. 2.7% CPI-Based Fare Increase	No	No
Cumulative Impact	No	No

Public Outreach. Survey respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1: “Do you have any comments about the planned fare increase?” More than half (55%) of survey respondents, or 734 respondents, chose not to comment regarding the inflation-based fare increase. Approximately 68% of the 602 respondents who did give feedback directly concerning this increase expressed opposition, while approximately 32% were in favor.

Equity Finding. The fare change analysis shows no disproportionate impact on protected riders, and the majority of survey respondents did not express any feedback or concerns about this fare change.

The next two fare changes were proposed to generate revenue to help address BART’s operating budget shortfall of \$31 million forecast for Fiscal Year 2018 (FY18), which begins on July 1, 2017. The revenue shortfall is due to declines in ridership, especially on the weekends, and sales tax revenues.

B. Increase fares paid for with magnetic stripe paper tickets compared to fares paid with the Clipper smart card

The two options below are variations on a proposal to increase fares paid by the approximately one-third of riders who use magnetic stripe paper tickets (paper tickets); the rest of BART riders pay with the regional Clipper smart card. Making paper ticket fares more expensive than fares paid with the Clipper card would help shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generate

revenue. Other Bay Area transit agencies that accept Clipper have already implemented such surcharges.

B1. Fares paid with magnetic stripe paper tickets increase by a flat rate of up to \$0.50

For example, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.50 or \$4.00 when paid for with a paper ticket.

B2. Fares paid with magnetic stripe paper tickets increase by a rate of up to 10%

For example, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.20 or \$3.85 when paid for with a paper ticket.

Analysis Findings. The assessment for 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 system is greater than 10%. The table below shows the results of applying the threshold to survey data:

	Minority Disparate Impact	Low-Income Disproportionate Burden
B. Paper Ticket Surcharge	No	Yes

Public Outreach. Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). Respondents expressed similar levels of agreement and disagreement for an up to \$0.50 flat surcharge, but a greater percentage of respondents expressed disagreement with an up to 10% increase. Almost 130 comments were received that gave a preference about the surcharge, and of those, approximately 59% were not in favor

Equity Finding. The fare change analysis shows that a paper ticket surcharge may place a disproportionate burden on low-income riders and as public comment was generally not in favor, the equity finding is that a flat or percentage surcharge on fares paid with paper tickets would be disproportionately borne by low-income riders.

Mitigation Proposal. 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.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards will be available at ticket vending machines at all BART stations. However, the rider will be charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

To mitigate this barrier to acquiring a Clipper card for low-income riders, BART staff will work with BART’s Title VI/Environmental Justice Advisory Committee (Title VI/EJ

Committee) and Limited English Proficiency Advisory Committee (LEP Committee) to develop and implement an action plan to ensure that low-income riders have access to free Clipper cards. This action plan will be implemented by December 1, 2017, and may include, but not be limited to, distributing free Clipper cards at stations that have more low-income riders than the systemwide average and handing out free Clipper cards through community-based organizations serving low-income BART riders.

Members of the Title VI/EJ and LEP Advisory Committees have expressed support for this mitigation proposal, emphasizing that the most effective and efficient way to get free Clipper cards to low-income riders would be for BART to collaborate with community-based organizations, especially those located near BART stations that have higher low-income ridership. Some members also noted that educating low-income riders about how to use Clipper, and the fare savings available with Clipper, would be very important

C. Reduce the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%

BART offers an all-day discount of 62.5% to riders who are seniors age 65 and older, people with disabilities, or youth age 5 through 12 years. This option would reduce the discount to 50%, which is equivalent to a 33% fare increase. For example, a \$3.50 regular fare at a 50% discount would be \$1.75 instead of \$1.30 (rounded down to the nearest nickel) at a 62.5% discount. Other Bay Area transit agencies already offer a 50% discount.

Analysis Findings. For changes to a fare type, the assessment determines whether protected riders are disproportionately more likely to use the affected fare type. 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 system is greater than 10%. Applying the threshold to survey data results in the following findings regarding disparate impact on minority riders and disproportionate burden on low-income riders:

	Minority Disparate Impact	Low-Income Disproportionate Burden
C. 62.5% Discount Reduced to 50%		
Seniors	No	No
People with Disabilities	No	Yes
Youth 5-12	Yes	Yes

Public Outreach. Survey respondents were asked to rate the option by indicating their agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). More than half of respondents disagreed (by selecting 1 or 2) with this option, while 87% of the 403 commenters were opposed.

Equity Finding. The fare change analysis shows that people with disabilities are disproportionately low-income and that youth age 5 through 12 are disproportionately minority and low-income compared to BART’s systemwide riders. Public comment did not support this option. The equity finding is that a reduction in the discount would be

disproportionately borne by riders with disabilities who are disproportionately low-income and have a disproportionate impact on youth age 5 through 12 who are disproportionately minority and low-income.

Mitigation Proposal. After this Title VI analysis and outreach was initiated, BART was informed by the State of California that it would receive additional funding in FY18, and so the option to reduce the discount for people with disabilities is no longer needed to generate revenue to help address the projected FY18 budget shortfall. Thus, this proposal only addresses mitigating adverse impacts on riders age 5 through 12 who are disproportionately minority and low-income.

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 for addressing a finding of disparate impact on minority riders, which is to take steps to avoid, minimize, or mitigate such impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

BART is considering offering a 50% discount to riders through age 18, as documented in the “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” prepared by BART. Currently, only youth riders through age 12 receive a discount. Should the BART Board approve the Title VI Fare Equity Analysis and subsequently implement a 50% discount for riders through age 18, BART is proposing that this extension of the age at which youths receive the discount is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who now get the 62.5% discount will benefit from a significant 50% discount for an additional six years.

The above-referenced “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” reports that almost two-thirds of surveyed parents of 5 through 12-year-old protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide a benefit to them of six additional years of a significant 50% discount. In addition, staff has consulted with members of the Title VI/EJ and LEP Advisory Committees; members expressed support for the proposed mitigation, including noting that offering a 50% discount through age 18 would benefit immigrant youth.

1. Introduction

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964, FTA Circular 4702.1B [October 1, 2012 (Title VI Circular)], and FTA Circular 4703.1 [August 15, 2012 (Environmental Justice Circular)], BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the 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 2 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 3 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, and these results are found in Section 4. Should a fare change be found to have a disproportionate impact, Section 5 provides proposed mitigations of those impacts.

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

- A. Implementing a productivity-adjusted inflation-based fare increase of 2.7%.
- B. Increasing fares that are paid for with magnetic stripe paper tickets; fares paid with the regional Clipper smart card would be unchanged. The following two options have been analyzed:
 - 1. A flat surcharge on fares paid with mag stripe paper tickets of up to \$0.50, and
 - 2. A percentage increase to fares paid with mag stripe paper tickets of up to 10%.
- C. Reducing the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%.

A. Implement a Productivity-Adjusted Inflation-Based Fare Increase of 2.7%

In 2003, the BART Board approved the productivity-adjusted inflation-based fare increase program to increase fares by small, inflation-based amounts every two years between 2006 and 2012. In February 2013, with Resolution 5208, the Board approved extending the productivity-adjusted inflation-based fare increase program for four more increases, in 2014, 2016, 2018, and 2020, subject to final Title VI analysis.

The formula to calculate the amount of the increase is based on the average of national and local inflation over a two-year period, less one-half percent to account for

improvements in BART productivity. Fare revenue from the second series of increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital reinvestment projects, including new rail cars, a new automated train control system, and the Hayward Maintenance Complex. In addition, by Resolution 5261, the current \$6.00 fare for trips to or from the Oakland International Airport Station was to remain at \$6.00 through December 31, 2017 in order to encourage ridership growth; thus, January 2018 would be the first time that the Oakland International Airport \$6.00 fare would increase, by the proposed inflation-based 2.7%.

BART staff used estimated future inflation-based percentage increases to perform preliminary analyses of the second series of proposed fare increases to determine if any of the increases has a disparate impact on minority riders or places a disproportionate burden on low-income riders. These analyses and public comment are documented in the February 2013 reports, "Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-based Fare Increase Program" and "Public Participation Summary Report for the Extension of the Productivity-Adjusted Inflation-based Fare Increase Program." The preliminary analyses showed that the four biennial inflation-based fare increases would not likely result in a disproportionate impact on minority or low-income riders under BART's DI/DB Policy since the proposed changes would increase fares by virtually identical amounts for minority riders and non-minority riders when compared to overall users. These findings were subject to the application of thresholds contained in the then-under development DI/DB Policy, which the BART Board adopted on July 11, 2013.

In October 2013, the Board approved findings for the 2014 fare increase, as documented in the report "Final Title VI Assessment for the 2014 Inflation-Based Fare Increase, An Update to the February 13, 2013 Draft Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." In July 2015, the Board approved findings for the 2016 fare increase, as documented in the report "Final Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016." The findings for both reports demonstrated that the proposed 2014 and 2016 increases would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-minority riders and non-low income riders. Therefore, the calculated differences between the fare increases for protected groups and nonprotected groups fall below the 5% DI/DB Policy threshold. In addition, the proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

The fare change discussed in this report is the fare increase scheduled to be implemented on January 1, 2018, which is the third of the current series of four productivity-adjusted inflation-based fare increases. As stated in Resolution 5208, "Title VI analyses for the 2016, 2018, and 2020 fare increases will be updated and finalized, once the inflation percentage increase is known for those years and public input is solicited. Implementation of each of the future year increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which will be in compliance with federal and state law in effect at the time."

In January 2017, the Bureau of Labor Statistics released the final inflation data for 2016, which allowed for actual calculation of the 2018 increase. This calculation results in overall inflation of 3.2% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2018 will be 2.7%.

The next two fare changes were proposed to generate revenue to help address BART's operating budget shortfall of \$31 million forecast for Fiscal Year 2018 (FY18), which begins on July 1, 2017. The revenue shortfall is due to declines in both ridership, especially on the weekends, and sales tax revenues. Decreases in these key funding sources, which make up 85% of BART's operating revenues, significantly impact funding for a system dealing with aging infrastructure and still carrying near capacity peak-period ridership.

B. Increase fares paid for with magnetic stripe paper tickets compared to fares paid with the Clipper smart card

The two options below are variations on a proposal to increase fares paid by riders using magnetic stripe paper tickets (paper tickets). Currently, about one-third of BART trips are made with paper tickets and the remaining two-thirds with the regional Clipper smart card. Making paper ticket fares more expensive when compared to fares paid with the Clipper card would help shift riders to Clipper in support of the regional goal of optimizing Clipper use as well as generate revenue. Other Bay Area transit agencies that accept Clipper have already implemented such surcharges.

B1. Fares paid with magnetic stripe paper tickets increase by a flat rate of up to \$0.50

The fare a rider pays with a paper ticket would be up to \$0.50 more expensive than the fare a Clipper user would pay. For example, for a flat rate of \$0.50, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.50 or \$4.00 when paid for with a paper ticket.

B2. Fares paid for with magnetic stripe paper tickets increase by a rate of up to 10%

The fare a rider pays with a paper ticket would be up to 10% more expensive than the fare a Clipper user would pay. For example, if the fare differential were 10%, a fare of \$2.00 or \$3.50 paid with Clipper would be, respectively, \$2.20 or \$3.85 when paid for with a paper ticket.

C. Reduce the discount offered to seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%

BART offers an all-day discount of 62.5% to riders who are seniors age 65 and older, people with disabilities, or youth age 5 through 12 years; federal regulations require a transit agency to offer seniors and people with disabilities a 50% discount in the off-peak. This option would reduce the 62.5% discount to 50%, which is equivalent to a 33% fare increase. For example, a \$2.00 regular fare at a 50% discount would be \$1.00 instead of \$0.75 at a 62.5% discount, and a \$3.50 regular fare at a 50% discount would be \$1.75 instead of \$1.30 (rounded down to the nearest nickel) at a 62.5% discount. Other Bay Area transit agencies already offer a 50% discount.

In addition, BART has undertaken extensive public outreach to receive public input on the proposed fare increases from low-income, minority, and LEP populations, in accordance with BART's Public Participation Plan, completed in May 2010 and revised in July 2011, and FTA Title VI Circular 4702.1B. Public outreach results are reported in Section 3 of this report.

2. Minority Disparate Impact Analyses and Low-Income Disproportionate Burden Analyses

2.1. Assessing Fare Change Effects

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

Data analysis shall include the following steps as outlined in Chap. IV-19 of the Title VI Circular:

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

As stated in Title VI Circular App. K-11, comparing protected riders and nonprotected riders can "yield even clearer depictions of differences." For purposes of **across-the-board fare changes**, BART's DI/DB Policy follows this guidance. Once the comparison analysis is completed, the appropriate threshold from the DI/DB Policy is applied to the difference in fare change between (a) minority and non-minority riders and (b) low-income and non-low income riders.

For **fare type changes**, BART will assess 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%. 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 viable. 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 be more likely to be representative of the population.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority persons include American Indian and Alaska Native, Asian, Black or African

American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. According to the 2016 Customer Satisfaction Survey responses, 63.3% of BART riders are minority.

Consistent with BART’s Title VI Triennial Program standards, 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. Approximating 200% of the federal poverty level is done by considering both household size and household income of respondents to the 2016 Customer Satisfaction Survey. The table to the right shows the household size and household income combinations that comprise “low-income.”

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

As an example, a household of two or more people with an income of \$33,000 would be considered low-income. According to 2016 Customer Satisfaction Survey responses, 26.4% 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 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 a fare option 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 options.

2.2. Productivity-Adjusted Inflation-Based Fare increase of 2.7%

2.2.1. Data

The primary data used to analyze the proposed across-the-board productivity-adjusted inflation-based fare increase of 2.7% are the following:

- 2016 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction,

demographics, and BART usage across the system. The 2016 study had a sample size of 5,342, including weekday peak, off-peak, and weekend riders.

- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 2.7% in 2018; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2016 BART ridership by station as recorded by BART's automated fare collection system.

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if any of the increases would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Title VI Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. Fare change data for overall users continues to be provided for information purposes. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over its three-year triennial reporting period¹, as well as for the productivity-adjusted inflation based increases in 2014, 2016, and 2018.

Actual 2016 Customer Satisfaction Survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

2.2.2. Methodology

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Warm Springs/South Fremont Station trips are not included in this analysis because the station opened after the 2016 Customer Satisfaction Survey was completed. Oakland International Airport trips are not included in this analysis because fewer than 20 riders at this station responded to the 2016 Customer Satisfaction Survey, which is too few to be able to accurately determine the percentage of the station's riders who are minority or low-income. Future stations or expansion projects, such as eBART, are not included in this analysis as fares for those projects have not yet been adopted.

2.2.3. Analysis Findings

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been calculated using the methodology described in Appendix A. This process was performed to

¹ BART's last reporting period, approved by FTA, includes changes for the period from January 1, 2014 through December 31, 2016. BART's next triennial reporting period will include all changes occurring as of January 1, 2017.

determine if the proposed fare increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART's fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed inflation-based fare increase of 2.7% is an across-the-board fare increase. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%.

2.2.4. Minority Disparate Impact Analysis Finding

The table below presents the results for minority riders of the calculation for the proposed inflation-based increase of 2.7% in 2018. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders because the difference in the increase for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

Disparate Impact Analysis: Inflation-Based Fare Increase

	2012 Fares	Current 2016 Fares	Proposed 2018 Fares +2.7%	Cumulative Change 2012 to 2018 ¹
Fare Increase %				
Minority	\$ 3.652	\$ 3.992	\$ 4.092	\$ 0.440
Non-Minority	\$ 3.693	\$ 4.039	\$ 4.140	\$ 0.447
Overall	\$ 3.655	\$ 4.010	\$ 4.110	\$ 0.456
Minority		% Change	2.51%	12.05%
Non-Minority		% Change	2.51%	12.10%
		DIFFERENCE	0.00%	-0.06%
Overall		% Change	2.51%	12.47%
Minority		\$ Change	\$ 0.100	\$ 0.440
Non-Minority		\$ Change	\$ 0.101	\$ 0.447
Overall		\$ Change	\$ 0.101	\$ 0.456

¹To ensure consistency in calculating cumulative impact, the 2016 average weekday trip table was used to calculate 2012, 2016, and 2018 weighted fares.

2.2.5. Low-Income Disproportionate Burden Analysis Finding

The table below presents the results for low-income riders of the calculation for the proposed inflation-based increase of 2.7% in 2018. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

Disproportionate Burden Analysis: Inflation-based Fare Increase

	2012 Fares	Current 2016 Fares	Proposed 2018 Fares +2.7%	Cumulative Change 2012 to 2018 ¹
Fare Increase %				
Low Income	\$ 3.481	\$ 3.806	\$ 3.901	\$ 0.420
Non-Low Income	\$ 3.731	\$ 4.079	\$ 4.181	\$ 0.450
Overall	\$ 3.655	\$ 4.010	\$ 4.110	\$ 0.456
Low Income		% Change	2.50%	12.06%
Non-Low Income		% Change	2.51%	12.07%
		DIFFERENCE	-0.01%	-0.01%
		Disproportionate Burden?	No	No
Overall		% Change	2.51%	12.47%
Low Income		\$ Change	\$ 0.095	\$ 0.420
Non-Low Income		\$ Change	\$ 0.102	\$ 0.450
Overall		\$ Change	\$ 0.101	\$ 0.456

¹To ensure consistency in calculating cumulative impact, the 2016 average weekday trip table was used to calculate 2012, 2016, and 2018 weighted fares.

2.3. Magnetic Stripe Paper Ticket Fare Increase

2.3.1. Data

The most recent BART survey, the 2016 Customer Satisfaction Survey conducted in September 2016, 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.

2.3.2. 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 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, in this case, the 2016 Customer Satisfaction Survey. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the 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%.

2.3.3. Analysis Findings

The methodology for fare media changes assesses whether protected riders are disproportionately more likely to use the affected fare media by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. In accordance with 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 system is greater than 10%.

2.3.4. Minority Disparate Impact Analysis Finding

The table below shows disparate impact results for minority riders. The portion of paper ticket users that are minority is very similar to BART’s overall ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed paper ticket fare increase 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%.

	Minority
All Riders	63.3%
Paper Ticket Riders	65.3%
Difference from All Riders	2.0%
Exceeds DI/DB Policy 10% Threshold?	No

2.3.5. Low-Income Disproportionate Burden Analysis Finding

The table below shows disproportionate burden results for low-income riders. The portion of paper ticket users that are low-income is higher than BART’s overall ridership. Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed paper ticket fare increase 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%.

	Low-Income
All Riders	26.4%
Paper Ticket Riders	40.2%
Difference from All Riders	13.8%
Exceeds DI/DB Policy 10% Threshold?	Yes

Since BART’s last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare media, including magnetic stripe paper ticket media; therefore, there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze.

2.4. Discount Reduction for Seniors, People with Disabilities, and Youth age 5 through 12

2.4.1. Data

The most recent BART survey, the 2016 Customer Satisfaction Survey conducted in September 2016, 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.

2.4.2. 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 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, in this case, the 2016 Customer Satisfaction Survey. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the 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%.

2.4.3. Analysis Findings

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. In accordance with the DI/DB 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%.

2.4.4. Minority Disparate Impact Analysis Findings

The table below shows disparate impact results for minority riders who are seniors, people with disabilities, and youth age 5 through 12.

	Minority
All Riders	63.3%
Seniors	41.7%
Difference from All Riders	-21.6%
Exceeds DI/DB Policy 10% Threshold?	No
People with Disabilities	70.0%
Difference from All Riders	6.7%
Exceeds DI/DB Policy 10% Threshold?	No
Youth age 5-12	81.0%
Difference from All Riders	17.7%
Exceeds DI/DB Policy 10% Threshold?	Yes

Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discount reduction would result in the following for minority riders:

- Seniors: No disparate impact as the calculated difference does not exceed the 10% threshold
- People with disabilities: No disparate impact as the calculated difference does not exceed the 10% threshold
- Youth age 5 through 12: A disparate impact is present as the calculated difference exceeds the 10% threshold

2.4.5. Low-Income Disproportionate Burden Analysis Findings

The table below shows disproportionate burden results for low-income riders who are seniors, people with disabilities, and youth age 5 through 12.

	Low-Income
All Riders	26.4%
Seniors	22.1%
Difference from All Riders	-4.3%
Exceeds DI/DB Policy 10% Threshold?	No
People with Disabilities	53.0%
Difference from All Riders	26.6%
Exceeds DI/DB Policy 10% Threshold?	Yes
Youth age 5-12	51.2%
Difference from All Riders	24.8%
Exceeds DI/DB Policy 10% Threshold?	Yes

Applying the 10% DI/DB Policy threshold to the calculated difference, this report finds that the proposed discount reduction would result in the following for low-income riders:

- Seniors: No disproportionate burden as the calculated difference does not exceed the 10% threshold
- People with disabilities: A disproportionate burden is present as the calculated difference does exceed the 10% threshold
- Youth age 5 through 12: A disproportionate burden is present as the calculated difference does exceed the 10% threshold

Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

2.5. Alternatives Available for People Affected by the Proposed Fare Changes

This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the proposed fare changes. The analysis compares fares increased by the inflation-based amount, reduced discount fares, and increased fares paid with mag stripe paper tickets to fares paid through available alternatives. The section also includes a demographic profile of users by BART fare payment type.

2.5.1. Alternative Transit Modes including Fare Payment Types

BART operates a heavy rail system and an automated people mover that links the BART Coliseum Station and Oakland International Airport. There are four major operators in the BART service area that provide service parallel to some segments of the BART system:

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.
- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

For fare change Option A (across-the-board fare increase) and Option B (mag stripe ticket surcharges), the table below compares BART fares and the cash and Clipper fares of operators providing service in parts of the BART service area.

BART	Adult, Cash & Clipper	Option B. Mag Stripe Minimum Fares	
		B1. up to \$0.50 flat surcharge	B2. up to 10% fare increase
Current minimum fare	\$1.95	\$1.95 Clipper, \$2.45 mag stripe	\$1.95 Clipper, \$2.15 mag stripe
Option A. Inflation-based 2.7% increase Minimum fare effective Jan 2018	\$2.00	\$2.00 Clipper, \$2.50 mag stripe	\$2.00 Clipper, \$2.20 mag stripe

Other Operator Fares	Adult Local		Adult Pass Price	
	Cash Fare	Clipper Fare	Cash	Clipper
AC Transit	\$2.10	\$2.00	\$5.00 Day Pass	\$75.00 Monthly
Caltrain (zone-based)	\$3.75-\$13.75	\$3.20-\$13.20	\$7.50-\$27.50 Day Pass	\$84.80-\$349.80 Monthly
SamTrans	\$2.25	\$2.05	\$5.50 Day Pass	\$65.60 Monthly
San Francisco Muni (Fares effective 7/1/17)	\$2.75	\$2.50	Passes available only on Clipper	\$75.00 Monthly (Muni-only)

Option A. Across-the-Board Inflation-Based Fare Increase.

In comparing the other operators' fares to BART fares with the scheduled 2.7% inflation-based fare increase, their local cash fares are higher than BART's minimum fare, and their Clipper fares are the same or higher than BART's minimum fare. A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.00 BART fare under the following circumstances:

- AC Transit: Rider takes more than 38 trips per month.
- Caltrain: Rider takes more than 43 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 33 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

Option B1. Mag Stripe Paper Ticket Flat Surcharge up to \$0.50.

In comparing the other operators' cash fares to the BART paper ticket minimum fare increased by the inflation-based 2.7% plus an up to \$0.50 surcharge, the BART fare is less expensive than SF Muni and Caltrain, but is costlier than AC Transit and SamTrans.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.50 BART paper ticket fare under the following circumstances:

- AC Transit: Rider takes more than 30 trips per month.
- Caltrain: Rider takes more than 34 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 27 trips per month.
- San Francisco Muni: Rider takes more than 30 trips per month.

Option B2. Mag Stripe Paper Ticket Surcharge up to 10%.

The comparison between the other operators' cash fares and the BART paper ticket minimum fare increased by the inflation-based 2.7% plus an up to 10% additional

surcharge shows that the resulting BART fare is less expensive than the other operators' fares, except for AC Transit, which is \$0.10 cheaper.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$2.20 BART paper ticket fare under the following circumstances:

- AC Transit: Rider takes more than 34 trips per month.
- Caltrain: Rider takes more than 39 trips per month (based on \$84.80 pass).
- SamTrans: Rider takes more than 30 trips per month.
- San Francisco Muni: Rider takes more than 34 trips per month.

Option C. Discount Reduction from 62.5% to 50%.

For fare change Option C, reducing the discount for seniors, people with disabilities, and youth age 5 through 12 from 62.5% to 50%, the table below compares BART fares and the cash and Clipper fares for these groups offered by operators providing service in parts of the BART service area.

	Senior/Disabled/Youth	
	62.5% Discount	Option C. 50% Discount
BART		
Current minimum fare	\$0.70	\$0.95
Option A. Inflation-based 2.7% increase Minimum fare effective Jan 2018	\$0.75	\$1.00

Other Operator Fares	Senior/Disabled/Youth			
	Local Fare		Pass Price	
	Cash	Clipper	Cash	Clipper
AC Transit	\$1.05	\$1.00	\$2.50 Day Pass	\$20.00 Monthly
Caltrain (zone-based)	\$1.75-\$6.75	\$1.60-\$6.60	\$3.75-\$13.75 Day Pass	\$42.40-\$174.90 Monthly
SamTrans	\$1.10	\$1.00	\$2.75 Day Pass	\$27.00 Monthly
San Francisco Muni (Fares effective 7/1/17)	\$1.35	\$1.25	Passes available only on Clipper	\$38.00

The BART minimum fare increased by the inflation-based 2.7% and then discounted by 50% is less expensive than all other operators' cash fares. When comparing the other operators' Clipper fares to the BART fare, the BART fare is either equal to or less expensive than the fares of the other operators.

A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2018 \$1.00 BART fare under the following circumstances:

- AC Transit: Rider takes more than 21 trips per month.
- Caltrain: Rider takes more than 42 trips per month (based on \$42.40 pass).
- SamTrans: Rider takes more than 27 trips per month.
- San Francisco Muni: Rider takes more than 38 trips per month.

2.5.2. BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART’s 2016 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted fare media for seniors. Compared to overall riders, low-income riders are much more likely to use the regular fare paper ticket and are more likely to use the 62.5% discounted fare media for people with disabilities, while they are less likely to use the high-value 6.25% discount (HVD) fare product.

Fare Type	Fare Media	Payment Method	Estimated Trips					
			Minority	%	Low-Income	%	All Trips	%
Mag Stripe regular fare	Paper ticket	Cash, credit/debit, check, transit benefit payments	71,094	25.9%	45,627	39.9%	111,426	25.7%
Clipper regular fare	Smart card		139,411	50.8%	50,277	44.0%	217,824	50.3%
High Value Discount	Mag stripe, Clipper		40,773	14.9%	5,944	5.2%	62,660	14.5%
Senior			7,537	2.7%	3,772	3.3%	18,286	4.2%
Disabled		5,981	2.2%	4,687	4.1%	8,663	2.0%	
Muni Fast Pass*	Clipper only		6,394	2.3%	2,400	2.1%	9,660	2.2%
Student	Mag stripe only	Cash, credit/debit, check	1,865	0.7%	1,143	1.0%	2,488	0.6%
Other	No fare type reported	--	1,444	0.5%	457	0.4%	2,387	0.6%
Total			274,501	100.0%	114,307	100.0%	433,394	100.0%

*San Francisco Muni Fast Pass (monthly pass) accepted on BART within San Francisco.

For Options A, B1, B2, and C, the following table details the percentages and values of the proposed increases by fare type. These changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency’s fare instrument. The proposed fare change under Option A applies to all BART fares and fare types and so the fare types are projected to increase at the same percentage; although each fare type has differing constituencies, all fare types are affected equally. Because Option B1 is a flat surcharge, the percentage change for the High Value Discount product is slightly higher than the percentage change for BART’s regular fare, but the dollar changes are identical. As Option B2 applies the same percentage increase to all fare types, the percentage increase is identical across all fare types. Option C affects only one fare type, the discount for seniors, people with disabilities, and youth age 5-12.

Fare Type	Average Fare				Change from 2016	Average Fare				Change in Mag Stripe from 2016				
	Existing	Option A. 2.7%	%	\$		Option A. +2.7% & Option B1. +\$0.50	Mag Stripe	%	\$		Option A. +2.7% & Option B2. +10%	Mag Stripe	%	\$
	2016	2018				2018					2018			
Regular BART Fare	\$4.05	\$4.15	2.5%	\$0.10	\$4.15	\$4.65	14.9%	\$0.60	\$4.15	\$4.57	12.8%	\$0.52		
High Value Discount	\$3.80	\$3.89	2.5%	\$0.10	\$3.89	\$4.39	15.7%	\$0.60	\$3.89	\$4.28	12.8%	\$0.48		
Senior/Disabled/Youth 62.5% discount	\$1.52	\$1.56	2.5%	\$0.04	\$1.56	\$1.74	14.9%	\$0.23	\$1.56	\$1.71	12.8%	\$0.19		
Option C. 50% discount	\$2.02	\$2.08	2.5%	\$0.05	\$2.08	\$2.33	14.9%	\$0.30	\$2.08	\$2.28	12.8%	\$0.26		
Muni Fast Pass	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		
Student Discount	\$2.02	\$2.08	2.5%	\$0.05	\$2.08	\$2.33	14.9%	\$0.30	\$2.08	\$2.28	12.8%	\$0.26		

2.6. Analysis Findings Summary

This section provides summaries of the analysis findings from Sections 2.2, 2.3, and 2.4, as shown in the table below:

	Minority	Low-Income
A. Productivity-Adjusted Inflation-Based Fare Increase		
Disproportionate Impact?	No	No
B. Paper Ticket Fare Increase		
Disproportionate Impact?	No	Yes
C. 62.5% Discount Reduced to 50%		
Seniors Disproportionate Impact?	No	No
People with Disabilities Disproportionate Impact?	No	Yes
Youth age 5-12 Disproportionate Impact?	Yes	Yes

2.6.1. Option A. Implement Productivity-Adjusted Inflation Based Fare Increase

The across-the-board fare increase methodology compares the weighted average fare increase for protected and nonprotected riders to determine if the difference between the two exceeds the DI/DB Policy threshold of 5%. The analysis results for the proposed 2018 biennial productivity-adjusted inflation-based fare increase are as follows:

Option A. Minority Disparate Impact Analysis Findings

- This report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference between the changes for minority riders and non-minority riders is less than the 5% threshold. Minority riders would experience virtually the same percentage increase (2.51%) and a slightly lower dollar fare increase compared to non-minority riders (10.0 cents compared to 10.1 cents).
- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference in the percent increases between minority and non-minority riders is less than 5%.

Option A. Low-Income Disproportionate Burden Impact Analysis Findings

- This report finds that the proposed inflation-based fare increase would not result in a disproportionate burden on low-income riders under BART's DI/DB Policy

since the difference in the increase for low-income riders and non-low income riders is less than the DI/DB Policy threshold of 5%. Low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (9.5 cents compared to 10.2 cents).

- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2018 would not result in a disproportionate burden on low-income riders under BART's DI/DB Policy since the difference in the percent increase between low-income and non-low income riders is less than 5%.

2.6.2. Option B. Increase Fares Paid for with Magnetic Stripe Paper Tickets

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. The analysis results for the proposed increase to fares paid with paper ticket fare media--through either a flat surcharge of up to \$0.50 or a fare increase of up to 10%--compared to the DI/DB Policy's 10% threshold are as follows:

Option B. Minority Disparate Impact Analysis Findings

- This report finds that the proposed paper ticket fare increase would not result in a disparate impact on minority riders under BART's DI/DB Policy since the difference between the affected fare type's minority ridership share and the overall system's minority ridership share is not greater than 10%. The portion of paper ticket users that are minority is very similar to BART's overall ridership.
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare media, including magnetic stripe paper ticket media; therefore, there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze.

Option B. Low-Income Disproportionate Burden Impact Analysis Findings

- This report finds that the proposed paper ticket fare increase would result in a disproportionate burden on low-income riders under BART's DI/DB Policy since the difference of 13.8% between the affected fare type's low-income ridership share and the overall system's low-income ridership share is greater than the 10% threshold.
- However, the finding is made that there are no cumulative impacts associated with increasing fares paid for with paper tickets to analyze, as there have been no similar changes made to BART fare media, including magnetic stripe paper ticket media, since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016).

2.6.3. Option C. Reduce the Discount Offered to Seniors, People with Disabilities and Youth Age 5 through 12 from 62.5% to 50%

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type by using recent rider survey data, in this case, the 2016 Customer Satisfaction Survey. The analysis results for the proposed discount reduction compared to the DI/DB Policy's 10% threshold are as follows:

Option C. Minority Disparate Impact Analysis Findings

- This report finds that the proposed discount reduction would result in the following for minority riders:
 - Seniors: No disparate impact under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
 - People with disabilities: No disparate impact under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
 - Youth age 5 through 12: A disparate impact may be present when applying BART's DI/DB Policy since the calculated difference is 17.7%, which exceeds the 10% threshold
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

Option C. Low-Income Disproportionate Burden Analysis Findings

- This report finds that the proposed discount reduction would result in the following for low-income riders:
 - Seniors: No disproportionate burden under BART's DI/DB Policy since the calculated difference does not exceed the 10% threshold
 - People with disabilities: A disproportionate burden may be present under BART's DI/DB Policy since the calculated difference of 26.6% exceeds the 10% threshold
 - Youth age 5 through 12: A disproportionate burden may be present under BART's DI/DB Policy since the calculated difference of 24.8% exceeds the 10% threshold
- Since BART's last FTA Title VI Civil Rights Program, Triennial Update submitted for FTA review in January 2017 (for the period January 1, 2014 through December 31, 2016), there have been no similar changes to BART fare types, including discounted fare types; therefore, there are no cumulative impacts associated with reducing the discount to analyze.

3. Public Participation

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted 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 used 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. The following sections provide a summary of the Title VI outreach and engagement conducted for the “Title VI Fare Equity Analysis for the Proposed Productivity-Adjusted Inflation-Based Fare Increase and Fiscal Year 2018 Fare Changes effective January 1, 2018” project.

3.1 Process for Soliciting Public Input

In spring 2017, BART conducted public participation activities throughout the BART system to gather input on three potential systemwide fare changes. Activities included station outreach, community meetings, mailings to community-based organizations, survey delivery to senior centers, email distributions to disability and access groups, a webpage with information and survey links on BART.gov, and advertisements in non-English newspapers. Paper and online surveys were available in English, Spanish, and Chinese. A copy of the survey in English is provided in Appendix C. Feedback regarding these fare change options was collected between March 27th and April 28th through online and paper surveys and assessed on the basis of whether respondents were for or against fare modifications, and the strength of those preferences.

Staff presented the options at an additional public meeting held on May 2nd at the request of a BART Title VI/Environmental Justice Advisory Committee member, but as the meeting was held after the official closure of the survey, input is not included in the quantitative section of this report. Comments, however, that were received at this meeting are included.

The fare change options about which input was sought are as follows:

Paper Tickets Option A	Paper ticket fares would cost up to \$0.50 more per trip than Clipper Card fares.
Paper Tickets Option B	Paper ticket fares would cost up to 10% more per trip than Clipper Card fares.
Discount Change	Seniors, people with disabilities, and youth age 5 through 12 would receive a 50% discount instead of the current 62.5% discount.

3.1.1. Station Outreach

In advance of public outreach events at seven stations throughout the BART system, BART hung banners at all of its 46 stations advertising the bart.gov/faresurvey link. The seven stations where events were held had banners specifically advertising the upcoming outreach event at the station. At the outreach events, the project team distributed informational double-sided postcards that had English on one side, Spanish and Chinese on the other, with links to an online survey to provide input on the fare modification

options. The postcards included additional taglines for language assistance in Tagalog, Vietnamese, and Korean.²

Hard copy surveys were available at each in-station event for riders who preferred to provide feedback in person. BART blue comment cards were available primarily for comments that were unrelated to the outreach, allowing riders to submit a blue comment card if they preferred. Outreach events were held at the following stations on the specified dates from 4 pm-7 pm:

- Daly City BART Tuesday, April 4
- 16th Street Mission BART Wednesday, April 5
- West Oakland BART Thursday, April 6
- Lake Merritt BART Wednesday, April 12
- Fruitvale BART Thursday, April 13
- El Cerrito del Norte BART Tuesday, April 18
- Pittsburg/Bay Point BART Wednesday, April 19

Based on a demographic and frequency of contacts at stations analysis, interpreters and bilingual BART staff were placed as necessary at specific stations, as shown below.

BART Station	Language
West Oakland	BART staff: Spanish
Lake Merritt	Interpreter: Chinese (Cantonese & Mandarin)
Fruitvale	Interpreter: Spanish
Pittsburg/Bay Point	BART staff: Spanish

² 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).

BART Riders fill out surveys at the Fruitvale BART Station in Oakland on Thursday, April 13th



3.1.2. Public Meeting Outreach

Along with station outreach events, BART hosted informational sessions at the Ed Roberts Campus in Berkeley and the North Richmond Municipal Advisory Council; presented to a special joint meeting of the BART Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees; and met with the BART Accessibility Task Force (BATF).

The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Title VI/EJ Advisory Committee, which also consists of members of community-based organizations, ensures that the District is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The BATF advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to and useable by people regardless of disability or age.

Presentations regarding the Fiscal Year 2018 budget and the potential fare changes were presented at each public meeting, followed by a question-and-answer period. Attendees had the opportunity to fill out a survey at the meeting or were provided the online bart.gov webpage and survey link. BART committees were sent the surveys beforehand to distribute to members of their CBO and some returned completed surveys to staff at the meetings.

To ensure that data was collected from individuals that were most likely to be affected by potential fare changes, additional specialized outreach was conducted to reach people with disabilities by holding one of BART's public meetings at the Ed Roberts Campus.

Targeted email invitations were sent to the BATF mailing list, transit access advisory committees, Ed Roberts Campus partners, independent living programs, and paratransit coordinating councils. An accommodations request for on-site captioning was provided at the Ed Roberts Campus meeting.

Special Joint BART Title VI/Environmental
and LEP Advisory Committees.....Tuesday, April 11
Ed Roberts CampusMonday, April 17
BART Accessibility Task Force..... Thursday, April 27
North Richmond Municipal Advisory Council..... Tuesday, May 2

Participants at the North Richmond Municipal Advisory Council meeting



3.1.3. Community-Based Organization (CBO) Outreach

To ensure that data was collected from a wide range of minority, low-income, and limited English proficient (LEP) populations, the project team mailed introductory letters and surveys to 434 community-based organizations in Alameda, Contra Costa, San Francisco, and San Mateo counties. The list of organizations came from BART’s Government and Community Relations and Office of Civil Rights community-based organizations database. The introductory letters included a dedicated phone number at which input could be left, and this number was checked daily. A list of contacted community-based organizations is in Appendix G.

Community-Based Organization Mailing Summary

Category	Number of Mailings
Alameda County	190
Contra Costa County	129
San Francisco County	98
San Mateo County	17
Total number of Title VI CBOs	429
Total number of LEP CBOs	405

3.1.4. Senior Center Outreach

To confirm that data was collected from individuals who are most likely to be affected by potential fare changes, the project team delivered packets of paper surveys to senior centers in Alameda, Contra Costa, San Francisco, and San Mateo counties. A list of targeted senior center organizations was provided by BART’s Customer Service Department. Surveys were hand-delivered and picked up within a two-week period. The list of participating senior centers is in Appendix H.

Senior Center Survey Distribution by County

Counties	Number of Senior Centers
Alameda	5
Contra Costa	7
San Francisco	6
San Mateo	3
Total number of Senior Centers	22
Total number of Surveys Received	182

3.1.5. Additional Outreach

Networking

The project team also delivered paper surveys on request to the Independent Living Resource Center of San Francisco. In addition, the project team networked and referred

stakeholders to the online survey via email with senior organizations and travel trainers who work with people with disabilities.

Ethnic Newspaper Advertisements

Translated ads were placed in local ethnic newspapers. These included La Opinión de la Bahía (Spanish), Visión Hispana (Spanish), India West (in English), Philippine News (in English), Viet Nam Daily News (Vietnamese), Korea Times and Daily News (Korean), Sing Tao (Chinese), and World Journal (Chinese). The ads ran two to three times depending on the newspaper's publication schedule and advertised the upcoming in-station outreach events and a link to the BART webpage and survey.

'BART Wants to Hear from You' Advertisement in Sing Tao

BART 希望聽取您的意見

BART 現正積極研究捷運票價選項，以因應明年營運預算預計短缺情況。

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站 提出您的想法：

4 月 4 日星期二	Daly City BART
4 月 5 日星期三	16th Street Mission BART
4 月 6 日星期四	West Oakland BART
4 月 12 日星期三	Lake Merritt BART
4 月 13 日星期四	Fruitvale BART
4 月 18 日星期二	El Cerrito del Norte BART
4 月 19 日星期三	Pittsburg/Bay Point BART

若要了解更多關於票價和外展活動，並進行線上問卷調查，請上網站 bart.gov/faresurvey。

Electronic Destination Sign System

On all BART station platforms, there are multiple electronic destination signs that inform riders of train arrivals and display other important information BART needs to communicate. Throughout the month of April, these electronic destination signs regularly displayed the bart.gov/faresurvey link to alert riders to take the survey.

3.2 Survey Results

Following survey outreach and collection, the project team analyzed respondents’ feedback to the questionnaire.

3.2.1. Survey Response Rate

As noted above, surveys were collected through multiple avenues—online, at station outreach events, during public meetings, and senior center outreach. Collectively, surveys received from these distribution methods specifically designed to reach minority and low-income populations are the dataset for analysis and herein will be referenced as Title VI Outreach Surveys. BART also conducted an online survey of randomly selected BART riders; these riders were contacted to take the survey via email invitation and surveys returned by this method will be referenced herein as E-mail Invitation Surveys. This report relies on the survey rating results from respondents to the targeted Title VI Outreach Surveys. Comments from both surveys are provided in Appendices D, E and F.

Survey Distribution Totals

<i>Survey Distribution Method</i>	<i>Number of Surveys with Answers to Question 2*</i>
Title VI Outreach Surveys	
Online bart.gov/faresurvey	876
Paper Surveys from BART Station outreach events	271
Paper Surveys from Senior Centers	182
Surveys received via email/fax/USPS	7
Total Title VI Outreach Surveys	1,336
E-mail Invitation Surveys	716
Total, All Surveys Received	2,052

*Online survey closed on April 28th. All surveys received following this date were not included in the quantitative analysis. Comments were reviewed, however, and are included in Appendices D, E, and F.

3.2.2. Survey Options Ratings Results

Question 1 regarding the inflation-based fare increase was qualitative, “Do you have any comments about this planned fare increase?” and is addressed in this report’s Public Comments section. Question 2, the text of which is provided below, asked for input on the other potential fare modifications.

“To help balance its operating budget, BART is considering a few options described below, as well as expense reductions. These would be in addition to the inflation-based fare increase described in question 1. If approved, any fare options would take effect in January 2018. Please read each statement and circle the number 1 to 5, where 1 means you Disagree Strongly and 5 means you Agree Strongly.”

PAPER TICKETS: OPTION A – BART should charge more for trips made with paper BART tickets by adding up to \$0.50 to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.50 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$11 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5	0	

PAPER TICKETS: OPTION B – BART should charge more for trips made with paper BART tickets by adding up to 10% to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.40 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$7 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5	0	

DISCOUNT CHANGE – BART should reduce the fare discount for seniors (65+), people with disabilities, and youth ages 5 through 12 from 62.5% to 50%. For example, a trip that currently costs \$1.50 at a 62.5% discount would then cost \$2.00 at a 50% discount. This is estimated to reduce the shortfall by approximately \$3 million annually.

Disagree strongly					Agree strongly	Don't Know
1	2	3	4	5	0	

Respondents were asked to rate the paper ticket surcharge and discount reduction fare change options by marking their sentiment on a scale of 1 through 5, with 1 representing “Disagree Strongly” and 5 representing “Agree Strongly.” The tables below show the percentage of respondents who selected each number in the scale, as well as the percentage who selected “Don’t Know.” For analysis purposes, this report considers a “3” rating as a neutral response and makes use of the following groupings:

- Ratings of 1 and 2 taken together indicate respondents had some level of disagreement.
- Ratings of 4 and 5 taken together indicate respondents had some level of agreement.

Paper Ticket Surcharge

Option A. Results show that most respondents either strongly disagreed or strongly agreed with the option, with a greater percentage of minority respondents strongly disagreeing (32.7%) compared to non-minority (26.4%), and a lower percentage of minority respondents strongly agreeing (27.8%) compared to non-minority (30.9%). A similar distribution is represented for respondents based on income, as a higher percentage of low-income respondents expressed strong disagreement compared to non-low-income (32.1% vs. 28.9%) and a lower percentage reported strong agreement (25.6% vs. 31.3%). When ratings of 4 and 5 are combined, almost 45% of both minority and low-income respondents “agreed” with the option, slightly higher than the combined ratings of 1 and 2.

Paper Ticket Option A Ratings

		Disagree Strongly		3	Agree Strongly		Don't Know	Total	Sample Size
		1	2		4	5			
Paper Tickets: Option A	All Respondents	31.6%	9.3%	11.5%	16.3%	28.8%	2.5%	100.0%	1316
	Minority	32.7%	8.8%	10.8%	16.7%	27.8%	3.2%	100.0%	277
	Non-Minority	26.4%	10.5%	13.5%	17.2%	30.9%	1.6%	100.0%	887
	Low Income	32.1%	7.9%	11.2%	18.8%	25.6%	4.3%	100.0%	627
	Non-Low Income	28.9%	9.8%	11.6%	16.8%	31.3%	1.6%	100.0%	564

Option B. Looking at the combined ratings of 1 and 2, which represent disagreement, almost half (47.7%) of minority respondents reported disagreement with Option B, compared to 40.1% of non-minority. 36.7% of minority respondents indicated “agreement” by selecting 4 or 5, which is a lower approval rating than minority respondents recorded for Option A, and is lower than the 45.1% of non-minority who agreed with Option B.

A similar percentage of low-income and non-low income respondents disagreed with Option B when combining ratings of 1 and 2 (45.5% and 42.9% respectively). The difference between the two groups in terms of agreement with Option B was much wider, with low-income respondents reporting less agreement than non-low income when combining ratings of 1 and 2, at 33.8% and 43.7% respectively.

Paper Ticket Option B Ratings

		Disagree Strongly		3	Agree Strongly		Don't Know	Total	Sample Size
		1	2		4	5			
Paper Tickets: Option B	All Respondents	33.4%	12.2%	12.3%	16.1%	23.4%	2.6%	100.0%	1304
	Minority	35.3%	12.4%	11.9%	13.7%	23.1%	3.7%	100.0%	629
	Non-Minority	27.4%	12.6%	13.4%	20.4%	24.7%	1.4%	100.0%	554
	Low Income	33.1%	12.4%	16.7%	14.2%	19.6%	4.0%	100.0%	275
Non-Low Income	30.7%	12.2%	11.4%	17.8%	25.9%	1.9%	100.0%	883	

Discount Reduction

The following sections separately report ratings from respondents who would be affected by a reduction to the discount: seniors, people with disabilities, and those with children age 5 to 12. When reviewing the results, it is worth noting that some sample sizes for these groups are small, for example, there were nine respondents who were minority people with disabilities and 32 respondents who were low-income with children age five through twelve.

Seniors. Approximately 66%, or two-thirds, of non-minority seniors strongly disagreed with the discount reduction, which is a higher percentage than the 47.6% of minority seniors who strongly disagreed. Minority seniors also showed higher strong agreement with the option at 29.3% compared to non-minority seniors at 16.9%. Thus, overall, minority seniors were less opposed to the discount reduction.

Approximately 65%, or nearly two-thirds, of non-low income seniors strongly disagreed with the discount reduction compared to 43.9% of low-income seniors who strongly disagreed. By selecting a rating of 4 or 5, low-income seniors expressed a significantly higher percentage of agreement at 40.3% compared to 25.9% of non-low income seniors indicating agreement. Thus, overall, low-income seniors were more supportive of the discount reduction.

People with Disabilities. Non-minority people with disabilities had higher levels of strong disagreement with the discount reduction than minority people with disabilities, at 50.0% and 33.3% respectively. More minority people with disabilities than non-minority agreed with the option by giving the reduction a rating of 4 or 5, at 33.3% and 25.9% respectively.

About the same percentages of low-income and non-low income people with disabilities strongly disagreed with the reduction (50.7% and 49.2% respectively). However, more non-low income people with disabilities expressed strong agreement with the reduction at 35.6% compared to 22.4%.

Respondents with Children Age 5-12. Minority and non-minority respondents with children expressed almost equal agreement with the reduction (by selecting a rating of 4

or 5), at 37.1% and 37.8% respectively. Minority respondents, however, expressed a higher level of strong disagreement than non-minority, at 45.2% compared to 37.8%.

More than half, or 56.3%, of low-income respondents with children strongly disagreed with the reduction, compared to 35.8% of non-low income respondents who disagreed strongly. Very few low-income respondents (9.4%) strongly agreed with the reduction, while more than 25% of non-low income respondents strongly agreed.

Discount Reduction Option Ratings

		Disagree Strongly			Agree Strongly		Don't Know	Total	Sample Size
		1	2	3	4	5			
Discount Change	All Respondents	41.1%	10.2%	10.5%	11.6%	25.2%	1.4%	100.0%	1322
	Minority (total)	40.3%	9.2%	10.4%	10.7%	28.0%	1.4%	100.0%	633
	Non-Minority (total)	40.3%	12.4%	10.6%	13.1%	22.8%	0.9%	100.0%	566
	Minority Seniors	47.6%	3.7%	9.8%	8.5%	29.3%	1.2%	100.0%	82
	Non-Minority Seniors	66.2%	6.5%	3.9%	5.2%	16.9%	1.3%	100.0%	77
	Minority Persons with Disability	33.3%	11.1%	11.1%	22.2%	11.1%	11.1%	100.0%	9
	Non-Minority Persons with Disability	50.0%	18.5%	3.7%	5.6%	20.4%	1.9%	100.0%	54
	Minority with Children Ages 5-12	45.2%	9.7%	6.5%	14.5%	22.6%	1.6%	100.0%	62
	Non-Minority with Children Ages 5-12	37.8%	10.8%	10.8%	21.6%	16.2%	2.7%	100.0%	37
	Low Income (total)	42.3%	11.8%	10.4%	11.5%	22.2%	1.8%	100.0%	279
	Non-Low Income (total)	39.1%	10.3%	10.7%	12.2%	26.6%	1.1%	100.0%	892
	Low Income Seniors	43.9%	7.0%	7.0%	14.0%	26.3%	1.8%	100.0%	57
	Non-Low Income Seniors	64.7%	4.7%	4.7%	4.7%	21.2%	0.0%	100.0%	85
	Low Income Persons with Disability	50.7%	14.9%	3.0%	7.5%	22.4%	1.5%	100.0%	67
	Non-Low Income Persons with Disability	49.2%	8.5%	5.1%	1.7%	35.6%	0.0%	100.0%	59
	Low Income with Children Ages 5-12	56.3%	6.3%	6.3%	15.6%	9.4%	6.3%	100.0%	32
	Non-Low Income with Children Ages 5-12	35.8%	10.4%	9.0%	17.9%	26.9%	0.0%	100.0%	67

3.3 Title VI Outreach Survey Respondent Demographics

The following table presents a demographic profile of Title VI Outreach Survey respondents who filled out and submitted an online or paper survey between March 27th and April 28th. Note that totals reported in the tables below may not equal 100.0% due to rounding.

Demographic Profile of Title VI Outreach Survey Respondents

	<i>All Respondents</i>	
	Percent	Sample Size
Gender		
Female	54.9%	
Male	43.2%	
Other	1.9%	
Total	100%	1252
Ethnicity		
White alone, non-Hispanic	47.0%	
African American alone, non-Hispanic	8.4%	
Asian/Pacific Islander alone, non-Hispanic	22.1%	
American Indian alone, non-Hispanic	0.7%	
Other or Mixed, Non-Hispanic	8.9%	
Hispanic, any race	12.8%	
Total	100%	1207
Annual Household Income		
Under \$25,000	13.7%	
\$25,000 - \$34,999	8.0%	
\$35,000 - \$39,999	4.7%	
\$40,000 - \$49,999	7.3%	
\$50,000 - \$59,999	7.8%	
\$60,000 or more	58.5%	
Total	100%	1180
Limited English Proficiency (LEP) Status		
Speak English less than very well	6.5%	
Speak English very well (or do not speak another language)	93.5%	
Total	100%	1290
<i>Unknown</i>		<i>46</i>

3.4 Public Comments

The survey had three questions that gave respondents the opportunity to comment on potential fare changes as well as provide other ideas for balancing next fiscal year’s budget. Comments received from Title VI Outreach Survey respondents in answer to each question are described in the next sections and have been generally grouped into those “against” and “in support” of the change. Example comments have been included that highlight general themes. The complete set of comments, including those from the E-mail Invitation Survey, are provided in Appendix D (Question 1), Appendix E (Question 3), and Appendix F (Question 4). All comments have been transcribed exactly as respondents wrote them on their surveys.

3.4.1. Comments on Inflation-Based Fare Increase

To help fund systemwide capital improvement projects, BART has a program of biennial less-than-inflation-based fare increases. The next inflation-based increase valued at 2.7% is scheduled for January 1, 2018. Respondents were asked to provide feedback regarding this biennial increase by answering survey Question 1.

- Do you have any comments about the planned fare increase?

More than half of survey respondents, or 734 respondents, chose not to comment regarding the inflation-based fare increase, while 602 respondents did give feedback directly concerning this increase. Respondents' comments were separated into two classifications—in support of or against the 2.7% fare increase.

There were 798 comments in response to question 1: “Do you have comments about the planned 2.7% fare increase?” Of these comments, 602 were actually related to the inflation-based fare increase.

Inflation-Based Fare Increase: Against

There were 409 respondents, or 68% of respondents who provided comment, who did not support the increase, with the majority of them remarking that an increase would make a daily commute by BART cost-prohibitive. Other concerns included, but were not limited to, apprehensions regarding the management of funds and a disparity between the quality of the system and fare costs. Below, a selection of comments are provided to underscore the sentiments of those against the biennial increase. Appendix D contain all comments submitted in response to the inflation-based fare increase.

- *“It's very unfair and worsen the burden on regular workers who commute to work on BART daily. We, regular workers never get any increase in salary, but fare is increased rapidly. How about lower the wage of all the BART management? Limit the unnecessary OT?”*
- *“Please don't increase the fare, BART is already expensive and even parking is expensive. Instead please control costs”*
- *“I thought we just approved an increased tax to cover most urgent BART capital expense needs, so I am not thrilled by the idea of "paying twice". I disagree with the rate increase. The "value" of the system is not good. For the price we pay compared to the system overall, is not a fair balance.”*
- *“For what we pay, the system should operate with better train service, cleaner stations, and nicer... much nicer station agents”*

Inflation-Based Fare Increase: Support

32%, or 193 respondents, provided comments that supported the 2.7% inflation-based increase; however, this support was often paired with stipulations regarding how funds should be allocated across the BART system in the future. Respondents called attention to the following improvement areas: maintenance, service quality, enforcement, and capital improvements. Below, a selection of comments are provided to highlight these topic areas.

- *“With the fare increase, the budget needs to be redirected towards maintenance”*
- *“I support the fare increase, provided that it improves Bay Area infrastructure”*

- *“Willing to pay my way on BART but I would like to ride on a train that is clean”*
- *“I support the fare increase if you address fare evaders”*
- *“If the increase will facilitate new cars during peak commute hours, and a new control system”*

3.4.2. Comments on Fare Modification Options

Question 3 asked respondents to provide comments on the paper ticket surcharge and/or the discount reduction:

- Do you have any comments about any of the above options? How would these potential changes impact you if at all?

There were 752 responses to Question 3. A comment analysis was performed to separate those that were in support of any increase from those that were firmly against any fare modification. The complete set of comments regarding the fare increase modifications can be found in Appendix E.

3.4.2.1. Paper Ticket Surcharge

Approximately 145 respondents, or 19% of those who answered Question 3, provided feedback about the paper ticket surcharge options. Although few respondents indicated whether they preferred a flat-rate surcharge or a percentage increase, many did convey their preference, either for or against, a surcharge, as described below.

Paper Ticket Surcharge: Against

Approximately 52% of those providing feedback on paper ticket surcharge options, or 75 respondents, were opposed, expressing concern that an additional fee would potentially penalize low-income populations. The following comments underscore their perspective.

- *“Increasing the cost of paper tickets would unfairly disadvantage low income residents. We should not reduce benefits to seniors, youth or people with disabilities.”*
- *“Don't implement the paper ticket surcharge until clippers are in vending machines at the stations. Some people especially low income folks probably don't have a bank account or flexible spending transit account that automatically loads the card.”*
- *“I don't think people who use paper tickets should be penalized. I have to use them sometimes in order to pay for parking. Why don't you phase out paper tickets and set up a ticket system for visitors or others who could purchase a book of tickets to use for a period of time. This way paper ticket users would not be penalized for buying a paper ticket”*

Paper Ticket Surcharge: Support

About 36% of comments, or 53 respondents, were agreeable to a paper ticket surcharge – noting that the system should follow the example of other cities and phase out paper ticketing.

- *“Nominal charge paper (option A) tickets is on par with other cities”*

- *“I really like the paper ticket surcharge, as it rewards regular riders, but you must make Clipper cards available at stations with a reloading option first. The change in discounts I like a bit less, but it is fair. I don't like the increased parking fees.”*
- *“I use a Clipper card, and think that it is better for the environment for everyone to use a re-loadable card; hence I agree with the idea to add a fee to paper cards. Parking doesn't impact me, but it does seem like adding \$2/day is a lot and benefits people who make more money.”*

The comments of the remaining 17 respondents, or 12%, did not expressly include a preference for or against the paper ticket surcharge.

3.4.2.2. Discount Reduction

This option would reduce the discount for seniors, people with disabilities, and youth age 5 through 12 and comments were received about possible impacts on those groups. Comments were provided by 403 respondents.

Discount Reduction: Against

The analysis shows that 87% of the 403 respondents oppose reducing discounts for seniors, people with disabilities, and youth ages 5-12. Many respondents felt that a fare increase could disproportionately affect low-income and marginalized populations. Sample comments reflecting these sentiments are provided below.

- *“These won't necessarily affect me financially I worry that 12.5% increase for some seniors and those with disabilities could be detrimental to other areas of their lives. Perhaps step increases would be more appropriate.”*
- *“Please don't increase costs for children, seniors, or those with disabilities”*
- *“Cutting the discounted ticket program is the least reasonable approach. All of these ideas (except raising the parking fee) disproportionately affect those most in need of BART.”*
- *“Concerned about how it affects local service economy”*

Discount Reduction: Support

13% of the 403 survey respondents, or 52 commenters, provided comments that support increasing fares by reducing the discount. Comments included the support for reducing the current discount of 62.5% to 50% for seniors, people with disabilities, and youth ages 5 to 12. Respondents who favor this option stated that a fare modification is reasonable to ensure that BART's quality of service improves and stays up-to-date. However, and as stated in prior comments, some respondents noted that fare increases must be redirected to systemwide improvements. Below, the following subset of comments highlights the perspective of those that support a discount reduction.

- *“The rate increases are justified in order to keep the system operating.”*
- *“As previously stated, there should be a major reduction for the senior discount. I'm okay with the lesser reduction in discount for youth and I appreciate the fact that the orange tickets are only sold by participating schools (so it says on your website). I live close enough that I don't have to drive to BART so parking*

doesn't affect me but I don't agree with raising parking. People pay too much to ride BART and then also have to pay a lot for parking."

3.4.3. Additional Comments and Suggestions

Question 4 of the survey asked respondents the following question:

- Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?

There were 865 surveys with answers to Question 4. Alongside fare modifications at parking lots and at fare gates, respondents provided recommendations in the following areas: restructure and reallocate existing funding sources, impose stronger fare enforcement protocols, allow corporate sponsorship, and consider new pricing structures. Transcripts of these comments can be found in Appendix F.

Restructure and Reallocate Funds

32% of the additional comments recommended that BART reevaluate how funds are currently allocated and spent to reduce the agency's deficit without modifying riders' fares.

- *"Reallocate funds from capital improvements. Reduce costs internally before increasing costs to riders. Riders already see parking increases every six months, plus fare increases."*
- *"Stop increasing already high wages for station employees. In understand wanting to have competitive wages, but the job should merit the wage."*
- *"BART needs to do a better job of controlling costs. This should include managing overtime and labor costs. In addition, BART should eliminate free rides for anyone who is not a duty employee. Instead employees and others currently receiving this benefit should get discounted rides when off duty."*

Enforcement and Fare Evasion

14% of additional comments spoke to the system's enforcement and public safety protocols. It is important to note that at the in-station outreach events, the topic of fare evasion was one that riders commented on the most verbally to BART staff and when filling out blue comment cards. Many felt that it was unfair that they should have to pay full fares with an additional increase when they have seen so many people fare evading without any consequences or preventative measures.

- *"Have staff really pay attention to people who just run through the gates without payment. I see it all too often. That is where you are losing money"*
- *"Put officers out in the crossing areas during morning commute hours to issue tickets to the many drivers that go through the crosswalk while pedestrians are crossing."*
- *"I think fare evasion represents a significant loss of revenue. My continuing experience, although probably atypical (I regularly board & exit through Fruitvale Station) is that fare evasion is rampant. Collecting fare evasion fines would help in the short term (Enforcement would soon learn that it was expensive) and in the long term would result in more fares paid."*

Corporate Sponsorship

Approximately 9% of the additional comments provided recommendations related to corporate sponsorship and advertising.

- *“I think raising revenue could include more advertising from bigger companies”*
- *“Partner with the employers in the area who benefit from having a working system to get their employees to work on time each day. These businesses should contribute towards the operating cost of BART.”*
- *“Definitely more (tasteful) advertising on trains, platforms and throughout the stations. You see much more of this among subway systems on the East Coast and in Europe.”*

Demand-Based Pricing

4% of the additional comments recommended new pricing mechanisms.

- *“Introduce tiered pricing for peak and non-peak hours to minimize crowding during rush hours and increase revenue. Price sensitive commuters could save money by commuting at a different time.”*
- *“Charge higher fares, or introduce a surcharge, for train rides during peak commuting hours. This could also help reduce congestion.”*

3.5 Community and Advisory Committee Meetings

BART staff held community and advisory committee meetings that included a presentation on the fare change options and a question-and-answer period. The next sections summarize feedback and questions from four meetings held in April and May 2017.

Special Joint Meeting of the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees: April 11, 2017

On April 11th, a special joint meeting of the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees was held to gather comment on the possible fare modification options for 2018. At the meeting, committee members provided comments that were consistent with feedback provided by survey respondents. Members expressed concern that a fare increase would disproportionately impact low-income residents, particularly families who are required to pay multiple fares. Furthermore, committee members inquired about mitigations for communities that are generally impacted by fare increases. The following were some of the members' comments:

- *“Inflation doesn't match salary adjustments, if people receive any adjustment at all.”*
- *“Clipper cards have a cost that is another impact. BART is already so expensive, they try to avoid it, but when that is not possible, they buy a paper ticket.”*
- *“Thinking about cumulative costs...If we are thinking of someone who is commuting for their job, 5 days a week, what does that look like for someone living below the poverty line? That is a huge negative impact.”*
- *“Can the agency provide Clipper card training if and when the paper tickets are removed?”*

Ed Roberts Campus Meeting: April 17, 2017

On April 17th, BART staff presented on the fare modifications options at the Ed Roberts Campus. Attendees expressed concerns on how fare modifications would affect existing discounts, enforcement and fare evasion, and system maintenance. Attendees were agreeable to increasing parking fare and charging for the use of a paper ticket. The following comments highlight perspectives of some of the meeting's attendees.

- *“If you come from another city and are senior or disabled you will not be able to get a discount on BART. You should consider that those need a discount too.”*
- *“You should implement the parking fee increase. Too many people drive and this would help get people out of their cars.”*
- *“Adding the accessible rate to Clipper cards would be beneficial.”*
- *“I agree with this last statement and have had people with disabilities pay out of pocket having too much of a process to get a Clipper and get reimbursement. It is very discouraging to have to go through this process. Can the process be easier or faster?”*

BART Accessibility Task Force Meeting: April 27, 2017

The BART Accessibility Task Force meeting, held on April 27th, provided BART an opportunity to speak to members of the committee about the possible fare changes. BART staff noted that with the early April 2017 news that transit operators would receive additional state transit assistance, BART may not have to pursue the fare option to reduce the current 62.5% discount for seniors and people with disabilities, but they were still interested in receiving comment on all fare modification options. Input from the committee included questions about Clipper-dispensing locations, fare evasion concerns, and improved public safety. A selection of members' comments is provided below:

- *“Where will the clipper fare stations be located? Will you be able to choose what type of ticket is dispensed?”*
- *“How much money is allocated for fare evasion and would it make sense to fix gates?”*
- *“Replace highest risk assets to shift people out of regular maintenance to newer capital projects, greatly increasing track replacement.”*
- *“Any surcharges should only be assessed at the time of purchasing a paper ticket.”*

North Richmond Municipal Advisory Council: May 2, 2017³

On May 2nd, BART staff joined the North Richmond Municipal Advisory Council to discuss potential fare change options with the Richmond community. BART staff noted that revenue from the inflation-based fare increase will help pay for new rail cars, the Hayward maintenance yard, and the new train control system. In response to BART's proposal, attendees asked about Measure RR, accessibility of Clipper if paper tickets are eliminated, and increased investment in enforcement and rider safety. Below are some of their comments.

³ As mentioned previously, survey comments from this meeting were not incorporated into the Public Participation Report as the meeting was held after surveys closed, but comments are included in Appendices D, E, and F.

- *“Will Clipper tickets be available to purchase at each station?”*
- *“I feel like this is good in theory, but it feels discriminatory. I’m going to get charged extra because I can’t afford the 3 dollars for an initial purchase.”*
- *“Title VI test: What mitigation would be put in place? How about we reduce discounts during off peak?”*
- *“Some of ridership is down, is that because of violence? Are you going to invest in BART Police? Safety is a concern, especially during the night at stations like Coliseum, West Oakland, etc.”*

4. Equity Findings

This section provides equity findings for the proposed fare changes. An equity finding is made after considering both the fare change analysis results described in Section 2 and public comment received described in Section 3.

4.1 Option A. Implement Productivity-Adjusted Inflation Based Fare Increase

This fare change analysis shows that the proposed inflation-based fare increase would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders under BART’s DI/DB Policy since protected and nonprotected riders would experience virtually the same percentage increase in their fares, and so the difference between the increases for protected and nonprotected is less than the DI/DB Policy 5% threshold. More than half of survey respondents, 55% or 734 respondents, chose not to comment regarding the inflation-based fare increase, which can indicate neutrality or potentially some level of acceptance. Of the 602 respondents who did give feedback directly concerning this increase, 68% were opposed and 32% were in favor.

In summary, the fare change analysis finding is that the inflation-based fare increase would not have a disproportionate impact on protected riders when applying BART’s DI/DB Policy.

4.2 Option B. Increase Fares Paid for with Magnetic Stripe Paper Tickets

The findings of the fare change analysis are that the proposed paper ticket fare increase may result in a disproportionate burden on low-income riders when applying BART’s DI/DB Policy.

Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). Respondents expressed similar levels of agreement and disagreement for an up to \$0.50 flat surcharge, but a greater percentage of respondents expressed disagreement with an up to 10% increase. Almost 130 comments were received that gave a preference about the surcharge, and of those, approximately 59% were not in favor.

In summary, the fare change analysis shows that a paper ticket surcharge may place a disproportionate burden on low-income riders when applying the DI/DB Policy, and public comment was generally not in favor of this option.

4.3 Option C. Reduce the Discount Offered to Seniors, People with Disabilities and Youth Age 5 through 12 from 62.5% to 50%

The fare change analysis shows that the proposed discount reduction may result in a disparate impact on minority youth riders age 5 through 12 and a disproportionate burden on low-income riders of these ages, and may place a disproportionate burden on low-income riders who are people with disabilities, when applying BART's DI/DB Policy.

Survey respondents were asked to rate the option by indicating their level of agreement with it by selecting a number from 1 (Strongly Disagree) through 5 (Strongly Agree). More than half of respondents disagreed (by selecting 1 or 2) with this option, while 87% of the 403 respondents who chose to comment were opposed to it.

In summary, the fare change analysis shows, when applying the DI/DB Policy, that people with disabilities are disproportionately low-income and that youth age 5 through 12 are disproportionately minority and low-income compared to BART's systemwide riders. In addition, public comment did not support this option. Therefore, a reduction in the discount may be disproportionately borne by riders with disabilities who are disproportionately low-income and may have a disproportionate impact on youth age 5 through 12 who are disproportionately minority and low-income.

5. Mitigation

Per BART's DI/DB Policy, for a disparate impact finding on minority riders, BART should take steps to avoid, minimize, or mitigate disparate impacts. Per the Title VI Circular, the transit provider shall provide a meaningful opportunity for public comment on any proposed mitigation measures, including any less discriminatory alternatives that may be available.

Per the 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. 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 above for addressing a finding of disparate impact on minority riders.

5.1 Paper Ticket Surcharge Mitigation Proposal

The equity finding of this report is that a flat or percentage surcharge on fares paid with paper tickets may be disproportionately borne by low-income riders.

Low-income riders can avoid the paper ticket surcharge by paying their fares with a Clipper card instead of a paper ticket. As of January 2018, Clipper cards will be available at ticket vending machines at all BART stations. However, the rider will be charged a one-time \$3 card acquisition fee as payment for the card itself. This \$3 card acquisition fee could be considered a barrier to low-income riders wishing to use a Clipper card to avoid the paper ticket surcharge.

To mitigate this potential barrier to acquiring a Clipper card for low-income riders, BART staff will work with BART's Title VI/Environmental Justice Advisory Committee and

Limited English Proficiency Advisory Committee, as well as service area counties and cities as needed, to develop and implement an action plan to ensure that low-income riders have access to free Clipper cards. Assistance in this effort will also be sought from the Metropolitan Transportation Commission, which oversees the Clipper card. The action plan will include a strategy to determine who qualifies as a low-income BART rider, the best way to provide Clipper cards to these riders, and an education component on how to use Clipper.

The action plan will be implemented by December 1, 2017, or one month in advance of the proposed implementation date for the paper ticket surcharge. The action plan may include, but not be limited to, collaborating with community-based organizations serving low-income riders to hand out free Clipper cards and distributing free Clipper cards at stations that have more low-income riders than the systemwide average. BART shall make these free Clipper cards available for at least the first three months of 2018, and during that time, will evaluate if additional time is needed to continue distributing free Clipper cards. Per FTA Circular 4702.1B (App. K-11), providing discounts on passes to social service agencies that serve impacted populations, in this case free Clipper cards for low-income individuals so they do not have to pay the \$3 acquisition fee, is a sufficient mitigation measure.

Public Comment on Proposed Mitigation.

Staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Members expressed support for the proposed mitigation and emphasized that the most effective and efficient way to get the free Clipper cards to low-income riders would be for BART to collaborate with community-based organizations, especially those located near BART stations that have higher low-income ridership. Some members also noted that educating low-income riders about how to use Clipper, and the fare savings available with Clipper, would be very important.

5.2 Discount Reduction Mitigation Proposal

The equity finding of this report is that a reduction in the discount may be inequitable for riders with disabilities who are disproportionately low-income and youth age 5 through 12 who are disproportionately minority and low-income.

After this Title VI analysis and outreach was initiated, BART was informed by the State of California that it would receive additional funding in FY18, and so the option to reduce the discount for people with disabilities is no longer needed as a means to generate revenue to help address the projected FY18 budget shortfall. Thus, this proposal addresses mitigating adverse impacts on riders age 5 through 12.

BART is considering offering a 50% discount to riders through age 18, as documented in the “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” prepared by BART. Currently, the youth discount is only offered to youth ages 5-12. Should the BART Board approve offering a 50% discount to riders through age 18, BART is proposing that this extension of the age at which youths receive the discount is sufficient mitigation of the adverse impact of the discount reduction, as children age 5 through 12 who now get the 62.5% discount will benefit from a significant 50% discount for an additional six years.

Public Comment on Proposed Mitigation.

The above-referenced “Title VI Fare Equity Analysis of Possible Changes to the Fare Discount Offered to Youth Riders” reports that almost two-thirds of surveyed parents of 5 through 12-year-old protected riders rated this option as “Excellent” or “Good,” while fewer than one-third of these respondents rated it as “Only Fair” or “Poor.” Thus, the majority of parents of affected protected riders surveyed expressed support for an option that would increase fares when their children were age 5 through 12 but would also, once these children turned 13, provide a benefit to them of six additional years of a significant 50% discount.

In addition, staff has consulted with members of the Title VI/EJ Advisory Committee and LEP Advisory Committee. Support has been expressed for the proposed mitigation, including members’ noting that offering a 50% discount through age 18 would benefit immigrant youth.

APPENDICES

- Appendix A** **Methodology Used to Assess the Effects of an Across-the-Board Fare Change**
- Appendix B** **Bart Wants to Hear From You' Postcard**
- Appendix C** **Fare Change-Budget Options Survey**
- Appendix D** **Comments Received - Question 1**
- Appendix E** **Comments Received - Question 3**
- Appendix F** **Comments Received - Question 4**
- Appendix G** **List of Contacted CBOs**
- Appendix H** **Senior Center Survey Drop-Off Locations**
- Appendix I** **Ethnic Newspaper Advertisements**

APPENDIX A

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

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

The following steps outline the methodology BART uses to assess the effects of an across-the-board fare change, in this case, the proposed 2.7% productivity-adjusted inflation-based fare increase to take effect on January 1, 2018.

Step 1: For the proposed productivity-adjusted inflation-based fare increase, estimate weighted average fares “Before Fare Increase” and “After Fare Increase” for each BART station.

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 44 stations is estimated. The Warm Springs/South Fremont Station is not included in this analysis because 2016 average weekday entries were used, and this station opened in March 2017. The Oakland International Airport Station is not included in this analysis because fewer than 20 riders at this station responded to the 2016 Customer Satisfaction Survey, and that number is too few to be able to accurately determine the percentage of the station’s riders who are minority or low-income. 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.

The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2016 Fares” reflecting BART’s current fares and the “2018 Fares” reflecting the proposed 2.7% inflation-based fare increase for 2016.

Figure A-1 Sample of Weighted Average Fare Data for Proposed 2018 Increase

Origin Station	2016 Fares	2018Fares
Richmond	\$3.76	\$3.86
El Cerrito del Norte	\$3.91	\$4.00
El Cerrito Plaza	\$3.51	\$3.61
North Berkeley	\$3.70	\$3.79
Downtown Berkeley	\$3.45	\$3.53

For each station, a station-to-station fare table is multiplied by the 2016 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed fare increase.

Fare Table used in "Before Fare Increase" Calculation	Fare Table used in "After Fare Increase" Calculation
Actual 2016 Fare Table	2016 Fare Table increased by 2.7% ("2018 Fare Table")

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

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2016 Customer Satisfaction Survey. These percentages are then multiplied by the 2016 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders systemwide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

Step 3: For the proposed productivity-adjusted inflation-based fare increase, calculate the percent increase paid by minority riders, non-minority riders, low-income riders, non-low income riders, and overall users.

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

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

The difference in percent increase in fares "before" and "after" the increase is calculated for (a) minority riders compared to non-minority riders and (b) low-income riders compared to non-low income riders. The proposed inflation-based fare increase is an across-the-board fare increase. BART's Disparate Impact and Disproportionate Burden Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the changes for protected riders and nonprotected riders is equal to or greater than 5%. Therefore, a 5% threshold is applied to the difference in percent increase in fares.

APPENDIX B

‘BART Wants to Hear From You’ Postcard

Appendix B ‘BART Wants to Hear From You’ Postcard

BART WANTS TO HEAR FROM YOU

BART is studying fare options to help address next year's projected operating budget shortfall.

Come tell us what you think,
4:00–7:00pm at these BART stations:

Tuesday, April 4.....Daly City BART
 Wednesday, April 5.....16th Street Mission BART
 Thursday, April 6.....West Oakland BART
 Wednesday, April 12.....Lake Merritt BART
 Thursday, April 13.....Fruitvale BART
 Tuesday, April 18.....El Cerrito del Norte BART
 Wednesday, April 19.....Pittsburg/Bay Point BART

For additional information on fares and outreach,
and to take the survey online, please go to
bart.gov/faresurvey

If you need language assistance services, please call (510) 464-6752. 如果您需要語言協助服務，請電(510)464-6752。如果您需要協助，請電(510)464-6752。如果您需要協助，請電(510)464-6752。

¿A BART LE GUSTARÍA CONOCER SUS OPINIONES!

BART 希望聽取您的意見

BART se encuentra estudiando las opciones referentes a las tarifas para ayudar a hacer frente al déficit presupuestario operativo proyectado para el año entrante.

BART 現正積極研究推遲票價選項，以因應明年營運預算預計短缺情況。

Ayuda a darnos sus opiniones de 4:00 a 7:00pm a estas estaciones de BART:

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站提出您的想法：

- Martes 4 de abril.....Daly City BART
- Miércoles 5 de abril.....16th Street Mission BART
- Jueves 6 de abril.....West Oakland BART
- Miércoles 12 de abril.....Lake Merritt BART
- Jueves 13 de abril.....Fruitvale BART
- Martes 18 de abril.....El Cerrito del Norte BART
- Miércoles 19 de abril.....Pittsburg/Bay Point BART

- 4月4日星期二.....Daly City BART
- 4月5日星期三.....16th Street Mission BART
- 4月6日星期四.....West Oakland BART
- 4月12日星期三.....Lake Merritt BART
- 4月13日星期四.....Fruitvale BART
- 4月18日星期二.....El Cerrito del Norte BART
- 4月19日星期三.....Pittsburg/Bay Point BART

Para obtener información adicional sobre las tarifas y la difusión que se realiza dentro de la comunidad, y para contestar la encuesta en Internet, por favor visite **bart.gov/faresurvey**.

若要了解更多關於票價額外長短，並進行線上問卷調查，請上網於 **bart.gov/faresurvey**。

Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752.

如果您需要語言協助服務，請電(510)464-6752。

APPENDIX C

Fare Change/Budget Options Survey



Fare Change/Budget Options Survey

Please complete this survey to provide your input on BART fare changes and budget options.

January 2018 fare increase (capital budget)

To help fund the system's extensive capital needs, BART has a program of small, inflation-based fare increases every two years, with the next increase of 2.7% scheduled for January 1, 2018. (All new revenue from the fare increase goes to BART's highest priority capital needs including new rail cars, a new automated train control system, and an expanded maintenance facility.)

1 Do you have any comments about this planned fare increase?

Budget shortfall (operating budget)

For the fiscal year starting July 1, 2017, BART is projecting a shortfall of approximately \$25-35 million to the budget for operating expenses. (Note that Measure RR, approved by voters last November, provides BART with funding only for capital projects, not for operating expenses.)

2 To help balance its operating budget, BART is considering a few options described below, as well as expense reductions. These would be in addition to the inflation-based fare increase described in question 1. If approved, any fare options would take effect in January 2018. Please read each statement and circle a number from 1 to 5, where 1 means you Disagree Strongly and 5 means you Agree Strongly.

PAPER TICKETS: OPTION A—BART should charge more for trips made with paper BART tickets by adding up to \$0.50 to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.50 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$11 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

PAPER TICKETS: OPTION B—BART should charge more for trips made with paper BART tickets by adding up to 10% to the paper ticket fare. Fares for trips made with Clipper cards would not have this amount added. For example, a trip that costs \$4 with a Clipper card would cost up to \$4.40 with a paper BART ticket. This is estimated to reduce the shortfall by up to \$7 million annually. (Clipper cards would be available from ticket vending machines in all BART stations by January 2018.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

DISCOUNT CHANGE—BART should reduce the fare discount for seniors (65+), people with disabilities, and youth ages 5 through 12 from 62.5% to 50%. For example, a trip that currently costs \$1.50 at a 62.5% discount would then cost \$2.00 at a 50% discount. This is estimated to reduce the shortfall by approximately \$3 million annually.

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

PARKING—BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand. Monthly permit parking fees would increase accordingly. This is expected to reduce the shortfall by approximately \$12–16 million annually when fully implemented. (Based on a station's parking demand, daily parking fees increase or decrease in \$0.50 increments every six months.)

Disagree strongly			Agree strongly		Don't know
1	2	3	4	5	0

3 Do you have any comments about any of the above options? How would these potential changes impact you, if at all?

4 Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?

Your last BART trip

- 5 Please tell us about your last BART trip, starting from your home. At which BART stations did you enter and exit the system?

(Entry Station/Your Home Station)

(Exit Station/Your Destination)

- 6 What was the **primary** purpose of this trip?

(Check only one)

- Commute to/from work
 School
 Airplane trip
 Sports event
 Visit friends/family
 Medical/Dental
 Shopping
 Restaurant
 Theater/Concert
 Other: _____

- 7 Did you use a **Clipper** card to pay for this BART trip?

- Yes
 No

- 8 What **type of fare** did you pay for this BART trip?

(Check one)

- Regular BART fare
 High Value Discount
(\$48 or \$64 value)
 Senior discount
 Disabled discount
 Muni Fast Pass
 Student discount
 Other: _____

- 9 Did you park in a BART parking lot/garage?

- Yes

→ If yes, what fee did you pay?

- Daily fee
 Monthly permit fee
 None/free
 Other: _____

- No

Please tell us about yourself.

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

- 10 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

- 11 Age:

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

- 12 Are you a person with a disability?

- Yes
 No

- 13 Including yourself, how many people live in your household?

- 1 2 3 4 5 6+

- 14 Do you have any children ages 5-12 in your household who ride BART?

- Yes
 No

- 15 What is your race or ethnic identification?

(Check one or more)

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

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

- 16 Do you personally speak a language other than English at home?

- Yes, I speak: _____
 No

- 17 If you answered "Yes" to question 16, how well do you speak English?

- Very well Well Not well Not at all

- 18 Gender: Male Female _____

- 19 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 or more

Thank you for your input.



Encuesta sobre cambios en las tarifas y opciones de presupuesto

Por favor llene esta encuesta a fin de proporcionarnos sus opiniones acerca de los cambios en las tarifas y las opciones de presupuesto de BART.

Aumento en las tarifas en enero de 2018 (presupuesto de capital)

Con el objetivo de financiar las amplias necesidades de capital del sistema, BART ha desarrollado un programa de pequeños aumentos en las tarifas basándose en la inflación cada dos años, y tiene programado el próximo aumento del 2.7% para el 1° de enero de 2018. (Todos los nuevos ingresos resultantes del aumento en las tarifas serán destinados a las necesidades de capital de más alta prioridad, incluyendo nuevos vagones, un nuevo sistema automatizado de control de trenes e instalaciones de mantenimiento más amplias.)

1 ¿Tiene usted algún comentario sobre este aumento de tarifas?

Déficit presupuestario (presupuesto de operación)

Para el año fiscal que da inicio el 1° de julio de 2017, BART ha proyectado un déficit de aproximadamente \$25 a \$35 millones en el presupuesto de gastos de operación. (Tenga presente que la Medida RR, aprobada por el electorado el pasado noviembre, le proporciona a BART financiamiento para proyectos de capital exclusivamente, no para gastos de operación.)

2 Para ayudar a equilibrar su presupuesto de operación, BART está considerando varias opciones descritas más adelante, así como reducciones en sus gastos. Estas opciones serían adicionales al aumento en las tarifas basado en la inflación que se describe en la pregunta 1. De ser aprobada, toda opción de aumento de tarifas entraría en vigor en enero de 2018. Por favor lea cada una de las afirmaciones y encierre en un círculo un número del 1 al 5, en el que 1 significa "Totalmente en desacuerdo" y 5 significa "Totalmente de acuerdo".

BOLETOS DE PAPEL: OPCIÓN A—BART debería cobrar más en los recorridos realizados con boletos de BART de papel añadiendo hasta \$0.50 a la tarifa del boleto de papel. A las tarifas de los recorridos pagados con la tarjeta Clipper no se les añadiría esta cantidad. Por ejemplo, un recorrido que cuesta \$4 con una tarjeta Clipper costaría hasta \$4.50 con un boleto de BART de papel. Se calcula que esta medida reduciría el déficit por hasta \$11 millones anualmente. (Las tarjetas Clipper estarían disponibles a través de máquinas expendedoras en todas las estaciones de BART para enero de 2018.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

BOLETOS DE PAPEL: OPCIÓN B—BART debería cobrar más en los recorridos realizados con boletos de BART de papel añadiendo hasta el 10% a la tarifa del boleto de papel. A las tarifas de los recorridos pagados con la tarjeta Clipper no se les añadiría esta cantidad. Por ejemplo, un recorrido que cuesta \$4 con una tarjeta Clipper costaría hasta \$4.40 con un boleto de BART de papel. Se calcula que esta medida reduciría el déficit por hasta \$7 millones anualmente. (Las tarjetas Clipper estarían disponibles a través de máquinas expendedoras en todas las estaciones de BART para enero de 2018.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

CAMBIO EN LOS DESCUENTOS—BART debería reducir el descuento en las tarifas para adultos mayores (65 años o más), personas con discapacidades y niños de 5 a 12 años del 62.5% al 50%. Por ejemplo, un recorrido que actualmente cuesta \$1.50 con un descuento del 62.5% costaría \$2.00 con un descuento del 50%. Se calcula que esta medida reduciría el déficit por hasta \$3 millones anualmente.

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

ESTACIONAMIENTO—BART debería aumentar la cuota máxima de estacionamiento de hasta \$3 a hasta \$5, dependiendo de la demanda. Las cuotas del permiso mensual de estacionamiento aumentarían de la misma manera. Se calcula que esta medida reduciría el déficit por hasta aproximadamente de \$12 a \$16 millones anualmente cuando sea implementada en su totalidad. (Basándose en la demanda de estacionamiento de una estación, las cuotas de estacionamiento subirían o bajarían en incrementos de \$0.50 cada seis meses.)

Totalmente en desacuerdo			Totalmente de acuerdo		No sabe
1	2	3	4	5	0

3 ¿Tiene usted algún comentario acerca de alguna de las opciones indicadas arriba? ¿De qué manera le afectarían a usted estos cambios potenciales, en caso de que le afectaran en algo?

4 ¿Tiene usted alguna sugerencia con respecto a otros medios que podría utilizar BART para aumentar ingresos o reducir costos con el fin de equilibrar su presupuesto?

Su viaje más reciente en BART

- 5 Por favor hablemos de su viaje más reciente en BART, empezando desde su hogar. ¿En qué estaciones de BART se subió y se bajó usted de los trenes del sistema?

(Estación en la que se subió/Su estación inicial)

(Estación en la que se bajó/Su destino)

- 6 ¿Cuál fue el propósito **principal** de este recorrido?
(Marque sólo una respuesta)

- Transportarse al trabajo o a casa del trabajo
 Escuela
 Viaje en avión
 Evento deportivo
 Visitar amigos/familiares
 Médico/dental
 Compras
 Restaurante
 Teatro/concierto
 Otro: _____

- 7 ¿Utilizó usted una tarjeta **Clipper** para pagar este recorrido en BART?

- Sí
 No

- 8 ¿Qué **tipo de tarifa** pagó usted en este recorrido en BART?
(Marque una respuesta)

- Tarifa normal de BART
 Descuento de alto valor
(con valor de \$48 o \$64)
 Descuento para personas mayores
 Descuento para discapacitados
 Muni Fast Pass
 Descuento de estudiante
 Otro: _____

- 9 ¿Se estacionó usted en un estacionamiento de BART?

- Sí
→ Si la respuesta es "Sí", ¿qué cuota pagó usted?
 Cuota diaria
 Cuota de permiso mensual
 Ninguna/gratis
 Otra: _____

- No

Por favor hablemos 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.)

- 10 ¿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

- 11 Edad:

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

- 12 ¿Tiene usted alguna discapacidad?

- Sí
 No

- 13 Includyéndose a sí mismo, ¿cuántas personas viven en su hogar?

- 1 2 3 4 5 6 o más

- 14 ¿Tiene usted en su hogar hijos de 5 a 12 años que viajen en BART?

- Sí
 No

- 15 ¿Cuál es su raza o identificación étnica?
(Marque una o más respuestas)

- Indígena norteamericano o nativo de Alaska
 Asiático o de las Islas del Pacífico
 Negro/afroamericano
 Hispano, latino o español
 Blanco
 Otro: _____

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

- 16 ¿Habla usted en el hogar algún otro idioma que no sea el inglés?

- Sí, hablo: _____
 No

- 17 Si respondió "Sí" a la Pregunta 16, ¿qué tan bien habla inglés?

- Muy bien Bien Mal Nada

- 18 Sexo: Masculino Femenino _____

- 19 ¿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 o más

Gracias por llenar la encuesta.



車資變更 / 預算選項調查

請完成該項調查，提供您對 BART 車資變更和預算選項的意見和建議。

2018 年 1 月車資上調 (資本預算)

為了資助 BART 系統龐大的資本需求，BART 採取一項方案，每兩年依據通貨膨脹率將車資小幅上調，下一次計劃於 2018 年 1 月 1 日上調 2.7%。(因車資上調而產生的所有新收入都將用於滿足 BART 的首要優先資本需求，包括全新軌道列車，全新自動化列車控制系統，以及擴建的維護設施。)

1 您對此次計劃車資上調是否有任何意見？

預算缺口 (營運預算)

針對從 2017 年 7 月 1 日開始的財政年度，BART 預計將產生約 \$2,500 - 3,500 萬的營運支出預算缺口。(請注意，由選民於去年 11 月批准的 Measure RR 僅為 BART 資本專案提供資金，而不為營運開銷提供資金。)

2 為了幫助平衡其營運預算，BART 正在考慮下列幾個選項，以及減少開支的措施。這些選項和措施是問題 1 中所述因應通貨膨脹而上調車資之外的措施。如果獲得批准，任何車資選項均將於 2018 年 1 月生效。請閱讀每項陳述並從 1 至 5 中圈選一個數字，1 表示您非常不同意，5 表示您非常同意。

紙質車票：選項 A—使用紙質 BART 車票搭乘列車時，BART 應透過加收最多 \$0.50 的紙質車票車資收取更多費用。使用 Clipper 卡搭乘列車時不會加收該筆金額。例如，如果使用 Clipper 卡搭乘列車需花費 \$4，而使用紙質 BART 車票則將花費最多 \$4.50。該項措施預計每年將縮小高達 \$1,100 萬的缺口。(於 2018 年 1 月以前，所有 BART 車站的自動售票機均將提供 Clipper 卡。)



紙質車票：選項 B—使用紙質 BART 車票搭乘列車時，BART 應透過加收最多 10% 的紙質車票車資收取更多費用。使用 Clipper 卡搭乘列車時不會加收該筆金額。例如，如果使用 Clipper 卡搭乘列車需花費 \$4，而使用紙質 BART 車票則將花費最多 \$4.40。該項措施預計每年將縮小高達 \$700 萬的缺口。(於 2018 年 1 月以前，所有 BART 車站的自動售票機均將提供 Clipper 卡。)



折扣變更—針對老人 (65 歲+)、殘障人士以及 5 至 12 歲的兒童，BART 應將折扣從 62.5% 下調至 50%。例如，目前搭乘列車享受 62.5% 折扣時的費用為 \$1.50，而享受 50% 折扣後的費用則將為 \$2.00。該項措施預計每年將縮小高達 \$300 萬的缺口。



停車—BART 應依據需求將每日停車費上限從最多 \$3 上調至最多 \$5。每月停車證停車費將相應上調。該項措施全面實施時預計每年將縮小高達 \$1,200 萬 - \$1,600 萬的缺口。(依據車站停車需求，每日停車費於每六個月以 \$0.50 的幅度的上調或下調。)



3 您是否對上列任何選項有任何意見？這些可能發生的變更將如何影響您 (如果的確會影響到您的話)？

4 您是否有任何建議，可讓 BART 使用其他方式增加收入或降低成本，從而平衡預算？

您上一次搭乘 BART 的情況

- 5 請告知我們您上一次搭乘 BART 的情況，從您出門開始。您是從什麼車站進入和離開 BART 系統的？

(進站車站/您家所在的車站)

(出站車站/您的目的地)

- 6 這次搭乘列車的主要目的是什麼？
(限勾選一項)

- 上/下班通勤
 上學
 去機場
 體育賽事
 拜訪朋友/家人
 看病/看牙醫
 購物
 外出就餐
 看演出/聽音樂會
 其他：_____

- 7 您是否使用了 Clipper 卡支付 BART 車資？

- 是
 否

- 8 這次搭乘 BART，您所支付的車資類型為何？
(勾選一項)

- 常規 BART 車資
 High Value 折扣
(價值 \$48 或 \$64)
 老人折扣
 殘障人士折扣
 Muni Fast Pass
 學生折扣
 其他：_____

- 9 您是否使用了 BART 停車場 / 停車庫停車？

是

→ 如果是，您支付的是哪種費用？

- 每日費用
 每月停車證費用
 無/免費
 其他：_____

否

請介紹一下自己。

(您的回答有助於我們評估對所服務的社群有多少影響力。)

- 10 您目前多常搭乘 BART? (勾選一項)

- 每週 5 天或更多
 每週 3 - 4 天
 每週 1 - 2 天
 每月 1 - 3 天
 每月不到一次，但每年至少一次
 每年不到一次

- 11 年齡：

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

- 12 您是否是殘障人士？

- 是
 否

- 13 包括您在內，您家中共住了多少人？

- 1 2 3 4 5 6+

- 14 您家中是否有搭乘 BART 的 5-12 歲兒童？

- 是
 否

- 15 您屬於哪個種族或民族？
(勾選一項或多項)

- 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/西班牙裔
 白人
 其他：_____

(類別以美國人口普查為依據)

- 16 您自己在家中說非英語的語言嗎？

- 是，我說：_____

否

- 17 如果 16 題回答「是」，您的英文程度有多好？

- 非常好 好 不怎麼好 完全不會說

- 18 性別： 男性 女性 _____

- 19 您的稅前家庭年度總收入為何？

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

感謝您的寶貴意見。

APPENDIX D

Comments Received – Question 1

Appendix D Comments Received – Question 1

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1	Wasn't a bond measure passed last November for this same reason? A fare increase should not be necessary.	English	Title VI Outreach Online
2	Fare increase is understandable if it is on par with inflation rate and average salary increase of riders. I am guessing 2.7% is almost on par with current inflation but appreciate if BART could show exact reason and numbers to support the fare increase ratio when announcing it next time.	English	Title VI Outreach Online
3	Just the usual. I love paying more money for declining service! God bless public monopolies!	English	Title VI Outreach Online
4	Employee compensation, benefits, and retirement should be drastically cut and a freeze on all new increases in fares or taxes to subsidize BART. All savings from slashing employee costs should be dedicated 100% with the strictest oversight possible to fixing infrastructure and new rail cars. Hiring freeze too.	English	Title VI Outreach Online
5	I think these fare increases are appropriate and must be done to fund capital needs. They should be implemented asap to raise more revenue.	English	Title VI Outreach Online
6	On the surface, no. However, the agency needs to take a better look at the distribution of fares, similar to how WMATA has their fastpass system.	English	Title VI Outreach Online
7	Yes	English	Title VI Outreach Online
8	No, this is fine.	English	Title VI Outreach Online
9	No. The base fare is currently below your transit peers. So it is good to align it with your peers.	English	Title VI Outreach Online
10	why doesn't the record rider numbers also provide for record revenue?	English	Title VI Outreach Online
11	No, it is necessary.	English	Title VI Outreach Online
12	Raise the fares. If people complain, tell them to petition for higher (gas?) taxes to pay for it	English	Title VI Outreach Online
13	This fare increase is regressive and hurts low income people the most. Please streamline BART's management and operations before raising fares!	English	Title VI Outreach Online
14	I am glad that I don't have to rely on BART for commute travel. The fare increase seems a little too high for the lack of quality the rider gets.	English	Title VI Outreach Online
15	I do not like any additional fare increases other than the 2.7% every other year. Instead, BART should: 1) Stop fare evasions 2) Start asking IDs from those who use discounted senior tickets. Most of them are not seniors. 3) Enforce all parking violations. I know a lot of people abuse the carpool parking permits as well as not paying parking fees. 4) Stop giving discounts for the high value \$48 and \$64 tickets. 5) Reduce fares on weekends to encourage people to use BART on the weekends instead of Uber. Perhaps this will increase weekend ridership.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
16	I really do not mind paying a lot more for Bart's services as it is really convenient to get from one end of the bay to the other in under an hour but when the system is just completely unreliable and I am constantly ending up stranded in various East Bay stations and having to pay \$50+ to take an Uber home, I do not even think the prices now are fair. We need reliable service. We will pay for reliable service, please find a way to provide this. It seems like a domino effect is created when anything goes wrong. For instance, many times, one train will go out of service along the tracks causing everything to stop. This should not be able to happen. There needs to be a plan A, B, C for different situations that COMMONLY arise. I understand these changes will not be made asap, but as an avid Bart rider, it would be nice to know that these things are being thought about. Thank you,	English	Title VI Outreach Online
17	A surcharge on paper tickets penalizes tourists and people of limited means. Do not do this. Please, please, PLEASE get your financial affairs in order. It is extremely difficult to stomach paying more for more crowded service and fewer seats when you are paying \$271k/year to a janitor who hangs out in a closet. This is a disgrace.	English	Title VI Outreach Online
18	I think that BART should decrease it's fares.	English	Title VI Outreach Online
19	Fare increase is absurd! BART needs to be running 10 car trains during morning/evening commute times and run more "Montgomery" trains as well. And a 10-minute delay due to "wet" weather conditions needs to be addressed. Also BART has been late due to equipment problems, person on the tracks has been all too frequent recently. If fares are raised, BART needs to run more trains during commute times and ridership is probably down because people are finding it unreliable now. Also, security needs to be stepped up. I see homeless people getting on trains and riders jumping fare gates. And more BART police needs to be present on trains especially ones where these annoying street musicians get on a train and make passengers clear a path so they can perform dance moves to very loud music! Quite annoying after working 8 hours when I just want some peace and quiet on my ride home.	English	Title VI Outreach Online
20	Not really.	English	Title VI Outreach Online
21	Ridiculous! Stop overpaying BART employees first.	English	Title VI Outreach Online
22	Please explore all other options before raising fares for seniors, the disabled, and youth. Seniors and the disabled, in particular, are least able to absorb a fare increase and are the most vulnerable populations.	English	Title VI Outreach Online
23	The main way to raise money for all the projects that are needed is to merely enforce the fare rules. Right now there are so so so many people who do not pay to ride and absolutely nothing is done to them because it would be "mean". Well what about those of us who go to work every day and pay hundreds of dollars a month in bart fares instead of staying home and smoking weed all day. Please please please please start enforcing rules at Bart. Please. I am so tempted to tear up my clipper card and save a couple hundred dollars a month and just start walking in and out of the emergency exits like so many others do. Do you not see the absurdity of what you are doing? You are raising the fares on your honest patrons while continuing to allow fare evaders to blatantly evade paying anything at all. You are a publicly funded company with public tax dollars; you are not a charity. I wish Bart would emulate the New York subway system. The transit cops there do not mess around and go after every fare evader they see. Not in the Bay Area cause our motto is Don't Be Mean; unless it's being mean to the honest citizens.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
24	The fare price is already higher than any other transportation system in the bay area. You keep adding new stations, costing the system more money for maintenance and yet it's not covering the costs of the fares. I spend over 15 dollars a day just to commute in. At this point with an increase it will be more affordable for me to drive or move to caltrain. You can't keep charging more for a failing and outdated system. What you need to be doing is finding ways to reduce operating costs. Put limitations on the amount of overtime your employees are working, find ways to reduce the use of paper tickets at all, stop expanding a failing system. There shouldn't be anymore expansions to the system until you can figure out how to reduce operational costs without passing the expense on to the riders.	English	Title VI Outreach Online
25	Keep senior fares as low as possible. Do not discriminate against seniors with paper tickets.	English	Title VI Outreach Online
26	Fares and parking are already too expensive. Try increasing ridership of off-peak hours by working with employers to shift start times, reduce fares for off-peak airport trips, let kids ride free during off-peak, keep homeless off trains and out of stations, and do a better job of cleaning trains and stations.	English	Title VI Outreach Online
27	Do not support this. This makes Bart unappealing, and more cost prohibitive. Will start driving more. Costs and service already at the cusp of decision whether to use Bart or other services. Level of service, dirty conditions, regular broken facilities, overloaded cars (practically at most hours), disgusting patronage without any security and high costs making Bart a less preferred and soon less used option.	English	Title VI Outreach Online
28	I don't see any improvements since BART charged for parking. Raising fares again is ridiculous.	English	Title VI Outreach Online
29	No	English	Title VI Outreach Online
30	You guys make enough money as it is. Stop milking the riders and filling your pockets. You keep raising fees and have nothing to show for it. I can't even believe you charge for handicap parking when it's free everywhere else. Mismanagement at it's finest.	English	Title VI Outreach Online
31	The BART fare is already too high, with the 2.7% increase is making the BART fare unaffordable for a lot of people. For example I'm currently paying \$12.40 per day/\$268.67 per month for BART fare plus \$65.00 for parking. Just for transportation on BART cost me over \$300.00 per month.	English	Title VI Outreach Online
32	Considering the safety and environmental burden imposed by driving, the fact that existing gasoline and registration taxes do not cover the costs of providing road infrastructure, and how generally wasteful it is to use land near a rapid transit station to store automobiles, raising parking prices should be considered alongside, if not before raising fares.	English	Title VI Outreach Online
33	This would be a hardship for riders. With the high cost of living, and last year fare increase, Bart has not shown it is fiscally sound or responsible. We have passed measure RR for capital improvements. Bart fails to run on time. Drivers are poorly trained, and past fare increase have done very little to improve Bart service.	English	Title VI Outreach Online
34	Sounds reasonable	English	Title VI Outreach Online
35	A little too much for students.	English	Title VI Outreach Online
36	Improve the service first because right now BART is delayed on daily basis and there is an obvious lack of communication and lack of transit options in case of any emergency. It is not OK that people have to spend over \$100 for Uber when you close West Oakland station and do not provide any options to get to the city	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
37	Rather than taxing the Commuter all the time, Bart should also look into it's expenses. If Bart Pay Quarter million in Pay including overtime to a janitorial Staff, I am how many other Bart employee are misusing over time. It should hire external auditor look in to it.	English	Title VI Outreach Online
38	If ridership is down I do not see how increasing fares is going to help that. If anything it will force more of us to reconsider BART as an option. I currently spend \$8 A DAY to commute to work from Powell Street to Berkeley. That is already too expensive.	English	Title VI Outreach Online
39	(1) Do not touch discounts for seniors, kids, or people with disabilities. The idea is repellent. (2) Do not raise parking fees. They are already punitive. (3) It is outrageous for BART to demand significant fare increases "for capital needs" right after winning a generous capital bond. Many voters/riders won't get fooled again. The responsible way to handle capital needs is to stop wasting money on trouble-plagued new cars – a prestige project that rewards contractors, while sticking riders with louder, less-comfortable cars with hard interior surfaces. Cut off this boondoggle, and do a deep rebuild of the fleet's 40-year-old workhorse cars, using regional labor and parts fabrication.	English	Title VI Outreach Online
40	Yes. Bart is too expensive for what it's worth.	English	Title VI Outreach Online
41	It would be nice to have zoned monthly passes rather than per ride single fares. For example, I commute daily from civic center to Pleasanton. I would be happy with a monthly pass for my zone to zone travel linked to my card. For non-zone to zone travel, I would continue to add balance to my card to have regular deductions.	English	Title VI Outreach Online
42	I understand the fare increases are necessary to keep up with unflation, however I am completely opposed to filling in the gaps of a poorly managed budget at the rider's expense. It is expensive enough to ride BART, (which has by the way, become completely unreliable since the 2013 strike) with the annual fare increases, but increasing the fee for parking in addition is just adding insult to injury. It is especially troublesome to learn that BART rider's are essentially punished for the use of the parking lots, as that is how the parking fee is determined, by volume of card parked in the lots. Lastly, some new construction project had begun at the Concord station, which has blocked off a huge portion of parking and walkways for virtually no reason (I can't find a single advisory or article on bart.gov that explains what this construction is for). Now taxi cabs are taking up valuable street parking because their hovering section has been blocked off. So now, not only are rider's being charged more for parking at the Concord station (which by the way, up until a little over a year ago I believe, was free of charge), but now they are paying for less parking availability. Its completely unacceptable and if things don't change soon, ridership is only going to plummet.	English	Title VI Outreach Online
43	Too high, Bart is already too expensive, need to find other ways than charging your customers. Will lose more riders the more expensive it becomes which in turn makes you lose more money.	English	Title VI Outreach Online
44	This fare increase will significantly increase my costs of getting to work. I moved from a job in the East Bay to one in San Francisco. The benefits of an increased salary has been negated by the high costs of transit for me every month. Given that BART has been hit by decreased ridership, the last place BART should seek revenue is from existing riders, especially seniors and youth. In addition, BART just recently passed Measure BB, a significant investment in local transit systems. I myself helped campaign for it. While I know the funding sources are different, BART leadership must plan accordingly and put riders first. We cannot be asked again and again to pay more for the same service. In addition, cutting the frequency of trains will only decrease the appeal of taking BART compared to other transportation options.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
45	Bart is increasing the funding through measure and other ways for the same goal. Current Bart measure passed for new rail card and new automated train control system. So I don't think that it is justifiable to increase the fare. Bart has promised during measure passed for the goals listed. If Bart can able to increase the train frequency between 5 to 10 min then it is acceptable otherwise it is waste of time and money.	English	Title VI Outreach Online
46	This is reasonable and bearable for the long term health of the system.	English	Title VI Outreach Online
47	Seems reasonable	English	Title VI Outreach Online
48	Seems reasonable	English	Title VI Outreach Online
49	that's fine	English	Title VI Outreach Online
50	This will make BART even more unaffordable. Not everyone gets to work for a company that helps offset the cost of public transit. You have no right to raise fares when the number of assaults on BART continue to rise, the cars and stations are FILTHY, and the homeless use BART as a hotel and bathroom (and take up multiple seats during commute hours; asking them to move risks being assaulted)	English	Title VI Outreach Online
51	You can afford to pay the station agents more than a teacher and already charge more than other transit agencies in the country. This is ridiculous.	English	Title VI Outreach Online
52	Fair	English	Title VI Outreach Online
53	Not satisfied	English	Title VI Outreach Online
54	Do bart have to effect the consumer your trains are always breaking down. Bart needs to think of other ways to raise money instead of asking other people.	English	Title VI Outreach Online
55	The bart fares are already high. This is to encourage people to find another way for travelling.	English	Title VI Outreach Online
56	Please don't increase parking, it is expensive enough! Also, please stop reducing the number of seats while jacking up pricing. The two don't match.	English	Title VI Outreach Online
57	I wouldn't mind the increase if Bart had better security system. Sometimes it's scary walking through the parking lots.	English	Title VI Outreach Online
58	Expected	English	Title VI Outreach Online
59	Highest priority for Who??How come we have to pay more for that. Already the Bart is so much more expensive than let's say nymta or ratp in Paris	English	Title VI Outreach Online
60	1) Where is BART money currently being spent and what are those costs? What are the expenditures 2) What are the sources of BART income? What are the \$ costs?	English	Title VI Outreach Online
61	I understand the need for the increase of fares, however, I do hope the funds immediately go to repairing particular parts of BART tracks damaged by water and erosion.	English	Title VI Outreach Online
62	Why is there another increase? It keeps rising up but little to no improvements...	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
63	I understand the need for extra capital to allow bart to reach farther areas for servicing more of the Bay area but I as a student who already pays \$45 a week to commute from Downtown Berkeley to Daly City I am not in favor of this increase. I and many other SFSU students find it difficult at times to afford the commute from our homes to school. With this increase it would add much more to the expense we have to pay just to get and education. We as students aren't even provided with any discounts to use bart, which i find extremely surprising. In my opinion it would be great if you could introduce a small discount for students which verified school emails or verified enrollment status'. If you decide to do the increase then it would be great if you could allow students to still pay the same amount as right now. \$45 a week for about 4 months comes out to be around \$700 in commuting for me. I am a full time student working as close as possible to Full time to be able to afford my classes, rent and commuting. I am asking that there be mor e of an attention to students having to use Bart. And honestly if there is possoble another way to find these funds for Bart services rather than raising the fair. Thank you for listening	English	Title VI Outreach Online
64	I think it's reasonable.	English	Title VI Outreach Online
65	Instead of fare increases to the already high price fares commuters already pay, why don't BART operators, station agents and management take a pay cut or no raise to their already inflated and unjustified overpaid salaries	English	Title VI Outreach Online
66	Ok	English	Title VI Outreach Online
67	we see an increase in fares every other year and there has not been any change to the system delays, maintenance issues and all. we need gates at exits like they do in New York. Bart loses so much money round trip from those that just hop over around 7-10 people i see throughout my day 5 days a week. that is ALOT of money a year. the cost of living in the bay area is not getting any better and we rely on bart to get to and from work how much of a hardship does it have to be for bay area riders? do something to stop getting stuffed at the fare gates!	English	Title VI Outreach Online
68	I support fare increases but not the way you do it. I would instead support a peak and off-peak fare for two reasons. First, peak riders put the biggest strain on the system, requiring increased capital and operations cost in the few hours in the morning and evening. Second, peak riders are higher income, are more inelastic to fare changes, and often get transit benefits from work, which allows their willingness to pay to be a little higher. In contrast, off-peak riders are lower income and are more elastic to fare changes. There is a reason why off-peak ridership has gone down so significantly! It doesn't make sense to take BART in the off-peak any more! Washington DC does it to great success.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
69	<p>I vehemently oppose ANY fare increase. As an original BART rider beginning with the opening of the first station, Daly City, BART has done nothing to warrant a fare increase. Your trains are filthy, late 80% of the time and stink of urine. BART has no clue. You floated the idea of charging additional money for people that take up more than one seat; however, each morning I see homeless people camped out on trains taking up MULTIPLE seats. On a daily basis I see people coming in through the back gate at Daly City without paying. I have repeatedly brought this to the attention of station agents and BART police to no avail. You have to ask what's wrong with this picture. You want a fare increase yet you let fare evaders ride the trains for free. That is not fare to paying passengers. You could easily make up some of the additional revenue you want by cracking down on fare evaders. As a rider why should I be subject to homeless people on trains and in the stations. As it is BART is expensive. It is clear BART does not care about its passengers but money. No, until you start cracking down on homeless, fare evaders, clean up the trains and start running them on time, you do not deserve a single penny.</p> <p>Further, I have witnessed people smoking on the platform and on trains. I once brought this to the attention of the train operator who did nothing.</p>	English	Title VI Outreach Online
70	Do it.	English	Title VI Outreach Online
71	I would like Bart to consider different pricing models, including price changes around rush-hour (a decreased fare from 630-730a would encourage off peak ridership). Also, new cars are good but clean cars are even better and will last longer.	English	Title VI Outreach Online
72	how will you ensure affordability and accessibility for low income workers and college students who rely on BART for their main means of transportation?	English	Title VI Outreach Online
73	Don't change the parking fee for Daly City!	English	Title VI Outreach Online
74	You can increase fare in any amount as long as you upgrade the trains and those outdated noisy tracks to MagLev magnetic levitation trains. Bay Area is suppose to be the tech hub of the world but here we are using the same ancient track technology used 100 years ago. Go to Japan, Taiwan, Korea and you will realize we are lagging behind.	English	Title VI Outreach Online
75	I do not want to pay more. Your employees make a lot to sit at booths. And not bust fare avoiders. I am not getting pay raises. I am paying \$91 a month and could take busses and shared Uber.	English	Title VI Outreach Online
76	No problem, inflation is expected.	English	Title VI Outreach Online
77	While fare increases are expected, and in most cases relevant; as a daily BART rider for several years, I do not see the proper results from such increases. The BART system is well outdated, there are consistent delays, escalator outages etc...the money is not visibly being used properly.	English	Title VI Outreach Online
78	Keep the same discount fares	English	Title VI Outreach Online
79	I support regular, inflation-based fare increases. Please keep this concept in place.	English	Title VI Outreach Online
80	I am against the fare increase. We've only seen crowded trains, dirty cars, disengaged station agents	English	Title VI Outreach Online
81	WHY! I can barely get on and off trains now! You are making more than enough off of your rides and this just plain greedy!	English	Title VI Outreach Online
82	It is ridiculous. For people who take public transportation excessively like myself, every cent is another addition to my bills.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
83	DO NOT INCREASE PARKING FEES. THERE ARE NO BUS ROUTES FROM WHERE I LIVE TO THE BART STATION AT THE TIME I RIDE EARLY IN THE MORNING. I HAVE NO ALTERNATIVE. ALSO THE OVERTIME FOR JANITORS IS A DISGRACE, I SEE 2 HUDDLED TOGETHER DOING NOTHING ALL THE TIME AT THE DALY CITY STATION.	English	Title VI Outreach Online
84	I support it.	English	Title VI Outreach Online
85	As a BART commuter another fare increase would be a complete slap in the face. Not only do BART commuters continually face fare increases and other increases (parking) randomly we do not see any improvement to the system, stations or tracks. In my 5 years commuting on BART the service has deteriorated by the day.	English	Title VI Outreach Online
86	I would think after the Bay Area has already stepped up and approved the Bond measure they were asking for that another fare hike due to budget deficit is entirely unreasonable and just illustrates BART Board of Director's mismanagement and inability to prioritize requirements.	English	Title VI Outreach Online
87	Increasing the fare by 2.7% will make daily riders find other means of transportation that are more reliable. Large corporations are increasing private bus shuttles and shared carpool services are also increasing services. If you want to increase the fare by 2.7%, you will need to give something back to the riders (cleaner trains, faster services, and clear communication on delays). Instead of hiking fees up on daily rider that keep you employed, you should review who is on your payroll. A janitor at the Powell St. Station is making 6 figures a year. How is this possible when every station and car is filthy.	English	Title VI Outreach Online
88	It's absolutely ridiculous. You keep raising fares, but service keeps getting worse and worse. The most equitable solution to most problems is to tax the rich. Public transit benefits everyone, including those who don't use it (it de-congests highways), so everyone should pay for it, not just BART riders. Tax the rich, not the poor. Charging people to use paper tickets is a regressive way to raise money. Yes, Clipper Cards are more efficiently, and yes, I have a Clipper Card, but poor people are more likely to use paper tickets because they don't have credit or debit cards with which to refill Clipper Cards. Not only is adding a paper-ticket surcharge wrong and unfair, it's actually discriminatory and could be against state and federal law.	English	Title VI Outreach Online
89	Costs are always passed to the consumers no matter what the reason. I travel from Daly City to Civic Center daily where escalators are always broken or inoperable.	English	Title VI Outreach Online
90	BART fare is already very expensive for most people. You need to observe the traffic congestion and ask yourself why a lot of people still wants to drive. First, there is a \$3.00 parking fee and RT \$650 Daly City to Civic Ctr (it's about 5 miles ride). BART services has gone down, trains are too dirty first thing in the morning I don't think Bart cars are serviced at the end of the day. Stations are filthy it is ashamed for out of state visitors to experienced this services. I will give you an example "Portland Oregon" \$5.00 all day to ride their trains and it includes bus ride, Seattle, Washington, same fare of \$5.00 all day. I am starting to car pool beginning next year and I will save \$\$ as compared to riding BART.	English	Title VI Outreach Online
91	Fare increases really hurt average citizens' wallets! At this pace, it will soon cost \$20.00 for round-trip tickets and this doesn't even include the cost of rising Bart parking fees (which used to be free and now cost \$3.00/day!). If Bart fees continue to climb, I project that more citizens will opt to drive into places like San Francisco, thus worsening pollution and traffic!	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
92	Yes, as a loyal rider of BART for the last 20+ years I couldn't agree less with your proposed fare increases. You have continually signed poor contracts with your workers, continually caving in to their demands. Secondly, I can't tell you how many people get free rides each and everyday because your station agents either are not around or don't care. Your fare gates have always been too low and can easily be jumped over by young riders. They don't go low enough either and smaller children have no problem getting under them. Lastly your board seems to have complexly failed the riders of BART, needlessly squandering dollars on "improvement" that are laughable. Your escalators are terrible and take far to long to get fixed, how can an escalator take 6 months to fix? I will be a faithful rider of BART as long as I have to work in San Francisco and I will continue to pay my fare daily (for BART and Parking), but I will never vote for another Bond Measure for BART as long as you mismanage the dollars you currently have.	English	Title VI Outreach Online
93	Improvements to the system need to include track expansion and expanded hours. The BART system is much more highly valued than the city bus system and location to stations is driving up cost of housing. Public transit planning needs to be linked to affordable housing and greater access. For funding, there are many entities in the bay, tech corporations are one example, that use public infrastructure without paying their fair share of the tax burden to improve public transit for the rest of the population who are lower income.	English	Title VI Outreach Online
94	Please ABSOLUTELY no way should we have a fare increase.	English	Title VI Outreach Online
95	Bart is too expensive as it is, the fare increase is a bad idea.	English	Title VI Outreach Online
96	Don't do it. Kids living in poverty find transportation costs a tremendous barrier to getting to school and work.	English	Title VI Outreach Online
97	I think the extra charge for not having a clipper card is a good idea. I don't like the idea of rising the parking fee.	English	Title VI Outreach Online
98	It seems fair, maybe even too low.	English	Title VI Outreach Online
99	you can reduce weekend Bart service.	English	Title VI Outreach Online
100	Fair	English	Title VI Outreach Online
101	Bart is expensive and runs slow. Does not have restrooms in many of its stations. How can they think of raising fees without any value add. Bart should find the money in its budget.	English	Title VI Outreach Online
102	I want to see a difference in quality of service if fares will be increased. This includes train cars and BART stations.	English	Title VI Outreach Online
103	While I am never a price hikes I get that you need to adjust for inflation	English	Title VI Outreach Online
104	Although I find BART to a very convenient way to commute from Antioch, CA to San Francisco, CA for work, I feel it is my duty, obligation & responsibility as a paying customer to mention the things that concern me. Upon entering trains, I am most often than not, met with the stinch of urine, there are homeless people on the trains sleeping & sometimes taking up multiple seats along with dogs, the trains are always crowded & a round trip fare from Antioch to San Francisco including parking is already \$16.20 per day. I don't feel comfortable paying for fare increases until the service provided improves. It's not fare to the paying customers to incur an increase as many BART riders are not paying their fare share or no fare at all (I see people sneaking through the turnstile on a regular basis). On March 30, 2017 @ approximately 6:30 am, a BART rider was smoking (the flame from the lighter was visual then there was smoke & a strange odor)a substance on the train out an aluminum can. That behavior is absolutely unacceptable.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
105	This may be your reality of where these funds are going, but everyone understands that the real situation is connected to severely over compensated employees who we now all need to pay for. Without the consistent past failure of management to control costs we wouldn't be in the situation we're in. But, whatever justification you need to provide so you can all rest easier...	English	Title VI Outreach Online
106	Dump trump	English	Title VI Outreach Online
107	How 'bout you do like every other business does and manage your employees. If you have janitors making over 200K a year because they "want to work" and you do nothing about it you are not doing your job. For that salary you can have 4 full time janitors and then maybe the trains and stations would actually get clean. Don't come crying to us riders for more money when you can't even manage the amount you already have!	English	Title VI Outreach Online
108	I realize you've calculated what these three proposed changes would provide in revenue for BART, but have you calculated what these proposed changes would COST persons with disabilities, seniors, drivers parking in BART lots, the average daily commuter? That would be great to provide as well when taking our input, as opposed to simply projected generated revenue.	English	Title VI Outreach Online
109	Yes	English	Title VI Outreach Online
110	Honestly, having lived most of my life in Chicago and some New York, I can unequivocally say that BART is the worst metro system in the world. I'm not just hating, Bart seems to get worse year over year, like even in Chicago they can at least manage to stay consistently mediocre. The only real solution left is to completely destroy the BART system and just start over. Build a new system adjacent to the old BART tracks, and use normal damn gauge rails. Also everyone involved with the current BART system should be disavowed and blacklisted from ever being around any form of locomotive transport. In short I do not approve of any fare hike.	English	Title VI Outreach Online
111	Seems reasonable	English	Title VI Outreach Online
112	When are prices going to go DOWN. We have the most expensive system anywhere in the US. Disabled people should spend the same on a ticket as everybody else. Everyone knows that program is abused. Instead, create a three tier system with regular pricing higher, Bay Area residents with 50k+ middle and Bay Area residents with less than 50k income with the lowest fares. Our current system is very unfair to poor people without a car.	English	Title VI Outreach Online
113	If the increases will mean less train delays, I'm all for it.	English	Title VI Outreach Online
114	Fare increases are to be expected. Unfortunately, most people think its cheaper to drive.	English	Title VI Outreach Online
115	Anything under 3% is fair.	English	Title VI Outreach Online
116	Yes, I do have comments about this fare increase. WHAT BUDGET SHORTFALL? You just literally were handed BILLIONS of dollars and your ridership has YET to see any benefits. And now you're increasing fares? Are we going to see a new train before the fares are increased? Are you going to sudden start providing better, more reliable service? Are your stations going to be cleaner? Safer? Are you going to do anything about the MANY people who evade fares? Escalators would be nice, too. Maybe trains with AC that worked the way it was supposed to. Appropriate ventilation. But sure, raise the fares. You guys deserve it.	English	Title VI Outreach Online
117	No, I understand the need to increase fares on a periodic basis in line with inflation.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
118	I am not happy with the new bart rate because even though "you" are calling it a small amount; however, that small amount adds up. It can be up to \$1.00 per day at the end of the week it can be up to \$5.00 and total of \$20.00 by the end of the month. It all adds up and you are removing seats from the cars which is very upsetting since some of us ride for about an hour and standing in one spot is very uncomfortable and stressful. It would be best if you ADDED more cars instead of removing seats!	English	Title VI Outreach Online
119	I'm very frustrated with BART. There is tons of TALK about how there are going to be new cars and services, but i have yet to see any of this talk turn into new cars or better schedules. The RR bond measure being approved, yet it is still far more expensive to ride BART than it is to ride te public transit in NYC. Why is it that there is no unlimited travel option for commuters like there is in NYC? That's \$120/mo there... and here, I'm paying well over \$150/mo to commute the short distance from Berkeley to the Mission. \$8.08 round trip daily. Unlimited options also exist in London- they have a max rate they will charge to your oystercard in a day. You don't have that. And why cannot BART and Muni consolidate their payment systems and reduce the strain for commuters going between the two forms of public transit? It is ridiculous that Muni and BART do not interface seamlessly when they are both essential forms of transit for the majority of SF. This puts financial strain and increase commute times. It really feels like BART is not focused on customer service.	English	Title VI Outreach Online
120	I am not a fan of fare increases. I would prefer to see reducing the discount for seniors, disabled and others not paying the High value rate or regular ticket machine rate. I would like to see a all for one rate where everyone pays the same rate since everyone takes up appropriately the same amount of space on a train.	English	Title VI Outreach Online
121	I don't mind paying extra (even though this is the most expensive transit system of any of the 6 major metropolitan cities I've live in), as long as it actually goes to improvements.	English	Title VI Outreach Online
122	Hard to argue against it.	English	Title VI Outreach Online
123	This is absurd. BART has gotten notably worse in the past several years in terms of reliability. There are now delays at least several days a week during commute hours. It's gotten to the point where I need to take a BART train that's 30 minutes earlier each morning, just to ensure that I won't be late because of an unexpected delay. In addition, BART just received millions of dollars in future funding. And yet you want to charge riders more money, for worse service? Absurd. In order to keep BART accountable, riders should be reimbursed partially for each ride that suffers an unexpected delay. I bet that would result in a marked reduction of delays, and increased convenience for riders - who, at the end of the day, are your paying customers. We deserve much better customer service and an improved customer experience.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
124	No fare increase unless you can improve conditions at 16th street BART station:It sometimes takes weeks for bird droppings, which turn into mounds of white mess on the stair handrails, gets cleaned up, and even then the quality of the job that was done most recently was very poor. The street elevator isn't cleaned daily. It has just become a moving outhouse.Take responsibility for controlling drug dealing and other violent behavior around the street elevator in the middle of the day, it's sometimes dangerous to wait there. Please work with SFPD and put forth a strong, and effective, effort to make the street level area, which all riders must use, safe to move through. Imagine that I'm your 70 year old mother or grandmother.The platform escalator should always run in the UP direction in order accommodate all riders to the greatest extent possible. When I started using BART in January of 2016, the down direction street escalator at 16th street wasn't operational for several months. Here we are one year later and the same escalator hasn't worked for several months. I was told at that time that parts had to be ordered and were difficult to obtain. Since there are other escalators of the same type within the system, please begin to anticipate and keep an inventory of parts. Careful analysis of needs based on what is already known about the equipment could be helpful in this process. PLEASE MAKE AN EFFORT AT THE BART STATIONS, EVEN THOSE THAT AREN'T IN THE NEIGHBORHOODS YOU MAY BELIEVE ARE IMPORTANT. - the lack of attention to this, and a few other, stations implies a negligent attitude. I don't see this level of negligence at all of the other stations. The opening of the new BART station is an insult to those of us who use stations that are not receiving appropriate attention.	English	Title VI Outreach Online
125	i support it	English	Title VI Outreach Online
126	If new cars, a new control system, and a new maintenance facility can add more capacity during peak commute hours (longer trains, more frequent trains) than yes I support that. It is really tiresome to jam onto packed cars every morning & evening. I know that BART has competition from Chariot, Lyft, Uber, etc and I think a big reason is the rider experience. When BART can run smoothly with few delays and enough space (not empty seats but at least room to stand without getting intimate with strangers bodies!), I think more riders will stay loyal to BART.	English	Title VI Outreach Online
127	Will this be the only 2.7% fare increase for a while, or will future fare increases of that percentage take hold down the line?	English	Title VI Outreach Online
129	Your fare structure is really bad and ill-thought. Before adjusting the fare and buying new cars, fix what's broken now! Seriously, no cars to SFO on Sunday before 8am? Why Europe and Asia can do it, and we can't?	English	Title VI Outreach Online
130	Increases are to be expected and is relatively understandable by most as long as it is to improve the overall system - trains, safety, infrastructure, etc. however much of the money that SHOULD HAVE been used for this is/was being wasted by the unnecessary strike a few years back and overall salary and pension funding. Bart management including its board members must overhaul the entire financial system that is bankrupting the agency, abolishing the archaic pension system and replacing it with a private retirement system instead. It must work harder to reduce union influence which drives costs to insurmountable levels. The multimillions it would save will save the entire BART organization for decades to come, increase ridership, reduce costs, and make it affordable for ALL income levels. Bart is becoming a travel system only for the few who can afford it. This can all be avoided by making strong and drastic changes internally.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
131	The rate increase is going to reduce ridership even more, causing more traffic and longer travel times. I also don't think raising the rates on low income individuals or youth is very fair. They should be exempt. Also, this is more of a structural issue about how there is not enough state, national, City, or regional funding for the infrastructure. There are so many capital needs with Bart and the cost should not be transferred back to the users or the individuals.	English	Title VI Outreach Online
132	Reduce the executives' high salary package; then we won't be even talking about this in the first place. There hasn't been any improvements, cleanliness=0, fare gate operator manners=0, delay=0 with the Bart system anyway. Please don't take this as an excuse to raise the fare.	English	Title VI Outreach Online
133	Sounds like it will be harder for me to afford BART. And, if the fares are being raised, will the stations from 24th-Powell be any cleaner? They are disgusting.	English	Title VI Outreach Online
134	My opinion is keep disabled cost lower during certain hours for those whom commute early. For those whom are in groups raise the cost. For those whom are homeless One way into Oakland or San Francisco but those who live on Bart issue tickets we pay a lot for this and it's quite discusting af times	English	Title VI Outreach Online
135	Commuting is already an added expense and with no employee commuter benefits it is becoming a financial burden to go to work. A bart fare increase would change my options dramatically.	English	Title VI Outreach Online
136	I feel as if there was a fare increase not too long ago and now there will be another one. I understand that Bart needs to keep raising the prices to keep opening new stations however, there is money being pulled in by Bart and there are a lot of issues with the system. For one is that there are always broken escalators and elevators making stations not disabled friendly. The escalator at the civic center and 16th and mission stations have been broken for months. Bart police does nothing about the homeless crowd hanging out right outside the 16th and Mission stations, they sometimes harass riders and the smell is intolerable. When I see lack of customer service like this, it makes me feel as if fare increases are unfair.	English	Title VI Outreach Online
137	Fine. Presumably bay area cost of living has increased by this much or more recently?	English	Title VI Outreach Online
138	Please do not increase parking fees or fees for youth, the disabled and the elderly.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
139	I've worked in San Francisco since late 2014 and commute from the East Bay. Since then I've seen an increase in fare and a parking increase. This is all within three years. I strongly oppose a fare increase, we as riders should not have to pay an increase because Barts board has not done a good job with their budgets. Arent Bart employees paid very well? Why are they paid 1st class salaries and we get third class service?Barts facilities are beyond unsanitary, the trains are not dirty they are disgusting and so are the stations. At the very least if the sites were clean and SAFE with police presence in the plazas we would be able to justify the increase however I feel unsafe in the station as well as at the plaza. Bart does not monitor the plazas enough, there are people sitting and loitering all over. Bathrooms at many stations are closed or unkept, the escalators never work. The elevators at El Cerrito del Norte are always out of order. Over a month to be exact now. Only recently has one began to operate. This would make me consider driving to work. I might pay a bit more commuting by car but at least I would not have to deal with the current conditions of the Bart trains and stations. I can document and have taken notes of the same filthy items sitting in the same exact location in both the trains and stations over two weeks. This strongly supports my conclusion that there is very minimal cleaning.I understand this is just a way to give our input and not rant however it is upsetting we keep seeing an increase while the BART service declines.BTW has anyone fixed the broken and chipped stairs in the 16th and Mission station before someone falls. This is a huge Liability and is someone slips and sues to guess who will have to pay? The rider.	English	Title VI Outreach Online
140	I know that improvements are needed but Bart is already unaffordable for many and more expensive than most major cities' metro systems. I live in (and am from) Oakland and though I have worked at my job in SF for over 10 years, I am looking for work in Oakland in large part because of my commute: it's short, but expensive, crowded, and full of delays. It seems that there are more and more riders without there being more trains and improvements. It's hard to understand why Bart isn't making enough money off of the way things have been the last couple years to save for needed improvements.	English	Title VI Outreach Online
141	It will make my 12\$ per weekday commute more expensive obviously.	English	Title VI Outreach Online
142	I think the fare increase is acceptable.	English	Title VI Outreach Online
143	Its already expensive, i dont understand how almost every other big city can have affordable public transportation expect SF	English	Title VI Outreach Online
144	yes	English	Title VI Outreach Online
145	1. Measure RR was approved. Measure RR is suppose to cover "Capital Projects". Now BART wants to increase fares for "capital needs". It's the same thing! 2. No Inflation-based fare increases. BART should have to get approval EVERY TIME it wants a rate increase. 3. If you keep raising fares, soon it will be cheaper for us to drive our cars rather than pay high BART fares. Gas prices are decreasing, so raising fares will only chase us back to our cars. 4. Budget Shortfall? If you think you don't have enough revenue to meet you budget, then the answer is to re-work your budget, not raise fares.	English	Title VI Outreach Online
146	The planned fare increase was passed in 2013 before the passing of Measure RR. With the funding from Measure RR for capital projects, why does BART need this fare increase?	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
147	I have a lot to say about this fare increase! We just recently voted to give BART over 3 million dollars of our tax money for upkeep and improvements. That is the money that should be used and there should be no need to increase the fares. Public transportation is primarily used by the lower to middle class families. Raising the fare will only make them struggle more. If BART cares about the communities in which it travels through, as it often claims to do, then they would realize a fare increase will only put a further burden on them. Instead of attempting to make it harder for the working class to ride the public transportation it needs to do things like go to work and run errands, how about they use some of the money we already gave them to post BART PD at every station at the toll booths to prevent people from fare evading. I use BART every week day to travel to and from work. On average I see at least three people a day fare evade. Typically they are also the same homeless people who cause many issues on the trains. Putting an end to fare evading would not only give BART the money they claim they so "desperately" need, but it will also help alleviate many of the issues that the drug using homeless people cause. I have nothing against the homeless community, but when I have to constantly fear for my safety due to their presence because BART PD is never there when they cause fights, then it is an issue. All this being said, my husband works for BART and I am all about support them and public transportation in general. However, I don't think that raising the fare by 2.7% each year is necessary when there are so many other things that can and HAVE been done to help them with improvements!	English	Title VI Outreach Online
148	I agree if it helps the daily commuter	English	Title VI Outreach Online
149	its becoming more and more expensive - and I haven't seen much improvement.	English	Title VI Outreach Online
150	against it	English	Title VI Outreach Online
151	no	English	Title VI Outreach Online
152	If you are having financial problems, why don't you stop paying your employees their outrageous salaries which are above many highly skilled professionals such as doctors. They are paid a lot and do not perform their duties efficiently. Use the money to clean the facilities and update the infrastructure.	English	Title VI Outreach Online
153	Yes. Please use this money to clean the cars, and stations as well as fixing the elevators and escalators so that they are in working order. And quit paying employees outrageous salaries which are above the local average, they are not lawyers or doctors.	English	Title VI Outreach Online
154	I think it's an abomination that you're increasing fares when trains are packed. I'm totally against it. Find cost savings and other areas to raise revenue.	English	Title VI Outreach Online
155	I think the increases are to much, I already pay \$15.40 a day = \$77 a week = aprox \$308 a month for ride and parking. The services is not that great. Employees are very rude and have met a handful that seem to want to help, the rest it's like you are bothering them. Some of the drivers (specially in the afternoon - SF to Dublin/Pleasanton) don't shut up. The think people want to hear their comments or jokes, we are tired after a long day and want a relaxing ride. So no - fix your staff and then when the ride is enjoyable the increase might not be so bad. Oh and don't have people waiting at the last stop in the rain/cold, just bring the train in and let us get on and wait inside.	English	Title VI Outreach Online
156	It's crap....increased fares but no increase in timelines of service, safety at your stations, or cleanliness of your trains.	English	Title VI Outreach Online
157	What happened to the \$3B bond measure approved by voters last November. Fare increase seems reasonable but you really need to focus on station escalators, elevators and cleanliness.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
158	BART really needs to use the revenue from the fare increase on MAINTENANCE. Elevators and escalators break down all the time and are out for weeks at a time. Every day I get 4 - 6 advisories about broken elevators. It's truly shameful.	English	Title VI Outreach Online
159	There have been many BART increases seemingly with a decreased level of service and support. I am a daily commuter who pays \$16 plus dollars per day for BART fare and parking. It's discouraging that BART has become the equivalent of a homeless shelter. Trains are more often than not, over crowded, dirty and stinky. If there is a choice to be made which most likely there is not, I don't want to pay more for an over crowded, dirty, stinky ride. I keep reading reports that BART's ridership is down. Where is that happening? If I felt like I was getting a quality service, I would not mind paying more.	English	Title VI Outreach Online
160	Think outside the box for a change. You should raise money by cutting down on waste and increasing efficiency. You have always been taking the shortcut view of your money issues. How long do you think you can keep doing this? You are already losing weekend travellers because of cheaper alternatives. Montgomery escalator down for the last 6 days and I see 3-4 people sitting and talking. A janitor spending hours inside a closet room and ending up earning in the 300000! Come on, think differently for a change and do the unthinkable. People will appreciate it and stop hating you guys for a change	English	Title VI Outreach Online
161	You are getting greedy	English	Title VI Outreach Online
162	BART needs to really consider the fact that it is ALREADY a very expensive transit system to begin with--raising the cost would make it more prohibitive for all.	English	Title VI Outreach Online
163	I voted for Measure RR with the understanding that would fund fixing the atrocious conditions and failing infrastructure. I find it absolutely unacceptable to raise fares due to BART trying to make up for fewer riders on the weekend. Daily commuters are already paying their share and have had to live with deplorable conditions including overcrowding, overheating, reliability and unhygienic conditions. Raising fares when Measure RR passed feels like riders were very much misled about why Measure RR was needed and where the money is going. Seriously, where is the money going?? Something is very wrong when BART got funding approved to address issues and is already asking for more. Super not cool. Not ok. Pretty annoyed regular rider. Come on BART. You're better than this.	English	Title VI Outreach Online
164	I am against the fare increase due to the following reasons: 1. Bart has the worst management, they need to control the cost. Cut off the unnecessary overtime. 2. They should have provide a better service before fare increase	English	Title VI Outreach Online
165	I have experience living in other countries and in the Bay Are for 6 years. The size of the budget \$1.8b+Fare increase + \$3.5b bond have to improve substantially the quality of service given soon. Now it is, by far, really bad.	English	Title VI Outreach Online
166	I'm okay with it	English	Title VI Outreach Online
167	I haven't seen much improvement in the past after fare increases. What can you do to convince me that this will help with the overcrowded commute and delays?	English	Title VI Outreach Online
168	If this money indeed goes towards improving BART, I'm all for it.	English	Title VI Outreach Online
169	My usual ride is between El Cerrito and 16th street sf. I have to admit that \$4.30 is a good value for that trip. I don't use the parking at the moment. I would hesitate raising senior fares.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
170	I don't see how the increase in fare will improve Bart. It cost more than \$10 to get work and Im constantly stuck on a with train mechanical problem, or not enough security(or police) in station, and most of all the sanitation on/off station isn't great. With the fare increase comes with the parking increase as well. There should be more discounted fare available not everyone can afford to pay for train and some of us work minimum wage jobs.	English	Title VI Outreach Online
171	Eliminate pay increases for the highest paid, surliest transit workers in the country	English	Title VI Outreach Online
172	More station maintenance. In and around stations. MAKE THEM CLEAN and SHINE!!! Remove more seats from railcars. Most people can stand. Just put benches under the windows, like in NY!!!	English	Title VI Outreach Online
173	Instead of raising fares every time there is a shortfall, BART management must look at renegotiating the employee contracts (including benefits and pension). The current pay model is not only some of the highest in the country, but it is clearly not sustainable.	English	Title VI Outreach Online
174	Crazy there is a budget shortfall with ridership as high as it is. Costs out of control? Mismanaged?	English	Title VI Outreach Online
175	Support the increase to support capital needs	English	Title VI Outreach Online
176	Please raise parking rather than cutting discounts to seniors and the disabled.	English	Title VI Outreach Online
177	How about cutting costs instead?	English	Title VI Outreach Online
178	if this goes directly towards improving the infrastructure for BART, then it's a good thing.	English	Title VI Outreach Online
179	I would be against the parking fare increase. I currently park at Daly City Bart. As of now, I pay about \$3 daily to park my vehicle there. If the fare was increase to \$5, or even \$4, I would consider driving instead of taking BART. My work offers a parking garage for a rate of \$60 per month. I pay less than \$10 a day to take BART. So even though I pay more for BART for the convenience of not driving or using gas, anymore than that and I would cease using it.	English	Title VI Outreach Online
180	no.	English	Title VI Outreach Online
181	BART is the most expensive subway system I've used in the US and the service is infrequent (comparitively) and prone to frequent delays. I'm having a hard time believing there aren't inefficiencies in the budget that could be addressed and redirected towards maintenance and service improvements. I hope that will happen in addition to the fare increase.	English	Title VI Outreach Online
182	Sounds reasonable as long as it goes towards improving service and escalator repairs.	English	Title VI Outreach Online
183	you need to clean up the stations. they are disgusting.	English	Title VI Outreach Online
184	I'd really like to see peak and off-peak prices to incentivize travel at alternative times. Just like they do at WMATA.	English	Title VI Outreach Online
185	Please use the fare increase to clean the trains and stations. Some of the stations and cars are filthy - and as a regular commuter - I rarely see anyone cleaning the stations - particularly Civic Center. Also, safety has become an issue. It seems that there are more panhandlers (some are aggressive) and folks that come on with dogs -that are very clearly not service animals. I would gladly pay a fare increase if it meant that the trains and stations would be cleaner and safer. As it is now though, unless the budget increase would address the issues of cleanliness and safety I would be opposed to any increase.Thank you for your attention to my concerns.	English	Title VI Outreach Online
186	from a rider perspective all I see are fare increases - there have been NO noticeable improvements at all if anything the system is getting worse - more frequent delays more crowded trains, dirtier trains and stations, out of service escalators and elevators...	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
187	increase the bridge fare to get more riders instead of increasing fare. NY fair is like \$2 to anywhere.	English	Title VI Outreach Online
188	BART can't build parking based on the need demonstrated by their rush period fare date and large waiting list and this is overshadowed by the loss in revenue they turn away from not having proper parking structures with available spaces. And BART wants to raise fares on the people they do eventually get into their stations? Seems like cart before the horse, why don't you fix the horse first and bring in more revenue by making the stations more accessible?	English	Title VI Outreach Online
189	The cost of parking and fare is already overpriced, lack of parking in the morning and packed trains in the morning and evening...a planned fare increase is pure insanity	English	Title VI Outreach Online
190	BART is already more expensive than driving, the ticket price shouldn't increase. The parking fee should increase, which will also (hopefully) encourage walking/biking/public transit to BART.	English	Title VI Outreach Online
191	Do NOT raise fares for Disabled people! Stop the fare gate jumpers!	English	Title VI Outreach Online
192	I understand the need	English	Title VI Outreach Online
193	It's ridiculous that it costs less for my wife and me to commute to SF from El Cerrito on BART then it does driving , still I BART every workday. It's regrettable that public transportation is not better subsidized by both state and federal governments. Given this I accept the fare increase and will continue to ride BART, it's simply a better way.	English	Title VI Outreach Online
194	please don't :(tax drivers more, especially ones who have Teslas.	English	Title VI Outreach Online
195	Sounds reasonable.	English	Title VI Outreach Online
196	BART service is the worst compared to any of the cities in the US e.g. LA in the same state. Just do an exercise and estimate how many times in a day during the peak hours BART service is on time (<5-7 mins delay) and how many such days do you have in a year. Some developing countries have better service than SF BART. BART service is a disgrace to the administrators. Instead of increasing you should reduce the fee.	English	Title VI Outreach Online
197	I wouldn't mind fare increases if half of the BART trains I got on didn't smell like urine.	English	Title VI Outreach Online
198	Bart is already incredibly expensive for daily commuters and casual riders. I would rather see and hear more advertisements than get any sort of rate increase. What would be worthwhile is purchasing larger value tickets and getting a discount. So if you bought \$100 ticket/Clipper reload it would be \$90, so in essence casual users get charged more, but it doesn't look like it.	English	Title VI Outreach Online
199	I never like to see prices rise	English	Title VI Outreach Online
200	Seems weird that we just voted for RR and BART still needs money	English	Title VI Outreach Online
201	"highest priority capital needs"? Measure RR is suppose to cover ALL BART's 'capital' needs. BART, you are running a con job on the riders. I don't believe you are going to use revenue from a fare increase for 'capital needs'. You people have already made up your minds that you are going to increase fares. This is just some lame pretense to get riders to feel sorry for you.	English	Title VI Outreach Online
202	Bart has already enough funding and there is still not improvements on the aging systems. The trains are getting more crowded, hot and smelly. The ride is still bumpy and good luck not falling or "flying" if you do not hold on to something.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
203	Whenever Bart trains are significantly delayed, riders should be reimbursed for their fares	English	Title VI Outreach Online
204	Please look at fare evasion numbers; seeing too many people walking in/out of emergency exits or hopping the fare gates. Any numbers on citation counts in the last five years to see if there's been an increase in people who refuse to pay? Also look at how Clipper and discount tickets are used? With the color coded magnetic tickets, you're able to quickly view those who should/should not be using the discount tickets. Clipper makes it too easy for people to use discounted fares and not be seen by police.	English	Title VI Outreach Online
205	BART was sold to us as a 234/7 system that would "ring the bay". In 40 years you STILL haven't done that. You've got JANITORS making a couple hundred thousand dollars a year an the filthiest bathrooms anywhere. No one can sit in the end seats on any car because they are the homeless people's bathrooms. Your ELEVATORS and ESCALATORS either don't work or REEK of piss and shit. Your "station agents do little more than read their newspapers all day and act resentful if you want to ask a question. Also, any vehicle that can pull out of a station while the "operator" is hanging his head out the window BSing with his buddies, is not being driven. You've been paying the warm springs staff for MONTHS and that station isn't even open yet. You should be MORTIFIED to ask for a fare increase.	English	Title VI Outreach Online
206	If fares increase, please rid the station and trains of vagrants and panhandlers.	English	Title VI Outreach Online
207	BART is already expensive for many people and a fare increase would make it much less accessible for everyone.	English	Title VI Outreach Online
208	You don't need it. You haven't made any improvements from the last increase. The bathrooms, elevators, escalotars all still stink. The escalotars are always broken a long with the elevators. The trains are always crowded and Bart is always late.	English	Title VI Outreach Online
209	I'm all for it. The cars are old and need a makeover. I don't mind paying a little more for it, provided I still live here when they do happen!	English	Title VI Outreach Online
210	I am against the increase as it is already expensive.	English	Title VI Outreach Online
211	Paper ticket surcharge will hurt casual riders and those not from the area. It might also affect those who are not comfortable with technology. Raising the price of parking hurts commuters, who don't really another transportation option. They will bite the bullet and grumble. I would advocate more advertising. Ads are annoying but we are all used to them.	English	Title VI Outreach Online
212	BART is an essential transportation service and must operate at standards that reflect its importance and to stimulate maximum use of mass transportation. It is disappointing that BART needs to pursue additional fare increases in light of the significant bond / capital funding it will be receiving, and given how much time BART has had to anticipate this. However, maximizing revenue to support a well run system is a legitimate goal, presuming it is done appropriately	English	Title VI Outreach Online
213	Bart is getting too expensive (fare-wise and parking-wise) and with no great return (trains are always delayed, too crowded, and slow in getting stations built). Figure other ways to generate money besides taking more money from Bart customers. It is way too costly already for the billions of us who use your system.	English	Title VI Outreach Online
214	Why are you subsidizing parking? People should pay to store their large piece of personal property on Bart property. Increase the cost of parking. It's way too cheap now. Increasing fares disproportionately affects those who use busses or walk.	English	Title VI Outreach Online
215	I'm not happy about it. I travel a lot and use public transit all over the country and cannot understand why Bart is so expensive.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
216	I don't see where the money is going. We keep getting raises and the service has only worsened. The trains constantly break down, it is becoming unreliable. The pace at which the increases have been made do not feel "small, inflation-based". Specially living in the bay area where it is already increasingly expensive to live, a fare increase puts a strain on an already weak financial situation for the majority of its riders.	English	Title VI Outreach Online
217	Although it's always annoying to have to pay more to commute, this seems like a reasonable, well-thought out fare increase.	English	Title VI Outreach Online
218	Bart should charge extra to the tech workers in the Bay Area who use the Clipper cards. Poor people in the Bay Area use paper tickets more often than Clipper cards so raising the cost will hurt the poor. Instead of providing discounted Bart tickets just to the seniors, disabled, and youth, we need to provide discounted Bart tickets to poor people. Provide this option to nonprofits and government agencies who are helping the poor. They need discounted tickets too. The Bay Area is facing major inequality and by raising the prices for low income people are hurting us. The tech workers use Clipper cards on a regular basis. Raise their prices but don't raise the prices on the low income workers who are barely getting by in this area of raising rent prices. These tech workers are making over 6 figure salaries, they can afford to pay more but poor people don't.	English	Title VI Outreach Online
219	All three of the proposed options for generating the needed extra revenue are fine with me. Additionally I would be in support of a more equalized revenue system where there is less of a disparity between short trip and long trip prices.	English	Title VI Outreach Online
220	This additional inflation should not be coming out of the pocket's of hard working everyday people who are already struggling to get to and from work. Why not have implement an option where the high executives take up pay-cuts to help supplement these changes.	English	Title VI Outreach Online
221	I really think is absurd!!! Public transportation is expensive as it is and the economy is putting more and more barriers for people to be able to go to work and transportation should not be one of those.	English	Title VI Outreach Online
222	The issue I have is spending money on useless things like advertising, marketing and "sustainability". I don't have an issue with the fare increase.	English	Title VI Outreach Online
223	This fare increase is OK, but eventually I would like BART to compare the wages it pays unionized BART employees with the wages and salaries that typical BART riders earn. I suspect that BART employees earn too much more than typical BART riders. That is unfair.	English	Title VI Outreach Online
224	If I could see improvements in new trains, tracks, fewer delays, working escalators, cleanliness I'd have no problem with increase. I pay for premium parking which has gone up from \$63 to \$100 in last 2 years. It's ridiculous. What's that money being used for?	English	Title VI Outreach Online
225	keep the discounts for seniors, people w disabilities and children the same, at or above 50%. they're already marginalized - they shouldn't be penalized due to unforeseen budget shortages.	English	Title VI Outreach Online
226	BART is already very expensive, but given the vital service it provides, I am ok with a 2.7% increase. Also, reduce the discounts to 50% (62.5% is way too generous). Paper ticket surcharge is visitor-unfriendly. What about a refund option (even a mail slot) at Oakland and SFO Airports? Parking at \$5 is painful, but would encourage less driving.	English	Title VI Outreach Online
227	This is ridiculous. I don't understand how the service cannot be improved (more seats on trains; more trains running during peak hours; continuous cancelled trains - yet fares and parking fees are going to be increased? These issues should be a priority, then maybe people will be more willing to pay higher fees.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
228	I feel like the commute fare is already high and we just passed measure RR a 3.5billion bond. I understand that fares need to be raised from time to time but when I hear the bonds and budget is not being utilized where it needs to it makes me and I'm sure all riders livid. BART was one of its kind in the country when it first started, but there has been zero forward thinking and just bonuses for management and bad deals with unions which has stalled the entire Bart system and the only mode of transport for lots of folks here in Bayarea.	English	Title VI Outreach Online
229	Yes. It has consistently increased since I started riding Bart several several years ago. I think with the extension of the Bart line into Antioch and further into Fremont the amount of folks taking Bart will increase and naturally raise your profits. Its unclear why the Bart is not a cash cow as is. Perhaps you could look at the income of the top 5 bosses of Bart and find an answer there. Also to increase the fare of the elderly, disabled and youth is completely ridiculous and embarrassing. Please do not do this to them. And also don't blame the folks who jump the gate either...if the prices weren't so high as is than everyone could afford to take Bart no problem, but the way sexism and racism are set up thats not gonna happen. As much as you want to change the seating and call it worth the price lets not and it will prevent an unneeded additional cost that isnt really serving anything. The NY Subway has metal seats and a billion riders and they are not going under...take a look at their system. Simplify. Relax and don't take down the folks who depend on you.	English	Title VI Outreach Online
230	I understand the need to raise more funds to pay for the system, so I will bite the bullet on this.	English	Title VI Outreach Online
231	Is this the same as BART's normal yearly increase? If so, then no additional comments.	English	Title VI Outreach Online
232	Raise the prices, but take out more seats so more people can board the trains during rush hour.	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	Don't increase fare. Already too expensive. More expensive than other transit system in the USA. Should have 1 flat rate fee, good for 2 hours.	English	Title VI Outreach Online
235	It seems like you need to find a way to increase ridership, which raising fares will not do.	English	Title VI Outreach Online
236	I am very against an increase because you're doing nothing to make my experience better. In the 10 years I've been riding BART, service has gotten way worse. The trains are not on time. They are overly crowded. The elevators and escalators are often out of service. Where is this money going?	English	Title VI Outreach Online
237	What about stopping and citing all the non paying people who walk through the gates, hop the fence or use senior or student tickets? What about checking every train at the end of the line for people sleeping on the train like it was their motel room? Paying more money for filthy trains with less seats.	English	Title VI Outreach Online
238	Can some of the increase go toward cleaning the interior of the cars and keeping the homeless from sleeping on the cars?	English	Title VI Outreach Online
239	I would rather adjust fares based on time a rider uses Bart (increased fare during typical commute times)	English	Title VI Outreach Online
240	Yes. Clean up the train system (stations and cars) before you even start asking for more money.	English	Title VI Outreach Online
241	cut back on the benefits for employees and stop raising the fares for a while. The fare is already too expensive. Sell monthly passes.	English	Title VI Outreach Online
242	I don't think the quality of service being delivered by BART justifies the need to raise fares. I've been stuck numerous times in lengthy BART delays ranging from 10 mins to 60 mins. I don't feel like I'm getting my money's worth riding BART because service sucks.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
243	Reduce executive salaries. Re Build trust in riders Increase safety for riders	English	Title VI Outreach Online
244	Bart is already expensive and having constant struggles. Where does all the money go?! Trains are constantly delayed, stations dirty and trashed, and employees rude and unhelpful. Fare increases do not make sense.	English	Title VI Outreach Online
245	No.	English	Title VI Outreach Online
246	I agree that capital expenses need to be the highest priority, especially for the core system. But, how about less grandiose stations? Warm Springs is beautiful, but strikes me as the kind of over-kill BART cannot afford. What's wrong with two platforms and a bridge?	English	Title VI Outreach Online
247	BART employees should not be receiving any bonuses of any kind if riders are being asked to pay more. Especially when service expectations are not being met with respect to cleanliness, timeliness, and rider safety.	English	Title VI Outreach Online
248	Bart prices seem to increase constantly, with only empty promises about increased safety, cleaner trains and fewer delays.	English	Title VI Outreach Online
249	The way current Bart train conditions are which is extremely dirty, lousy sitting chair, bums and druggists sleeping in train making it super smelly everyday, people traveling in train with dogs making it more foul smelly, Bart personal don't clean trains etc all this issues is presently visible and rising every year no end AND ON TOP OF THAT BART IS asking for raises Why You don't deserve a Raise.	English	Title VI Outreach Online
250	It makes sense, but I don't have to like it :/	English	Title VI Outreach Online
251	BART is overpriced to begin with. It's cheaper for me to drive my car! What a scam of a public tran system we have. It should never be cheaper for me to drive my own car! STOP INCREASING prices and stop paying your employees so much. This is a monopoly scam.	English	Title VI Outreach Online
252	The fare increases are not a parallel line with wage increases. Wages increase at a higher point than the fare increases would. With each fare increase, we get closer to breaking even if we were to drive, instead of taking BART, across the Bay Bridge, thus adding more convenience.	English	Title VI Outreach Online
253	I object to it. I don't get an inflation-based wage adjustment every two years. I don't understand why BART can't budget for its revenue with the current fares. It's not like these capital needs are a surprise.	English	Title VI Outreach Online
254	Don't do it!	English	Title VI Outreach Online
255	Every system has to adjust for inflation, so does Bart.	English	Title VI Outreach Online
256	The fare increase concerns me because the total cost of riding BART, including parking, is already difficult for people with low incomes and laborers who work in SF but live near the outer reaches of BART. They cannot afford to drive and park in SF, so BART is often their only option.	English	Title VI Outreach Online
257	No	English	Title VI Outreach Online
258	I think it's a joke. You guys keep raising prices and as a rider I have yet to see anything come of it. Where is this money going? You are all just paying janitors 300k while I'm struggling to get to my low paying job. It's ridiculous.	English	Title VI Outreach Online
259	As long as the fare increase is used to make improvements to the BART system via new trains, more frequent service, and keep the trains running and not towards labor, I support the fare increase.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
260	Yes. I believe that the most effective increases should be as follows: 1. parking fees. BART parking fees are currently way below market rate in most of the Bay Area. 2. fare increases for more suburban stations; the per-mile rate is far lower for the users whose rides are, infrastructurally, more expensive per-mile. Do <u>not</u> reduce the discount for seniors and kids/students, please: these populations already have (in the aggregate) financial challenges and our duty as a society is to help keep them mobile. Please also do not increase the paper ticket surcharge for normal rides as it is a regressive tax for people who either cannot afford a clipper card or who are unbanked. A paper ticket surcharge for rides originating from airports, on the other hand, would appropriately tax visitors to the city. See the way that Venice (Italy) does it: the tourism surcharge for canal boat-buses is significant. Thank you for your attention.	English	Title VI Outreach Online
261	Do not increase Bart parking fees. We already pay enough in parking and ticket prices. Perhaps you should do like Muni and monitor people at the fare gates. I see a lot of people at the Montgomery station with multiple children all paying on one ticket. They clipper or insert the ticket and then 4 people go through the turnstiles. Perhaps offer some OT to Bart police to patrol this. There's an increase in revenue right there.	English	Title VI Outreach Online
262	El Bart es demasiado caro. Necesitan mejor administracion de los recursos en vez de tener tantos aumentos.	English	Title VI Outreach Online
263	En los ultimos años los incrementos a las tarifas han sido muy impactantes para mi como persona de bajos ingresos y no he visto que con el aumento se mejore el servicio e instalaciones.	English	Title VI Outreach Online
264	Why give the burden to riders? Reduce your overtime especially the custodians, or cut upper management salaries!	English	Title VI Outreach Online
265	I have an adult son with autism. He rides the BART everywhere. Your proposed increases will generate more revenue from him and the most disadvantaged population. Disabled and elderly live on a fixed income. Social Security payments have not gone up 2.7% if you total all the increases he has gotten over the past 5 years! Why can't you people balance your budget. I voted against the Bond in the election, but a bunch of other people didn't have enough sense to see that you underestimated your budget from the beginning. You over spent on salaries and benefits for 3 decades and neglected your infrastructure, and now you want us to scramble to pay for your mistakes and fund your upkeep that you ignored for 30 years. The Board should all be fired.	English	Title VI Outreach Online
266	No puede ser esto. Que no suba la targeta del Bart.	English	Title VI Outreach Online
267	Maybe instead of raising prices, Bart could do a better job of preventing those who bypass the fair gates from doing so, or make the punishment harsher or something.	English	Title VI Outreach Online
268	Keep senior and youth discounts!	English	Title VI Outreach Online
269	I'm all for forcing a clipper card conversion. Those paper tickets are absurd. Let the tourists use them.	English	Title VI Outreach Online
270	The morally sound option is to raise the parking fees. The paper ticket surcharge and reducing the fare discount for special groups are both options that have higher likelihood of impacting BART's neediest riders. It is more appropriate for park-and-ride commuters to bear the burden of the increase, because they are more likely to have stable income (and come equipped with their own alternative transportation if they don't want to pay to park at BART).	English	Title VI Outreach Online
271	Bart is incredibly expensive for those who are students and workers that are not provided any assistance from their work or school. The expense and lack of options for BART is a large part of the reason why I am moving away from the Bay Area as soon as possible.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
272	Bart is already very expensive and if two people in a family are traveling somewhere together, it works out cheaper to drive then to take Bart. Is it somewhat unjust to charge commuters an abnormally high amount just because they have no other options	English	Title VI Outreach Online
273	Didn't we just vote and pass a huge BART spending program? Please don't pass extra costs onto customers. I already spend \$120 per month on BART.	English	Title VI Outreach Online
274	my comment is where is the money we are now paying going? If a janitor was making over 200k/year! Increase parking fee? Go to walnut creek or pleasanton..you cant even find a parking spot at 7am!	English	Title VI Outreach Online
275	Seems reasonable	English	Title VI Outreach Online
276	BART really need to think about cost saving and not allowing employees to work more over time and drawing twice their base salary. Considering options like manless operation of trains. People are suffering so much with the fare increase every year. BART has one of the highest rates in the country.	English	Title VI Outreach Online
277	I think public transportation should be paid for with tax revenue, particularly income tax and carbon tax. Everyone benefits from public transportation because it reduces traffic and greenhouse emissions, so everyone should pay for it. Fare increases are regressive, and people who take public transportation often can't afford the fare increases.	English	Title VI Outreach Online
278	I support it.	English	Title VI Outreach Online
279	This increase looks fair, except for the senior and disability they should not be touch. Minor price increase is fine. My biggest issue how Bart can mismanage the funds. So much waste and the only solution is to pass the cost to customers due to poor managing. All the overtime people are making and not hire more employees. I worry more you charged the consumer the more you just waste the money. I have taken pictures how dirty Bart station looks. I am not even talking about the high homeless location that can dirty the place up. The Lake Merritt Bart had spilled Starbucks coffee on the floor and it was not even clean up until 18 plus hours later. I take BART often, so I see things, first time I see coffee was around 3 pm, 7:30 pm still see it, 11:00 pm still there, 7:50 am next day still there and last known time still not done cleaning it up 8:55 am. So get your act straight before you think about increasing the price	English	Title VI Outreach Online
280	Yes	English	Title VI Outreach Online
281	Don't do it. Your PR info says it all:"400,000 riders per weekday" X \$10 ticket roundtrip = \$4,000,000 per dayX 5 business days = \$20,000,000 X 52 weeks per year = Over \$1 billion collected per year. 3,300 employees X \$100,000 salary/benefits = \$330,000,000 (or 1/3 of costs)Security cameras cost = \$12,000,000 (or 3 days of fares collected) ADA upgrades cost = \$19,000,000 (or less than 5 days of fares collected)On top of that, you're wasting money (and Federal funds) re-arranging so-called un-used seats. Well, since most people don't use all of their car seats, should they spend money to remove them? How about their left or right hands?	English	Title VI Outreach Online
282	I support it.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
283	Bart already feels like a rip off, I take Bart out of necessity which is sad. Even more saddening is that buying a cheap commuter car would be much cheaper and convenient for me. I'm not sure why a forward thinking and techno savvy center of the world can't have the greenest and most comprehensive public transportation system in the world. Anyway, public transportation is really the only feasible solution to the traffic crisis. I feel an "unlimited use ticket" would do a lot in terms of lessening the sting of using Bart which would increase the amount of riders.	English	Title VI Outreach Online
284	I don't support any fare increases or any wage increases for anyone working for BART or contractors doing work for BART. The BART stations are a total embarrassment.....they look like 3rd world facilities. I never observe the maintenance staff doing anything productive and the station agents are generally sitting down....doing god knows what. In my opinion, there needs to be a whole-sale housing cleaning at BART and start over. Sorry to be so negative, but it has been going on for sooooo long and the only change I see is increased fares and salaries, and new stations. The infracture at the core of the system is neglected.	English	Title VI Outreach Online
285	decrease the benefits you give to employees, stop charging the riders for you over paying the employees	English	Title VI Outreach Online
286	I thought bart was cheaper than driving but with all the increases, its starting to be cheaper to drive	English	Title VI Outreach Online
287	Give seniors a fare ride!	English	Title VI Outreach Online
288	I am a senior and do not want any increase in senior fare. When I ride Bart, I saw a lot of young people jumping fare gates and young people using red and green tickets. These people needs to be stopped.	English	Title VI Outreach Online
289	It seems that increase for capital needs is being used to pay exorbitant BART salary increases instead.	English	Title VI Outreach Online
290	Bart keep on raising fare because of fare invaders. Why do you let people/monkeys going in and out of the emergency gate and do nothing about it. Station agents are useless. Also riders were able to obtain disable, aged or children clipper and just pay \$1 something to ride through out the bay area. If you are going to increase fare please hire some fare inspectors. Many monkeys are on the train jumping out and in of the gate. Even jumping into some stations from the side wall. Shame on BART taking money from people that pay their fare properly.	English	Title VI Outreach Online
291	I am not prepared to pay more to commute into work. It already costs more than \$10 with parking and a round trip ticket for my short ride.	English	Title VI Outreach Online
292	There shouldn't be a fare increase. Lower salaries of your overpaid lazy-ass workers.	English	Title VI Outreach Online
293	Fare increases I understand. The parking increases. Boggle my mind! We are encouraged to take Bart but penalized for driving there...with continual increase in parking fees!! Smh	English	Title VI Outreach Online
294	Yes, the only options that should be looked at, which are not stated but everyone is thinking about, is to control labor costs of your union employees. Even though their hourly pay and benefits package exceeds 100k along with a generous pension for a just a high-school diploma job, that doesn't seem to be enough.(200k janitor is just one example). And fare hoppers, see them everyday at Pittsburg baypoint and just saw a study that said fare hoppers cost the system 1 million each year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
295	Despite having a "program" of planned periodic fare increases, it is astounding that BART could justify yet another fare hike. It is hard to fathom that BART cannot operate and maintain this limited transit system with the already outrageously high fares. 2.7% may seem small to BART board members and consultant executives, and perhaps it is insignificant for some BART users, but for many, this is another hardship with little, if any, value added. The Bay Area is expensive enough, and for those that must depend on public transit, BART is a big contributor to "gentrification" and to making this region more and more unaffordable for so many working class residents.	English	Title VI Outreach Online
296	BART is one of the most expensive transit systems in the nation and the service and facilities is one of the lowest. Money has been thrown at the problem in the past to no result. I'd really like to see some value before releasing more money.	English	Title VI Outreach Online
297	It is hard to support a fare increase when the BART experience is so incredibly awful.	English	Title VI Outreach Online
298	Cut unnecessary spending at all levels, and update older technologies so that we can save money for their upkeep. That way we can have fare increases at a slower pace (or not at all). With costs in living in the Bay Area, this will disadvantage working people who are often BART riders.	English	Title VI Outreach Online
299	Seems fair as it is pegged to inflation and already scheduled to occur	English	Title VI Outreach Online
300	Yes. We just gave you bond money with a "blank check" loop hole.... What happens to the money from those fare evasion tickets you should be enforcing? And you get federal money.... Manage the money you have already and don't make your frontline employees the scapegoat!!! They are not the reason for your budget shortfall. What happened to that surplus money you said you had the other year. If you didn't open that airport thing that has you in the negative you would have your shortfall money. Stop giving upper management more money and they don't do anything. Stop acting like you really want to close a shortfall when you can't turn a profit to get your federal funding...and we all know BART makes money you just shuffle it around and hide it in other places. Put upper management on a budget and stop wasting money on dumb projects like Union City. Stop hiring subpar contractors with ties to BART to half ass do work. STOP WASTING MY TAX MONEY!!!!	English	Title VI Outreach Online
301	Bart is already more expensive than most major metro transit systems. I would like to understand where all the current money is going because the service seems to have declined in the last 3 years since I have started riding daily. I would also like to see what the RR bond will cover vs. what fare changes would cover.	English	Title VI Outreach Online
302	I heard that BART is considering locking the emergency gates and hiring personnel to monitor BART exits to eliminate fare jumpers that are causing millions of lost revenue per year. BART could take a lesson from New York City where they installed seven foot high fare turnstiles on all subway stations to eliminate fare jumpers. This solution would be a one time cost and BART would probably recoup the cost in one year. Neil W. Mendel 499 Archcove Court San Jose, CA, 95111 (408) 362-0550	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
303	It is absolutely ridiculous an institution like Bart is unable to properly budget and then threaten their customers with constant fare and parking hikes. Why not increase the rates of youth or seniors? Most people don't get a 2% inflation hike in their salary- why punish us? Bart never should have built the OAK airport extension. The bus only cost \$3.00 and was very efficient. My property taxes are going up again in part due to ANOTHER Bart bond measure. I already pay \$15.30 per day to ride Bart to work. That's \$3,672 a year. Not sure what my parking fee goes to. The lot always has trash and weeds and my car always has a new ding or scratch because the stalls are so tight. If ridership is supposedly down on the weekend, then reduce weekend trains and LAY OFF workers. Quit shutting down stations on the weekends and then wonder why ridership on the weekend is down. Instead of building more stations, Bart should focus on security and cleanliness for the sake of their paying customers. There always seems to be garbage and vomit in the stations or a homeless person sleeping in cars or a mentally disturbed person causing a scene – including my 73 yr old co-worker who was recently randomly kicked in the head by one of these people. Also, dependability is too much of a constant issue. Even yesterday it took me an extra 20 minutes in my 1.5hr commute because of a train being stalled in the tube. I seriously consider driving to work because of all this. Also, I don't believe all the propoganda put out by Bart on where my money goes and I will never forgive Bart for that strike.	English	Title VI Outreach Online
304	If you would enforce your own fare evasion rules,that alone would fill the budget gap and then some.	English	Title VI Outreach Online
305	Fare is already high, not in favor of fare increase.	English	Title VI Outreach Online
306	Yes, I have been riding BART for 18 years. They keep hiking up the prices, but the BART is always crowded. We need longer BART cars especially in the morning and evening from the Fremont to Richmond Line and to Fremont which now also serves Warm Springs.	English	Title VI Outreach Online
307	Fare increases should impact those with the most resources who can bear the incremental changes with less financial pain.	English	Title VI Outreach Online
308	Not really, seems fair and expected. A little sad to see my fare leave a nice round \$5.00	English	Title VI Outreach Online
309	You're asking people to pay more for a rapidly declining, less dependable, more crowded service all after we voted to give you more tax money. Y approving bond measures. How about making an incentive. Asked fare system where people pay more if they get to their destinations on time, don't have to miss trains because they're too crowded, or get to ride on trains with air circulation.	English	Title VI Outreach Online
310	Yes, it's not fair	English	Title VI Outreach Online
311	Bart constantly increasing the fare. The trains never run on time, the AC is broken and can get very hot. You guys allow homeless people on the Bart that DO NOT PAY FARE and the harass you. I feel like Bart should improve what they have now before increasing the fares	English	Title VI Outreach Online
312	2.7 is a reasonable amount	English	Title VI Outreach Online
313	I have no sympathy for BARTs shortfall after years of fiscal irresponsibility. The past rate hikes didn't solve in crease of shorter and shorter trains, causing over-crowding that is both uncomfortable and at times, dangerous. BART management was asleep at the wheel as a janitor lied and cheated his way to an annual \$260K a year. Makes me wonder what where else finances have been bled dry.	English	Title VI Outreach Online
314	Ok, sure, raise the fares if you need the money	English	Title VI Outreach Online
315	I've been riding the Bart for 25 years. I have seen the ridership population expand beyond the capacity of the commuter hour trains. So why wouldn't the predicted 2.7% increase be adequate ? My commute between Fruitvale station and Daly City station.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
316	No	English	Title VI Outreach Online
317	No	English	Title VI Outreach Online
318	Fare increase is long overdue: traveling on BART (when practical) is cheaper than any alternative. If fares doubled tomorrow, my BART use wouldn't change a bit and I'd still be saving compared to my other choices.	English	Title VI Outreach Online
319	Why does BART continue to have shortfall? It seems Bart uses this as a reason to increase the fare.	English	Title VI Outreach Online
320	How did you get into this budget shortfall? The fare is being increased to cover poor planning and you can get away with it because BART riders have no reasonable alternative. The thought of paying more for the current poor service is appalling.	English	Title VI Outreach Online
321	i disagree with the fare increase	English	Title VI Outreach Online
322	The paper ticket surcharge is not a good idea. People that take BART infrequently, including Bay Area visitors would not have the chance to obtain a Clipper card. It is price discrimination towards those that choose not to BUY a clipper card just to save money later. Additionally, visitors may not even need a Clipper card nor are they able to get one during their visit to the Bay Area. The price of discounted seniors, disabled and youth should not change. These are groups that cannot afford to pay the expensive BART tickets, but still need to get around. BART needs to find alternatives that do not directly impact the ability and capability of riders. For more impact, work on advertisements and companies that can afford to shell out the money. Improve your strategy for getting companies on board to advertise. There are hundreds of thousands of BART riders each day. Tell those companies this is how they can advertise to a growing Bay Area population. Be strategic in the long run and don't rely on annual fare raises, especially because people are already struggling to pay for BART tickets.	English	Title VI Outreach Online
323	have you looked into fare jumpers? i take the bart everyday and i see at least one fare jumper a day. by increasing the fares will that also increase the number of people who do not pay?	English	Title VI Outreach Online
324	While fare raises are tied to inflation, the cost of Bart does not equate with the quality of the service. Bart has not created enough goodwill or transparency to justify fare increases. Measure RR was passed and the intent of that bond was for infrastructure improvements. To ask for more money after the funds have not been spent would be poor fiscal planning. Bart fares should not be raised until the Board and Bart operations can show that it is prudent in its current funds.	English	Title VI Outreach Online
325	Yes, do not change the disable fare.	English	Title VI Outreach Online
326	I'm not necessarily opposed to this fare increase, but to say that it's "inflation-based" seems disingenuous to me. Inflation isn't anywhere near 2.7%.	English	Title VI Outreach Online
327	BART is already so expensive. For the quality of the service, it seems completely overpriced, especially when compared to metro service in other major cities in the US and worldwide. But I understand that whatever the reasons for its costliness are, there's a need to raise fares to fill the gap in the budget, so a very incremental way to do this seems like a good idea.	English	Title VI Outreach Online
328	The reason you have less ridership on weekends is because your fares are now more expensive then driving. You may raise fares to generate additional revenue but you will continue to lose riders except during work times. You may or may not cover your shortfalls but you will find more and more people will look for alternatives to BART when the fare increases no longer make the ride worthwhile.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
329	No	English	Title VI Outreach Online
330	BART is already very expensive compared to other train systems around the country. It is unreliable, breaks all the time, does not run 24x7, parking is expensive and keeps climbing. If you increase the cost of traveling into the city I will simply switch offices and commute to San Jose three times a week on my electric car instead once a week. 2.7% increase will save me 75% of my commute cost instead of 25%.	English	Title VI Outreach Online
331	Hi I'm a commuter- I take BART every workday from Union City to Oakland. I'd rather not see a fare increase but I understand that it takes resources to maintain the trains and stations. And I think it's great that BART has extended to Warm Springs and continues to do so in Brentwood in the future. I support public transit but if there can be a way to do that without increasing fare, then that would be preferable. Thank you!	English	Title VI Outreach Online
332	If you are going to increase parking fee, please take the time and study utilization first. For example, at West Dublin bart station there are at least 2 floors of reserved parking that never get filled up. It's frustrating to trying to utilize public transportation if you can't get a parking spot after 8am and there are rows and rows of empty spots that never fill up in the morning. If the reserved parking program is unsuccessful, it's time to reevaluate and assign these spots to daily parkers!!	English	Title VI Outreach Online
333	No do not raise the fares	English	Title VI Outreach Online
334	This completely unreal. Bart just received a bond for 3.5 Billion to do this work. Just another sign of how mismanaged Bart is. But at least the employees continue to receive extremely high wages for jobs that do not deserve that high of pay. And all I ever hear about is how no one does squat and laugh about how much money they make. I ride Bart everyday and I am disgusted at thought of this price increase.	English	Title VI Outreach Online
335	I believe that the Bay Area Rapid Transit organization can find other ways to increase extensive capital needs to meet BART demands. Continuing effort to ask the working class people of the San Francisco Bay Area to pay by fare increases for new rail cars, new automated train control systems and the like are a slap in the face to the people the BART system serves. Until BART system provides the tax paying public with working/clean escalators, elevators, and trains cars. I will boycott the system entirely.	English	Title VI Outreach Online
336	i don't feel any changes with the fare increases and the other additional funds that go into bart. the only change we had so far was the seats. cleanliness (or dirtiness) is the same, bart is still always delayed and equipment is still not functioning well, still the same schedule and number of trains when there is indeed a need to extend trains to avoid overcrowding. where do these funds go?	English	Title VI Outreach Online
337	I am totally against to that much increase in the fare. You can reduce your costs from other things, such as instead of paying \$270,000 to a janitor, reduce that persons salary or do not let him take advantage of your overtime payment systems. Basically, stop the corruption that is happening within BART itself and then talk about increasing the fees that much. Also, are you still give out free tickets to your employees? If so, think about giving them at least reduced fare. Some of your employees get free tickets from you and sell it to others, which is not fair!!! Also, do not provide life time free ticket whomever worked for BART for at least 5 years and left the company already. Did you think about that option as well? If not, please do it!	English	Title VI Outreach Online
338	Why not charge for bikes. There's so many of them occupying spaces for people even during commute times	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
339	Please don't increase the the fare, BART is already expensive and even parking is expensive. Instead please control costs. Also probably create more parking at stations like Fremont and Dublin/Pleasanton since people turn back (by 7.30 am parking is full) and leave due to no parking being available. You are losing revenue because of that.	English	Title VI Outreach Online
340	Have you considered discounts in the off-peak and weekends? I like to idea of reducing the senior, disabled, and youth discount. I would also like to see the youth discount age changed to 18. It would be great to have more real-time parking charges. One day during spring break, our family tried to take the train to the City around 9am at Fruitvale. The reserved parking had 2 levels of parking available and all unreserved parking was full. It looked like two cars/people were waiting in reserved spaces until 10am. More daily parking could have been made available.	English	Title VI Outreach Online
341	No, but do the fare increases really all go to capital improvements? I have concerns.	English	Title VI Outreach Online
342	No, BART needs to start living within their budget and not run like a for profit company. You need to stop coming to the tax payers to bail you out all the time. Live within your means like everyone else.	English	Title VI Outreach Online
343	You need to stop coming to the taxpayers & riders to bail you out of your fiscal mismanagement. You extended BART to areas who never paid for it, ignoring the promise to tax base who supported you from the beginning. You didn't force the new areas to pay a "buy-in" which left our infrastructure in poor shape. When it came to the unions, you didn't negotiate and pay them far more than comparable systems. You allow a janitor to hide in a closet; you put station agents in an empty station. To compensate for your mismanagement, charge an entrance and exit fee to those new stations not part of the original system. Charge them MORE for parking. Act like the non-profit you are supposed to be.	English	Title VI Outreach Online
344	I don't like it but I understand to a point. So many issues with the new cars that should have been figured out before they were even ordered. Increasing parking fees isn't fair until you work with other transit agencies to increase their runs to BART stations.	English	Title VI Outreach Online
345	Start charging bicycle riders to offset the cost of raising senior fares	English	Title VI Outreach Online
346	How will you make BART more affordable for low income folks?	English	Title VI Outreach Online
347	Everybody needs a raise. Hoping this raise was studied so it will not have too much impact on ridership's income. Bart should not just be one-sided when increasing their cost; Bart should consider the ridership's income too.	English	Title VI Outreach Online
348	I am against it. I ride BART for the last 6 years and noticed that fare increases happen quietly, without any announcements, on a regular bases. Rate increase for BART parking increased from \$1 (one dollar) 5 years ago to \$3 (three dollars) now. That is not 2.7% increase, this is 200% increase. Improve your operations, not raise fares for your riders. That way I will go back to driving instead of taking BART	English	Title VI Outreach Online
349	Would like more information on how Bart is managing costs. Also I would prefer a simpler fare system. A clipper card discount rather than paper ticket premium would also be better marketing	English	Title VI Outreach Online
350	Bart is always breaking down....I'm disabled... it's hard trying to get in and out of the stations cause of the escalator not working.... the parking lots need maintance.... security needs to be better.... I've been ride bart in the early AM for over a year...I never see patrol from Pittsburgh into SF..... but fixing bart is the most important	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
351	sounds reasonable	English	Title VI Outreach Online
352	yes, I am appalled that BART is thinking of raising prices again! As a regular rider, (I ride 5 days a week and have for the last 8 years) I have not seen that BART is worth more money. The service from the employees is minimal at best, the stations are filthy, the bathrooms worse, the trains are crowded, the young people sit in the priority seating and refuse to yield to those in need, the elevators and escalators and cars are ALWAYS breaking down and parking is TOO HIGH!!!! Major frustrations! If you hadn't spent all the money given to you on bonus's for the big wigs and lazy employees (such as overtime for the janitor who would hide in his closet!) then maybe you wouldn't have a budget shortfall. Learn to economize and don't punish the riders more.	English	Title VI Outreach Online
353	You guys should fund it from other money that isn't ours. If people take Bart its because they cant afford to keep up with the cost of a car so Bart is what they turn to. So raising the fare will hurt many people.	English	Title VI Outreach Online
354	Although BART claims that the fare increase will not be used for "salaries, benefits or operating the system"; it is hard to believe considering all these other items will probably have budgetary shortfalls as well.	English	Title VI Outreach Online
355	Yes, the inflation-based fare increases should be implemented every 3 years rather than every 2 years.	English	Title VI Outreach Online
356	As a rider I will need to see real improvements in service frequency, decreased breakdowns and delays, and cleaner and better kept cars. I haven't seen any improvement in a long time - just the same delays, breakdowns, and limited frequency, especially at night.	English	Title VI Outreach Online
357	You guys suck. Bart fares are among the highest in the country on a per-mile basis . It is already very expensive for people traveling 30+ miles on Bart. With the ever rising home rentals and fewer cost-effective public transportation options, you are making life miserable in the Bay Area.	English	Title VI Outreach Online
358	bart needs to do a better job at managing their money and they have to stop increasing their fares. we do not get raises and therefore if the cost of the fares to get to work continue to increase, it will make it even harder to make ends meet.	English	Title VI Outreach Online
359	I am not against the planned fare increase if it means that BART will be cleaner, safer, and more reliable for me and every other BART rider whom are appreciative.	English	Title VI Outreach Online
360	I feel that the fares are already high. There are other areas Bart can cut. As a bart rider, I am willing to pay my way on bart, but I would like to ride on a train that is clean and smells decent. Also there are always homeless people sleeping on the train in the AM. The train does not have proper ventilation. There are a lot of people using paper cards and do not want to pay for the clippers cards. We never see bart police on the train or at the station. Please think of better ways to get the revenue and not always using the consumers.	English	Title VI Outreach Online
361	Reduce the discount to the seniors and youth fares and start realistically catch fare evaders then you would have a smaller bigger short fall.	English	Title VI Outreach Online
362	BART does a great job setting aside what would otherwise be operating revenue for capital needs.	English	Title VI Outreach Online
363	Bart should do transfers and passes like sound transit in Seattle does.	English	Title VI Outreach Online
364	Address fare evaders. Responsible riders should not have to make up the difference because BART CHOOSES not to go after riders who walk right out the gates without paying. In a 30 minute period as many as 50 people EXITING ONE STATION don't pay. In the long run more personnel to enforce and insure safety and revenue is a common sense solution.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
365	It seems like fares always increase and there isn't anything we can do about it. Other big cities like New York have one price for travel each way no matter how far you go. Traveling on Bart especially long distances is already very expensive. Living in the Bay Area is very expensive too. I would suggest bart take all of this and the needs of their customers into consideration before raising fees any more.	English	Title VI Outreach Online
366	Cracking down on fare evasion -- rather than increasing fares for those of us who always pay -- might help BART achieve equal or greater increase in fares.	English	Title VI Outreach Online
367	I think this kind of simple predictable scheme is good.	English	Title VI Outreach Online
368	A greater increase in parking fees could cover this while also encouraging use of public transit instead of discouraging BART use	English	Title VI Outreach Online
369	Please refocus BART resources on repairing tracks, getting enough train cars, maintaining the escalators and elevators rather than extended the system. Loyal riders are tired of being crammed into too few cars, being tossed around the train because the tracks are in poor repair, not having enough places to hold on and then having to climb up multiple levels of stairs because the escalators and/or elevators are not working. The station agents, train drivers/conductors and other employees are wonderful. Please bring the trains and tracks up to the high level of the employees excellence. Thank you	English	Title VI Outreach Online
370	BART is already one of the most expensive transit systems in the country. Why is it that much older systems around the world are better maintained and less expensive than BART?	English	Title VI Outreach Online
371	BART is outrageously expensive relative to comparable transit organizations. BART must introduce the following: (1) Monthly Passes - The WMATA system in DC, BART's sister system, has introduced monthly passes. https://www.wmata.com/fares/selectpass.cfm Additionally, Seattle's new Link train system offers monthly passes even though the system has the same fare structure as BART. There is no reason BART cannot have monthly passes. This must happen! (2) The passes must be reasonably priced. NYC's monthly passes are going up to \$121 a month for unlimited bus and train use, which is at least 10x as comprehensive of a system in a comparably expensive city. BART's high costs contribute more to people driving in the Bay Area, as people avoid using transit due to the high cost.	English	Title VI Outreach Online
372	It's tough when the fare keeps creeping up. I ride transbay on a regular basis, and often an AC Transit bus to BART, then it really adds up. There is no discount riding a bus to BART, only when riding a bus after BART. I notice very often people leaving through the emergency exits. I see it at Embarcadero because that's where I get off but it most likely occurs at all stations. No one questions or stops them. Once I told the attendant about it and she said "there's nothing I can do about it. I just work here." I think if security was tightened on people riding for free you would have a lot of extra revenue. And the employees should care, take some responsibility! I'm sure they aren't all like this but "I just work here"... wow.	English	Title VI Outreach Online
373	Raising prices due to inflation makes sense to me	English	Title VI Outreach Online
374	There is never enough room on the trains; many times there is no air flow as well. How is it after all the increase in ridership there is not enough funds to increase number of train cars and maintenance.	English	Title VI Outreach Online
375	My perception is that the fare Increase will, either directly or indirectly, support the already high employee salaries while the fare payers (me) suffer from crowded trains, dirty stations and sometimes poor BART service.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
376	Please do not increase fares. I take Bart to work and the roundtrip cost more than my lunch. With parking fees, my cost is close to \$13 (x5 is \$65/week).	English	Title VI Outreach Online
377	BART should not be doing this. They have squandered all their money given to them by taxpayers and yet they still need more money. Shame on BART. If you decrease the fares, you may get more people to go on BART trains.	English	Title VI Outreach Online
378	Bart should cut back on the salaries of the rude people who interact with the public and spend their money on making sure the fare gates and escalators and elevators work. Why keep increasing worker salaries when they're already the highest paid transportation workforce in the country?	English	Title VI Outreach Online
379	The fare system is already complicated as is.	English	Title VI Outreach Online
380	No. 2.7% is low considering all the rail cars that is needed. The board should consider higher increases. We are in the Bay Area where there are a lot of money. If you look at all the people that rides BART to San Francisco, you know that they can afford an increase of 10% or more per year. They all make over \$200K.	English	Title VI Outreach Online
381	BART fares are already high compared to other metro systems. If you're going to raise fares, adjust the fare calculation scheme. Currently, long trips are much cheaper per mile than short trips, even though they cause more strain to the system, especially during peak hours. Also, parking fees (and the cap on parking fees) should be increased before base fares are increased. Currently lots fill up extremely early, meaning that parking is underpriced. Having market-based parking fees will raise more money and make it easier to find a free space.	English	Title VI Outreach Online
382	I think it's too much of an increase. Our wages don't go up 2.7%, so why should the bart fairs?	English	Title VI Outreach Online
383	This is a large price hike that can potentially affect the riders usage. In my personal opinion I will use bart less after the price hike. I only used bart because it was a cheaper alternative to driving and now that will no longer be the case.	English	Title VI Outreach Online
384	I'd like to better understand what the 5-10 year plan is for BART to start being a symbol of great public transit rather than just catching up.	English	Title VI Outreach Online
385	BART's capital projects are desperately in need of acceleration. I will gladly pay more to help that happen, but I want to see results.	English	Title VI Outreach Online
386	Yes-unfair and unnecessary until you streamline, and reduce your overall expenses for salaries and bonuses If I performed at the level BART does I would have not received a salary increase and never a budget In fact I'd be fire Your service is so unreliable and continues to get worse each week. We the riders just have to put up with it and get nothing in return. If you would run efficient service, clean trains, clean stations with no homeless..yes this am at Pittsburg 7 homeless scattered around sleeping and one being taken off in an ambulance This is early I admit but at 5 am you should have the station clean and clear. Then there is the stupidity of removing sets really? When is the last time you rode from Montgomery to Orinda before getting a seat on a packed train. Manage the money you have better, don't increase fares and fire the board and Sr management, manage overtime and where the hell are the Bart police and don't expand service until you can mange the current infrastructure which obviously is a long way off considering the track record. I've ridden BART for 9 years and it has decline in every aspect each year and yet I pay more and for what?	English	Title VI Outreach Online
387	Implement a "Select Pass" type monthly pass for Clipper Users who regularly ride BART during a 30-day period.	English	Title VI Outreach Online
388	yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
389	<p>I'm fumed that BART would propose reducing the discount for seniors, people with disabilities, and youth. These groups of people are continually pushed out of the Bay Area due to the lack of affordability in this area. Place that difference on high-income earners, like me as a tech folk.</p> <p>I agree with the surcharge for Clipper cards so long as they are accessible to seniors, people with disabilities, and youth.</p> <p>I'm happy that the discount for youth riders goes up through age 18, again because people who grow up in the Bay Area deserve precedence.</p> <p>If the 2.7% increase will make my morning commute less of a Hell and get those beautiful new cars on the tracks sooner I'll happily take it.</p>	English	Title VI Outreach Online
390	<p>Riders who don't frequently use Bart shouldn't be penalized. What's wrong with 10 cents?</p> <p>Since I ride during commute hours, I tend not to see too many seniors or disabled...again why penalize those who are often on a fixed income.</p> <p>Increasing parking two dollars is too much of a jump. Try \$1. However parking structures (Colma for example) have way too many pigeons who crap on cars...why would I want to pay more money! I may as well UBER or LYFT.</p> <p>Bart is always advertising how ridership is up...so where's that money going? Try reducing salaries and bonuses for top level executives.</p>	English	Title VI Outreach Online
391	BART is already expensive enough as it is. It's gonna be hard to be able to afford it when the fare increases again.	English	Title VI Outreach Online
392	Bart should look into personnel reduction to save money instead of surcharge on paper tickets and fare increase.	English	Title VI Outreach Online
393	But money never seems to go to where it's supposed to go.	English	Title VI Outreach Online
394	This change is unfair and is not reflective of the service provided by BART. Seeing as how this money will be coming mostly from a growing lower class as tech companies continue to busy streets with uber's and exclusive buses, this money should be coming from San Francisco's upper tier tech companies.	English	Title VI Outreach Online
395	With recent approval for bonds and increases in fares and parking, there has yet to be any noticeable upgrades in the system. There are still mechanical delays every day, during rush hours in the a.m. and p.m., people are packed like sardines going in and out of S.F. No more increases.	English	Title VI Outreach Online
396	<p>Instead of raising fares, maybe start cutting expenses. I am not sure who the unions received additional raises if BART cannot meet current expenses.</p> <p>How is the capital improvement bonds not enough?</p>	English	Title VI Outreach Online
397	Don't increase the fare	English	Title VI Outreach Online
398	I have serious concerns about whether BART can scale to meet current (and projected future) demand. The new Warm Springs station has shifted scheduled on the Dublin Pleasanton line, increasing my commute time by over 30%. I'm not sure where the money has gone in the last 40 years, but it hasn't been successful towards sustaining the system. Any increase in ANY channel (fares, parking, taxes) needs to be applied to sustainability first, and operating costs second. Every effort needs to be made to reduce operating costs.	English	Title VI Outreach Online
399	BART is becoming too expensive! I may have to discontinue using BART as it is no longer affordable.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
400	As long as the money will be used for improvements, I think it is a reasonable increase. Perhaps every two years is a bit much. I suggest every 3-5 years.	English	Title VI Outreach Online
401	Regular fare increases are reasonable and predictable.	English	Title VI Outreach Online
402	Adding fees for BART users will reduce ridership. Implementing rush hour pricing similar to WMATA's system seems like the only approach that makes sense if you're going charge BART riders more. It's tough for people on fixed schedules but it might help spread out riders so at least rush hour people may get a better ride for their \$.	English	Title VI Outreach Online
403	Have the fares based similar to the WMATA, BART's sister subway system, via on-peak and off-peak fares. Peak fares would be a bit more expensive whereas off-peak fares would be at the scheduled rate. The surcharge would be bad unless the current ticket machines are updated where they can dispense Clipper Cards similar to the Ventra Card system in Chicago.	English	Title VI Outreach Online
404	Fare increase comments: Reducing fares for seniors and people with disabilities is a good plan. I would also like to see more services to Martinez and Alameda. While it is not likely, these areas need additional access for BART. There is almost no service in the Martinez area available on weekends even by bus.	English	Title VI Outreach Online
405	I would like the fare increase not to happen if possible. I think funds for your capital needs should come from other sources.	English	Title VI Outreach Online
406	We can not have another fare increase. Our salary increase can not keep up with the cost of living increase. Please look for other ways to generate revenue, or reach out to people to understand why they are not taking BART to work.	English	Title VI Outreach Online
407	I'm absolutely in full support of a rate increase on anything other than tickets for the elderly or handicapped. Our system is in desperate need of continuing maintenance.	English	Title VI Outreach Online
408	I am opposed to this fare increase because as a college student who has a disability who also depends on BART to get to school in San Jose, it would be burdensome.	English	Title VI Outreach Online
409	I'm pleased to learn that this proposed fare increase would not be applied towards salary increases for your grossly over-compensated staff -- or else I would most definitely be against it.	English	Title VI Outreach Online
410	Your service is despicable - hardly warranting the current fare prices, let alone an increased fare. Trains are often breaking down, don't have air conditioning and are crammed full during commuting hours. Add pregnancy into the mix and my commute is one that I have dreaded before, but even more so. What is most frustrating is that voters actually agreed to pay taxes to help improve BART services, while the past and present show irresponsible use of funds.	English	Title VI Outreach Online
411	Bart fare is already a lot and doesn't need to be increased.	English	Title VI Outreach Online
412	I think the disability discount should be decreased (rates should be increased). The disability discount assumes all people with a disability are poor. This is a misguided assumption. While a disproportionate number of the disability community might live below poverty line, many people with disabilities do quite well, myself included, and those doing well should not get a discount.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
413	<p>Right now, BART schedules line up badly with Caltrain. I wonder if co-ordinating schedules more closely would bring more riders. I understand that the budget shortfall I'd mostly due to a decrease in off-peak (rather than rush hour) ridership, but I think that bringing in more rush hour riders would not only increase riders during those hours, but make people more used to including BART in all of their transportation plans, including irregular ones during the weekends.</p> <p>For example, I need to get to Balboa Park by 8:30. The latest BART train I could take is the 8:01 out of Millbrae. However, the only Caltrain into Millbrae around that time arrives at 8:03. It's not like this helps people make the opposite transfer to me - nobody's taking Bart SF-Millbrae and then Caltrain Millbrae-SF. Thus, I would have to take a 7:04 Caltrain instead. This significantly impacts not only my ability to use BART and Caltrain, but my overall opinion of the systems.</p> <p>I think most of the burden for this issue lies with Caltrain. Still, I'm sure BART could take action to help improve these transfers and enable people like me to actually use the systems effectively.</p>	English	Title VI Outreach Online
414	<p>Services are poor-escalator or elevators are also broken. Delays often specially when it's raining. There are no BART ON NORTH BAY-- NEED BART FROM RICHMOND TO SACRAMENTO WILL EASE TRAFFIC AND ACCIDENTS ON HWY 80</p>	English	Title VI Outreach Online
415	<p>Bart provides a terrible quality of service, with terrible uptime and reliability. You've raised taxes through initiatives and still done nothing. Prove that you will actually do something with my money before you demand more.</p>	English	Title VI Outreach Online
416	<p>Considering the high taxes we pay and the amount we pay for tickets and parking and the filthy stations and cars, it would be nice if you looked at saving money internally. Paying wages for Warm Springs before it opened was an extreme waste of money.</p>	English	Title VI Outreach Online
417	<p>It's very hard hear that fares might be raised just after voting for a bond measure. I take Bart daily and almost everyday I struggle to fit into a train to get home, I spend 50% of my ride home each day so uncomfortable on the trains, sweating, packed like a sardine next to other riders. It's really hard to stomach paying more out of my pocket to endure the same uncomfortable conditions. I have lived on a Bart line for almost 30 years and it's become so unbearable on some days that I think about leaving. Leaving a place I've lived for my entire life because public transportation is so bad. I hope that Bart will improve someday soon, because it seems that things have gone so downhill that it will just get worse before better. If this fare increases is inevitable I hope that riders see some improvements, we need BART just as much as BART needs us.</p>	English	Title VI Outreach Online
418	<p>Another Bart fare increase would eventually mean that riders will be changing their transportation options and select driving as their form of transportation.</p> <p>Every year, we pay more and more towards Bart's budget but have yet to reap the benefits. Escalators and elevators are out of service more than half the week and train malfunctions are becoming more and more frequent.</p> <p>There are always a plethora of promises when it comes to Bart. New stations (its been 20 years and the City of Hercules is still waiting), more trains, cleaner stations. All empty promises. Where is this money going?</p> <p>I as well as most of the Bart community am strongly against any type of fare increase until we see better money management and accountability from Bart.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
419	Makes sense	English	Title VI Outreach Online
420	It's fair as long as BART works to improve cleanliness of stations and to bring new trains on-line sooner rather than later.	English	Title VI Outreach Online
421	It would be great to fare dollars to repair escalators that are always broken (like Embarcadero station).	English	Title VI Outreach Online
422	Feel like you could cut costs elsewhere before raising fares--try to reduce unpaid ridership, cut back on overly elaborate station renovations [such as Downtown Berkeley's] and reduce labor costs such as overtime fraud.	English	Title VI Outreach Online
423	sucks, but absent more tax revenue it's a necessary evil. There should be more governmental/public support for BART.	English	Title VI Outreach Online
424	The Bart fares go up every year. We don't see much of improvement on BART except new BART station in South Bay which doesn't benefit commuters who live in West Contra Costa County along HWY 80 corridor. BART should expend to Hercules and beyond!! The planned fare increase should be used to decrease traffic congestion along HWY80 by expending BART to Hercules!!	English	Title VI Outreach Online
425	bart has deferred service/maintenance for so long, its too little too late	English	Title VI Outreach Online
426	There should be special discounts for students, seniors on a fixed income.	English	Title VI Outreach Online
427	No	English	Title VI Outreach Online
428	Yes, I do have comments about this fare increase. I will no longer pay my fare-share. I see far too many folks using the elevators and emergency gates (even those immediately by the station attendants) to not pay their fare-share. Why should I pay when I witness during my five minutes at two stations numerous people (ten to thirty depending on the time on weekdays) not paying? Or is it some sort of right or entitlement that I have not been informed of by BART? I choose the latter explanation and therefore I am inclined to no longer pay my fare. Thank you. That's a load off.	English	Title VI Outreach Online
429	My job does not increase my pay for such an increase	English	Title VI Outreach Online
430	BART just received a GIANT bond for addressing capital needs. Therefore, any fare increases should be used ONLY to offset other budget needs. It does not make any sense that after approving \$3.5 billion in bonds for capital expenses that you would also need to raise fares to fund capital expenses. Something is WRONG.	English	Title VI Outreach Online
431	It is expected.	English	Title VI Outreach Online
432	Fare increases should weigh less on daily commuters and more on one-off riders, such as visitors.	English	Title VI Outreach Online
433	Get rid of the lazy SEIU employees, all they do is sit around and get the big money for no work	English	Title VI Outreach Online
434	yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
435	Well, it's not ideal. I'm not getting raises but everything costs more money. But BART is important so I'll pay my fair share. What makes me the most angry is how many people I see riding BART daily who do not pay. I'm amazed at how many people go through the turnstiles every day without paying. Mostly because no BART employee or police are around, but also even if they are around. A good example, I'm a daily rider to and from el Cerrito Del Norte. There is always at least one station agent, sometimes as many as three. Yet people breeze right through the emergency exit at the opposite end and I've never seen a station agent look twice or even seem to care. It's extremely frustrating to know I'm spending hundreds of dollars a month to pay for BART, yet many, many people are permitted to ride free because BART clearly doesn't care, or refuses to implement basic measures to stop fare cheats.	English	Title VI Outreach Online
436	I voted for the BART tax in November 2016 and now you want to raise fares? I'm fortunate that I can work from home one day a week, but for those who must commute every day, to increase parking to \$5 from \$3 amounts to a \$500 pay deduction JUST TO GET TO WORK? Are you nuts? Figure out how to bolster infrastructure better! I've lived in the Bay Area for 5 years, and my parking has gone from \$1 to \$3 already, and I am privileged that I can absorb that amount, but you are penalizing those who have to take BART. This is disgusting to me. I had hoped that the tax for which I voted in November (which was supposed to pay for the items you indicate above) would help to improve BART but every damn day there are delays. This sucks and now you want us to pay more? Get the state of California to pay for it. This is absolutely disheartening and a reflection of poor management. Get new people in charge.	English	Title VI Outreach Online
437	It feels absurd to raise fares when the quality of of train cleanliness and the fact that they've been over crowded for years it's still a major concern. Also what about measure RR's 3.5 billion??	English	Title VI Outreach Online
438	Flat out ridiculous that you are coming to the riders, hat in hand, after asking the voters for \$billions more this past fall. Here's a suggestion, take an honest look at the decisions you make and the people you have managing your system. As it stands now, BART can't keep their trains and stations at a basic level of cleanliness, run enough trains during peak hours and manage capital projects effectively. For my commute to downtown Oakland, BART is barely worth it for me. If at some point, I'm given a parking card for my building, I'll be done with BART. It is so aggravating to give money to system that is on one hand very expensive for its riders and delivers such a poor product.	English	Title VI Outreach Online
439	Need to remain affordable particularly for vulnerable populations	English	Title VI Outreach Online
440	I think there are other, better methods than an across-the-board fare increase to address the budget shortfall. For example, BART could introduce a surcharge on paper tickets (offloading costs to tourists and some occasional riders), institute dynamic pricing during peak hours (it costs more if you want to ride between 7-9 and 5-7), and offer up BART train cars to advertisers for wrap promotions.	English	Title VI Outreach Online
441	BART will become unaffordable to me if the cost continues to increase. I will seriously consider other types of public transportation! BART should focus on ensuring ALL passengers pay for their ride. At El Cerrito Del Norte station, I constantly see people walk out of the side gate. There is rarely anyone there to enforce this. So people constantly get free rides.	English	Title VI Outreach Online
442	Yes	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
443	<p>I really think that is unfair that BART continues to raise fares and nickel and dime their costumers. I understand that BART has cost and maintenance , but over the past 10 years, Bart took advantage of raising fair when it wasn't needed, and now hat its needed they consistently have their hands out.</p> <p>We are already paying for parking (which is not part of out daily fair), and on top of that , we just approved a property tax that BART receives.</p> <p>When is Bart going to start to take responsibility?? If this continues to happen, I think that you will see a drop in ridership and more people in their cars. Bart is a great service, and I value what the y bring to the Bay Area, but enough is enough.</p>	English	Title VI Outreach Online
444	While you say off-peak ridership is down, isn't on-peak up by quite a bit? Meanwhile you're not maintaining stations, you've closed bathrooms, and you're shutting down escalators. How can you possibly have a budget shortfall?	English	Title VI Outreach Online
445	Reasonable and expected.	English	Title VI Outreach Online
446	Yes.	English	Title VI Outreach Online
447	you got the bond approved in the last election....you have more than enough money! put that toward upgrades to the system instead of employee benefits which are so over the top!	English	Title VI Outreach Online
448	Bart is already financially an equal proposition lto driving. With gas prices fairly low and steady, and gas mileage of cars getting more efficient, and not to mention options for safer-carpooling are more readily available via smartphone apps, I do not see how this makes sense. Push legislation to tap into taxing drivers to pay for public transportation. Why does it feel like an "aging infrastructure and need to replace the train cars" is the surprise of the century?!Measure RR passed and yes it is for other expenses vs this proposed fare increase, but come on!Please, please please offer a different and up to date pricing model. Maybe a tiered pricing option that offers unlimited monthly rides? Many Bart riders I think find the fixed cost of public transportation convenient-- raising prices will have people revisit their transportation alternatives. The current payment model is as outdated as the the infrastructure. Spend some time, money, and effort into a revamped fare model that caters to the current and future state of Bay Area Bart riders. Thank you.	English	Title VI Outreach Online
449	Taking a Bart is already too expensive. If the fares are going to be increased, consumers can not effort it. The Bart has not provided the quality services to the passengers. All the cars of the bart are dirty. The clerks in the booths are impatient and temperamental. Also the trains are often delayed. If taking the Bart is more expensive than driving a car, people may choose to driving rather than taking the Bart. Increase to Bart fare is discouraging people to take Bart.	English	Title VI Outreach Online
450	This fare increase purpose duplicates the \$3.5B bond measure passed recently by voters. And it appears to duplicate the public transit funding which BART will receive in the recent "road repair bill" . That bond measure and legislation are specifically for capital improvements. BART should therefore cancel these every-two-year fare increases. BART does have a time-of-day/day-of-week capacity issue. And it has an affordability issue, as it charges about the highest fares in the nation for light-rail service. It should address these issues through measures which Washington D.C. Metro uses: monthly passes and discount fares for daily off-peak and weekend ridership, in order to incent riders to these periods when BART has ample capacity.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
451	I do not consider 2.7% a small inflation-based fare increase. BART has been promising new trains for years, I have yet to see a new BART train in service. I think BART should maintain the system that is in place instead of extending service for instance to Warm Springs.	English	Title VI Outreach Online
452	I would be in agreement if there was more control with riders who freely ride with no payment. We who pay get caught and fined, as I have witnessed. Unfair who occupy more space for sleeping/riding as the homeless. Also there are lots of beggars hustling for money. Performers who play loud music and dance and collect donations. We need more control in making Bart more inviting to ride.	English	Title VI Outreach Online
453	Please leave our Seniors alone!!	English	Title VI Outreach Online
454	Yes, if you're going to keep increasing fares you better make sure it's more reliable and no more strike threats.	English	Title VI Outreach Online
455	Provide flat rate monthly passes. Encourage a "bring a friend on BART" campaign to increase ridership. Sell more corporate advertising space on trains.	English	Title VI Outreach Online
456	No issues with the planned fare increase, but BART service must improve. You need to run more trains during rush hour. I think it's ridiculous to wait 15 mins for a train during rush hour. The trains are over crowded and it's a safety issue. We also need more police on trains.	English	Title VI Outreach Online
457	Every year BART has an increase in fares and parking, and you say its due to decreased ridership. I ride BART Monday - Friday and I do not see a decrease. Trains are still crowded and the parking lots are full. Trains are having issues daily the cause delays to the riders, or forced to find alternate transportation to their destinations. Where is the increased money going? I see new trains, but that's not impressive. You made space for bikes, and to jam more people in, but there isn't always a strap for people to hold on to so they don't fall when the train is moving. Also, my station's (El Cerrito Del Norte) parking lot elevators were down for 2 weeks, and was never listed on the website. It has also been down randomly quite frequently, leaving people who may be disabled to walk up flights of stairs.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
458	<p>I am absolutely opposed to further rate increases. In the last two or three years, parking rates have increased several times, while the stations continue to deteriorate, leading commuters to wonder where the money is actually going. For example, the Richmond BART station is one of the highest crime stations, with vehicles – mine included - broken into on a routine basis (over \$2,000 worth of damage on a car I had not even made the first payment for!) Trash, urine, excrement (human, animal and bird) make the stations unbearable. Additionally, I've called BART on numerous occasions regarding inadequate lighting in the del Norte parking garage. To date, probably 40% of the lights are STILL out, with some areas COMPLETELY dark at night. Needless to say, this poses a serious safety hazard, as lack of lighting leaves countless areas for someone to lie-in-wait for any unsuspecting or distracted person.</p> <p>To increase rates and/or parking fees AGAIN is not fair to the tens of thousands of riders who deal with packed trains, delays, soiled seats and floors, trains being taken out of service because a door doesn't operate correctly, and the myriad other issues the system has, on a daily basis. Again, in the last two or three years, rates for rider fares and/or parking have increased several times. Yet, nothing has benefitted the riders. For BART to say that part of the reason for proposing ANOTHER increase being attributed to lower weekend ridership is not convincing, especially given the fact that, as a daily weekday passenger, I ride in and witness cars that are generally so packed that the operators announce over the PA system that "There's another train a few minutes behind this one." There have also been numerous times wherein I will just wait for another train, rather than trying to squeeze on the one that is off-boarding and on-boarding.</p> <p>I humbly implore BART and its administration to explore other options. As soon as people such as myself receive an increase in pay on the job, that increase is quickly swallowed up by fare hikes.</p>	English	Title VI Outreach Online
459	bart fares and parking costs have steadily increased while service and delay are worse and worse daily. For those of us who have no alternatives for our daily commute, we are essentially held hostage by consistently HORRIBLE service.	English	Title VI Outreach Online
460	Please keep the discounted senior tickets- there are many low income seniors in the Bay Area who do not see increases in their fixed income that are commensurate with the rising costs of living here. BART is essential to preserve seniors' independence and dignity.	English	Title VI Outreach Online
461	I thought a bond passed to fund capital improvements? If it didn't I would be ok with small increases. I oppose any increases going towards labor union and retirement benefits though.	English	Title VI Outreach Online
462	Voters just approved a tax increase for BART in November. Now it wants more. BART should not be asking taxpayers or users for more money until it gets its fiscal house in order. Specifically, cut costs for salaries, pensions, benefits and overtime.	English	Title VI Outreach Online
463	As a daily BART rider who has to deal with jam packed cars and standing for my entire ride, I find it hard to believe that ridership is down. I've been riding BART for over 20 years and it has never been this crowded. How about making sure all riders actually pay their fares. Every day I see fare evaders at 16th street and Civic Center walk through the emergency exits with impunity.	English	Title VI Outreach Online
464	Yes, I already pay \$4.45 o/w from El Cerrito Del Norte BART to SF!!My r/t fare is almost \$9.00, \$45.00 for 1 Week!!	English	Title VI Outreach Online
465	Although 2.7% is a small number, the fares are no bargain to begin with, so an additional 2.7% becomes more significant. And, once I consider the cost of transporting family members, it becomes far cheaper to drive. Why not discount fares on off hours, or weekends?	English	Title VI Outreach Online
466	Dislike	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
467	Yes. Require Bart directors to take Bart and not be chaeuffered. Run more trains more frequently during commute hours. Waiting 15 minutes during commute hours is unconscionable. Prohibit Bart workers from being able to strike. Pay salaries that are commensurate for work performed. Unskilled jobs should not earn 6 figure annual salaries.	English	Title VI Outreach Online
468	Do not cut the senior discount from 62% to 50%! That's like taking away medicare when you have been looking forward to it for many years as their 65th birthday approaches. Instead, I suggest you take a hard look at some of the insane employee benefits offered at BART. For instance the very small amount employees are asked to contribute to their on healthcare and free ridership for not only employees, but their families! Margaret Schmitz, longtime BART rider	English	Title VI Outreach Online
469	Quit jacking up fares!	English	Title VI Outreach Online
470	Yes. It's unfair because you already got money from the bond measure.	English	Title VI Outreach Online
471	The way current dirty Bart is run it does not require a raise in any thing for this year or next till issues are resolved like cleanliness, getting rid of smelly bumbs riding Bart and plan to reduce ticket prices and put more trains to reduce traffic	English	Title VI Outreach Online
472	U shouldn't charge us more just because you guys decided to upgrade certain parts of bart . The bart fare is already high enough; people have troubles paying .	English	Title VI Outreach Online
473	I don't mind the increase but service needs to improve. Trains are always breaking down. Restrooms are filthy and there are homeless people all over bart sleeping and occupying seats.	English	Title VI Outreach Online
474	i will probably start driving to work when that happens.	English	Title VI Outreach Online
475	You people are terrible. The service is consistently lackluster and you continue to raise prices with no benefit to the riders. I am against this.	English	Title VI Outreach Online
476	It seems as though there's a fare increase almost every year but I haven't seen any improvement to back up the fare increases. It seems as though all monies are directed to the employees and higher ups. None go towards the passengers. There seems to be a constant delay, equipment problems, and/or power surges every other day. Let's not forget the homeless people on Bart. Bart security should be taking them out at the end of the line every time. That's a health issue. There were also reports suggesting rider decrease but I don't see that as we're still packed like sardines. There is also reports suggesting rider increase to increase the parking fines. So, which is it?	English	Title VI Outreach Online
477	Start by enforcing existing fares. Fare evasion is rampant. I'd estimate that at least 5% of riders exiting the fare gates at Pittsburg Bay Point station do not pay. I see them every single day and am often one of the people they run into as they dash through the fare gates behind me. There is absolutely zero enforcement against this. Take an example from SF Muni, which stations officers inside fare gates during commute times to check for paid fares.	English	Title VI Outreach Online
478	Couple years back you raised parking fees and bart fare's know you want to do it again parking was\$1.50 now \$ 3.00 bart is still crowded homeless all the time on train cold trains the money machine don't work in pittsburgh train station can't even get that fixed	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
479	Are you serious? Instead of lowering the discount for the elderly & people with disabilities, you should cut out the FREEBIES for your employees & their dependents!!! The parking is already EXPENSIVE & very hard to find if one is not at your parking by the crack of dawn. On top of that, many people don't even pay (at least at the Bay Point Station), they just pay the fare & get on the BART as they know that no one checks & they rather pay the fine (if they get caught - unlikely). You should conduct parking audits to realize how much money you are losing & if you recoup this money it will probably give you the amount necessary vs. increasing fares. In addition, the stations are filthy as your custodians are doing a horrible job. I get off at the 12th St./City Center station in Oakland. Since the escalator has been broken for the past month, I've taken the 11th St. exit stairs & the SAME CRACKERS have been on the stairs since the escalator broke. Unbelievable that you are paying a custodian WHO DOESN'T DO HIS JOB a good salary (plus OT - I'm sure) & you are asking for more money!! It's ridiculous. Spend BART \$\$ as your own - with prudence & austerity.	English	Title VI Outreach Online
480	Instead of raising parking, start by citing fare evaders, people eating on trains, smoking in non-designated area, and bicyclists on escalators. You could also patrol the cars more frequently especially in the morning when the homeless are riding, as they are making a mess which I'm sure costs more to keep cleaning up after them. The fare increases will only drive people away from Bart and onto the freeways. You should also look at cutting labor costs. It's ridiculous that Bart workers received a bonus for ridership going up, but now suddenly ridership is down when no bonus is available.	English	Title VI Outreach Online
481	I am fairly new to the Bay Area but I believe that BART is one of the best transit systems I've encountered. An annual increase of 2.7% seems reasonable. However, I ride BART every day from Pittsburg/Bay Point to Oakland (at least) and that 2.7% can impact my wallet substantially. I am a student and transportation costs are, by far, a big portion of the meager income that I have while in school. I have no problem paying my fair share but maybe there is a way to increase fares along the most heavily trafficked routes and decrease them for others?	English	Title VI Outreach Online
482	I think it's ok. BART is a necessary means of transportation for the Bay Area.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
483	<p>Sure do. I am so tired of you taking your lack of management out on the riders, and holding the Bay Area hostage. Do you know that in New York, it would cost me 3.00 to take a trip that costs me more than twice that much here? Do you know that I am currently spending almost 20.00 a day to get to work and back. A DAMN DAY! And you have the audacity to whine at me about how you cant afford to operate? How is it that other cities manage it? And for the pleasure of this FARE INCREASE? What will you do? TAKE SEATS OUT OF THE CARS!! Let me tell you something. When people line up shoulder to shoulder at Pittsburg Bay Point at 6:00 am, they all want ONE THING!! A DAMN SEAT! And you think you're so smart taking seats OUT of the cars, and fricking pretending it's for US? It's not for us. It's for YOU, so you can make more damn money off the same cars, once again at our expense. You are taking 100.00 a week out of my pocket, and you want to tell me you cant manage basic operations? The problem is INTERNAL. It's not OUR fault!! If there were another way to get to work without driving, I would take it. As soon as there is, whatever that may be, I will take it. I am disgusted by the existing fares. THERE IS NO WAY YOU DESERVE MORE, just so I can deal with the same PATHETIC parking (I have to be up at 5:20 am so I can get a parking spot, and I dont have to be to work until 9 am!), the same overcrowded stations, the same escalators that work about 75% of the time....the same crap. And you deserve MORE for that? NO. You dont. You need to learn to manage your damn money and stop taking it out on the Bay Area. We are pretty tired of it.</p>	English	Title VI Outreach Online
484	<p>Fare Increase for what..? This is the lie I was told by one BART's Customer Service Reps about the new trains about the filth and crowding...!</p> <p>"In addition, to address crowding and the increase number of seats in the fleet, BART has set a goal to obtain funding to increase the number of cars purchased from 669 currently to 1,081 train cars in the future. This would increase the number of seats in the fleet by about 49%. We appreciate your patience until the new trains arrive.</p> <p>We do a top to bottom scrubbing and sanitization of our cars. This work is getting done every night of the year at our yards. To give you an idea of how thorough of a job we do - it takes a crew of two people one 8 hour shift to do a top to bottom cleaning of one car. We own 669 cars so the cycle for one car is about every 120 days. This isn't to say cars only get sanitized every 120 days. At the end of every single run, an employee walks the length of the train and picks up garbage. If they spot something that needs a wash, then the car is pulled and we sanitize it and take care of the mess."</p>	English	Title VI Outreach Online
485	Capital improvements are much needed. I support the proposed increases.	English	Title VI Outreach Online
486	I think this is reasonable. I have no problem with a fare increase to address capital improvements. I do not think that it would be unreasonable for an inflation-based fare increase to be used for operational issues like worker salary increases.	English	Title VI Outreach Online
487	No, fare increase! Riders deal with poor on time service 2 out 5 days weekly.	English	Title VI Outreach Online
488	BART receives revenues from other sources such as measure 'RR which I, as a property owner not renter, pay along with other bond measures that have been passed to fund BART. I understand the need for fare increases but BART has to be more fiscally responsible and transparent to the public. Trains should not be 40 years old nor should the infrastructure of the system that is failing with increasing frequency. Long term planning and budgeting must balance the needs of BART with the needs of its ridership.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
489	I hate it!	English	Title VI Outreach Online
490	Bart increasing fares is like the government taking more taxes then doing nothing with the money. Didn't we just do that to give Bart more money? When will people begin to realize that your problems aren't related to money, that your broken trains & facilities are due to incompetence?	English	Title VI Outreach Online
491	I have watched BART misuse funds over the last 20 years yet I still ride. What can I say? I must comply. I have no other choices unless Richmond brings back the ferry.	English	Title VI Outreach Online
492	A fare increase should guarantee the BART riders to have dependable, safe, clean rides to their destinations. BART should provide their riders with more security and people who actually do their jobs as BART employees. I do not understand why the rate is increasing when our ticket prices go towards employees who are abusing the system and getting paid for work they are not doing at all, or in a timely manner. Especially regarding the employee from the Powell Bart Station who was clocking in hours for time he spent in the break room, not working. As a BART rider Monday through Friday for work, I will be forced to pay these increased rates, but I expect to have a great deal of growth and production from BART's side to justify the change.	English	Title VI Outreach Online
493	Increasing parking fees is fine; making the disabled/elderly pay more is not.	English	Title VI Outreach Online
494	Didn't we just pass RR a couple of months ago? Why didn't the topic of an additional fare increase come up then? It's no wonder that ridership is decreasing. People are frustrated and this fare increase seems to be ill-timed. Maybe I'll support after the next labor negotiation and I can be convinced that the operating budget is getting under control.	English	Title VI Outreach Online
495	Frankly something is wrong when some of those inflationary pressures like compensation aren't captured in fare increases. Feels like a gimmick masking real cost pressures for Bart.	English	Title VI Outreach Online
496	There must be a system put in place for a monthly pass. There is absolutely no reason why a monthly pass would not help offset a lot of these low ridership issues on weekends / holidays. Many other major metropolitan areas use monthly pass systems, including Boston, and it works well.	English	Title VI Outreach Online
497	I believe that the money will be moved from capital needs to operations even though they say it will not. BART lies and moves money around all of the time and are highly untrustworthy	English	Title VI Outreach Online
498	If this fare increase does go into effect, does this mean that bart will become a transportation system that is moderately respectable? Because currently it cannot keep trains in service, maintain a decent temperature in the trains that do work, or get you anywhere on time.	English	Title VI Outreach Online
499	BART is a great system, and as a regular rider, I support a moderate fare increase; however, I ask that BART takes steps to address fare evasion at its stations beyond downtown San Francisco. The two elevators at El Cerrito del Norte, which are beyond the fare gates, are hemorrhaging money / revenue all day long. Take a look.	English	Title VI Outreach Online
500	Yes. I think it is unfair. I take Bart everyday Monday through Saturday and Sometimes Sunday. The service is terrible,m delays everyday. Bart police action at least twice a month at several Bart stations.	English	Title VI Outreach Online
501	Sounds like a standard thing... I don't love it, but it makes sense.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
502	<p>Unless the fare increase is going to fund a BART extension up the I-80 corridor to Hercules, NO MORE INCREASES!!! You need to MAKE SOME CHANGES INTERNALLY AND STOP PAYING YOUR EMPLOYEES SO MUCH!! A fare increase will change nothing...plus --- DIDN'T YOU JUST GET A MULTI-BILLION DOLLAR BOND? Use it to FIX THE INFRASTRUCTURE. I own a home and my property taxes go up every year because of BART!</p> <p>We, the riders, are incredibly sick and tired of the weekly delays!!</p> <p>Recoup your losses from fare evaders - etc.</p> <p>Do not make your customers pay for it!</p>	English	Title VI Outreach Online
503	Fine. But it better have a lot of it going towards repairing/upgrading the infrastructure of the BART railway system!! And it better have outside oversight of this process!	English	Title VI Outreach Online
504	BART already charges too much for fares and parking fees. Even a small 2.7% increase added up over time is a lot of money and can cause financial hardships, especially for those who travel the farthest stations.	English	Title VI Outreach Online
505	no	English	Title VI Outreach Online
506	Sounds like a modest increase. I hope it goes to addressing the broken escalators [Embarcadero!!], filthy [when operating] E.C. Del Norte garage elevators, and urine and bird poop everywhere!	English	Title VI Outreach Online
507	I support this.	English	Title VI Outreach Online
508	Find other ways to fund rather than increase the cost for riders.	English	Title VI Outreach Online
509	Too much fare increase but nothing has been done about time efficiency of bart trips (ridiculous parking fee increase)...always out of service, equipments & tracks malfunction, not on time, train doors can't open on some stations	English	Title VI Outreach Online
510	<p>Yes</p> <p>We can hardly afford the fares now, let alone an increase. We aren't getting a raise, therefore, we can't afford to give your employees' a raise.</p>	English	Title VI Outreach Online
511	Seems fair, to keep up with inflation	English	Title VI Outreach Online
512	SERIOUSLY AGAIN....you're robbing us.	English	Title VI Outreach Online
513	No one likes it but it would be nice if there were not always delays due to broken car doors, overcrowded cars, etc. It would also be nice to have a quieter ride with repairs to the tracks.	English	Title VI Outreach Online
514	A fair increase is not reasonable. Fares are already outrageous, with constant delays and limited train service. In addition, there are no monthly options unlike New York and other major cities. Monthly fares could be determined based on an individuals normal train stops like other cities. I personally avoid taking the train outside of my normal daily commute because I cant afford to pay the additional fares. A more efficient system needs to be put in place instead of constantly raising fares.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
515	I'm completely disagree with this increase. I ride everyday from Pittsburgh/Bay Point to Civic Center and the service is terrible. Always delays, problems in the tracks, homeless sleeping on the trains, trains dirty and more. Recently on one of the cars someone had defecated inside the train. This is really unhealthy for everyone. Parking at Pittsburgh it is a nightmare. I have to get up at 4:00 and leave my house at 5:00 am to find a parking space, ridiculous. I have seen huge trucks parked and occupying almost two parking spaces, and where is the BART police when we need it them. I always see the police cars, but no officers around for emergencies. Your highest priority should be our safe and a better service.	English	Title VI Outreach Online
516	It is too much	English	Title VI Outreach Online
517	While I semi-economics of inflation, I do not understand how this agency can blow through so much money - paying a janitor over \$250k	English	Title VI Outreach Online
518	The revenue should go to fixing the rails	English	Title VI Outreach Online
519	Seems too little.	English	Title VI Outreach Online
520	We are already paying high fares. Raising will effect ridership	English	Title VI Outreach Online
521	Didn't BART just win a ballot initiative that raised millions for capital upgrades? If so, why isn't BART talking about it, and how it affects the proposed fare increase.	English	Title VI Outreach Online
522	The fair is already to high especially if you not traveling within San Francisco	English	Title VI Outreach Online
523	It seems there is ALWAYS an excuse to raise the fares! Then a few years ago there were excuses as to why Bart riders had to pay for parking! Within a little over a year the parking fee jumped from \$1 a day to \$3 a day! Yet I have seen NO IMPROVEMENTS!!! The parking lot is ALWAYS littered with trash and debri. The same trash in the lot today will still be there tomorrow. The stations are filthy and dirty. At 5AM why is there trash in the station!!??? It means no one cleaned the night before. The trains are filthy too! The windows are so dirty it looks like smoked glass, the stations STINK!!!	English	Title VI Outreach Online
524	Yes. I am against it. I live in Eastern Contra Costa County and, as a homeowner, have been paying a BART tax for years. Another tax bond was passed last year, so now I will be paying an additional tax. I ride BART daily from Pittsburg/Bay Point to downtown Oakland, and I see fare evaders at both stations daily. Station attendants, I understand, are not permitted to try to stop fare evaders so people just walk through or jump over the turnstiles. The problem is particularly out of control at the Pittsburg station.	English	Title VI Outreach Online
525	I am against a fare increase	English	Title VI Outreach Online
526	Didn't BART just get two bills passed in the last election to do exactly that (fix rails, etc.)? The fares are getting ridiculous... there must be other ways to balance the budget.	English	Title VI Outreach Online
527	As is BART is expensive for what one gets. The trains are filthy, riddled with homeless doing who knows what. Are trains going to stop having constant delays? Is increasing the fares going to make my commute better? Will trains actually be on time? Will you start cleaning the trains? Will you hire security for the trains?	English	Title VI Outreach Online
528	I don't like increases but I do understand sometimes they are necessary	English	Title VI Outreach Online
529	My dad was mayor of Walnut Creek when BART first went in. I was sixteen and I'm sixty now so I know how long the system has been in place. I believe it will take a lot of money to maintain and improve the system.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
530	In the spirit of transparency, a stronger case can be made if patrons are shown financial information related to the reason this fare increase is request.	English	Title VI Outreach Online
531	As a Bart rider of over 30 years I am truly concerned about how Bart is consisting to raise fares and decrease the cleanliness of the trains. Bart employees and police use to do a walk through the train at the end of the route to make sure no one was sleeping on the train and to see if someone left something behind to take to lost and found and clean the train from garbage etc. While the train itself has been upgraded the cleanliness has went so far below the trains are left with a nasty stench. Bart knows most of it's patrons solely rely on Bart for all of their transportation needs. I have a few friends that are Bart employees and I've been told that Bart managers don't care about the patrons just the money. That's really sad, I would think such a company would do better for its patrons. If every Bart employee had to take Bart for all their transportation needs for a year than maybe they would care much more.	English	Title VI Outreach Online
532	I feel like I need more information about the current budget and where BART is getting money from. BART should not be self sustaining and needs to be supported by the government. Without BART, we would not have the economy and climbing housing prices we have today. I feel that BART is already expensive.	English	Title VI Outreach Online
533	Even though I'm pretty close to being eligible for senior fares, I honestly think the discount given to seniors is ridiculous. Regular fare for me to go to San Francisco is \$4.50 but only \$1.65 for seniors??? Where else have you ever seen a discount of over 60%? Most of the seniors I know have more money than I do. Reduce the senior discount to something reasonable like 25%. Second suggestion: stop spending money on expanding the lines when the existing lines/trains/stations are in need of repair and maintenance. There are way too many problems with the system that are apparently due to a lack of upkeep - quit focusing on expansion for now. Third suggestion: make everyone who rides BART, pay to ride BART. Too many people tailgating through the turnstiles. Improve the turnstiles so fare evaders can't simply bump the gate with their knee to open it. Using BART as a mobile homeless shelter is not fair (pardon the pun) to those of who actually pay the fare to ride a public transportation system. I've been on trains where multiple seats are taken up by people sleeping with all their crap laying on the seats around them. Fourth suggestion: since the last strike revealed that the average BART employee gets paid more than probably 99% of the people riding the system, you really need to take a good look at salaries. Six digit income for a custodian who spends hours hiding from his job??? Yes, we all saw it on tv and yes, you should be embarrassed. The question is, has anything been done about situations like that? BART is too important to the BAY Area to be treated like a second class transportation system that rips off its paying passengers. And don't even think of going on strike again.	English	Title VI Outreach Online
534	I think BART should come up with other ways to make up for their capital needs. The riders to suffer through rate hikes and nothing really changes. Trains are a mess they smell and are very dirty. The homeless situation is a huge problem. The simple solution for BART is always to take it out on the riders. We are paying a huge amount now and are not getting the quality of service we should get for the price.	English	Title VI Outreach Online
535	A fare increase would cause me to evaluate other means of transportation, as BART is currently the cheapest alternative. A 2% increase is reasonable and small, but how about installing an alarm on the emergency exit at the gates to thwart free entry and exit? \$15 million is lost each year, how about doing something smart about it?	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
536	I'm good with 50% for seniors and a tax on using paper tix. I'm not good with raising the parking fee! One used to be able to park for free. \$5 Is ridiculous!	English	Title VI Outreach Online
537	I don't have an issue with fare increases if the service improves. But right now, it seems ridiculous to pay more for a service that runs late every single day, is constantly down, and is physically filthy.	English	Title VI Outreach Online
538	No BART increase this time around. The agency just had a measure passed last November giving them millions of dollars.. BART should worry about maintenance before expansion. BART should also monitor employee hours since there was recently a story on the local news about a janitor making in excess of \$100K.	English	Title VI Outreach Online
539	Don't reduce the discount for seniors, youth, and the disabled.	English	Title VI Outreach Online
540	This is OK with me.	English	Title VI Outreach Online
541	<p>Yes. At some point BART will need to consider what the cost effectiveness of their continued fare increases will be to it's riders. Many people take BART because of the monetary savings of taking public transit as opposed to driving in. They would rather deal with the inconvenience that riding BART really is, than have to hunt for parking, get stuck in traffic, or pay for bridge toll etc. on a daily basis by driving.</p> <p>But when BART starts increasing fares, adding additional fees, and charging for/increasing the cost of parking, a point will be reached when the inconvenience of riding public transit will not be worth it. What do I mean by the inconvenience? super crowded trains, lack of seating, broken air conditioning systems or lack of proper air circulation on trains, delays, delays, delays, lack of trains through out the day (too much time lapsing between trains, or not enough running in the weekends or evenings), and smelly crazy people sleeping or solicitation on the train.</p> <p>So I ask you, why would anyone want to ride BART when it's cost has now become just as high as the cost of driving in? Why would I deal with all of those BART inconveniences, when I can just drive in to work with my own vehicle, control my schedule and route, always have a seat, and never have to deal with crazy smelly homeless people?</p>	English	Title VI Outreach Online
542	FARE INCREASE SHOULD GO TO OPERATING COSTS. OPERATING COSTS DONOT STAY FROZEN ATTHE CURRENT RATES. HOW WOULD BART PAY FOR INCREASED OPERATING COSTS IF "ALL NEW REVENUE FRIM THE FARE INCREASE GOES TO BART'S HIGHEST PRIORITY CAPITAL NEEDS" AND NOT TO OPERATING COSTS. MEASURE RR APPROVED FOR CAPITAL COSTS.	English	Title VI Outreach Online
543	I don't think it's a good idea to raise the cost of BART for seniors, the disabled, and youth, by decreasing discounts for these riders.	English	Title VI Outreach Online
544	While I support and understand the need for fare increases, as an able-bodied adult I feel that the percentage increases for my fare should be at a higher rate than for youth, seniors and the disabled. These groups are not in the same financial situation as the public at large, and those more able should shoulder the larger percentage of this fare increase.	English	Title VI Outreach Online
545	Bart is already so expensive. I have a hybrid and it is cheaper for me to drive and park in SF than to take Bart. Increasing prices for those who can not afford it is not right.	English	Title VI Outreach Online
546	Fares are high enough. BART must manage its costs in other ways, instead of continually turning to the ridership.	English	Title VI Outreach Online
547	I know BART needs funds to operate, for maintenance, and for expansion but I think the funds over the years have been poorly spent. The union contracts are an albatross and prevent the money from being spent on infrastructure.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
548	Focus on fare evaders to increase revenues. It's not ok to penalize those of us who pay our fare daily. Also if you do plan to increase fares, BART needs to run longer and more frequently Richmond line trains. San Francisco is not the only location where people commute to work. These trains are always crowded	English	Title VI Outreach Online
549	No, this is a needed increase and it's good that it happens in incremental steps, i.e., every two years, than in one step, i.e., larger increase every 4 or 5 years.	English	Title VI Outreach Online
550	I don't care for any planned fare increases, but I understand the need. I would endorse a discount offered for commuters (most are Clipper card users), and an increase for the occasional rider. I would not support a parking increase. If there is a parking increase, I will probably not park at BART any longer.	English	Title VI Outreach Online
551	No es gusto que solo lo aumenten el bart cuando no hay buen servicio solo hay delays y también en los parqueos roban quiebran vidrios Ami asta el catalizador me robaron y eso salió de mi bolsa acosan a mujeres Otros no pagan bart se saltan la entrada y uno le suben siempre	English	Title VI Outreach Online
552	I am not happy about a fare increase. the stations in certain cities, rarely have work escalators, elevators, clean bathrooms. The stations in cities like Oakland, San Francisco (Civic stop) and Pittsburg are dirty. The trains are not always clean and more often than not late or in need of repair. I don't think the riders should see how our fare money has been used for improvements over the years.	English	Title VI Outreach Online
553	The last thing our most vulnerable population needs is more money out of their pockets. Please figure out another way to come up with funds without negatively affecting riders- especially seniors, the disabled, and low-income families.	English	Title VI Outreach Online
554	As a commuter/educator whose income is limited and a soon to be senior in may of this year I am truly disappointed that Bart would take away a long anticipated discount from those of us on fixed incomes. It does not seem fair to do that to loyal customers. I suspect there are other ways to get the funds you need. But this one is easy so that's the way you're doing it. Based on the online salary listings most of your employees earn more than I do as an educator. It does not seem right to take additional funds from seniors. This includes the daily parking rate raise. Please reconsider the sourcing of your "needed" funds. Thank you. W	English	Title VI Outreach Online
555	On par with cost of living index so ok with me	English	Title VI Outreach Online
556	Already expensive!	English	Title VI Outreach Online
557	What about measure RR funding?	English	Title VI Outreach Online
558	Don't increase it	English	Title VI Outreach Online
559	I think the fares should be lowered to encourage more people to use BART. More passengers will bring more riders and you'll make more money. Your thinking about raising prices is flawed. Look at the NYC system.	English	Title VI Outreach Online
560	I thought the bonds (which I voted in favor of) were supposed to cover this? BART fares are already high, eparticularly considering that it is public transit and many riders have no other real option.	English	Title VI Outreach Online
561	A fare increase should be tied to a union concession that outlaws strikes	English	Title VI Outreach Online
562	Fairs should not be increased.	English	Title VI Outreach Online
563	Please complete these critical capital improvements as soon as possible	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
564	<p>NO WAY!! fares are far to high at current rates. especially having to deal with stinky filthy stations and way overcrowded (sardine cans) cars. Some of the other ideas like raising the percentage of disabled and or senior to 50% sounds fair. I also would say that employees and all their families not be allowed to ride for free (except when on duty of course).</p> <p>And I would like to see personnel (at least two) standing at the gates and watching all the fare evaders, it is very blantant every day it almost seems to be one for one. one pay one free. I know personally that if they try to get in on my ticket I personally stand until gate closes. But most times the gates are open and don't shut. go figure??</p>	English	Title VI Outreach Online
565	On one hand I respect that you've come to the public for input regarding your budget shortfalls, and on the other hand I'm still shaking my head that the system is in such a state of disrepair (under your watch) and we are in this situation to begin with.	English	Title VI Outreach Online
566	No	English	Title VI Outreach Online
567	<p>Bart has now added Warm Spring to the route and running 5 cars, it does not make sense, more people less care.</p> <p>Bart is wanting to raise the fare, but will not provide the customer with new cars, makes no sense.</p> <p>Bart allows the homeless to take up an entire seat sleeping while others are having to stand long distances and the paid police do nothing, it makes no sense.</p> <p>Bart cars are over crowded and the drivers give the customer 2 to 3 seconds to get off and get on, but the drivers do no seem to care, it makes no sense.</p> <p>Bart needs to start improving its image of putting the customer First, that makes sense.</p>	English	Title VI Outreach Online
568	Dear BART board, We already pay through our nose for your services. Please trim your expenses and operate more efficiently; Every one else is being forced to do that in current economic enviroinment. Control your labor costs. Retired Seniors dont get pay raises every year so there is no point in punishing them by raising their fares (which is what cutting their discounts for them mean). We are all forced to live within our means and so should BART. .	English	Title VI Outreach Online
569	With the fare increases the public has seen no changes in cleanliness in the trains, schedule improvement or any help with parking or discounts for loyal customers	English	Title VI Outreach Online
570	It's OK. You have to keep the system running and each year it gets more expensive.	English	Title VI Outreach Online
571	Yes, BART is notorious for soliciting public funds and then not making the investment into the projects as they said they would do. example upgraded security systems, and infrastructure improvements...	English	Title VI Outreach Online
572	Yes, this is preposterous that a system running as long as BART has can have a budget shortfall of any magnitude. BART stations are filthy, cars are equally as dirty. Employees are known to make large amounts of overtime - staff accordingly, stop overtime abuse and operate within BART's means for two years and then see what REALLY needs to be charged to operate the service effectively.	English	Title VI Outreach Online
573	The system needs the money.	English	Title VI Outreach Online
574	Do not increase fares. BART is always in a shortfall, with frequent fare increases, and in November 2016, Measure RR was passed.	English	Title VI Outreach Online
575	Disagree with fare increase!! Money is taken and taken, no benefitts are seen. Parking is horrible, problem with homeless travel on trains that smell. Stop giving bonuses out to management, they do nothing.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
576	Yes. Stop all the fare evaders. I see it every day. People just walk through the gates and don't pay a dime, and yet you are willing to raise our fares to cover for them. Stop this nonsense. Go after these people. Also, clean house. How could you possibly have paid a janitor over \$200k and not know he was not doing his job. Where was his supervisor? We as paying customers are asked to pay more when you don't have any accountability in your own shop. Learn to do what we all have to do BUDGET, and watch where the money is being spent and stop the bleeding.	English	Title VI Outreach Online
577	strongly against. i have been riding bart for years and i have not seen any improvements. delays after delays, trains are always dirty and crowded. unsure how previous fare increase has actually been beneficial for the riders.	English	Title VI Outreach Online
578	I understand that this is a planned increase and is based on inflation.	English	Title VI Outreach Online
579	I feel like each rate increase goes to the stated above but we see evidence that the money is actually going there!!! It's getting to the point it's almost cheaper to drive to work!!! Fire management and make employees pay for their healthcare and retirement like the people taking BART already do and have been for years!!	English	Title VI Outreach Online
580	I am not in favor of any increase. I feel that the level of service does not warrant an increase. Delayed trains, trains with limited to no seating, not running trains with enough cars especially during heavy commute times, do not warrant higher fares	English	Title VI Outreach Online
581	If anything, BART needs to just keep the fares at \$5. I pay a hefty amount to get to work while pangandlers and homeless people ride for \$2. NO TO FARE INCREASE	English	Title VI Outreach Online
582	The fare increases have become very frequent in the last few years. However, there is no marked improvement in some of the services. For instance, the restrooms at BART stations do not even compare with what is obtainable at retail stores. Often passengers will queue for upwards of 15 minutes to use restrooms and inside the restrooms, everything appears so rustic that only those that are hardly pressed use the restrooms. Moreover, hardly do you see paper napkins to dry your hands after using the restroom. In fact, BART restrooms are eyesores.	English	Title VI Outreach Online
583	The quality of the service definitely doesn't match the high price point. I would suggest the Bart thinking about increasing the frequency of the service instead of keep increasing the fare. Also, if you want to match the discount of other transportation system, how come you don't match the monthly pass programs that will benefit the commuters? Very disappointed with the rate right now already and will seek other transportation options.	English	Title VI Outreach Online
584	If operating costs were not so badly managed, money would be available for capital projects. With a master's degree and a job at a high tech company I don't make as much as some BART janitors. Unskilled labor should be compensated accordingly.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
585	<p>When</p> <p>BART has these fare increases there should also be an improvement in BART services delivered to the public. I have been riding BART for several years and the BART service has deteriorated to a disgrace.</p> <p>You should consider changing the acronym "BART" to "BADD" (Bay Area Daily Delays).</p> <p>Also when I started riding BART, there was a technician that would check the cars temperature setting daily but any more in the morning you can count on BART to be running the air conditions in the cars when it is already cool outside and then in the evening commute when the outside temperature is warm BART always runs the heaters making the internal car temperatures average about 90+ degrees. It is a total overall reflection of the BART SYSTEM attitude toward the BART riders.</p>	English	Title VI Outreach Online
586	<p>I certainly do. After Bond Measure RR passed in Nov., BART has gotten more than enough from the Bay Area Community. Please "unplan" this fare increase. Don't do it. Especially don't decrease discounts for the disabled, youth and seniors on a fixed income. No further pay increases for the generously-paid BART employees! Hire security to guard the underground restrooms so they can be used again. Have all BART representatives be polite, especially station agents. Have BART train operators speak slowly and clearly when making announcements. Thank you!</p>	English	Title VI Outreach Online
587	<p>I do NOT support any fare increases - especially for seniors and paper ticket holders. While I enjoy taking BART when going to San Francisco, parking is always a challenge and the fares are high enough. You will negatively impact your weekend ridership if you raise rates for paper ticket holders and seniors.</p>	English	Title VI Outreach Online
588	<p>Excuse me? Did not we just approve a huge spending bond for BART? You will just wind up wasting this money on your lazy, overpaid workers. I say absolutely not!</p>	English	Title VI Outreach Online
589	<p>Are you kidding me! I think BART has more pressing issues to deal with from top/down. This is basically kicking the can down the road and now we, as riders, are faced with this "ultimatum". Probably why folks will continue to drive in their cars, telecommute or just move out of the area. From security issues (swarm robbery) to declining ridership to outdated technology which should've have been upgraded awhile ago. I look forward to riding the new trains but since it's running on old technology, I won't be surprised if it has a power outage running. Fix your house internally before asking us riders to foot the bill.....again.</p>	English	Title VI Outreach Online
590	<p>The cost of public transportation in the Bay Area, particularly for BART, is one of the highest in the nation. Raising fares for everyone who already pays more than enough for BART service cannot be the solution for fixing BART's infrastructure.</p>	English	Title VI Outreach Online
591	<p>I'm from the Bay Area, and as long as I can remember riding BART since I was a teenager, the fares have increased but little has changed except the filthy seats. I have high doubts about these alleged changes to improve maintenance and new rail cars, for a system that squeaks along the tracks perpetually and is covered in bacteria. I am opposed to any increases seeing how there is little reasoning for BART to increase fares when ridership is at an all time high and beyond capacity, with little to no improvement of riding experience and safety. When I do try to ride BART, it is unreliable - unexpected maintenance delays, or sketchy activity that isn't being addressed.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
592	Clearly there needs to be sufficient revenue to support maintenance such as repairing tracks to eliminate the ear-splitting noise along some sections. Frankly, the quality of the trip (noise, cleanliness of cars, access to parking, station hygiene) is so poor now that on weekends I'd rather drive (a higher-cost option) to avoid the unpleasant experience of taking BART to, say, Civic Center for an SFO Symphony concert. I don't mind paying a bit more if the quality of the maintenance plan (tracks, escalators, station hygiene) were improved.	English	Title VI Outreach Online
593	I feel the current fare price for a day of My Travel in BART is over charged compared to the Occupancy of BART. Increasing in the fare further more is not satisfactory in my opinion	English	Title VI Outreach Online
594	While I understand the need to do this, I strongly feel that the people who are in leadership positions at BART need to be replaced. It is their fault that this has been mismanaged so badly. It is not the fault of the consumers or the workers. Yet the consumers are paying for these mistakes and the workers are the ones who will feel the brunt of the public's anger.	English	Title VI Outreach Online
595	Yeah, you morons are wasting money left and right and you want to make the passengers pay more for your incompetence? What ever happened to that janitor getting all that overtime, who was not actually working. And no one is every available to help when people have questions or concerns. You are paying thee people for NOTHING. You make poor financial decisions and waste a TON of tax money, and don't even do what it was you were supposed to do. Then you waste money on sign that make people laugh at your absurdity. You all need to be fired. I don't take BART anymore; it has become a joke.	English	Title VI Outreach Online
596	More money is not the answer when it's obvious the current budget is so poorly managed. Better management is needed! Parking fees have gone up significantly, the Alameda County voters recently passed a bond measure, and now you want to raise fees again? Ridership is up and the current fares are higher than most urban transit systems. Where is the money going? Your station agents sit around talking and laughing, the stations are dirty, homeless people are allowed to sleep on the trains, the escalators never work, you can't even figure out how to stop fare evaders, and now there's been a takeover robbery on a train. Asking riders to pay more when it's obvious the money from the last increase has been squandered is ridiculous.	English	Title VI Outreach Online
597	Cutting capital funding will elevate Danial Borenstein to that of Moses. He said you would do this after the Bart Bond was passed. Do not cut capital spending as proposed.	English	Title VI Outreach Online
598	BART is WAY too expensive for the poor service provided. If BART really wants MORE passengers REDUCE the fares for ALL riders. More people will ride if it wasn't so EXPENSIVE, plus it would give those on limited budgets more incentive to ride and ADD MORE TRAINS MORE OFTEN with MORE SEATS, stop removing seats. I feel in a few years time, BART will hire passenger pushers to push even more passengers onto cars and allow the doors to close. Get rid of the homeless stinking up the cars and not paying. It is frustrating to think there is a seat available but there is a homeless person taking up several seats stinking of months old urine. BART board should be ashamed of how poor the service and quality of the rides are with expensive as it is to ride - the most expensive in the NATION.	English	Title VI Outreach Online
599	I would not increase seniors as they are on fixed incomes that will not increase by 12.5% (62.5% - 50%).	English	Title VI Outreach Online
600	I am very upset	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
601	<p>Thank you for the potential fare increase. I think it is totally justified given the cleanliness of the cars and stations, the lack of elevators working, crime not being controlled at your stations and the lack of real security cameras, oh and let's not forget the complete ineffectiveness of your police. Can you say 40-60 people jumping the fare gate in Oakland robbing people?</p> <p>And BART's advice for riders is "Be Vigilant"!?</p> <p>"Oh look here comes 40-60 nice young men storming the train. Yup, I am vigilant and see them. Huh, now what... Can't call 911 they just stole my phone, dang now my wallet is gone and so is my BART ticket, can't exit the gate, oh no those nice young men just punched me in the face."</p> <p>Let's not forget the comparison between BART and any other system in US and World. The others are cheaper, cleaner and safer. As well as service more stations and areas that BART.</p> <p>Do us all a favor and get rid of all management. You spend too much and do too little.</p>	English	Title VI Outreach Online
602	<p>Please explain to the people where \$3.5 billion dollars that was approved is going because after stupidly approving that measure I feel used by Bart and now Bart wants more money ???!!? More transparency into the hierarchy of bart employees and pay. Bonus' and salary should not be increasing if there is so much shortfall in money. Let them strike again and you'll see how in demand their jobs are. Easily replaceable. Speaking of which, how do I apply to Bart? (if you can't beat em join em). Might as well get paid.</p>	English	Title VI Outreach Online
603	<p>Stop the gate evaders. Every day at Richmond I see 3/4 of the people just jump the gate. Entire families do it. Many just walk right through the handicapped entrance. Make these people pay.</p>	English	Title VI Outreach Online
604	<p>You are a joke, we just voted for RR and you continue to extort your riders that don't have any other choice. Remember, pigs get fat, hogs get slaughtered and the same reason that more people don't ride at night or weekends is the same reason people will start seeking alternative ways to get to SF.</p>	English	Title VI Outreach Online
605	<p>This will make it hard to still ride Bart, there are so many increases and it has become very expensive.</p>	English	Title VI Outreach Online
606	<p>Would make more sense to try to get increase in ridership. For example Monday ride for free and increase fares for Tuesday-Friday.</p>	English	Title VI Outreach Online
607	<p>As a Bart rider and Contra Costa tax payer I will be verify disappointed with this steep increase in fare and especially parking after just passing and receiving funds from measure RR. Bart hasn't show itself to manage its funds sufficiently so it makes it that much more frustrating to see you asking for more funding from the riders. From an inflation standpoint 1 to 2 percent increase every 2 years makes sense, but its already so expensive for daily commuters especially when you don't offer monthly unlimited passes. But raising parking fees so drastically could cost me an additional 500 per year! That is outrageous!</p>	English	Title VI Outreach Online
608	<p>this is ridiculous. BART is now basically housing for the homeless, the unwashed, the crazies, the masturbators ... first you take away our train schedules to make it so crowded after work on the concord platform, it literally takes 10 minutes just get downstairs. Then you take away our seats, Then you take away 115 of our parking spots to build a yellow brick road for the homeless to go directly to Todos Santos to camp out and ruin. Nobody monitors the overpriced parking lots while junkies are stealing our catalytic converters. If i wasn't forced to use BART to get to the City, i sure would NEVER use it again.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
609	We are already the most expensive public transit system in the country. Enough already! Not everyone lives in Silicon Valley making Silicon Valley wages. It's getting very difficult financially to commute to work.	English	Title VI Outreach Online
610	I live in Contra Costa County, and I am very disappointment !! I do not see improvements from previous increases. Trains are dirty, and crowded; also elevators are frequently "out of service" . I truly believe that BART doesn't care about the input from the customers, because there is no comparable competition; therefore no motivation to make true improvements. My colleagues are starting to use UBER and Lyft for commuting.	English	Title VI Outreach Online
611	I find this absolutely unacceptable. I find it very hard to understand how Bart takes in billions (I voted no on RR of course) and continues to charge more and ask for more money. The system is mismanaged. I'm a phd student at Berkeley who commutes daily to and from SF, and I feel that I already pay far too much for my commute.	English	Title VI Outreach Online
612	It's very unfair and worsen the burden on regular workers who commute to work on BART daily. We, regular workers never get any increase in salary, but fare is increased rapidly. :(How about lower the wage of all the BART management? Limit the unnecessary OT?	English	Title VI Outreach Online
613	Hi. All of these increases are unacceptable. You are punishing the people who use public transit. You should be figuring out a way to get the money from people who insist on driving cars. Get some of the bridge tolls, gas taxes, parking fees, tax Google et al buses, tech companies who get tax breaks. People who don't take BART, but benefit from having it need to pay toward it. Stop raising our fares while giving us worse service.	English	Title VI Outreach Online
614	Yes. Mag strip surcharges are unfair. And frankly BART does not deserve another fare increase Jan 2018. BART DOES NOT USE THEIR FUNDS WISELY.	English	Title VI Outreach Online
615	Riders who have more wealth and income should pay more. Increase fares all you want, and institute a discount for locals who are barely making ends meet.	English	Title VI Outreach Online
616	Increased fares will further reduce ridership	English	Title VI Outreach Online
617	Service isn't reliable, Bart trains are louder to where you have to wear ear protection!! Why would I pay more? I'll just start driving to work. Make improvements to the service and you'll see riders return. Otherwise you'll run yourselves into the ground.	English	Title VI Outreach Online
618	BART should NOT increase fares. The entire BART experience is a nightmare. The trains do not run often enough. They are always super crowded during commute hours which is especially uncomfortable for those of us who are short and do not have some place to hold on to. The drivers are not that good as the oftentimes overshoot the door stops or have to reposition the train. And there isn't a day that goes by that there isn't a delay. My commute has increased by at least 30 minutes more because of all of these delays, sometimes more so service is very unpredictable. There are homeless people essentially living on the trains. And we have passed numerous bonds for BART the last several years, where is all that money going? It is certainly not going to a better experience or more reliable service for commuters.	English	Title VI Outreach Online
619	Please seek all other means to raise funds including increased bridge tolls before asking riders to pay more	English	Title VI Outreach Online
620	Yes. Don't raise fairs. BART needs to do a better job managing the funds it already has. Start by renegotiating your labor contracts. People that cannot afford to live close to work in the City are held hostage by having very limited public transportation options.	English	Title VI Outreach Online
621	I thought we just approved an increased tax to cover most urgent BART capital expense needs, so I am not thrilled by the idea of "paying twice"	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
622	I thought it also goes to your employee salary increases as well.	English	Title VI Outreach Online
623	I don't like it...I think BART and miss managing funds for years and now it's finally catching up.	English	Title VI Outreach Online
624	The magnitude of BART's fare increases is completely misaligned with its capital expenditure needs. BART needs to begin a serious conversation about on-peak pricing, with a long-term (e.g., 10-year) fare increase of around 75-100% (6-7%/yr) for on-peak prices and an income-based system of vouchers or reduced fares. Many BART customers have the means and probably the willingness to pay significantly more for BART, and would do so if BART service were not available. Fare increases of this magnitude would need to be matched by significant and demonstrable improvements in BART service quality.	English	Title VI Outreach Online
625	Yes, I do not think it is fair that the people that used Bart to get to work or school should have to pay a higher Bart fare every year, and raise the cost of parking from three dollars to five dollars in one year to meet your financial budget for 2018. I think Bart employees can all used a pay cut in their salary and pension too, especially your Bart janitors who make 100,000 per year and get paid over time. Perhaps if you put bart police on every bart rail cars, and the bart riders feel safe on the cars, maybe the consumers would be open to spend a little extra to guaranteed security.	English	Title VI Outreach Online
626	If your trains were on time people might be more willing. Honestly, BART is an embarrassment. Why even bother coming up with a schedule when trains come and go whenever the hell they please? The amount of time I have wasted waiting for BART trains due to delays could add up to another life time. Get your shit together and follow the advertised schedule and then it might be slightly more appropriate to ask for more money in an area that most are already having trouble affording to live in.	English	Title VI Outreach Online
627	Can u not	English	Title VI Outreach Online
628	I will stop riding BART if this passes. It is well known that mismanagement of funds has a lot to do with this, the riders should not have to pay for this. If BART is no longer affordable, people are not going to use it. It's a pretty simple concept.	English	Title VI Outreach Online
629	NO NO NO NO NO NO NO NO!!!!!!!!!!!!!! BART SUCKS and they want an INCREASE??????????? What for????? LATE trains???? Filthy trains???? UNSAFE trains where I can get robbed and raped at any time?????	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
630	<p>I am seriously confused. I thought the Bond Measure that passed last fall was supposed to pay for the new rail cars and improve the train control systems. On that note where are these new train cars? I remember going to the open house that had a couple of cars on display and I picked up a card that said 10 new cars were going to be purchased in 2016 and then an additional 60 cars in 2017. I have yet to see one new car in service yet.</p> <p>I don't understand the reluctance to improve the fare gates to prevent people from jumping or simply going around the fare gates and not paying. The news story the other day estimated that BART is losing at least 25 million a year in missed fares. I see people do this every day and I have never seen one BART employee or BART police officer around to prevent this. I assume that these fare violations did not start this year so the question I have is why hasn't any action been taken to resolve this issue. From the news story if you fixed the gates you would prevent 25 million in lost fares which would cover most of the increases you have proposed. One question I have is why hasn't anything been done to prevent these violations in the past? Since this problem didn't start overnight simple math would indicate at least 200 million in lost revenue has been lost in the past 10 years alone.</p> <p>In addition the excessive salaries and overtime BART has been paying their employees. I understand the union is involved in this and some pressure has been applied in the past in this area. However, having been in management and discussed simple payroll management theories. It does not take much effort to understand if you are paying someone in excess of 100% of their base pay + benefits you need to hire an additional employee. There is only so much additional benefit received by paying that much overtime to an employee. We all read the article of the one janitor that was paid in excess of 250,000 in one year. The one thing the article didn't point out was how many other employees are receiving significant amounts of overtime? The sad thing is that the amount BART is spending on payroll for their service staff the stations should be much cleaner and the escalators and elevators should be operating much more reliably.</p> <p>I think a serious audit of the entire organizations operations and expenditures needs to be reviewed before another fare increase as applied.</p>	English	Title VI Outreach Online
631	I don't understand why the fares are increasing if a new bill was recently approved to fund the improvements.	English	Title VI Outreach Online
632	I understand and support. That's what the Cost of Living Adjustment is for on our wages.	English	Title VI Outreach Online
633	Yes, this is insane, I have lived in the Bay Area for 9 years and I have seen two stations go from free parking to \$3 dollars in parking. At the same time it has been overcrowded on trains and the safety on trains is a joke. The morning commute at 5:30 am is standing room only by Walnut Creek on the San Francisco Airport train. Where is the current money going because I don't see the improvement in my ride experience or the stations.	English	Title VI Outreach Online
634	<p>I do indeed have comments!!!</p> <p>We have some of the highest fares in the world. We also have some of the highest paid transit employees. BART has fallen down on the job years ago by not keeping up with the times. And NOW the system is falling apart, and WE are paying for it.</p> <p>The increases in fare are ridiculous. You beg for money... you get it... then you beg for more.</p> <p>I will vote every BART board member out of office.</p>	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
635	Riding bart is already incredibly expensive for the average commuter! I'm in favor of raising paper ticket prices but leaving fares as is for regular users with clipper cards. If fare hikes go into effect across the board, there needs to be a lower option—monthly rate? Commuter clipper? for people who rely on BART as the only way to efficiently get to work in San Francisco.	English	Title VI Outreach Online
636	I am not confident this will solve the literal daily delays on BART.	English	Title VI Outreach Online
637	While a 2.7% fair increase may be perceived as a marginal inflation for most riders, others do not have the luxury to adjust their budget to compensate for the difference. For low-income families or senior citizens with limited financial resources, a 2.7% hike creates a larger economic crisis on a day to day basis. Please reconsider restructuring other components of the budget and avoid passing off the difference to riders. I myself choose to ride Lyft or Uber on the weekends because the of the convenience; provide more frequent trains on the weekends and also keep running trains past midnight. Increasing police presence will also hinder muggings and vandalism we are witnessing on a regular basis.	English	Title VI Outreach Online
638	BART should have been saving for these needed capital expenditure for the past 45 years. It's known that rail cars & control systems need to be replaced. Why was this not appropriately planned for? In addition, BART needs to look within it's own organization to determine where cuts can be made. BART continually mismanages revenue and then just raises fares to cover needs. How can a janitor make \$280,000 in one year with no one noticing? Where's the management? Where are the checks and balances? Finally, I cannot believe I already pay over \$10 round trip to ride transportation that is very unreliable (it's almost always late), over crowded, has no express trains in the commute direction, and is not connected to the bus systems that extend from BART stations. I am continually late for work, miss by bus, and have my commute extended an extra 30-45 minutes almost daily. If I behaved this way at work, I'd be fired, not given a raise, so why would I be okay giving BART a raise?	English	Title VI Outreach Online
639	Yes, BART continues to amaze me on their lack of integrity and incompetence at managing their finances! I think twice about boarding an overpriced system that remains unsafe and with every fare increase, the likelihood of my riding BART decreases geometrically in relation to the price increases! Regarding the bond issue that was recently approved by stupid voters, BART indicated those funds would take care of necessary capital improvements; in order to get this bond issue passed, BART spokespeople LIED to the public that it would not be asking for a new fare increase!!!! Do you people think all the public is stupid? As far as I am concerned, all the BART directors should be criminally prosecuted for this type of behaviour and financial mismanagement! Any idiot would know that an aging system should have had a "sinking fund" of monies set aside for future maintenance projects and planned upgrades. Why is BART so fundamentally inept at managing their budgets? Big fat salary and benefit packages that they award themselves, senior managers and overpaid station agents who are incapable of keeping your ridership safe! And, why is BART being extended to service counties which do not pay the added sales tax (these counties explicitly refused to tax themselves for BART)so why are all the other counties paying for them to benefit? If people are not OUTRAGED at this ineptitude and fraudulent misrepresentations by BART, they are not paying attention!	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
640	It's absolutely ridiculous! We just passed measure RR. And I don't see any signs of fiscal responsibility from BART management and instead crazy negotiations with the unions to increase salaries and benefits. You can do that when Bart is financially sustainable but not when you're in trouble. Ridership is going down and the solution is increase fares even more?! I can't even take Bart of I want because there isn't anywhere close to sufficient parking. You want to increase ridership make it possible to park and make fares low enough to incentivize ridership. BART is in a death spiral.	English	Title VI Outreach Online
641	These fare increases are out of control, and BART needs to look to other sources of revenue. There are thousands of people waiting to pay hundreds of dollars each month for reserved BART parking in the East Bay. BART could generate huge revenues by building multi-level parking at stations like Orinda and Lafayette. BART is already too expensive, and rate increases only serve to punish lower income folks who cannot afford to live in the immediate Bay Area and need to commute in.	English	Title VI Outreach Online
642	What about increased BART security and cleanliness?	English	Title VI Outreach Online
643	No more fare increases, there have been years of this with no marked difference in safety, on-time service, or anything other than cars with decreased seating. This money always seems to go down a rabbit hole. I've lived in Boston, NY and the bay area and we have the worst service/trains/police presence and the highest commute costs. Their systems are older and their trains are way older and somehow there is more frequent service and less "10 min delay due to maintenance/track/wet weather" issues.	English	Title VI Outreach Online
644	Bart already costs too much. I don't know how poor people swing it. And to think that Bart employees got such huge raises and are caught taking naps on the job while getting overtime - this is really bad timing!	English	Title VI Outreach Online
645	Not OK with fares going up as they and the reliability have suffered greatly especially the last 4-5 years. Now, I'm paying a lot more for parking and fares and I can barely get on a train home. I start from Concord and go to 12st Oakland. On they way there in the morning, I'm usually standing when before I'd be sitting. I pay \$3 for parking (which is I consider a lot when it used to be free) daily, I see a lot more broken windows or catalytic converters being stolen at the concord station.	English	Title VI Outreach Online
646	I'm not a fan of these proposed incareses for parking and fares. When I park at a bart station, I wonder if my car will be broken into or if it will even be there when I get back! SF bart stations are dirty, escalators/elevators are out of service, etc. More importantly, mass transit should be affordable. Bart is increasingly less affordable!	English	Title VI Outreach Online
647	Please do it. Parking lots and trains are overcrowded, and the budgeted income can't sustain the current needs. It's a clear case of supply vs. demand, and the demand is sky-high.	English	Title VI Outreach Online
648	After having used BART for 9.5 years, the board seems to want more money and it affects the riders. ALWAYS. Parking fees at Bay Point were .50 a day to somewhere in the range of \$3-5 per day. For a parking lot that is not well lit in the dark and needs to be repaved. Plus bathrooms that still require elementary school toilet paper and some station personnel that don't care about anything but their salary and O/T. Figure out which upper management managers can do without raises first. And janitors that can earn over 200K per year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
649	I find it questionable how BART can be experiencing continuing budget shortfalls even as ridership increases to the point you are now cramming 3 times as many passengers into every car, as the cars and the BART system were initially designed to carry. At three times the fare revenue per trip/per car, why are you still asking for more money? The ride conditions have deteriorated to AWFUL (standing up both directions for an hour each way, crammed together, overheated cars, etc.) -- while the fares continue to go up.	English	Title VI Outreach Online
650	As a service industry worker, it is very difficult to keep transportation costs low because I have to live further away from my job to afford rent.	English	Title VI Outreach Online
651	If you increase fares or parking then it will be the same price as driving for some and you will lose more commuters.	English	Title VI Outreach Online
652	BART is already one of the more expensive transit systems in the United States. Chicago offers a one day pass that costs less than my daily commute on BART. Many cities offer unlimited ride passes that cut the cost of riding significantly. I cannot fathom having to pay more than what I already do, because the cost is absurd but also because of the service. Why should I pay SO MUCH to ride an overfilled, late-running train, with zero cameras for safety? None of these things have ever been fixed in my time riding BART, and have in fact gotten worse. Just because you lost the union bargaining after the strike doesn't mean you should take it out on your riders. It's absurdly expensive living in the Bay Area and I already cannot afford BART as is. These fare hikes make no sense. I'm sympathetic towards unions but BART really screwed everyone over by giving in.	English	Title VI Outreach Online
653	I'm against fare increases. The system is dirty and scary. I rarely see police patrolling or anything being done about the horrible homeless problem in the stations and on the trains. I live in Antioch and am also very upset that we tax payers have been paying a BART tax for over 30 years but yet only get eBART. THAT's CRAZY!!! And...of course, that will be an additional fare as well. I also hate the cut backs made during peak period to the trains going all the way to Pittsburg. Now many only go to Pleasant Hill. That is so frustrating. ALL trains are packed to the brim. I rarely get a seat and am usually smashed between people who do not smell very good. Parking is also a joke. If you don't get to Pittsburg by 6 am, there is no chance to get a spot. You then have to get back into that horrible traffic on highway 4 to hope to find a parking spot at the North Concord/Martinez station, which is far from my original Antioch location. Once you find a parking, the cars are getting dinged by other cars due to tight space or they are broken into at the unsupervised lots. The station agents are usually unfriendly and impatient. The escalators/elevators are usually out of order. The elevators and restrooms are absolutely disgusting. Usually smell and covered in urine. There always seems to be delays.	English	Title VI Outreach Online
654	I disagree with the rate increase. The "value" of the system is not good. For the price we pay compared to the system overall, is not a fair balance. For what we pay, the system should operate with better train service, cleaner stations, and nicer... much nicer station agents.	English	Title VI Outreach Online
655	BART has made this promises before with previous increases however the trains continue to get more crowded, have more delays.	English	Title VI Outreach Online
656	Capital programs are very important, but current monies should be paying more towards them than the high labor costs BART has due to poor negotiations with the labor unions	English	Title VI Outreach Online
657	Are you serious???	English	Title VI Outreach Online
658	The trains smell rancid. Homeless people are now regularly taking refuge on BART cars. The nauseating odor and condition of the cars makes me wonder where our current fares are going.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
659	We just approved RR to address your capital needs, which you say is your greatest need. But it is your operating budget where you have the shortfall. The unions got a good settlement after striking, as I recall, and then there was the overtime fiasco. Sounds like poor planning and poor oversight. You should work with the state and local governments and businesses to find ways to increase ridership, rather than take ever more from the people who ride day in and day out.	English	Title VI Outreach Online
660	I don't have an issue with above mentioned BART needs, but do have a few suggestions to deter folks for not paying their fare.	English	Title VI Outreach Online
661	A fare increase to get assaulted on trains and having to sit on urine?? Get your shit together, Bart! Fares are already outrageous. Should they increase further, I will drive to work.	English	Title VI Outreach Online
662	I think people will be more willing to support this once they see you consistently and publicly addressing fare evaders. We are tired of subsidizing these freeloaders! I take BART almost daily and I see people regularly jumping the gate and going through the emergency gate with no consequences whatsoever. I see this at Balboa station and Embarcadero in particular, but even at Millbrae where BART people will occasionally call them out over the loud speaker. If you made everyone pay, you could also reduce some of the crazy scary riders (and panhandlers) that ride BART back and forth, especially in the early morning.	English	Title VI Outreach Online
663	BART's performance continues to deteriorate, both in terms of FREQUENT delays and very crowded trains. BART management and other personnel continue to receive hefty salaries, placing them in a very privileged status compared to that of many BART passengers. I do NOT support the planned fare increase.	English	Title VI Outreach Online
664	There should be no fare increase at this time. The poor service provided to customers has demonstrated that there is poor management at Bart. Money should be taken from management, not the dissatisfied paying customers.	English	Title VI Outreach Online
665	We are being held hostage by our public transit agency. You keep crying that there isn't enough money. How many of the board have received pay raises this year? It would be easier to accept paying higher fares and parking fees if the stations were clean, the police we actually pay for were present on trains during high commute times, the restrooms were actually accessible and kept clean, and we had running escalators and elevators at the stations. Would the money for increased parking mean that the parking lots would be patrolled to keep down car break ins and thefts?	English	Title VI Outreach Online
666	I would like Bart to be open Saturday and Sunday at 4am like the weekdays, Bart can make money Saturday and Sunday mornings at 4am instead of opening at 8am on weekends.	English	Title VI Outreach Online
667	Do not raise the parking fee. It is already outrageous and \$5 would be criminal. If you are trying to promote mass transit, don't punish us for leaving our cars in your lots so we can Ride BART. You are already too expensive for the service you offer.	English	Title VI Outreach Online
668	If the fare is increased substantially, it will be significantly cheaper for me to DRIVE from the east bay to work in SF every day.	English	Title VI Outreach Online
669	As long as the revenue from the fare increase really is dedicated to capital projects then I have no issue with it.	English	Title VI Outreach Online
670	I ride 3-4 times per week and would like a monthly pass option.	English	Title VI Outreach Online
671	How about working on cutting the budget in spots. Clearly the salary and benefit increases given to the employees are not commensurate with the real world!	English	Title VI Outreach Online
672	I think the fare increase is reasonable. I didn't realize it was only every two years instead of every year.	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
673	BART is already too expensive for what it is. Riders are held hostage by delays, filth, crime, strikes and now we have to pay more. I think the system is badly mismanaged and employees don't seem to care to make the experience better for riders. How about "cheaper, better, faster?"	English	Title VI Outreach Online
674	the fares are always increasing but the trains are still the same and they are delays everyday, so what's improving? I ride Bart everyday and the amount of people that don't pay is incredible and nothing gets done about that. Also, for paying as much as to on Bart I should at lease be able to be in a car that doesn't have a homeless person sleeping in it. Call Bart police to get it taken care of only causes more delays that the ones we already have for trains going out of service or some type of problem somewhere. I would be ok with paying more if things would actually change and the cars would actually get improved as promised. Getting the AC to work on all the cars would especially be nice now that the summer is coming too.	English	Title VI Outreach Online
675	You need to balance fare increases with cost discipline. Too much news of unnecessary overtime and waste.	English	Title VI Outreach Online
676	Unfortunately, it is needed.	English	Title VI Outreach Online
677	That's reasonable IF it goes for system upgrades.	English	Title VI Outreach Online
678	It makes no sense to raise rates if your issue is declining ridership. If costs go up, purchases go down. It makes no sense to state overall declining ridership, yet complain of "near capacity peak period ridership" It makes no sense for government fees and taxes to be raised due to poor sales tax. Government should be held to the economy. If you want more tax revenue, improve the economy. Rather charge incentives for off peak travel times. Thereby providing more space for "peak period riders." Increase ridership by setting up "Happy Hour" travel discount fares in off peak times.	English	Title VI Outreach Online
679	Fares should be lower, not higher. If train control will be automated, labor costs should go down accordingly.	English	Title VI Outreach Online
680	BART should discontinue all parking subsidies and charge market rates at all of its parking facilities. Secondly, BART should implement a surcharge for peak period travel to/from capacity-constrained stations to encourage travel before/after the peak or to/from less crowded neighboring stations. Both strategies would address capacity issues while raising additional revenue.	English	Title VI Outreach Online
681	I don't think this increased fare is fair. BART is already very expensive. It should consider looking at other transportation models (such as the one in South Korea that has a very affordable fixed price). BART should be looking for ways to reduce cost, not increase it.	English	Title VI Outreach Online
682	How about enforcing the fares you already charge. I consistently see person after person after person enter and exit BART at Daly City and Embarcadero...every single day. No one from BART does anything to stop them so, why should they pay? Also, I pay every time I enter and exit but often can't sit in a seat because a (presumably) homeless person is laying across the seats asleep. I don't think penalizing the paying customer by increasing their fares is the answer here. If fares go up, I'll just join the masses and enter and exit without paying. Why should I pay more while others are allowed to ride for free? Not enforcing the payment of the fare is the same thing as allowing the free rides.	English	Title VI Outreach Online
683	A quien corresponda:Es una verguena el servicio que da este Bart, yo lo uso constantemente. Y es sucio,feo, los trenes estan super viejos y sicios, pero lo mas importante CARO. Es una verguena para un pais como este de primer mundo tener un sistema de transporte publico asi de inefuciente. Otra cosa se sube mucha gente sucia y agresiva con los pasajeros. No entiendo porque no tienen mas viguilancia. Graciad	English	Title VI Outreach Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
684	Fuck that. I pay enough already and until Bart proves they're actually making better Im debating paying more rent in the city just so I don't need to take bart	English	Title VI Outreach Online
685	I strongly oppose the paper fare surcharge option.	English	Title VI Outreach Online
686	I think that bart should have been more fiscaly responsible with the money that was allocated to them in the first place. I also think that some workers are highly overpaid for the job function.	English	Title VI Outreach Online
687	This is a reasonable fare increase	English	Title VI Outreach Online
688	BART is increasingly essential to the quality of life in the Bay Area, for its contributions to air quality and commuting convenience. BUT BART needs to create more available automobile parking at most all of its stations in order to make using BART as convenient as possible.	English	Title VI Outreach Online
689	Add security to list of capital improvements. Each train station needs multiple cameras so BART police can monitor appropriately. Each train car also needs cameras for BART police to monitor. I've heard there are over 200 BART police. I've been riding BART for 17 years and only have I seen a few. Where are they?	English	Title VI Outreach Online
690	I think we pay enough for BART between the fares and parking. Three years ago I didn't pay anything for parking. Now I'm paying \$3 a day. Where is all the money going?	English	Title VI Outreach Online
691	BART should continue with programmed fare increases to support the District's long-range capital projects, but a plan for the Operating budget must include a path forward that targets systemic fare evasion on the BART system. Riding without paying a fare to BART is theft of service and it results in a low passenger quality of life, dirty train vehicles, and filthy passenger stations.	English	Title VI Outreach Online
692	None.	English	Title VI Outreach Online
693	It is already an inconvenience that there's never any parking at Pittsburg Bart, but a price hike would be even more of a burden. Please consider keeping the parking fee flat and increasing parking options. Maybe that would bring in more revenue and be less of a headache for hardworking Bart passengers.	English	Title VI Outreach Online
694	Fare increases	English	16th St BART Station Outreach
695	There should be no fare increase	English	16th St BART Station Outreach
696	Bart is expensive enough	English	16th St BART Station Outreach
697	Just do it	English	16th St BART Station Outreach
698	No problem paying higher fares for improved service	English	16th St BART Station Outreach
699	Small fare increases are ok as long as increase in service/trains	English	16th St BART Station Outreach
700	Sounds like a good idea	English	16th St BART Station Outreach
701	Well, yes, because on one hand I think they need it for other needs, but it's also bad for those who can't pay. I would like BART to work more hours.	Spanish	16th St BART Station Outreach
702	For me, yes, because they raise the BART fares often and the service is very bad.	Spanish	16th St BART Station Outreach
703	If it's to improve service and safety I agree even though I worry about my own budget.	Spanish	16th St BART Station Outreach
704	Would seek other transportation options	English	16th St BART Station Outreach
705	Highly disagree with increase, public transit should be accessible to all	English	16th St BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
706	Do it	English	16th St BART Station Outreach
707	Difficult for low income ppl to afford commute	English	16th St BART Station Outreach
708	We are paying more for decreasing quality service	English	16th St BART Station Outreach
709	Where are the benefits of this/past increase?	English	16th St BART Station Outreach
710	This is going to create barriers to public transportation for people	English	16th St BART Station Outreach
711	Can hurt low income daily commuters, why aren't there pricebreaks for daily commuters	English	16th St BART Station Outreach
712	None	English	16th St BART Station Outreach
713	Doesn't affect me too much	English	16th St BART Station Outreach
714	Prefer a gas or highway tax to a fare increase.	English	16th St BART Station Outreach
715	No, already expensive	English	16th St BART Station Outreach
716	No	English	16th St BART Station Outreach
717	New stations = more ridership = more funds	English	16th St BART Station Outreach
718	this affects me as I'm a student	English	16th St BART Station Outreach
719	This would suck	English	16th St BART Station Outreach
720	Will tax the low income/poor	English	16th St BART Station Outreach
721	Will be hard to pay more, need Clipper card discount	English	16th St BART Station Outreach
722	In favor of an increase if Bart manages it's money well	English	16th St BART Station Outreach
723	Ok, but would like to see Bart police/fare enforced	English	16th St BART Station Outreach
724	Find a way to exclude low income people from increase	English	16th St BART Station Outreach
725	For it if it can make Bart cleaner, more efficient	English	16th St BART Station Outreach
726	Make the changes simple	English	16th St BART Station Outreach
727	Use fare increase to keep Bart running all night. Low income option for Bart riders	English	16th St BART Station Outreach
728	Disagree with increase because elevators, escalators, bathrooms don't work	English	16th St BART Station Outreach
729	stop fare increases	English	16th St BART Station Outreach
730	Remind/educate users where money is going to	English	16th St BART Station Outreach
731	My income doesn't increase according to these changes	English	16th St BART Station Outreach
732	Understand adjustments, however condition of trains doesn't justify increase	English	16th St BART Station Outreach
733	Increase is small and won't affect me much	English	16th St BART Station Outreach
734	Unnecessary	English	16th St BART Station Outreach
735	Compensate for those with low income	English	16th St BART Station Outreach

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Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
736	living on food stamps, can't afford disabled tax increase. Bart is essential to me	English	16th St BART Station Outreach
737	Opposed	English	16th St BART Station Outreach
738	Will make it work	English	16th St BART Station Outreach
739	Fine if you create disc program for low income ppl, moderate inc	English	16th St BART Station Outreach
740	Not supportive of this, Bart hasn't shown it can manage funds efficiently	English	16th St BART Station Outreach
741	Hope it goes towards making Bart run more efficiently	English	16th St BART Station Outreach
742	When are the new cars going online	English	16th St BART Station Outreach
743	Bart already too expensive for its quality of service	English	16th St BART Station Outreach
744	Too pricey to ride Bart nowadays	English	16th St BART Station Outreach
745	If it is justifiable, why not	English	16th St BART Station Outreach
746	No	English	16th St BART Station Outreach
747	In favor as long as revenue goes towards improving service/capital projects	English	16th St BART Station Outreach
748	Support improvements to bart if fare increase is reasonable	English	16th St BART Station Outreach
749	Bart increase is higher than inflation	English	16th St BART Station Outreach
750	Need to fund new cars and upgrades to trains to make efficient	English	16th St BART Station Outreach
751	With increase, expect to see actual improvement (new car, train interior)	English	16th St BART Station Outreach
752	Ok with it	English	16th St BART Station Outreach
753	This will price out low, fixed income riders	English	Bernal Heights Community Center
754	Shouldn't increase Bart fare	English	Bernal Heights Community Center
755	I don't mind paying for two years and then looking at their plans with the money	English	Bernal Heights Community Center
756	I don't use Bart but this isn't cool	English	Bernal Heights Community Center
757	Fare is already expensive	English	Bernal Heights Community Center
758	If it's only for capital project use, I'm for it	English	Bernal Heights Community Center
759	I don't mind the increase, seems fair to get money for maintenance	English	Bernal Heights Community Center
760	Fair to increase the fares if the experience will improve. Public poll to vote on what changes they want	English	Bernal Heights Community Center
761	Bart needs more officers patrolling trains, safety, regulate homeless	English	Bernal Heights Community Center
762	yes, as I'm low income	English	Bernal Heights Community Center
763	None	English	Bernal Heights Community Center
764	Bart should keep fares affordable, not in favor of increase	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
766	Didn't SF/CA just approve a huge bond measure to fund operations and upgrades?	English	Bernal Heights Community Center
767	Disagree with price increase	English	Bernal Heights Community Center
768	It is too much! Bad already with the increase from last year	English	Bernal Heights Community Center
769	Increase of price is an inconvenience	English	Bernal Heights Community Center
770	Fares should only increase with equal service improvements	English	CBO
771	good program	English	CBO
772	not good	English	CBO
773	Affects seniors with low income	English	Castro Senior Center
774	Charger higher fare for working adults, discount for frequent riders	English	Castro Senior Center
775	Where is all the money going now?	English	Castro Senior Center
776	Should not increase fares	English	Castro Senior Center
777	Senior on fixed income	English	Castro Senior Center
778	Ridiculous! There shouldn't be one	English	Castro Senior Center
779	Hits hard as a retired limited income senior	English	Castro Senior Center
780	No	English	Castro Senior Center
781	Spare us senior adults	English	Castro Senior Center
782	Family uses Bart everyday, we don't want fare increases	English	Daly City BART Station Outreach
783	I am homeless and rely heavily on Bart. Low income category fare should be put into effect	English	Daly City BART Station Outreach
784	I am worried about low income families affected by the fare increase	English	Daly City BART Station Outreach
785	Fare is too much now	English	Daly City BART Station Outreach
786	It's a little expensive, but understandable with the costs	English	Daly City BART Station Outreach
787	Trains get worse	English	Daly City BART Station Outreach
788	Should be avoided if possible	English	Daly City BART Station Outreach
789	Good idea if they fix the trains and system.	English	Daly City BART Station Outreach
790	I would rather have it not happen	English	Daly City BART Station Outreach
791	I would like to see the new rail cars	English	Daly City BART Station Outreach
792	Do not increase, salaries are not increased	English	Daly City BART Station Outreach
793	Disagree with fare increase. Going to and from the airport everyday is too expensive for me	English	Daly City BART Station Outreach
794	Doesn't make sense. There's an income inequality in the Bay, commute is already too expensive	English	Daly City BART Station Outreach
795	As a student, Bart's fare increase will make life more tough	English	Daly City BART Station Outreach
796	Not really, providing that it improves the Bay's transportation infrastructure	English	Daly City BART Station Outreach
797	Why increase without any improvements to parking and stations, security, safety, cleanliness, and employee attitudes	English	Daly City BART Station Outreach
798	Thanks for the transparency	English	Daly City BART Station Outreach
799	Fares are already too high	English	Daly City BART Station Outreach
800	Have you looked for inefficiencies in administration and operations? What steps taken before asking for more money?	English	Daly City BART Station Outreach
801	No	English	Daly City BART Station Outreach

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Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
802	No increase	English	Daly City BART Station Outreach
803	No, inflation increases are necessary	English	Daly City BART Station Outreach
804	Seniors cannot afford an increase	English	Downtown Oakland Senior Center
805	Folks cannot afford it	English	Downtown Oakland Senior Center
806	Not a good time for increase	English	Downtown Oakland Senior Center
807	Don't raise them	English	Dublin Senior Center
808	Not for senior citizens	English	Dublin Senior Center
809	Do not raise rate for Senior Clipper card!	English	Dublin Senior Center
810	It's an extra burden for seniors	English	Excelsior Community Center
811	It's hard for a retired person who has a fixed income	English	Excelsior Community Center
812	Bart system needs to be maintained, updated, money has to come from somewhere else	English	Excelsior Community Center
813	Repair and repair ASAP. Increase number of seats/trains	English	Excelsior Community Center
814	Strongly oppose this fare increase. Big detriment to seniors	English	Excelsior Community Center
815	I believe that Bart should be equal to all people, one set price that is reasonable	English	Excelsior Community Center
816	I use BART everyday if fare price goes up ridership might go down especially since RTC riders are more likely to be low income. Things that are designed to make BART more accessible are frequently not in service so raising fares is not a nice way to encourage us to use BART	English	Ed Roberts Campus
817	I ride BART everyday to SF. Discount has already come down from 75% and as a senior many of us are on a fixed income and this would affect a lot of us.	English	Ed Roberts Campus
818	Many Board members have been around for a long time. I am surprised that the RTC discount change has been removed as an option. The new board members are more progressive than previous boards.	English	Ed Roberts Campus
819	If you come from another city and are senior or disabled will then not be able to get a discount on BART. You should consider that those need a discount too	English	Ed Roberts Campus
820	2.7% increase will happen, this plus the RTC discount change could prevent a trip for those on a fixed income	English	Ed Roberts Campus
821	Elevators are too often broken or filled with pee and fesses. Most elevator access points are in dark scary places. Frequently reroute to have a longer more expensive trip simply because it is safer. 7/10 time the elevators are either a mess or don't work. If 12 th elevator is out they then have to take the bus to 19 th street and then the trip is longer and more expensive. If prices go up then it very discouraging.	English	Ed Roberts Campus
822	I agree with this last statement and have had people with disabilities pay out of pocket having too much of a process to get a clipper and get reimbursement. It is very discouraging to have to go through this process. Can the process be easier or faster?	English	Ed Roberts Campus
823	Do the fare increases that occur every other year advertised in advanced or do they just happen on the day?	English	Ed Roberts Campus
824	Stop paying millions of dollars to consultants who still cause budget shortfalls	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
825	<p>I am so unhappy to hear of your "suggested" ways to raise revenue to cover your budget shortfall. I am a daily rider and park to. Almost \$15 per day now.</p> <p>Do you know what my raise was this year? 2.5%. That won't even cover all your increases.</p> <p>Here are some suggestions:</p> <ol style="list-style-type: none"> 1. Put officers at the stations to stop fair jumpers. I see it everyday at PB BP and when I do see a Bart cop they are sitting in their vehicle at the far end of the parking lot. 2. Revoke "free" privileges for anyone but Bart employees. That includes their families, police and fire departments and anyone else that rides for free. 3. Charge for parking on the weekends. Why pin it only on the working folks? 4. Supervise employees so they don't make \$276k per year. The stations and trains are filthy. 5. Empty trains are a waste. Consider a slight reduction in fares during non peak times to encourage ridership. <p>That's it. Please don't raise rates or parking. I can't afford anymore increases.</p> <p>Thank you.</p>	English	Email
826	<p>No fare increase needed but just lay off the attendants in the Berkeley BART station who always lean against the railings near the faregate railings staring at passengers they don't like and making snarky comments about them while they allow others to jump the fare gates without any action. The latter and any other similar attendants like those in Oakland should be laid off or furloughed or decrease their salary. Thus, no fare increase needed.</p>	English	Email
827	<p>When the emergency exits were locked at Embarcadero I'm sure there was an increase in exit fares paid. If one assumes that a security guard costs \$27/hr and their some job would be to be posted at the emergency exit and not allow it to open except in proper circumstances during rush hour. I believe at Embarcadero there are 8 emergency exits. At 4 hours in the morning that's \$864/day and again extrapolate to 5 days a week and 52 weeks a year = \$224K. The only figures I saw was a 5,000 increase in exits when the emergency exits were locked compared to previous year. Even if only 20% of that is cheats that's potentially \$3,670 in fare increase or a margin of \$2,806 a day. It's not a bunch but potentially \$700K+/yr just at Embarcadero. Plus potentially keep the beggars and homeless off the trains.</p>	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
828	<p>I commute on BART From Lake Merritt station to Balboa Park station. In the two minutes it takes for me to go through the fare gates and to the stairs, I ALWAYS see at least one gate jumper on both ends. I can only imagine how many others don't pay at all of the other stations and the rest of the time.</p> <p>Why don't you hire more people to monitor this? You would increase sales exponentially. If gate jumpers knew that they couldn't get away with it, they would pay or not use the system (I think they would mostly pay). I spend hundreds of dollars a month to ride BART and it annoys me so much to see others not paying.</p> <p>Before raising rates, I think you should see if you can collect more fares now.</p> <p>Thank you,</p>	English	Email
829	<p>Bad service High rates And homeless This is bad service Too expensive and slow</p>	English	Email
830	<p>A way to make money for Bart without making a burden on its Riders all of Bart elevated tracks over major intersections are just plain concrete good place for advertisement if a company will pay you hundred thousand dollars a year to put their name up I say that's free money to Bart something to think about my name is Donald tapp 707-515-8975</p>	English	Email
831	<p>I take Bart daily into the City. The conditions of the trains and stations are appalling. Garbage, the smell of urine and non-paying riders getting onto trains and into the paying area of stations has contributed to creating a grotesque and unsafe environment.</p> <p>Bart is continuously requesting more money from customers and tax payers, but has allowed its staff to become an overpaid, uncaring toxic culture that is lazy and does not take pride in their work. I refuse to pay more many to ride filthy, disgusting trains, while Bart workers and executives continue to pad their pockets.</p> <p>Bart is the biggest fraud I have ever bared witness to. I'm happy to hear that companies like Lyft are beginning to offer alternatives to Bay Area commuters.</p> <p>Sincerely, Very displeased customer</p>	English	Email
832	<p>I keep reading about your financial difficulties yet at the same time I hear how well paid the station people are. This is not about whether that's deserved...Why not make a fare system based on time of day and day of week? For example, week day peak hours in AM and PM should be the highest, and drop the fares for the times in between as well as weekends. I noticed recently there was also news that weekend ridership is down. If you announce a decreased fare for weekend riders, I bet you will see many people taking advantage of it. You have trains running anyway - might as well fill them. Since the fares are already built in, it would just be a simple computer program, and no one would need to sign in to Compass or other nonsense like that. The ticket machines should automatically reflect the cost of ridership in real time. Also, I just rode BART back from SF earlier today and there was a homeless person sleeping on the back seats. None of us approached that area. This is a security and hygiene issue. San Francisco is a world class city and this is really not savory. Please patrol the cars better, for the sake of your loyal riders. Thank you for your attention, and I hope you will find good solutions. BART is very necessary to the Bay Area, and should be even better at getting cars off the roads.</p>	English	Email

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
833	this is important make available the orange tickets to college students current just open to high school college students should be allowed to use these same tickets too and racism disrespectful to have different parking prices at the stations west oakland is the same parking as west dublin and north concord and daly city make it max 2 dollars to park or 1 dollar bart and make west oakland the same price this is needed and is a problem and bring bart to hercules this extension needs to start the same year as livermore if you can extend to that area you can extend to hercules so will hear more and our area deserves tight excellent bart service which is needed more than livermore or downtown diridon area so will talk with you more later	English	Email
834	We all dislike fare increases. Nobody is happy	English	Email
835	Bart is too expensive as it	English	Email
836	PLEASE NO FARE INCREASE!!!! HAVE MERCY TO THOSE WHO DEPENDS ON BART BECAUSE THEY CAN NOT AFFORD TO BUY A CAR ... PLEASE	English	Email
837	I am a commuter to and from work. I get on at the Pittsburg line and get off at Montgomery. I've been doing this commute for 6 years now prior to that it was probably 10 (there was a break from San Francisco). I have been lucky enough to say that I was here when the Pittsburg/Bay point station opened and I get to see the extension of ebart. So I do understand that there needs to be increases at times to offset some of the costs. However I have also seen the decline in how the trains are kept clean and the frequency of delays in service. On several occasions I have emailed regarding homeless people sleeping on the trains over night and I have been told that "no one sleeps on the trains overnight". Well I beg to differ because the trains at the end/beginning of the line are not always walked through and people removed. It is very difficult to get on a train when there is a person sleeping in his/her on feces and other things. I understand the the homeless population has increased I've seen it over the past 20 years and it's sad but I do not give Bart over \$400 per month including parking for poor customer service which includes the lack of taking care of the railcars that we have now. Yes I am against a fare increase at least at Pittsburg.	English	Email
838	I think you should first go after people who do not pay their fare share. People who do not by tickets. It is a good idea to have BART fare checkers as people travel within the system and leaving the system like other transit systems such as MUNI. Do this before making everyone pay for those fare invaders. Thanks for hearing me out!	English	Email
839	Because of your greed and lack of morals I am turning in my Clipper card and driving to work. How much money do you need? When is charging more for taking mass transit than driving good for the economy and the Earth? You sicken me BART.	English	Email
840	Don't increase	English	Fax
841	increase of paper tickets is well thought out	English	Fax
842	If it's necessary, yes.	Spanish	Fruitvale BART Station Outreach
843	It would be much more difficult if they raise the fare as I travel every day. I study and work and am a single mother.	Spanish	Fruitvale BART Station Outreach
844	I would not like the fares to go up.	Spanish	Fruitvale BART Station Outreach
845	It is not good because there isn't much money, everything has gone up (food)	Spanish	Fruitvale BART Station Outreach
846	Too much as it is expensive for me and usually arrives late.	Spanish	Fruitvale BART Station Outreach
847	Yes because they shouldn't increase because one earns minimum wage and I travel daily to San Francisco.	Spanish	Fruitvale BART Station Outreach
848	I don't agree they should raise the fares.	Spanish	Fruitvale BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
849	I agree but if they raise salaries.	Spanish	Fruitvale BART Station Outreach
850	Crumbling, antiquated system. Bart is like a third world experience	English	Fruitvale BART Station Outreach
851	Retired on fixed income. Bart is essential to independence and fare hike would be fin. Burden	English	Fruitvale BART Station Outreach
852	Don't think fare increase is fair for a lot of peopl	English	Fruitvale BART Station Outreach
853	Don't like/can't afford fare increase	English	Fruitvale BART Station Outreach
854	Is there a way to adjust fare increase among economic status/zip code?	English	Fruitvale BART Station Outreach
855	Increase is fair, but would expect cleaner and less crowded trains	English	Fruitvale BART Station Outreach
856	Fare increase is excessive and won't meet objective	English	Fruitvale BART Station Outreach
857	Not big on increase, but think it would lead to smoother running service in future	English	Fruitvale BART Station Outreach
858	No fare increases until Bart shows dramatic improvement in service, system, etc.	English	Fruitvale BART Station Outreach
859	Increase would help budget to fix elevators and escalators	English	Fruitvale BART Station Outreach
860	Keep Bart trains clean	English	Fruitvale BART Station Outreach
861	Fare increase is a regressive tax on the poor. Why is there no discount for regular riders?	English	Fruitvale BART Station Outreach
862	Bart fares are already expensive	English	Fruitvale BART Station Outreach
863	Fare increase makes sense	English	Fruitvale BART Station Outreach
864	Needs to use current budget/revenue for improvement/maintenance.	English	Fruitvale BART Station Outreach
865	How is there a deficit when trains are packed, Bay Area taxes are high, and the vote for Bart funding	English	Fruitvale BART Station Outreach
866	No change to Bart fares, already expensive. Need student fare discount	English	Fruitvale BART Station Outreach
867	Increase is unfair	English	Fruitvale BART Station Outreach
868	None	English	Fruitvale BART Station Outreach
869	Fares are already too high, shouldn't be increase	English	Fruitvale BART Station Outreach
870	Would like to see money go to better ability to deal with unexpected/emergency Bart delay situations	English	Fruitvale BART Station Outreach
871	Fare increase could negatively impact ridership totals	English	Fruitvale BART Station Outreach
872	People would support increase if changes to Bart are more noticeable (more cars, less delays)	English	Fruitvale BART Station Outreach
873	Ok but want to see friendly staff, air con on Bart, extended night hours	English	Fruitvale BART Station Outreach
874	Will there be programs set up for low income riders?	English	Fruitvale BART Station Outreach
875	Do fare increases go towards employees' quality of life	English	Fruitvale BART Station Outreach
876	Cheaper/faster for me to drive. Raising fares will impact ridership. Bart needs to increase service	English	Fruitvale BART Station Outreach
877	If fare increase, must increase number of trains going into SF	English	Fruitvale BART Station Outreach
878	Must have better/more service if higher fares	English	Fruitvale BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
879	Enforce current fare, witness fare evaders everyday	English	Fruitvale BART Station Outreach
880	Willing to pay more if escalators and elevators work	English	Fruitvale BART Station Outreach
881	No fare increase needed, should be more Bart trains available to decrease congestion in Bart cars	English	Fruitvale BART Station Outreach
882	Fare increase doesn't equate to better service	English	Fruitvale BART Station Outreach
883	too many things increasing	English	Independent Living Resource Center of San Francisco
884	Seniors are prevented from participating in their community due to fare increases	English	Independent Living Resource Center of San Francisco
885	give paycuts to executive employees	English	Independent Living Resource Center of San Francisco
886	Unnecessary and unfair, not much improvement on maintenance	English	Independent Living Resource Center of San Francisco
887	is already too expensive	English	Independent Living Resource Center of San Francisco
888	A Fare increase at this time is not justified if you do not make significant efforts to REDUCE FARE EVASION which is causing BART to lose millions of dollars in revenue.	English	Mail
889	An across the board Fare increase is fair and preferred increase in parking fees is unfair and targets communities	English	Mail
890	Needs to do a better job of controlling opex before shifting costs to customers	English	Lake Merritt BART Station Outreach
891	Bart fare is already too expensive	English	Lake Merritt BART Station Outreach
892	Where are the funds from passing of measure RR and why was that not factored into fare increase	English	Lake Merritt BART Station Outreach
893	Make sure fare stations are manned, no smoking enforce, elevators are accessible	English	Lake Merritt BART Station Outreach
894	I agree	English	Lake Merritt BART Station Outreach
895	Will negatively affect those with low income, Bart strikes still happen	English	Lake Merritt BART Station Outreach
896	Bart should offer discounts to frequent riders	English	Lake Merritt BART Station Outreach
897	None as long as Bart keeps runnig	English	Lake Merritt BART Station Outreach
898	Increase is excessive	English	Lake Merritt BART Station Outreach
899	no opinion	English	Lake Merritt BART Station Outreach
900	too much money for fares	English	Lake Merritt BART Station Outreach
901	Even though fare increase is somewhat minimal, it will affect low income individuals	English	Lake Merritt BART Station Outreach
902	Disagree with fare increase, already expensive	English	Lake Merritt BART Station Outreach
903	Implement peak hr pricing = reduce overcrowding during rush hr, raise revenue	English	Lake Merritt BART Station Outreach
904	Bart fare is already high enough, new Bay Area transplant riders should be sufficient to cover costs, consider low income families	English	Lake Merritt BART Station Outreach
905	Already pay too much for what Bart provides	English	Lake Merritt BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
906	I'm a retired senior, please do not increase fares	English	North Berkeley Senior Center
907	I'm not happy about it, but it doesn't affect me too much	English	North Berkeley Senior Center
908	This is a hardship for seniors and disabled	English	North Berkeley Senior Center
909	It is fair	English	North Berkeley Senior Center
910	No increases for seniors or fixed income	English	North Berkeley Senior Center
911	Please don't raise senior fares	English	North Berkeley Senior Center
912	I can't afford to pay for transportation on social security income	English	North Berkeley Senior Center
913	I don't want to pay fare increase	English	North Berkeley Senior Center
914	No	English	North Berkeley Senior Center
915	Bart is wasting money and should be audited regularly.	English	North Berkeley Senior Center
916	Don't raise fares, it's unfair	English	North Berkeley Senior Center
917	Increasing paper ticket fare seems the most fair	English	El Cerrito del Norte BART Station Outreach
918	No, don't raise	English	El Cerrito del Norte BART Station Outreach
919	should be no increase	English	El Cerrito del Norte BART Station Outreach
920	seems fair to me	English	El Cerrito del Norte BART Station Outreach
921	Why do we have referendums for more money? Fix existing areas before expanding	English	El Cerrito del Norte BART Station Outreach
922	Disagree with increase	English	El Cerrito del Norte BART Station Outreach
923	Periodic fare increases are a good idea	English	El Cerrito del Norte BART Station Outreach
924	It's a bad idea	English	El Cerrito del Norte BART Station Outreach
925	Hope it doesn't happen, we can't afford it	English	El Cerrito del Norte BART Station Outreach
926	Let's explore other options without raising fares	English	El Cerrito del Norte BART Station Outreach
927	Disingenuous to	English	El Cerrito del Norte BART Station Outreach
928	Don't like it, already expensive	English	El Cerrito del Norte BART Station Outreach
929	There's no need	English	El Cerrito del Norte BART Station Outreach
930	Hope it isn't too much, but will pay more if needed	English	El Cerrito del Norte BART Station Outreach
931	No increases	English	El Cerrito del Norte BART Station Outreach
932	Bart should decrease the fare	English	El Cerrito del Norte BART Station Outreach
933	Necessary to provide better service	English	El Cerrito del Norte BART Station Outreach
934	Cost effective, make sure this will facilitate safe/ontime Bart schedule	English	El Cerrito del Norte BART Station Outreach
935	It will help the Bart operation	English	El Cerrito del Norte BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
936	Not happy	English	El Cerrito del Norte BART Station Outreach
937	Increase is unfair to riders, already have approved \$ and increased fares this past year	English	El Cerrito del Norte BART Station Outreach
938	Why did we vote for Measure X?	English	El Cerrito del Norte BART Station Outreach
939	Understand the reason for it, but feel Bart fares are already expensive	English	El Cerrito del Norte BART Station Outreach
940	It sucks	English	El Cerrito del Norte BART Station Outreach
941	It should stay the same	English	El Cerrito del Norte BART Station Outreach
942	Bart costs too much money already along with poor service	English	El Cerrito del Norte BART Station Outreach
943	I can't afford it!	English	El Cerrito del Norte BART Station Outreach
944	Maintenance of the stations needs to be upgraded	English	El Cerrito del Norte BART Station Outreach
945	Fare increase will result in loss of riders. Bart doesn't save time, just saves me money. Rides are uncomfortable	English	El Cerrito del Norte BART Station Outreach
946	Horrible especially since service hasn't improved and there are delays	English	El Cerrito del Norte BART Station Outreach
947	Why the increase?	English	El Cerrito del Norte BART Station Outreach
948	Consider the disparity among BART patrons and how fare increase will disproportionately affect riders from certain stations, i.e. cities like Richmond have a much lower average income than financial district workers	English	North Richmond District Advisory Committee
949	Try to focus on riders who can afford it	English	North Richmond District Advisory Committee
950	But are you becoming efficient?	English	North Richmond District Advisory Committee
951	Are you going to fix the elevators to help those with disabilities?	English	North Richmond District Advisory Committee
952	Some of ridership is down, Is that because of violence? Are you going to invest in BART Police? Safety is a concern, especially during the night at stations like Colesium, west oakland, etc	English	North Richmond District Advisory Committee
953	Teenagers robbed train. What is being done to ensure people are safe on BART?	English	North Richmond District Advisory Committee
954	Rider safety is very important. People sleeping on the train is a problem.	English	North Richmond District Advisory Committee
955	Overdraft fees. Fares go up but theres no new cars, they're dirty, don't see any improvements, we can't do anything about fare increases but there needs to be improvements for the extra cost.	English	North Richmond District Advisory Committee
956	Hate the Idea of Fare increases. Fares are already not affordable for most riders	English	North Richmond District Advisory Committee
957	BART hasn't show improvement on all stages of BART	English	North Richmond District Advisory Committee
958	Expand to age 18y - Don't cut back on Seniors or Disabled	English	North Richmond District Advisory Committee
959	Lower Fares off hours, unfair low income they can't afford - \$0.50 paper surcharge + possibel no access to register Clipper what about people require receipt	English	North Richmond District Advisory Committee

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
960	Most people do not actually get 3% annual COLAs so this 2.7% every two years is hardship	English	North Richmond District Advisory Committee
961	Don't like it, voted in a bond, finances management	English	The Open House Senior Center
962	No Fare Increase	English	The Open House Senior Center
963	No	English	The Open House Senior Center
964	Do what helps the budget	English	The Open House Senior Center
965	don't like it, reducing seats, making it harder for seniors/disabled	English	The Open House Senior Center
966	Not Moscow Metro	English	The Open House Senior Center
967	don't need to increase	English	The Open House Senior Center
968	Unfair to seniors that are on a fixed income	English	The Open House Senior Center
969	Okay if used in this manner	English	The Open House Senior Center
970	BART is expensive	English	The Open House Senior Center
971	30-35% increase total in 10 years;6.80-7.25 in 10 years	English	The Open House Senior Center
972	Yes, if it's to improve I agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
973	I don't agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
974	For me it's not a problem. If they raise the price, ok.	Spanish	Pittsburg/Bay Point BART Station Outreach
975	It's not ok, it's already very high. It's public transport. It's not a taxi and many people use it for their transport.	Spanish	Pittsburg/Bay Point BART Station Outreach
976	No.	Spanish	Pittsburg/Bay Point BART Station Outreach
977	If it is to improve the system I agree.	Spanish	Pittsburg/Bay Point BART Station Outreach
978	I don't agree with raising the fares to use for service maintenance.	Spanish	Pittsburg/Bay Point BART Station Outreach
979	No.	Spanish	Pittsburg/Bay Point BART Station Outreach
980	How much does it cost now, I'd like to know the price. If it's necessary we have to pay.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	No, it's appropriate to increase for the maintenance and support for BART services.	Spanish	Pittsburg/Bay Point BART Station Outreach
982	I disagree	English	Pittsburg/Bay Point BART Station Outreach
983	this is too much to pay between the amount of money makes per day, sponsosrs, measures	English	Pittsburg/Bay Point BART Station Outreach
984	Haven't seen any improvements with the last fare increase. Infrastructure outdate and inefficient compared to other countries.	English	Pittsburg/Bay Point BART Station Outreach
985	Where are the results of the new tax bond and record ridership? Doing nothing to improve existing routes while trying to expand	English	Pittsburg/Bay Point BART Station Outreach
986	Bart is already expensive, cheaper to drive	English	Pittsburg/Bay Point BART Station Outreach
987	Right now Bart cheaper than driving, but with the increase I would drive	English	Pittsburg/Bay Point BART Station Outreach
988	Shouldn't happen	English	Pittsburg/Bay Point BART Station Outreach
989	Fares are high enough	English	Pittsburg/Bay Point BART Station Outreach

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
990	Fare increase makes sense. However, BART is stunningly out of date in every aspect, and unless you can clean up the stations, add lighting, reduce track screech, and get new trains running before summer, people are going to be very upset by this. And ffs just sell monthly passes. It seems to be working very well for Caltrain.	English	E-mail Invitation Online
991	That sounds reasonable	English	E-mail Invitation Online
992	Will start driving in 2018.	English	E-mail Invitation Online
993	I thought that the bond measure we just voted for you was to cover needs for the cars, controls, and maintenance facilities. If you needed more money, why didn't you ask for n the bond?	English	E-mail Invitation Online
994	No	English	E-mail Invitation Online
995	From my opinion, the change itself might not be as dramatic as the current average rent in the Bay Area , but still plays the important role for a lot lower income people when it adds up to their existing month expenses.	English	E-mail Invitation Online
996	I can't afford it, but hopefully I'll have a new job by then!	English	E-mail Invitation Online
997	It's too much. Way too much but I have no other commuting choice, so you have me and other commuters in a vice. Though once my employer starts participating in the Commuter Check program, I'm using UberPool - it too can take Commuter Check and will be no ore expensive if you increase fares.	English	E-mail Invitation Online
998	I don't like it. The point of BART is that it provides a transportation option for individuals who cannot afford to have a car or would like to rely on public transportation to get to work in traffic heavy areas like San Francisco and Oakland. BART has cotinually raised fares since I began to rely on the system around 7 years ago. I don't think it's fair since I keep hearing that this fare increase is to extend the BART lines to San Jose (which I have not seen happen yet) or to pay BART operators (who I aree should receive a living wage that helps them survive in the Bay) or to pay for new BART cars. I have seen little to no improvement in the service to justify this increase once again.	English	E-mail Invitation Online
999	Bart price is way too high but it's a monopoly. It's terrible that improvements are slow, priced too high, and filled with excuses. It pales in comparison to other metro transports. The turnstiles don't even work consistently and have closed on my childrn's heads multiple times. They are scared every time now	English	E-mail Invitation Online
1000	Each fare increase really hurts all the people riding. Often time we are only getting 1-4% increases in our salaries. All expenses go up and then Bart increases 2.7%. We now pay a lot to just park at Bart. Your parking lots are paid for and very little t no maintenance is done on them. Spending \$2-5 a day to park plus the fare increase is a lot for working families.	English	E-mail Invitation Online
1001	Most people take BART because it is supposed to be an affordable alternative. As time goes on, it doesn't seem that way anymore. Maybe more companies will expand away from SF so that we don't have to ride BART.	English	E-mail Invitation Online
1002	So many other large cities (NYC, Chicago, etc.) in the US manage to run metro systems are far more reasonable prices.	English	E-mail Invitation Online
1003	Please control salaries and expenses of unions and management. They should be in parity with the market. Healthcare, 401(k) and other benefits should be evaluated and pegged with performance and market. Then let's talk about fare increase that impacts eveyday commuter who probably is working longer hours and making less money	English	E-mail Invitation Online
1004	Did we just not approve a measure for millions of dollars ?? Every time you increase fares you are pushing people away from bart. You need to operate with the money you bring in To many of us do not get salary increases on a yearly bauss and it becomesa hardship to ride bart. Stop giving your employees raises every year.	English	E-mail Invitation Online
1005	Sounds OK to me.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1006	It's lunacy — we give you so much money every day, through fares and tax dollars and it's never enough. A terribly inefficient system that never improves and constantly gets worse.	English	E-mail Invitation Online
1007	I can't see anyone being happy about this. BART service already leaves much to be desired, so it's not going to be easy to convince me that I should want to pay more for what it currently sub-par service.	English	E-mail Invitation Online
1008	What about all that money Bart just got from the two bond measures..? I feel that Bart is really expensive now.	English	E-mail Invitation Online
1009	It already seems so expensive, especially for students who have to take it daily...	English	E-mail Invitation Online
1010	I feel like its hard enough for people to get where they need to go a fare increase will only hinder those who need to get places the higher the prices the less people are going to use it .	English	E-mail Invitation Online
1011	It seems like when fares increase it discourages people from taking BART. Money from raised tolls on the Bay Bridge and gas taxes should be used to further discourage driving and the extra money raised should pay for BART. People should be rewarded for taing BART instead of driving and not have to pay higher fares on BART.	English	E-mail Invitation Online
1012	Although I understand that employee salaries are a matter that requires negotiation with the union I feel that many BART employees are under trained and over compensated. As such, until either service improves or employee salaries are reduced I as a commter do not support any increase in fares. Many of my interactions with BART employees especially those working at the station service windows have been unsatisfactory to say the least. They are often rude and unhelpful. If BART needs more funds for captal improvements it should take it out of employee salaries budget rather than increase fairs.	English	E-mail Invitation Online
1013	I wouldn't mind paying slightly more in fare if it meant less crowding on Dublin line.	English	E-mail Invitation Online
1014	I understand the need and support BART in its efforts to maintain and modernize, and not too long ago would say I'd be in support of this fare increase if it meant it'd help get infrastructure where it needs to be. However, fares are already too high and re effectively keeping lower-income communities from being able to travel around the Bay Area (I spent some time in Los Angeles recently taking public transportation and was shocked at how much more we pay overall here). At this time, I would not be in faor of a fare increase and would hope funds could be allocated elsewhere.	English	E-mail Invitation Online
1015	First Bart needs to better control it's wasteful spending habits, base Pay of \$50,000 and earning over \$250,000 dollars a year is gross wasteful. You can't work that many hours and be effective at your job. As I watched the news report about this the Bartspokesperson just blew the subject off like this is normal practice at Bart. I hope this mind set will change and until it does bart should not have any more rate increases. Just to much waste.	English	E-mail Invitation Online
1016	My fare is getting kind of high as I go from San Francisco to Walnut Creek during weekdays roundtrip. It's better that they are not yearly increases. It would be better if increases are held down as much as possible. I don't know if other funding sources could be found to cover some of these recurring costs without driving up fares. It would be nice if Bart had some kind of controlled fare pass for its riders. Thanks	English	E-mail Invitation Online
1017	I'm skeptical if all the money going toward BART is really going toward new features for the train, or if they're going toward ridiculously high pensions, salary and overtime. These benefits don't appear to be in-line with the market rate (private companis), they are much higher.	English	E-mail Invitation Online
1018	Security cameras?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1019	Yes. It sucks!	English	E-mail Invitation Online
1020	Seems fair.	English	E-mail Invitation Online
1021	Do not increase the Fare, please update the train to new ones	English	E-mail Invitation Online
1022	It is ridiculous that the gates keep going up while the service keeps getting worse. I don't know that there's been a day with 1. Medical Emergency 2. Police activactivity and 3. Equipment problem. New York and other cities on the east coast have systms that are at least twice as old as This, and there is major issue. Stop paying your employees so much and some spend the money on building the right infrastructure and buy new trains!	English	E-mail Invitation Online
1023	I cringe at just the thought of any fare increase.	English	E-mail Invitation Online
1024	no comments	English	E-mail Invitation Online
1025	OK if you repair tracks, make all camers work and escalators.	English	E-mail Invitation Online
1026	BART should reduce excessive employee pay instead of raising fares. You've got janitors making over 200K per year with overtime...outrageous! Alameda Co. just approved a huge new BART tax this past election, and you still want more money. Why is BART boar so unaccountable?	English	E-mail Invitation Online
1027	If all new revenue from inflation-based fare increases goes to capital needs, how are increases in operational costs (labor, etc.) funded?	English	E-mail Invitation Online
1028	For a major public transportation that is supposed to be reliable, BART is anything but. Passengers shouldn't have to front the bill to cover the "extensive capital needs".	English	E-mail Invitation Online
1029	Would much prefer a tax on Bay Area real estate speculation. Not helpful to put the burden on some of those who already have a hard time affording the cost of BART and not looking to those who can help supplement a healthy Bay Area economy. Also please diconinue the new trains with less seating during non rush hours.	English	E-mail Invitation Online
1030	I hope that the increase will help with better upkeep of the stations (cleanliness, mainly).	English	E-mail Invitation Online
1031	We also passed a bond measure in 2016 for capital infrastructure. Taxpayers shouldn't have to pay twice. I'm concerned that there is poor management of funds. Where can we find detailed information on Bart's budget? Sources of income (fares, taxes and bons) and then how Bart uses these funds. This needs to be more transparent.	English	E-mail Invitation Online
1032	Senior fare is ok	English	E-mail Invitation Online
1033	I hope the prices don't increase so drastically that it'll have an impact on my everyday Bart schedule. It's difficult for students and low income costumers to be able to afford high prices	English	E-mail Invitation Online
1034	I don't understand why we need this. We are already paying huge money for the unreliable service we are getting. Doesnot make sense.	English	E-mail Invitation Online
1035	only comment would be to have updated alerts for scheduled track maintenance so riders can plan accordingly	English	E-mail Invitation Online
1036	It had just better go to where it's supposed to	English	E-mail Invitation Online
1037	An outrage. The system is expensive already	English	E-mail Invitation Online
1038	It's already too expensive	English	E-mail Invitation Online
1039	As if it's not already high enough. 13.00 a day for crappy service is a bit much	English	E-mail Invitation Online
1040	It's a great plan improvement is always great!	English	E-mail Invitation Online
1041	No	English	E-mail Invitation Online
1042	Yes, it should go to system improvements and not toward the over-inflated salaries of the BART employees.	English	E-mail Invitation Online
1043	I think that it is pricey with how much it costs already and that with an increase, it would just further marginalize the people who actually use BART and AC Transit as their sole transportation across the Bay Area.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1044	A rock and a hard place. I think BART is wonderful deal overall, but I have not enjoyed the stench on some trains where transients have spent time. Sometimes I don't even know if I'd be carrying bacteria to work or home with me. Is there something you will be dealing with before the rate hike?	English	E-mail Invitation Online
1045	I don't know anything about it at this point.	English	E-mail Invitation Online
1046	I think most people (granted not all) understand the concept of inflation. I wouldn't even consider this a real price increase.	English	E-mail Invitation Online
1047	Why is there a need for a fare increase when BART is running at capacity?	English	E-mail Invitation Online
1048	I'm already struggling paying the fare now.	English	E-mail Invitation Online
1049	You have been doing this for ever but barely any change to bart system in the past 10 years. I strongly support public transportation but have a serious doubt in bart management capabilities and intentions.	English	E-mail Invitation Online
1050	I don't think it's fare to ask people to pay higher fares. Your lowest fare is still 3.25 which is considered high if you compare Bart to other railways throughout the country, MTA in NY that only charge there riders 2.50 to go any distance.	English	E-mail Invitation Online
1051	Bart is overly expensive as is. Board and Executives must find out what is draining Bart's resources. Bart is a business and has thousands of customers paying high prices. What's is going on? High profile lawsuits? Reform pension?	English	E-mail Invitation Online
1052	not really	English	E-mail Invitation Online
1053	Any fare increase should also come with a UNIVERSAL parking fee increase	English	E-mail Invitation Online
1054	My income has not risen.	English	E-mail Invitation Online
1055	No	English	E-mail Invitation Online
1056	The increase should be able to help with expenses for bart fixtures. Why do we need to cash out bond to do the renovations?	English	E-mail Invitation Online
1057	You are all over paid and you want more money from us. You should be ashamed of yourselves.	English	E-mail Invitation Online
1058	Please don't increase the fare it is already expensive	English	E-mail Invitation Online
1059	Yes, the fare is high enough now. It shouldn't increase.	English	E-mail Invitation Online
1060	I will gladly go along with this plan. however, I'm afraid that any uptick in inflation will result in huge fare hikes on top of this small increase... hence there should be some CAP LANGUAGE attached to this ...	English	E-mail Invitation Online
1061	I don't think its fair to the riders to have to pay for it, especially when trains are constantly delayed.	English	E-mail Invitation Online
1062	I think is reasonable even do is going to affect me.	English	E-mail Invitation Online
1063	I'm totally against it. Bart workers are the highest paid in the nation. Bart wasted millions on a Airport extension line nobody uses\$5.00 one way really? Trains are filthy, break down often while station attendants sit on their stools and laugh while patrons struggle with your ticket machines. You spend millions to go to San Jose which has NEVER paid into Bart, yet Livermore still waits for anything you might throw it's way. Then finally, workers go on strike whenever it suites them paralyzing the Bay Ara freeways.	English	E-mail Invitation Online
1064	It better result in better service & CLEANER, SAFER cars	English	E-mail Invitation Online
1065	BART is very expensive to ride. If you keep raising fares you will not convince more people to use public transit. Raise taxes, not fares. To get people out of their cars public transit must be reliable, comfortable, safe and reasonably priced. Consider-for my wife, teenage daughter and myself to ride from San Francisco to Orinda and back on BART would cost \$27; to drive, including bridge toll, would cost \$10. Why take BART at that price?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1066	If the designated funds are targeted for purchasing new rail cars, great! I would need more info regarding what entails the new automated train control system. Also, what happened to the track upgrades last year which were suppose to lessen the noise? It' unnerving listening to the wretched squealing grinding sounds made by the metal wheels on the tracks.	English	E-mail Invitation Online
1067	How about Parking????	English	E-mail Invitation Online
1068	Every time there's an increase in fares, that's all it ends up being, MORE \$\$ FOR YOU! Still overcrowded, turbulent, and at times a "Hotel for the Homeless". All these increases over the last 10 years and nothing has gotten any better. At the end of the ay, you'll keep raising the price and we will be stuck paying it.	English	E-mail Invitation Online
1069	I don't like fare increases, but if it improves the transportation then it's fine	English	E-mail Invitation Online
1070	Small fare increases seems reasonable, but EVERY 2 YEARS seems way too much. Also, I thought Measure RR will already provide the funds to upgrade the BART system?	English	E-mail Invitation Online
1071	As unfortunate as it is that fares are increasing it is understandable. I would pay more for cleaner more sanitary less crowded cars everyday than ride cheap quality cheap. I do not make alot of money so my budget is always tight but having a reliable mas transit system than i can sit on and relax for a few minutes when I ride is worth my dime. side note please make parking payment machines take cards. I never carry cash and hate having to make an additional stop so i can pay 3\$ cash to park. thank yo.	English	E-mail Invitation Online
1072	general sentiment is very much against Bart and as such Bart should not go for any increase for 2/3 years more till people see good behavior FROM the BART EMPLOYEES WHO KEEP ON THREATENING OR GOING ON A STRIKE EVERY NOW AND THEN. SORRY, LET US WAIT FORSOMETIME.	English	E-mail Invitation Online
1073	It sounds reasonable.	English	E-mail Invitation Online
1074	It's ridiculous. Bart is already more expensive than most other cities public transport system. That includes US cities and internationally.	English	E-mail Invitation Online
1075	do not increase	English	E-mail Invitation Online
1076	Actually, it seems like a very fair increase to me.	English	E-mail Invitation Online
1077	Use it to put more existing trains through at a time.	English	E-mail Invitation Online
1078	I support BART and understand that you need to make up your deficit. However, riding BART is already very expensive and any fare increases will probably result in me using it less.	English	E-mail Invitation Online
1079	As long as the revenue from the fare increase is utilized in ways that benefit the community in meaningful and tangible ways (noise reduction on tracks, better seating in cars, etc.), I am supportive.	English	E-mail Invitation Online
1080	What is the proposed fare structure? Does it include reductions in the youth and senior discounts? Paper ticket surcharge?	English	E-mail Invitation Online
1081	OK with me.	English	E-mail Invitation Online
1082	It's hard to justify paying more for a system that doesn't seem to be working very well. I would recommend new governance and reducing costs.	English	E-mail Invitation Online
1083	Are you considering the importance of actually collecting fares from the folks who simply don't pay and vault over the turnstiles? It seems to me that the folks who are already paying shouldn't have to pay more until you start making an effort to collect rom the scofflaws. I ride regularly and do not see any effort by BART to address this issue.	English	E-mail Invitation Online
1084	I do not believe another increase in fare is appropriate	English	E-mail Invitation Online
1085	Have you considered doing differential pricing where it's more expensive to use BART during specific hours?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1086	it's already high cost system now more will burden the common man	English	E-mail Invitation Online
1087	i'm ok with it as long as the \$\$ doesn't go toward the high salaries of BART employees	English	E-mail Invitation Online
1088	Seems reasonable.	English	E-mail Invitation Online
1089	Any organization needs to increase prices as time goes on to compensate for inflation, however, during that time, many price increases can be offset by increases in efficiency and other cost-cutting measures. Charing more for the same services, inflation r not, will generally be met with customer resistance. When i see this, i see Bart want to charge more for me to ride on the same old trains, with the same delays and limited availability. If you want to charge more, be better, getter newer trains, have mre room for bikes, expands the lines to more areas. Once your costs are close to my costs for just driving, then i'll just drive.	English	E-mail Invitation Online
1090	Please keep the rates of riding Bart, for people with disabilities the same as they are right now. Please don't add a fare increase on the tickets for people with disabilities and seniors. In addition, please keep the elevators in working order and clean	English	E-mail Invitation Online
1091	YES! We should NOT increase the fare!!!!!!!	English	E-mail Invitation Online
1092	Seems reasonable	English	E-mail Invitation Online
1093	No	English	E-mail Invitation Online
1094	There should be a tiered price increase for folks who buy one way tickets or paper tickets and have them on higher tiers, while those with clipper cards and autoloads not having to pay as high (given they are frequent riders).	English	E-mail Invitation Online
1095	I'm OK with the fare increase as long as ALL the new revenue goes toward new equipment.	English	E-mail Invitation Online
1096	Don't raise fares.	English	E-mail Invitation Online
1097	seems appropriate.	English	E-mail Invitation Online
1098	If it will go towards what it says I think it is a great idea	English	E-mail Invitation Online
1099	I would like to have a monthly pass for the BART. A 2.7 percent increase is OK.	English	E-mail Invitation Online
1100	As much as bart trains break down and charges for parking you don't deserve any more money.	English	E-mail Invitation Online
1101	Obviously, increased fares are never welcome to my wallet, but I understand and welcome improvements to the BART system to keep up with modern technology. Also, 2.7% isn't much higher than recent inflation.	English	E-mail Invitation Online
1102	Well I'm not fond of any increase's but BART is an extremely important service for the entire bay area so as long as the total funds are used for the betterment of such a vital system I'm glad to pay. I hope this is satisfactory response.	English	E-mail Invitation Online
1103	Fare increases need to be accompanied by better service: more trains during rush hours. People pay the fare to get a seat on BART, not to be squeezed in like sardines.	English	E-mail Invitation Online
1104	I am on a fixed income. Please do not raise fares for seniors.	English	E-mail Invitation Online
1105	BART is a great deal. If you raise the fares 2.7% it will still be a good deal. What I would like to see is the homeless people not being able to use the trains as a rolling flophouse.	English	E-mail Invitation Online
1106	Is anything being done to look at current expenses and inefficiencies in addition to the fare increases?	English	E-mail Invitation Online
1107	I'm concerned that BART has used bond funds that were supposed to be allocated for capital upgrades for other purposes, including raises and pensions. I don't have a lot of faith in BART allocating these funds to needed capital upgrades, frankly. The sytem has been degrading, in terms of both equipment and service, unabated for quite some time, despite prior commitments by BART to improve the system and funds raised specifically for that purpose.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1108	Obviously, like most passengers/customers, I think a fare hike is ludicrous. The BART system runs worse than the MTA in NYC, and their infrastructure was built many years before BART was even conceived. They're able to offer an unlimited transit card for round \$120. Why can't you? And what's with constant delays, the homeless issue, unclean cars, constant breakdowns, pigeon feces everywhere, and an inability to manage funds? BART has both a money management problem as well as an image problem, yet the fee go up and the service gets worse. We are thanked for our patience when most of us have no other option. Communication is poor, the system stinks (both literally and figuratively), and even with planned maintenance, there are unforeseen delays, and Clippe Card customer service is a joke with the combined TransitCHEK. Plus, you can't even put money on a card with credit or debit inside a station? And safety is subpar? Am I missing anything?	English	E-mail Invitation Online
1109	Lets do this...	English	E-mail Invitation Online
1110	it been increase a lot already. not agree to increase. bart should cutoff the overtime.	English	E-mail Invitation Online
1111	Isn't that what you had a strike about a few years ago? I stopped riding cause the trains were sooooo crowded. I thought I was paying to allow the gate jumpers and homeless people to have a way to get around, sleep, leave their lunch bags... oh, neer mind. Why are you asking? I hope your survey helps.	English	E-mail Invitation Online
1112	I haven't looked at BART's numbers over the past 10 years, but I recall a fare reduction or rebate offered to riders a few years ago due to a surplus. Those funds should have been kept in the system and reinvested. I think it's also important to demonstrea how well BART is fiscally managed. That information, if made easily available, would help riders better answer questions about fare increases.	English	E-mail Invitation Online
1113	Don't need increase need reliable workers to do their jobs cut back on overtime especially when they're not doing their job in the first place	English	E-mail Invitation Online
1114	Yes, I disagree as Bart worries about increase but not providing a good services.	English	E-mail Invitation Online
1115	While I understand the need to maintain and update cards, Bart was viewed as an alternative method of transportation. If the fares continue to rise then it is no longer a way to save money on parking. If three people can drive in one car and park for les than the Bart fee each would pay it no longer makes sense to take Bart. I think the increase may be too high.	English	E-mail Invitation Online
1116	There should NOT be a fare increase anymore, service has been horrible. SLOW SERVICE, OVERCROWDED, FILTHY TRAINS, TOO MANY DELAYS. NO INCREASE IN FARE UNTIL SERVICE IS BETTER.	English	E-mail Invitation Online
1117	Riding BART is barely affordable now. Is there some other source of income?	English	E-mail Invitation Online
1118	Wish it wasn't needed but these are needed	English	E-mail Invitation Online
1119	No	English	E-mail Invitation Online
1120	No	English	E-mail Invitation Online
1121	It sounds reasonable. However, I'd like to see even greater investment in improving BART services	English	E-mail Invitation Online
1122	Don't do it!!! It will become too expensive to be worth the trip.	English	E-mail Invitation Online
1123	If the patron's who have monthly parking passes but ride the Genentech or Bauer buses actually rode bart, or if those spaces were awarded to bart riders, revenue would be up... I ride from orinda and see pass holders park and get on the bus, even though te sign says that parking is for people who ride in both directions. I know people who don't ride because of parking shortage but in reality, it is just a parking enforcement problem in the reserved lots. This could be solved if the Bauer and Genentech buss picked up elsewhere.	English	E-mail Invitation Online
1124	No	English	E-mail Invitation Online
1125	If it would improve service and keep the cars cleaner-yes.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1126	It's crazy that the fares are going up. BART should have plenty of money based on ridership. Will there be more and better service with the updated fare?	English	E-mail Invitation Online
1127	Seems reasonable	English	E-mail Invitation Online
1128	I think it's ridiculous to continue charging riders more when the service doesn't improve. Almost every bart car reeks of piss.	English	E-mail Invitation Online
1129	It seems as though the fare increases are going up at the same rate as benefit increases for the employees. It feels like the only ones benefiting from fare increases are the BART employees and management. As someone that pays \$13.00/day to ride BART i seems that I am not seeing these "capital improvements". We were legitimately overlooked in Antioch to have a real Bart and go some second rate imposter train that is going to cause confusion and more transferring than its worth while Warm Springs received a completely new and updated BART station. I've yet to see the benefit of a fare increase in 17 years of riding BART	English	E-mail Invitation Online
1130	It makes me angry and suspicious of how Bart is running operations... voters just approved a 3.5 billion bond for Bart. Where is that money going??	English	E-mail Invitation Online
1131	More increases? And when will we see the fruits of our labor with these increases? Trains and stations are still dirty and not kept up. Stations still have loitering and homeless people hanging out. When will there be more frequent trains on the Fremont lne? I just returned from a trip to Japan and their metro and train system is way more complex than ours with way more passengers and yet they were always on time and their trains and stations were so clean. If they can do it, why can't we??	English	E-mail Invitation Online
1132	bart is already very expensive. I dont think there should be an increase in fares. instead I think that parking prices should increase and not the bart fare.	English	E-mail Invitation Online
1133	Bart's biggest problems are Transiants who have taken over most of the stations and trains. People pay way to much to be exposed to the fecies and urin that are on the trains and within the stations. Your stations are a sespool of bacteria and other germ. It's not safe or healthy to ride or stand in your stations. Fairer jumpers who just walk in. I pay over \$4000 a year to ride when many pay nothing. You have lost control over your stations and you trains. Bart police are never anywhere unless somethig has already happened. When I lived in Vancouver. You would get on the train after purchasing a ticket. You would then have to show a valid ticket to an officer or conductor to make sure you had paid. If you didn't you were removed at the next station. n stead of raising fairs. You need to control the transients and free loaders who ride free all the time. You would recoup your money with citations and tickets.	English	E-mail Invitation Online
1134	Between fare increases and parking fees being raised it is cheaper to drive and u wonder why Bart ridership is down	English	E-mail Invitation Online
1135	This fare increase is fair for all riders.	English	E-mail Invitation Online
1136	Yes. The fare structure should more heavily penalize the bay crossing relative to other trips that eat up available capacity (I know it does already, but it should be moreso!)	English	E-mail Invitation Online
1137	glad i'm retired	English	E-mail Invitation Online
1138	The focus has to be on improving reliability and comfort on the trains. A small fare increase is fine.	English	E-mail Invitation Online
1139	Noooooo it's expensive enough and so many people use it, Bart would be making a killing!	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1140	I appreciate that new cars are in need, but I would like to see some basic changes made for people riding BART today to justify such an increase in rates. The trains are poorly maintained and cleaned. There is no presence of BART police at the platforms or on the trains. While I appreciate the service BART provides, it is not a pleasant form of transportation, given the lack of cleanliness and security as well as the overcrowding on the trains. Also, the drivers rarely call out the stations or if they do they say the wrong station. I got off at Powell when the driver said Montgomery St. Station, luckily I noticed and quickly got back on the train. I would really like to see BART step things up on some of the basics.	English	E-mail Invitation Online
1141	if you raise the fare at least make parking free	English	E-mail Invitation Online
1142	I feel that we keep paying increased taxes and fares, but BART never gets any better. The BART platforms are filthy, the stairs and hangouts in SF are crawling with homeless people, drug addicts and drug dealers. I have been so fed up with the poor service that BART has provided. With ridership up to an all time high and you still have made no improvements other than to add another station (Warm Springs), take seats away (so more people can stand...give me a break), and have filthy stations and filthy BART cars. You need new management to come in and clean up.	English	E-mail Invitation Online
1143	Why doesn't management cut down their salaries and the fluff of more people needed. Also, many of your employees are just taking in air and not helpful. Over paid. Spend a lot of time on their cell phones.	English	E-mail Invitation Online
1144	I think it's okay if it improves on-time arrival/ departure of trains.	English	E-mail Invitation Online
1145	We've already voted for Measure RR, and we're already paying for higher fares, plus higher parking fees, why are we asked to pay more?	English	E-mail Invitation Online
1146	How long will it take to see such changes?	English	E-mail Invitation Online
1147	Suggest you add more cars first. Standing room is not acceptable by most or the delays. Ridiculous.	English	E-mail Invitation Online
1148	It's fine with me as long as the money actually goes to those things.	English	E-mail Invitation Online
1149	I would not mind the fare increase myself, however I am concerned that any fare increase discourages riders from taking BART/public transit. While the fare increases are supposedly inflation-based, incomes are not always increasing with inflation and those people will be the most affected.	English	E-mail Invitation Online
1150	Cars are overcrowded, often trains are off time and it's expensive. Unless these issues are solved I don't agree with the planned fare increase.	English	E-mail Invitation Online
1151	This only makes me want to ride BART less. Paying people huge amounts of money to press buttons, or walk around stations eyeing everyone like they're a criminal, is ridiculous.	English	E-mail Invitation Online
1152	Bart has increased the fare but you guys should give us better service and clean area	English	E-mail Invitation Online
1153	No	English	E-mail Invitation Online
1154	No	English	E-mail Invitation Online
1155	I think that BART is already too expensive and not very consistent with arrival and departure times. I frequently experience delays on my way to work in the morning on the east bay trains leaving Balboa BART station.	English	E-mail Invitation Online
1156	Yes I do. Instead of raising the fare, how about having BART employees take a pay cut since they are way overpaid as it is? BART is worse than the US Congress when it comes to voting for unwarranted pay raises at the Public's expense all of the time. You people aren't getting any sympathy from me.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1157	<p>I'm a huge BART fan. The service is vital and pretty comfortable and reasonably reliable. The management has made great choices over the years.</p> <p>My *big beef* with BART involves fares--too high--and budget--too little benefit to the system from large and rowing expenditures. Transit workers and management deserve excellent salaries--especially in the high-cost Bay Area. Station maintenance and upgrades are understandably expensive. The infrastructure sorely needs expensive upgrades--now, before things get worse.</p> <p>But the outpour of funds for these needs does not strike this user as commensurate with the benefits we are seeing. But whether it's a failure of PR, errors in budget planning, lack of supplementary funding from government sources that should be helping to maintain and build BART, we commuters are paying too much in fares and seeing too little benefit.</p> <p>BART needs to try harder--by tightening budget leaks and by seeking outside supplementary funding.</p>	English	E-mail Invitation Online
1158	<p>I hope some of it goes towards pay for lower level employees. I would really like us to change our pricing structure to be more similar to New York's - a flat rate, with discounts for weekly or monthly passes. Paying by distance is frustrating and time consuming. I know we have clipper cards, but the savings there is so negligible it isn't really worth it for me, even though I take bart almost every day, all year. I don't know what to do if bart pricing goes up - I already spend ~\$2200/yr on bart just going to and from work - that doesn't count any weekend or after work things! A discount for high volume users would be helpful - if I could buy a flat rate monthly pass/unlimited rides a la NYC, I would.</p>	English	E-mail Invitation Online
1159	<p>Bart stations are filthy at all times you know you have the public between and rock and a hard place and we have no say in fare increases</p>	English	E-mail Invitation Online
1160	<p>I would like to see a re-evaluation of salaries and compensation for BART staff who don't work in the stations. There are people making more than \$200K per year. Most of the riders who rely on BART do not even have a combined household income anywhere near that amount. It seems like a good time for BART leadership to consider the larger community and the impact of exorbitant compensation on the overall BART budget.</p>	English	E-mail Invitation Online
1161	No.	English	E-mail Invitation Online
1162	I'm against the increase.	English	E-mail Invitation Online
1163	Please put more bart police on trains, there are WAY too many people causing trouble on bart.	English	E-mail Invitation Online
1164	I would prefer there be no fare increase.	English	E-mail Invitation Online
1165	Bart prices keep going up, and Bart is collecting more and more \$\$ for the projects, yet there is still no Bart in Antioch	English	E-mail Invitation Online
1166	I'm already spending so much money commuting using BART...why don't your management and janitorial services refuse increase in salaries and stop gouging the passengers with this overhead.	English	E-mail Invitation Online
1167	I don't mind a small fare increase, especially to normalize the quite-small senior fares. As a senior, I think fare discounts are actually too large. We could stand to spend a little more IF the increased revenue goes ONLY to infrastructure and not salaries.	English	E-mail Invitation Online
1168	no	English	E-mail Invitation Online
1169	I really don't want the fares to increase, but if it has to be done, don't increase the fares for those people who receive discounts (seniors, disabled).	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1170	<p>It comes off as a quick fix to a system that could improve in other ways. The people who are most affected by fare increases are those who are abiding by the proper payment methods and likely depend upon it most. I believe better fare enforcement and stroger incentives would help pay for this maintenance.</p> <p>A way to gain ridership would be to give better intertransit incentives. As it is, when riding from BART to AC Transit or MUNI you receive a moderate discount, but it doesn't work the other way around. f it did, there wouldn't be as many people evading fares. This brings me to the next point: make Clipper mandatory for BART. In Los Angeles, the local rail system made their TAP cards mandatory to ease intertransit ridership and likely helped slow fare evsion since there is now only one form of payment allowed.</p> <p>If Clipper was mandatory; if there was a youth discount program; if there was a discount from transferring to BART; if BART did a better job at enforcing payment, I would be more in accordance wit the rate hike.</p>	English	E-mail Invitation Online
1171	<p>Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue.</p> <ol style="list-style-type: none"> 1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service 	English	E-mail Invitation Online
1172	I'm sure bart needs the money and I'm happy to provide it	English	E-mail Invitation Online
1173	It will be to much for a trip best is use alternate transport	English	E-mail Invitation Online
1174	I'm ok with the fare increase.	English	E-mail Invitation Online
1175	<p>If this increase is due to inflation, how is it considered new revenue? Inflation insinuates that BART's operating cost has increased, therefore having to pass that cost to the consumers.</p>	English	E-mail Invitation Online
1176	<p>It seems to me that BART is mismanaging it's money. One fare and parking increase after another while the whole infrastructure is crumbling. The elevator in the parking structure at Del Norte is out of order more often than not. BART employees are paidmore than other transit agencies. Most of the time they just sit in their kiosks chatting with each other. They don't even bother to put out of order signs on the elevators when they are not working.</p>	English	E-mail Invitation Online
1177	<p>The fare is already extremely high. The fact that there is no pass option is still a major problem for most, if not all, riders. Increasing fare once again without providing better services would anger the users so much again. You should revise the pay stucture of the employees (who at the booths have never once actually provided me with useful information/help) and crack down on people not paying fares/parking. People will be forced to stop or drastically reduce their use of the bart system and find altenatives if this is passed.</p>	English	E-mail Invitation Online
1178	<p>Bart is already expensive for the service it provides. Not to mention almost daily delays.</p>	English	E-mail Invitation Online
1179	<p>It seems that if the cost of commuting by car (fuel costs, parking, bridge tolls) rise at a similar rate, you won't have any real problems.</p>	English	E-mail Invitation Online
1180	<p>This is the first I'm hearing of the fare increase, unless I voted in favor of it recently, then I support it and should remember this change. I do not know what 2.7% means in terms cash difference for an average BART ride fare, say from Fruitvale to DalyCity, for example.</p>	English	E-mail Invitation Online
1181	<p>I have missed opinions on it. Bart desperately needs the infrastructure change, etc., but prices are already pretty high considering the type of ride we have to endure. Old cars (and yes I realize I am stating something that the price change would improe), not enough seats, packed like sardines, disgusting riders, disgusting cars, etc.</p>	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1182	Given the state of BART, the fare increase seems reasonable.	English	E-mail Invitation Online
1183	BART should expect a decrease to ridership, as BART rates increase customers will look at alternative methods of transportation such as carpooling, Uberpool, Lyft commuterpool. Pricing is dropping for car transportation door to door to the point of being cheaper than dealing with BART environment. BART needs to re-evaluate where it is spending it's money and cost of operation, if it does not become cost effective without increasing prices it will put itself in danger of going bankrupt.	English	E-mail Invitation Online
1184	No, you are going to do what you want to anyway	English	E-mail Invitation Online
1185	no	English	E-mail Invitation Online
1186	The stupidest thing I've ever heard of. It's time Bart started paying for its own. Maybe stop paying such highly bloated salaries to people who do nothing know nothing and are worth nothing.	English	E-mail Invitation Online
1187	The listed items hold no interest to me when bart can't even manage to extend into the regions it was supposed to have by now and doesn't keep on top of the systems it currently uses like reporting when delays happen so we can forward that info to our employers.	English	E-mail Invitation Online
1188	BART fares are already quite expensive compared to other major metropolitan areas across the U.S. Considering that BART janitors are being paid 6 figure salaries--an astronomical wage--it seems that state and local funds from taxpayer money could be distributed more wisely and efficiently before raising fares yet again.	English	E-mail Invitation Online
1189	I don't agree with the fare increase, I think BART has lost the trust of the people and should gain that trust before raising the fare every couple years. I don't think it is doing enough to responsibly balance it's budget. I remember once someone stole weels off of my car at the north concord station. I even found the license plate of the person who stole my wheels and then called BART police with this information, but still, they did nothing. First gain the respect through performance and be a responsibe agency.	English	E-mail Invitation Online
1190	Hopefully, the increase will help with cleaning up the stations...most smell like piss, and the escalators are always out of swrvoce..basically, Bart sucks..!!	English	E-mail Invitation Online
1191	Is this the same Fare increase I've being hearing about due to low ridership??	English	E-mail Invitation Online
1192	It is very expensive at the current moment. A fare increase would be very difficult to make up for.	English	E-mail Invitation Online
1193	I AM VERY DISSAPOINTEED IN THE FARE INCREASE.	English	E-mail Invitation Online
1194	It seems reasonable	English	E-mail Invitation Online
1195	I don't agree with the increase. You've done this all the time, but I don't see an improvement in Bart. So it doesn't work and we're struggling already.	English	E-mail Invitation Online
1196	BART is already one of the most expensive public transit agencies and it doesn't even run 24 hours, so I cannot say I'm happy to hear there will be another increase.	English	E-mail Invitation Online
1197	No	English	E-mail Invitation Online
1198	I approve! But, there should be income-based accommodations available to those who fall below median income or 125% of median income in the Bay Area	English	E-mail Invitation Online
1199	As a full time college student who utilizes BART as a sole mean of transportation I am completely against a fare increase unless BART provides discounted fares for all college students that are living in the bay area. I understand that there is a slight dscount when purchasing a Clipper Card, however that is barely 1.5% off a regular priced bart ticket.	English	E-mail Invitation Online
1200	It sucks.	English	E-mail Invitation Online
1201	I wouldn't like a fare increase. I thought we are paying more taxes for Bart so we wouldn't have a fare increase. It makes me feel I will need to get a car and drive.	English	E-mail Invitation Online
1202	Yes. Why not lower the salaries of employees, starting from the top down?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1203	Hope this fare increase is less than than a half a dollar.Doesnt make sense to increase more.	English	E-mail Invitation Online
1204	Bart service has bee below satisfaction. It's dirty over crowded, delayed. Homeless people take up the seats. Dogs are sitting on the seat. Abousality not there should not be an increase.	English	E-mail Invitation Online
1205	No	English	E-mail Invitation Online
1206	Given that inflation is a real factor, this doesn't seem out of order.	English	E-mail Invitation Online
1207	If it helps make the system safer and gets us all new and improved train cars, I'm all for it	English	E-mail Invitation Online
1208	Nope, if the fee increase goes into improving the Bart system, I have no problem.	English	E-mail Invitation Online
1209	I firmly oppose the fare increase. I, like many others, reside in the East Bay and work in the city. I work in the service industry and cannot afford to live near my work. BART is my only mode of transportation. Please keep it affordable.	English	E-mail Invitation Online
1210	I'm supportive of fare increases if they can help offset some of the capacity issues BART is facing, especially on the evening commute out of San Francisco.	English	E-mail Invitation Online
1211	I already pay too much for transit that is inefficient, filthy, noisy, and unsafe.	English	E-mail Invitation Online
1212	Please NO FARE INCREASE !! !! !!	English	E-mail Invitation Online
1213	A fare increase is expected by patrons of BART, but better service for these demands are also expected. I receive alerts throughout the day regarding service issues and lets face it even a delayed ride on BART is better than freeway traffic.	English	E-mail Invitation Online
1214	as long as the trains are on time, clean, and safe I am good with a fare increase. Dan	English	E-mail Invitation Online
1215	I do not like it.	English	E-mail Invitation Online
1216	Five cents a ride is sufficient. I'd have no complaints.	English	E-mail Invitation Online
1217	I think its completely unfair to raise fares when you have janitor's making 6 fisure salaries. The elevator's don't work, the stations are still dirty and Bart is late daily	English	E-mail Invitation Online
1218	If it's really going to the help of the trains safety then it's fine.	English	E-mail Invitation Online
1219	Ino	English	E-mail Invitation Online
1220	Increase revenue from ticketing offenders, not paid riders	English	E-mail Invitation Online
1221	ONLY IF BART PROVIDES: 1) STOP! URINE SMELLING FILTHY BATHROOMS THROUGH OUT THE SYSTEM 2) HIRE "ON EACH A TRAIN SECURITY OFFICER" TO REMOVE HOMELESS SLEEPERS TAKING UP A FULL SEAT 3) ADD ON MORE TRAINS FOR MORNING AND EVENING COMMUTES	English	E-mail Invitation Online
1222	Opposed	English	E-mail Invitation Online
1223	I would like to know how much the fare will increase by.	English	E-mail Invitation Online
1224	unreasonable considering the amount and frequency of delays ive experienced. Really should look to japans implementation to see how a properly running train system should work. Do what ever it takes to copy them	English	E-mail Invitation Online
1225	You need to do what you need to do, but we need to make sure BART stays a economical option for all.	English	E-mail Invitation Online
1226	People who have been paying for this system are finally getting service. I think new riders should get to ride free for maybe 6 weeks and then pay. Hopefully this will be enough time to grasp the virtues of car-pooling.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1227	It's too bad the city/state won't pay for it, but it's understandable as a means to a better Bart system. Happy to pay the small fare increase	English	E-mail Invitation Online
1228	First of all, does it really matter whether we agree or not agree with the fare increase. I don't see why you need to increase because Bart is constantly breaking, elevators are not work and most of all the escalators. This is really frustrating especially for people who has a hard time going up the stairs....sometimes I feel like I will have a heart attack. what Bart needs to do is get new elevators and escalators. Why does it take weeks to fix the escalators....unbelievable!! What are you guys doing for security? Terrorist attack.....I see no kind of preventive measures being taken to make sure passengers are safe! FILTY--- you have janitors making over 100K - why? is there anyone cleaning the trains? its filthy and smells. I am not trying to be heartless but homeless people have taken over some trains because of the smell! how often do you guys clean the trains.....really clean it? BEFORE RAISING THE FARES.....make sure its being used for the right reasons not because you want to raise employes wages. I don't like bart but this is my only transportation.....so frustrated with BART! UNHAPPY COMMUTER!!	English	E-mail Invitation Online
1229	None. The benefit of increasing the fare tariffs every year to a small percentage wouldn't really effect the experience of a rider who is using Bart for work or recreational transportation needs. The increase should benefit us in the long run with the future stations being developed in the South Bay which in theory should implement more foot traffic that will work as an extra surplus of capital	English	E-mail Invitation Online
1230	I feel like a comprehensive review of how funds are managed is required before a fare increase is considered. Are there no ways to improve efficiency by 2.7% to reduce costs and not have to increase the price? Increasing the price may reduce riders, which would defeat the purpose.	English	E-mail Invitation Online
1231	Fare increase seems reasonable	English	E-mail Invitation Online
1232	I would prefer increasing taxes on the super rich to fund capital needs for BART and other public transit agencies.	English	E-mail Invitation Online
1233	if you increase fares does that mean you can clean the trains more frequently so they don't smell like urine?	English	E-mail Invitation Online
1234	I hope that Bart will continue to support low incomes or disabled customers with the same/ current discount program.	English	E-mail Invitation Online
1235	A fare increase is a ludicrous next step for the Bart system. It is already one of the most expensive transit systems for a major metropolitan area. The only shortfall is the bloated board of directors lining their pockets year after year, the tenuous Union agreements with BART employees even though they are the highest paid transit workers on the continent, and now you want a fare increase? I think a restructuring of this organization is what BART and Bay Area transit really needs.	English	E-mail Invitation Online
1236	I feel the increase should be partially funded by increases in Gas taxes and bridge tolls.	English	E-mail Invitation Online
1237	I pay over \$55 a week to commute on BART, just to share the car with vagrants EVERY day, and most days I share the platform with people shooting up on the platform, after stepping over people shooting up on the stairs. Will any of that increase stop any of that?	English	E-mail Invitation Online
1238	Please leave a portion to hire more cleaning crews. There is a need to have the cars cleaned either more often or more thoroughly. The fair increase itself seems reasonable in its amount. Just don't forget the cleanliness. Homeless sleep in there, pee and poop on the floors, seats and car connections. People eat and drink and smoke in the cars. Have you thought of having a Bart Cop on all trains to give out citations for eating and drinking and soiling the insides? With the amount of fines levied, you'd be able to pay for them easily.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1239	-Everyone saw the video (the employee in maintenance/sanitation who made well over 100K; http://www.cnbc.com/2016/11/04/how-one-bay-area-janitor-made-276000-last-year.html) of how compensation is poorly managed from the top. This assertion was reaffirmed by the woman from management who failed to address the issue when it was brought to her attention in the interview segment of the video and walked off set. -Before you ONCE AGAIN raise fares for passengers, I think a reevaluation of management, system use, and exploitation needs to be taken into consideration. -It is LUDICROUS that you are looking to raise fares again when better service has NOT been provided and you have certainly have not addressed previous concerns after the first few times you have raised fares (e.g. Packed trains, constant delays, dirty stations/trains, elevators that never work, pan handling, endless crimes in the parking lots, etc.). -Seriously...do you even care about our response to these surveys you always send out?!!	English	E-mail Invitation Online
1240	with the bad publicity and the horrible stations..Powell,,, not justified	English	E-mail Invitation Online
1241	Why doesn't the current fare cover the Bart costs, and is the fare increase to serve a specific purpose and if so, does that mean as soon as the specific need is met, does the fare go back down??	English	E-mail Invitation Online
1242	A BART measure was barely defeated in 2012 and passed last year. Did you miscalculate the ridership? Did you miscalculate your financial needs? Is any of this related to reduction in federal funding to transit? My understanding is that Measure BB would increase the fleet to almost 1,000 cars, provide for additional stations, and pay for infrastructure improvements. Are the fare increases intended for additional improvements, another trans bay tube or other projects? I think that it is essential that poorer people, the young, and the old not be penalized by fare increases. Many low-wage workers are being forced into Antioch and other areas by gentrification of the inner cities. Distance based fares will disproportionately impact lower income people, the young, and those on fixed incomes.	English	E-mail Invitation Online
1243	While I think it is highly important to keep this transportation system operating at the highest level, I always have doubts that the money is being managed in the most effective way.	English	E-mail Invitation Online
1244	need to cut other expense, due to transportation fee increase	English	E-mail Invitation Online
1245	I don't like it at all	English	E-mail Invitation Online
1246	None. I can't do anything about it. Nobody can stop Bart from increasing fare.	English	E-mail Invitation Online
1247	people now itself think that fare is little high if now you increase the price it may affect the some customers attention and also if you increase please introduce the monthly passes for the particular stops like fremont to bayfair bart, fremont to Montgomery St. (SF), fremont to Embarcadero (SF) like that Fremont to dublin stop to stop passes monthly that will really get major passenger attention and also you can earn more on the pass	English	E-mail Invitation Online
1248	As long as the fare is adjusted to the rate of inflation. I don't see an issue.	English	E-mail Invitation Online
1249	BART should be lowering fares, not increasing them. You should use your resources to lobby the state of California for a subsidy to metro and commuter rail systems. Charging poor people from East Contra Costa County \$16 a day to get to and from work is seriously unjust and cruel.	English	E-mail Invitation Online
1250	Watch your budget. this bad press about the janitor does nothing to help your image in regards to overpaying a single employee as well as ALLOWING him to work so many hours. That alone is really concerning because it means you have no concern for your employees, let alone those that ride your trains.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1251	I thought the recent BART funding proposition was meant to fund capital costs, so it feels like fare increases should go to improving station cleanliness or other operating expenses.	English	E-mail Invitation Online
1252	Why don't BART officials just insist that all passengers not entitled to free rides pay the existing fares. People are constantly sneaking in and out of BART stations. Even BART police claim they don't have enough staff to enforce the current rules. Yo're punishing honest people and giving bums and crooks a free ride -- literally. I object to the fare gouging. If everyone who makes use of the overpriced system paid their fair share now there wouldn't be a budget shortfall.	English	E-mail Invitation Online
1253	Yes	English	E-mail Invitation Online
1254	If the fares go up I want to see some changes. I would like cleaner and functioning elevators and escalators. I would like more trains when I ride- after baseball games and during rush hour. I want to see cleaner stations	English	E-mail Invitation Online
1255	I disagreed that Bart increased the fares again because Bart already increased the fares, and they did not improve any system, and still kept the old stuffs. Also, Bart delays for the couple times more than last few years after Union strikes. Furthermor, I read the newspapers, and found out that Bart Chinese Janitor took advantages of his overtime hours while he hide in the employee's room in San Francisco Civic Center Bart Station. He earned \$100,000 per year. I was very shocked, so I disagreed with our capital budget.	English	E-mail Invitation Online
1256	I don't like it.	English	E-mail Invitation Online
1257	No. BART is important to the Bay Area and really needs to be upgraded.	English	E-mail Invitation Online
1258	I would support a regional tax on luxury car purchase and registration to offset the need for this fare increase.	English	E-mail Invitation Online
1259	Please do not increase the fares any more. It is already expensive to ride BART! Find some other way to figure out the budget, perhaps you do not need to pay the custodians \$200,000 a year. Other systems like this all over the US only pay a flat fee of \$ to ride anywhere in their system. Why don't you try something like a flat fee that everyone can afford?	English	E-mail Invitation Online
1260	Yes, the trains are too overcrowded and to alleviate that, the frequency of the trains should be increased. I've been a bart rider 5 days a week for the last 24 years and it has gotten worst	English	E-mail Invitation Online
1261	Asking for fare increases before demonstrating long-term improvements in maintenance is a mistake.	English	E-mail Invitation Online
1262	It's a terrible idea since BART just got \$3.5 billion in bonds.	English	E-mail Invitation Online
1263	After BART's last strike, this is a really SORE subject. You need to rein in your budget. Any increases in fare are resented 100%,	English	E-mail Invitation Online
1264	If the average Bart rider can notice where the increase is going to, it would be a good thing ;)....I would support an increase if I could "see" where it's going to ;)	English	E-mail Invitation Online
1265	I'm not in favor of an increase in the fare rate. With the additional funds courtesy of the unnecessary parking fees, there should be enough money budgeted to improvements and maintaining equipment and infrastructure. Also the system continues to add stps along all lines, therefore the added revenue from the additional customers will also help with business costs.	English	E-mail Invitation Online
1266	I support improvements to BART! Is there any possibilty of BART issuing bond measures to pay for some of these upgrades since many of BART's improvements provide benefits to the entire Bay Area as far as air quality, reducing traffic congestion, etc.?	English	E-mail Invitation Online
1267	This is a significant increase for which most people may not be able to afford. Please enforce that all individuals riding Bart are actually paying for the service. So many people enter and leave without paying.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1268	I dont think its fare Im a BART Commuter & im already spending too much on transportation	English	E-mail Invitation Online
1269	Not really. More or less as expected.	English	E-mail Invitation Online
1270	Considering that we learn from our experiences, let me share with you that BART has taught me that they have lots to learn about being fiscally responsible. So having said that, let me say this - I OBJECT because I remember when you announced (many times that BART had been blessed with a surplus of money. This was not that long ago. Instead of upgrading the system, it appears you lined/padded management's pockets. Shame on you!!!	English	E-mail Invitation Online
1271	Didn't we just have a fare increase?	English	E-mail Invitation Online
1272	I understand that Bart needs to upgrade its system and I'm all for it...What I don't like is getting on Bart early in the morning and having 6 homeless people sleeping on it and no security around..When I do see your officer's its two at a time and they nter on a train stay on that train without checking out the whole train. The homeless know this so we the customers have to put up with smell, people cussing and swearing at everyone or demanding money for everyone...Most of us catch Bart because of is fast speed in getting to work...What use to be a enjoyable journey to work and back is gone....	English	E-mail Invitation Online
1273	No, I think it's a good idea.	English	E-mail Invitation Online
1274	It is dedicated to capital improvements it is acceptable.	English	E-mail Invitation Online
1275	I am ok with fare increases for improvements but I have many issues with BART in general. The lack of space on the trains going into SF makes for a very uncomfortable experience. The trains seem very dirty. There is often questionable passengers that make it seem unsafe.	English	E-mail Invitation Online
1276	Bart is already more expensive than most every other transit system. Can you please make bart more affordable! Stop paying your janitors to sleep in closets for over time!	English	E-mail Invitation Online
1277	Keeping public transportation system up-to-date is really critical to community so please adjust the fare.	English	E-mail Invitation Online
1278	THis already feels like one of the most expensive transit systems per passenger-mile of any major US city. I would only favor this option if it's accompanied by the possibility of buying "commuter passes" (other than FastPass, which only covers in-city cmmutes)	English	E-mail Invitation Online
1279	This is what you proposed on the last increase and nothing seemed to get better. Don't increase it. It's already overpriced.	English	E-mail Invitation Online
1280	I think there is rampant inefficiency in the BART system and the way it's managed. The cars are often dirty and appear to be under maintained giving BART a bad reputation which directly affects ridership. It took 20 years to add a BART extension from Fremnt to Warm Springs which I believe adds little value. There is an established express bus transit schedule from Fremont to San Jose. So other than getting people closer to SJ on BART, what exactly was the point of the addition? Warm Springs is sparsely poulated as Bay Area areas go and most residents are middle to upper class; I doubt they are the target BART rider. The money could have been spent keeping up the areas with the highest need.	English	E-mail Invitation Online
1281	That's going to make things harder for the less fortunate people	English	E-mail Invitation Online
1282	I oppose any plans to increase BART fares. Your fees are higher than they should be to begin with.	English	E-mail Invitation Online
1283	inflation increase makes sense, but tough to support when service continues to decline.	English	E-mail Invitation Online
1284	BART is already the highest system. Metro in Los Angeles is cheaper	English	E-mail Invitation Online
1285	I see people everyday not paying fare. If they spent a one time fee on better gates people couldn't exit without pay they wouldn't have to increase the fare. The fare is already high	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1286	No	English	E-mail Invitation Online
1287	Offer a discount for certain users through their clipper card	English	E-mail Invitation Online
1288	Nop	English	E-mail Invitation Online
1289	It sucks that with all the help from the government and taxpayers, BART still needs help from the patrons to help it improve the system. I feel like BART should have been better at budgeting for these situations, especially since they are paying so much mney in overtime to their current employees!	English	E-mail Invitation Online
1290	Yes Seniors should not have to pay more. It is difficult and a hardship to get to BART and all this means extra expenses on clipper card.	English	E-mail Invitation Online
1291	What about the service for the disabled elevator s and the condition of them	English	E-mail Invitation Online
1292	BART is already more expensive than almost any other public subway/metro system. Just asking to be disrupted by Uber. BART is next if you don't figure out how to lower costs soon.	English	E-mail Invitation Online
1293	I know you're just going to re-route the money to pensions, perks and paying off to prevent strikes. I am very much against automatic increases of any kind. You need management skills rather than more money, automatic or negotiated.	English	E-mail Invitation Online
1294	I thought that we already voted for this with measure RR. There is no need to keep hiking up the prices if the service is not reliable.	English	E-mail Invitation Online
1295	People need there to be quality, reliable, affordable public transportation in order to live in a major urban area, where most of the jobs are. Given the astronomical influx of wealtht hat has happened with the tech boom and its accompanying processes of gentrification, it seems BART's administrators need to find a way to get the difference of the funding they need from this population of wealthy tech (and other "white collar") workers rather than putting what actually accumulates to be a rather significant financial burden on BART riders who are already struggling financially and rely on being able to afford BART every day just to get by.	English	E-mail Invitation Online
1296	Yes, there have already been enough fare increases in the past 2 years.	English	E-mail Invitation Online
1297	bart is filthy. lots of homeless or entitled people taking 2 seats. I never see police anywhere. I did see one recently watching his phone not the young people jumping over the turnstile. There was feces on the Pleasant Hill bathroom floor this mornng. There were 3 bart employees in the station but they were busy socializing with each other. Why dont you fire a few people to save the money and not raise the fare. Your employees need more monitoring.	English	E-mail Invitation Online
1298	I don't like it because I'm already a broke college student and almost all of the classmates I have made who commute from the East Bay to SF for school is already very angry about the fare we already have to pay. If it increases anymore, we don't know if t will still be affordable for us to even get an education anymore.	English	E-mail Invitation Online
1299	Didn't we just pass a multi billion dollar bond package that will have to be paid back by taxpayers? And I know someone who retired at age 50 with a huge BART pension. I love transit but it seems like you cannot be frugal.	English	E-mail Invitation Online
1300	No !	English	E-mail Invitation Online
1301	no	English	E-mail Invitation Online
1302	It doesn't bother me. I'd rather pay more and feel safer	English	E-mail Invitation Online
1303	iTS HARD FOR LOW INCOME FAMILY TO TAKE PUBLIC TRANSPORTATION IF FARE KEEPS INCREASING.	English	E-mail Invitation Online
1304	In general an inflation-based fare increase is reasonable, although linking it to capital expenses seems odd - the operational expenses (especially salaries and consumables) are what grow each year.	English	E-mail Invitation Online
1305	BART wouldn't have to raise fares so often if they stopped the tens of thousands of riders who simply skip the fare gates.	English	E-mail Invitation Online
1306	Fare increases without transparency into exactly how this additional revenue will be used may result in a more disgruntled ridership.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1307	Please remember who the key demographic that is utilizing Bart- forget the patrons using the balboa park-embarcadero stops within SF proper, young people old people, students and minority communities are the main patrons that use Bart coming from the eastbay and peninsula to work minimum wage jobs in the city And to travel to their low paying entry level positions in offices in the city. Students with limited funds are also affected by price increases. This obviously is a financial burden for those that on't qualify for city assistance because they make "too much," and don't make enough to take the blow for price increases that haven't directly improved the commute.	English	E-mail Invitation Online
1308	As long as it doesn't go to pay overtime to janitors who aren't doing their job and is dedicated to system improvements I have no objection.	English	E-mail Invitation Online
1309	I don't think the fees have to be increased to help service anything. Bart has millions of daily users and it doesn't cost any more to service them. If you keep the rates at what they are and stop increasing the the amount of money you pay your workers thn it should be fine.	English	E-mail Invitation Online
1310	BART should concentrate on improving efficiency and getting their workers to produce at a rate commensurate with their exorbitantly high pay. Additionally make the employees pay for their benefits as all other government agencies have to do. Fire that worthless General Manager who destroyed the Seattle Transit system before the BART Board of Directors with their heads up their asses agreed to hire her. Since she was hired the system has fallen apart and costs have skyrocketed while service has suffered andall we get is broken down filthy dirty trains with no seats! I am absolutely opposed to BART getting any more money from anywhere until they can prove they can manage the system in the best interest of the tax payers and fare payers and not their greedy slves. NO TO ANY FARE INCREASE! Do your jobs first and improve efficiency before ever asking for more money. This is a horribly run public agency that can find more ways to waste money and accomplish nothing than any public agency I have ever seen. Clean u your management mess before holding your greedy hands out for more money! Contra Costa County taxpayers are really tired of the discriminatory behavior that BART exhibits towards Contra Costa County which still has less BART service than the other countis and BART is dead set to screw us and use our money to build to San Jose, which has paid NOTHING into the BART system while E-BART is shoved down our throats and not anywhere else in the entire system! When are we going to get equal treatment from this crrupt agency????	English	E-mail Invitation Online
1311	Hate it but understand the need	English	E-mail Invitation Online
1312	Does it matter? Does this mean there are alternatives that you could explore if there is a lot of pushback about the fare increases? I can afford the increases but I know many people cannot. And it doesn't feel like we're getting a lot for our money. Thes piecemeal increases are not enough to allow the BART system to function well, as you know.	English	E-mail Invitation Online
1313	One of the reasons I choose to ride Bart to and from work is the low fares. If the fare increase is too much I will be forced to drive.	English	E-mail Invitation Online
1314	The quality of the experience of using BART continues to decline. I'd be hard pressed to favor a fare increase without a substantial improvement for the riders. The cars are dirty and too crowded, the ventilation is terrible, the straps for riders to hod onto are too high above the floor, I could go on and on.	English	E-mail Invitation Online
1315	I would generally support a fare increase however, BART service, facilities, schedules and administration have dramatically deteriorated despite investments. Until we see improvements, I am absolutely opposed to a fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1316	At this rate it will be cheaper for me to ride my motorcycle into work instead of taking BART. Honestly if I could actually see some improvement in BART I wouldn't mind the fare increase. Other than some new signage all I continue to see are broken escalators, dirty train stations, rules not being enforced by BART police. When will the real improvements start?	English	E-mail Invitation Online
1317	Please stop penalizing BART riders. We keep cars off the road. Your parking space availability is far too low. We deserve more parking.	English	E-mail Invitation Online
1318	No	English	E-mail Invitation Online
1319	There are overwhelming number of people riding the Bart; there is no need to increase the already costly bart fares	English	E-mail Invitation Online
1320	UNFAIR!! Your employees get paid way too much for doing way too little and the riders pay!!!	English	E-mail Invitation Online
1321	no, there should be built in increases to match inflation.	English	E-mail Invitation Online
1322	It would be nice to have a payment system that places a majority of the increased cost onto tourists, as opposed to residents. For example, in Washington DC, riders pay extra to buy a temporary ticket to keep cost down for repeat riders (e.g. Clipper Cardholders).	English	E-mail Invitation Online
1323	Rates are already very high. There should be no more increase in fares.	English	E-mail Invitation Online
1324	I think the fares should stay the same.	English	E-mail Invitation Online
1325	I babysit my grandchild every week for one night during the week and leave early afternoon next day. I have been traveling Bart this way for several years. I understand needing an increase in fares, however, Bart is not safe due to homeless folks or mentally ill folks who ride back and forth aggressively asking for money, many times drunk and serious drug use and destruction to interiors. Then there are the folks who entertain by dancing and playing loud music and asking for money. You need security staff. It is a sad time in our country with no mental health support for these people who suffer, and it is an illness, and become violent sometimes, soil the seats, and beg passengers for help really. I don't frighten easily, but being out of control with anger and rage in one's heart is unsafe for passengers of all ages. Shame on our government for not supporting BART and not providing free medical clinics for those in need and fall into poverty.	English	E-mail Invitation Online
1326	Yeah are we not paying enough? Tunnels still loud, kids smokin weed on the train cuz the cameras don't work. Track maintenance makes commute longer. Little kids getting robbed	English	E-mail Invitation Online
1327	Improvements and system upgrade is good and a must to the 40+ years old system but fare increase alone is not the only way to help fund these needs. Bart need to reconsider the overly high wages that you are paying to the staffs, if Bart can revise their pay scale, those huge amounts are good enough to supplement for these changes and upgrading needs. e.g. overpaid for some basic staffing such as janitors whom we hardly see them cleaning up the stations, we still see tons of pigeon feces all over the stations; strong and smelly urine odors at some major stations, even used left behind needles such as at Civic Center which has never been taken care of, and these are unhealthy environment for your paying passengers to tolerate. If Bart needs to increase the fares, not only to fund the system but to maintain it more professionally like other countries does!!!	English	E-mail Invitation Online
1328	Your prices are too much compared to other metro systems in the world which are better than BART in today's day and age. Trim your lazy staff and go out to see other systems in the world to learn what efficiency really is. Reduce your expenses, stop overpaying your lazy staff. No to fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1329	yes Bart keep increasing fee service is at all time low. the contract with the union is horrible. why Bart when you can drive for half the cost and in some cases in half the time. never see any police on the train, I always see them on the freeway drivin between station. your employees are over paid for what Bart offers	English	E-mail Invitation Online
1330	I have no problem with the scheduled fare increase, but I do have a problem with further requests for additional taxes....and maintenance of the facilities does need to be a priority.	English	E-mail Invitation Online
1331	The state should pay for this AND BART needs more parking. I can not take BART because I can never find a parking space.	English	E-mail Invitation Online
1332	We riders are entitled to see how 100% of the funds are distributed to determine if is justified.	English	E-mail Invitation Online
1333	we need better management from the board. I support the increase	English	E-mail Invitation Online
1334	Ok	English	E-mail Invitation Online
1335	Ridiculous. BART employees are overpaid. Stop draining the pockets of the already f****d over lower class of the Bay Area.	English	E-mail Invitation Online
1336	Of course, as a retired person, I do not like fare hikes. However I do understand the need and accept.	English	E-mail Invitation Online
1337	Yes - Bart's fare increases over the years are getting ridiculous, considering the . How about reigning in on operating costs? There are many other transit systems around the world, which function way better than Bart and cleaner than Bart, at a fractio of Bart's fare.	English	E-mail Invitation Online
1338	With increasing costs, it's expected, however as a regular rider there are issues with maintenance, staff and operations. The elevators are just terrible, dirty, out if service so often. As a community their should be more jobs at Bart available for pople who really Care about Bart. Agents are so very rude if asked a question, and if you make a mistake at a machine the agents treat you as though you should be dragged off the premises! They will barely talk to you because of their cell phone usage an quite often their not in the booths. Thanks for requesting this survey. This is made me realize that we don't have to be treated like this and I will pursue these issues and report themagain and again Our money pay these rude, non caring unprofessional employees!!	English	E-mail Invitation Online
1339	Can BART to not keep increasing fare to often like once in 5yrs. Service so far still the same, nothing has changed. Crowded cars, often delay, and need more trains.	English	E-mail Invitation Online
1340	Seems additional fare increases shouldn't be necessary since we just passed measure RR this past fall.	English	E-mail Invitation Online
1341	Hey, what happened to the bond money we approved last fall? Is it all going to union member salaries and benefits? Why do you need to raise fares again? Also, how about spending some of that money on keeping the elevators fit for use? Currently they are apublic health hazard.	English	E-mail Invitation Online
1342	It's already expensive as it is. Increasing the fare just beats the purpose of saving money and convenience for people, who are riding bart.	English	E-mail Invitation Online
1343	BART just passed a huge bond issue. Recent news stories point to decreased ridership. A fare increase will just amplify that. BART needs to rein in wages and commit to a no strike policy before raising fares. As the highest paid transit workers probably i the world gouging riders seems ill advised. Maybe if you could figure out how to run trains more often we might be willing to pay more. I recently visited New Delhi and rode their metro with trains running every few minutes. Our 15 minute apart trains ar a joke.	English	E-mail Invitation Online
1344	Really? I am pretty certain a high percentage your ridership is not getting inflation-based raises to afford these fare increases.	English	E-mail Invitation Online
1345	Fine with me if it goes to improve infrastructure and not salaries	English	E-mail Invitation Online
1346	All I can say is that there will be no reason to ride Bart with this increase bezz I will be spending the same amount \$ if I was driving	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1347	I'd like to know how this increase is justified when more and more people are using your transit services. I would be surprised if profits have not significantly increased to the point where it actually provides the funds for maintenance and expansion. I'm sure a plan is already in place that allots a portion of sales to these general areas and suffices BART's needs. Why not aim your efforts towards what commuters really want, like the issue of the train being overcrowded during peak times. Perhaps, a scheduled train commuters can go online and pay extra for to get away from the overcrowding and relax without having to experience homeless people peeing in bottles on bart, etc.	English	E-mail Invitation Online
1348	As a person who has the option of taking BART or AC transit for my evening commute, I usually take BART because it's faster. The other reason I take BART versus AC transit is that my fare (to Coliseum station) is exactly the same as the cost of my Transbay ride on the bus. Should the fare on BART go up much higher than that of a Transbay ride, I'll probably go back to the bus.	English	E-mail Invitation Online
1349	I understand the need for increased fares; however I am frustrated as service can be inconsistent and parking has become expensive.	English	E-mail Invitation Online
1350	Will never ride again	English	E-mail Invitation Online
1351	Sounds like you're asking me for more money, to provide robots with a job? When will we have consumer/ customer appreciation day? I live at Lake Merritt, & take the SFO/ Milbrae train from 14th street downtown Oakland. I get off at Montgomery in downtown San Francisco. In the morning there's homeless sleeping on the train, taking up multiple seats. In the afternoon rush, people become animals & lose basic respects & courtesies. During any given hour of the day, people are smoking weed among other things in clear sight on stairwells, & waiting platforms. Walkways/ hallways smell like urine & defecation. Bart police is never around when you need them, let alone station workers are always talking versus keeping unpaid fares from hopping rails or walking through emergency exits. I understand it's public transportation, but I feel like Bart keeps rewarding itself with strikes & pay increases, & could care less about the customer's experience. Not trying to sound like a gripe/ complaint, but would be nice to think we live in such a world where the customer is always right.	English	E-mail Invitation Online
1352	Fares are already expensive for the service and cleanliness on Bart.	English	E-mail Invitation Online
1353	Unfortunate...but hoping this can help the trains run safely and on-time.	English	E-mail Invitation Online
1354	I have been riding bart from when was like 1.50 to enter so it sound wrong that every two years there is a increase.	English	E-mail Invitation Online
1355	I do not think this is fair as we do not see any improvements on BART except the increase of the homeless taking up space/seats that are already limited during commute times as well as you are not reinforcing the no food/drink rules, maybe you should start fining people like they do in Europe and see your revenues increase! Keep the homeless out of the system and keep the trains cleaner by now allowing the food/drink and actually enforcing your rule in place!	English	E-mail Invitation Online
1356	no	English	E-mail Invitation Online
1357	No one likes higher prices but we need to keep bart running.	English	E-mail Invitation Online
1358	Fare increases hurt the most vulnerable riders. They will decrease ridership of both locals and most importantly tourists for whom BART is a symbol of the Bay Area's easy accessibility. I know that capital improvements need to be done but 2.7% increase in fares does not reflect the increase in income for your users.	English	E-mail Invitation Online
1359	I'd like to know what other measures Bart is considering to make up the shortfall.	English	E-mail Invitation Online
1360	I only hope any fare increase will result in tangible improvements in the system such as less crowded trains, cleaner stations and fewer outages/scheduling issues. I would also hope that any fare changes would preserve or improve affordability of BART to people with lower incomes.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1361	keep senior fares low	English	E-mail Invitation Online
1362	BART already costs too much. Where does the new bond money go to?	English	E-mail Invitation Online
1363	Yes. You consider retirement for older, higher paid employees and reduce overtime budgets. A better alternative to an "inflation" based increase that is higher than 2016 and 2017 inflation. Also, you should go back to employees and let them know they must begin contributing to pension and other benefits.	English	E-mail Invitation Online
1364	Now, is not a good time to increase fares. Considering, how people feel about BART.	English	E-mail Invitation Online
1365	I can only support an increase in fare if BART will be updating their trains, and increasing the security at stations and on trains. The trains are filthy and disgusting and there are always homeless people hanging around the stations and on trains and people who pay the appropriate fees should not have to deal with these inappropriate conditions...	English	E-mail Invitation Online
1366	No, I think regular fare increases are fair and normal practice for public transit.	English	E-mail Invitation Online
1367	BART needs improvements, so we need funding to do that.	English	E-mail Invitation Online
1368	The usage of fair increase makes perfect sense. BART does feel expensive when you factor in parking. I currently spend like \$60 a week. What makes that hard is that so many unwashed/homeless just stroll thru side gates and the sleep on train. It's disgusting and when it happens in front of station agent and they do NOTHING? It becomes infuriating. Station agents are the other part of frustration. I feel like they are virtually useless. In CV you can rarely find one. Lastly I ride to two stops. Not a week goes by where escalator isn't down.	English	E-mail Invitation Online
1369	Something definitely needs to be done. Throwing money at the issues is effective only when applied properly. Trains are overcrowded. Service is poor. The service agents are rude and unfriendly to patrons. Announcements of train destination is infrequent; hence the chances of missing one's stop is high. Doors are broken and trains are stinky. Stations are unsanitary.	English	E-mail Invitation Online
1370	Could of swore we have bond measures for this. Why does bart continue to have budget shortfalls constantly?	English	E-mail Invitation Online
1371	No	English	E-mail Invitation Online
1372	It is expected, even if unwanted. It is perhaps the most direct way to drive revenue directly tied to usage (i.e. only those who use the service have to pay). I would hope for federal funding to bolster major infrastructure and expansion initiatives.	English	E-mail Invitation Online
1373	No comments. Seems like we need to pay for the work sometime...	English	E-mail Invitation Online
1374	I support the fare increase. BART needs the budget to improve the system.	English	E-mail Invitation Online
1375	Save money, get rid of the high-\$-taking top administrators. No more fare increases.	English	E-mail Invitation Online
1376	Stop increasing the fares!!! Learn how to budget.	English	E-mail Invitation Online
1377	I believe that BART must be given the support it needs. I am perfectly willing to help by paying the increase.	English	E-mail Invitation Online
1378	If you increase fares u need to have more trains to be less crowded	English	E-mail Invitation Online
1379	Yes. Bart is a joke. Packed trains, non working escalators, late trains. People in charge well over paid fir crappy system which way neglected. Take money from management until this gets fixed	English	E-mail Invitation Online
1380	It's acceptable.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1381	<p>I think BART has been badly mismanaged. It doesn't make sense that the few major US cities with subways use incompatible systems! Railroads once had that problem, too, and it was chaos.</p> <p>We should lead the way to establish standards for subways, which would lead to competition in suppliers and reduced costs. Once BART takes rational action towards long-term sustainability rather than behaving as if BART is somehow innovative and unique, I would be happy to support fare increases.</p> <p>As it is, the fare question is largely irrelevant to me. I avoid BART whenever possible, relying on the Transbay bus, my bike, and my feet instead.</p>	English	E-mail Invitation Online
1382	Ask the federal government for the money or ask these rich and very rich millionaires and billionaires for the money and honor them by naming the first car of a train in their name. (smile)	English	E-mail Invitation Online
1383	I am a disappointed to hear about the fare increase, given the recent opening on a new station and the supposed arrival of new trains for the system. Plus voters approved a bond for the system, measure RR, so why do the commuters need to pick up BART's tab?	English	E-mail Invitation Online
1384	As long as the funds go to new cars, I've no problem with that.	English	E-mail Invitation Online
1385	BART constantly increases fares, and service gets worse. You just passed a bond- why are you asking for more money.....	English	E-mail Invitation Online
1386	Fare increases should be limited to between: .50-.75%. You have already gone to the home owners several times over the years to make capital improvements. This is an unacceptable, unreasonable and irresponsible way to fiscally manage the BART system. Shame on you! If your Senior Management team can't keep the system up and running with the revenue they have now, then perhaps they should be Fired and stripped of their retirement benefits and replaced by Civic Minded professionals who will conduct themselves in a fiscally prudent manner.	English	E-mail Invitation Online
1387	It seems fair and shouldn't be a problem. As long as all the money from the fare increases go towards the capital needs of the system. None of this money should be spent on employee salaries or benefits.	English	E-mail Invitation Online
1388	Need more visibility into the fare allocation to those high priority needs, and the progress on those initiatives.	English	E-mail Invitation Online
1389	I'm not agree	English	E-mail Invitation Online
1390	Doesn't seem like much at all	English	E-mail Invitation Online
1391	A 2.7% increase seems reasonable	English	E-mail Invitation Online
1392	I believe fare increases are in keeping with the growing population, and almost all things need repair over time. A greater concern is how much of an increase, phasing it in over time makes more sense.	English	E-mail Invitation Online
1393	What happened to all of the money from the recently passed measure RR?? Why do you also need to increase the fares?? If you increase the fares you should actually do something with the money. The cars are all old and dirty and always crowded.	English	E-mail Invitation Online
1394	What happened to the huge sum of money gifted BART in the October election?	English	E-mail Invitation Online
1395	I understood that measure RR would fund capital priorities. I am usually supportive of fare increases when necessary to support operating costs. However, BART seems to have a number of management issues that need to be addressed before asking riders for more money.	English	E-mail Invitation Online
1396	Sounds ok	English	E-mail Invitation Online
1397	It is unfair for the everyday commuter. He or she will be the most severely affected	English	E-mail Invitation Online
1398	Lower retirement benefits to a reasonable level and save money there.	English	E-mail Invitation Online
1399	While I may be unexcited about a fare increase, I can afford it. Please make sure that those with restricted incomes are not seriously impacted.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1400	While I understand that BART needs the money for some serious repairs and upgrades, I wish there was a way other than a fare increase to get it. However, if the increase allows BART to make the kinds of changes that lead to less crowding and more frequent trains, I'm all for it. But those returns on investment need to be clear and not years away.	English	E-mail Invitation Online
1401	I mean I know you're going to increase fares anyway so if you could just make the fares a even price like \$2.00-2.50,\$3.00-3.50 (exc) it would help. Kind of tired of getting handfuls of quarters. Otherwise just get the bums off and we're good to go	English	E-mail Invitation Online
1402	i would be in favor of this as long as we see improvements. I would not increase it for seniors.	English	E-mail Invitation Online
1403	I don't like it. Bart just got approved for tax increase. I spend \$180 already to commute to work each month	English	E-mail Invitation Online
1404	Ugh. I understand and hope to see vast improvements to bart soon.	English	E-mail Invitation Online
1405	I would hope that with this increase, the improvements would noticeable impact my commute asap. Over the past 2 years my experience with BART has only gotten worse, whether it's parking, actually getting on a car or delays. I've actually been driving 90 of the time to avoid BART issues.	English	E-mail Invitation Online
1406	As a daily bart commuter, it is frustrating to support any increases given the decline of the conditions of the trains and the stations. Parking fees increase as fast as the crime increases in bart parking lots. Homeless sleep on the trains resulting in undesirable smells and lack of seats. In all my years of riding bart, I have not seen any bart officers walking or patrolling the trains. Police are seen only when an incident occurs, sadly. Stations agents are usually talking within themselves.. the lis can go on and on...I have no problem supporting a fare increase if service improved or was at least status quo....	English	E-mail Invitation Online
1407	I support the fare increase if it helps Bart to keep expanding	English	E-mail Invitation Online
1408	I would suggest cleaning up the stations. Civic Center is really disgusting. As a housekeeper, nursing assistant, and RN; I know this is possible. Regardless of how short staffed we were, there is no hospital I've ever worked in that would allow the filth in the public bart stations.	English	E-mail Invitation Online
1409	As opposed to a flat percentage, as it is inflation based, perhaps it could reflect the economy and mirror current rates, whether higher or lower.	English	E-mail Invitation Online
1410	Please don't increase the fare.	English	E-mail Invitation Online
1411	How are you going to increase fares and your elevators and escalators don't work. Bathrooms are closed and the ones that are open smell like everything possible. Disgusting.	English	E-mail Invitation Online
1412	I go with the fare increase.	English	E-mail Invitation Online
1413	Yes. Don't increase it!	English	E-mail Invitation Online
1414	I'm OK with a fare increase; I don't frankly recall the last one. To what do all the constant parking increases go? In 2 years parking has increased 200% for me.	English	E-mail Invitation Online
1415	Would prefer no fare increase. Rents keep going up and salaries aren't changing. :(English	E-mail Invitation Online
1416	Minimum fares should stay the same, fare increase should only be applied for longer distances.	English	E-mail Invitation Online
1417	Inflation-based fare increases are reasonable.	English	E-mail Invitation Online
1418	Nope, sounds "fare" to me (yuck, yuck!)	English	E-mail Invitation Online
1419	My feeling is that BART is woefully mismanaged. Instead of setting aside X dollars each year for maintenance, that \$\$\$ is handed over to labor. THEN, when the BART maintenance becomes critical BART management turns to the public and threatens disrupted r diminished service until the public hands over more \$\$\$.	English	E-mail Invitation Online
	It also appears that BART raises fares when gas prices rise.		

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1420	Bart is already quite expensive. There needs to be a commuter ticket where people who need to take bart for work can get some sort of discount. My current monthly doesn't cover my tax deductible fare.	English	E-mail Invitation Online
1421	No!!!! No!! Seems like Bart increases are done and nothing changes. Stations still dirty, elevators broken, not enough trains. Employees get paid tons and are just sitting around.	English	E-mail Invitation Online
1422	BART is already incredibly expensive, cars & stations are often dirty & security is lax. I am against the increase.	English	E-mail Invitation Online
1423	Do not raise youth or elderly fares please.	English	E-mail Invitation Online
1424	BART is already very costly	English	E-mail Invitation Online
1425	You shouldn't have the passengers help pay for budget expenses. The prices are fine or could even be cheaper in my opinion. The Bay Area is constantly getting more expensive as it is. Why make it worse for us?	English	E-mail Invitation Online
1426	If you need money to keep the system functioning okay, but do not eliminate seats. Obviously the bart board does not ride the trains or they would realize that seats are treasured.	English	E-mail Invitation Online
1427	I think BART needs to balance off fare increases against the practicality of increasing the lowest fares paid by the neediest of its riders (disabled, seniors, youth) which yields proportionally a small part of additional funds need versus full fare payin riders many of who have the prospect of significant annual increases in income which the neediest riders do not i.e. Often have no prospect for increased income to offset expense increases such as BART fares, utilities, food and rent.	English	E-mail Invitation Online
1428	I look forward to supporting the BART system.	English	E-mail Invitation Online
1429	Um, yea. I have been riding BART for 25 years and watched countless fare increases and parking fees introduced. You raise rates when ridership is low to counter lower volume and then you penalize riders when ridership is high with increased fares. The sttions look like crap, the trains are overcrowded. It was once an almost enjoyable commute. Now I look forward to standing both ways Pittsburg Bay Point - SF. Exiting Powell St. just a few weeks ago I counted at least 10 homeless men sleeping there. Manage your money and maintain a reasonable reserve! Ru. Like a business!	English	E-mail Invitation Online
1430	Fares are high, taxes are high, and there is NO innovation or new idea to help ease the crush of the commute. What the heck are we paying for?	English	E-mail Invitation Online
1431	It is a bit frustrating to have a fare increase without a detailed schedule of rollouts on promised new cars, improved rush hour service (it is a NIGHTMARE to ride on BART during rush hour--standing room only, tightly packed), and improved thermal comfort(sometimes the cars are not ventilated properly for the number of riders packed into them).	English	E-mail Invitation Online
1432	Does it really matter if I do have a comment?	English	E-mail Invitation Online
1433	It's f****d up. We continually see fare increases, but few upgrades to the ride experience. The trains are still loud as hell in the tunnels; the stations and trains are filthy; and the elevators and other disabled persons access points are disgraceful. Sowhat the hell are we paying increased fares for?	English	E-mail Invitation Online
1434	Yes, I currently pay 12.30 a day from Pleasanton to Embarcadero, most days only a 8 car train, I pay for reserved parking and most days I do not get a seat and if I arrive later than 9:00 the reserved parking is taken by those who do not care and do not hve permits and are never cited. The stupid redesigned cars do not make more space, people still only stand by two's. I have been riding Bart since 1990, and with the fare increases over the years I do not see much change in the services, only employeesgetting richer.	English	E-mail Invitation Online
1435	I haven't seen any changes made from the previous fare increases. BART has become very expensive. I am not happy about the fare increase.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1436	Its completely ridiculous were paying to much for a train that is not even reliable half the time.	English	E-mail Invitation Online
1437	I've been a BART rider for over 30 years & although I'm not exactly thrilled about another fare increase, I don't have a choice. I rely on BART for my commute. However if the increase will improve reliability then I'll accept it.	English	E-mail Invitation Online
1438	While fare increases are never nice, inflation based increases seem reasonable.	English	E-mail Invitation Online
1439	I don't agree with it simple for the fact that many people depend on BART for the simple reason that it is affordable and although it is a small increase who is to say there won't be another increase and so on and so on. Right now I'm away at college, butI can only imagine how the everyday BART riders will feel especially because to some, every penny matters.	English	E-mail Invitation Online
1440	From what I read you are raising fares or as you call it cutting discounts to seniors and students. Those who can afford it the least. My wife and I are in our 80's, living on Social Security and BART is our only way to get around the area. We go on BAT at least one day on the weekends to different areas around the Bay Area. We live in South Hayward and do not drive other than to shopping and a few meetings. It will hurt us.	English	E-mail Invitation Online
1441	Whatever it takes (within reason) to keep BART running reliably and on time is fine with me.	English	E-mail Invitation Online
1442	I'm unhappy about paying any more for my commute when the Bart facilities are always dirty/smelly; sometimes unsafe and the trains are always over crowded.	English	E-mail Invitation Online
1443	I don't want to pay more until you stop all the fare evasion!	English	E-mail Invitation Online
1444	If we are going to give you more money, we need to see more improvements. Still no service to SJ. Still no service to Brentwood. Stations are still antiquated, dirty and run-down. Still no new cars. Still no connection between SF and Sacramento. With folk having used international and domestice services that are much cleaner and well run, BART needs to step it up.	English	E-mail Invitation Online
1445	I agree with the regular fare increase, however I would prefer discounted fares only be increased by that amount as well. As a senior fare rider, the discount I have now permission me to ride BART when needed. Reducing the discount to 50% - may make th ride unaffordable for my budget.	English	E-mail Invitation Online
1446	I think it is absolutely ridiculous! I ride from El Cerrito Del Norte or El Cerrito Plaza to San Francisco Embacadero 5 days a week. parking spaces are limited at both El Cerrito stations with a \$3.00 fee. 40% of the time I'm standing either because thee is no where to sit or the homeless person has taken up the whole seat or has pee'd on the seat and no one wants to sit down. 45 minutes to a hour later when we finally get to San Francisco, after I have stood the whole ride and had to be very close to he person who decided they didn't want to wear deodorant or use mouth wash (I know, not your problem) I then have to walk up the stairs because the escalators NEVER work. So, from the last time you've raised your fare amount there has been no improvemets on my BART line. BART has a lot more to work on before they consider raising fares AGAIN.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1447	<p>You are going to start losing riders (which may be the goal?).</p> <p>Can you apply for federal transportation grant funding?</p> <p>Renegotiation with the union (in terms of salary increases and retirement spending)</p> <p>The customers ONLY hear about fare increases, shorter trains, MORE delays, MORE equipment problems. Anything good?</p>	English	E-mail Invitation Online
1448	So far no comment yet.	English	E-mail Invitation Online
1449	I'm cool with this fare increase!	English	E-mail Invitation Online
1450	2.7 = PERS retirement rate?	English	E-mail Invitation Online
1451	Yes, my comment is I don't mind the increase every two years, but I was so disgusted and very disappointed to see the news when one of your Janitors was featured on TV in our local SF channel making multiple six -figures NOT just for the past year but on-oiing, totally abused your payroll system. How can your Management Team allow that to happen???? I can't help think that the previous BART increases and there have plenty, goes to pay for your Janitors' EXCESSIVE overtime pay!	English	E-mail Invitation Online
1452	Yes! I used Bart for more than 12 years and sometimes I use it once in a while. Nothing has changed though, the trains are still dirty. A little of homeless people in the train. I am glad I work closers to home now.	English	E-mail Invitation Online
1453	My income is fairly low, so I am not happy about it.	English	E-mail Invitation Online
1454	I don't like it. It's expensive already and it's constantly going up. During the rush hours instead of running 10 cars you guys run 6,7 or 8. This makes it very difficult for everyone. Too many people. It's logical to have at least 9 or 10 card during rus hours.	English	E-mail Invitation Online
1455	What happened with the last fare increase? How has that money improved the system?	English	E-mail Invitation Online
1456	I am hoping with this fare increase, there is an increase of bart police in the train cars when people decide to use the train as their personal bathroom. No one should be subjected to that, for one. Plus, removing seats really doesn't do much. Unless bar will implement shorter wait times per train.	English	E-mail Invitation Online
1457	No I do not Believe that's the solución we have been Paying for a few increas tought out movimiento the years when did we going to stop.	English	E-mail Invitation Online
1458	The fares are already very high for a 45 minute ride across the bay. Additionally with the lack of seating, track issues and lack of consistency, it is not a value that as a rider I'm willing to pay for. The perception is that Bart budget is not managed pppropriately.	English	E-mail Invitation Online
1459	BART should put mechanisms in place so it could reduce free riders in the system. Over the past 5 years, fares have consistently gone up, but services and safety have gone down e.g. beggars are in the train, marijuana smell is common in train and platform Once you fix these stuff, people will be happy to pay more.	English	E-mail Invitation Online
1460	Seems reasonable.	English	E-mail Invitation Online
1461	The fares should be further decreased to encourage the public to take public transportation and save the environment. Traffic in the Bay Area is crazy and increasing the fare will only make it worse. That's just my two cents.	English	E-mail Invitation Online
1462	It sucks to be forced to pay more for less service. Trains are so extremely overcrowded, I rarely get a seat. Standing space is scarce too. I have no problem paying more for a seat!	English	E-mail Invitation Online
1463	It's frustrating that BART is expanding to distant locations and yet all riders bear the burden of these costs. Why not increase on those new and distant lines.	English	E-mail Invitation Online
1464	I know we have to make these fixes. Any increase is hard as we all have to cut back on every thing.The system is at capacity now. It has to be done.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1465	Absolutely NOT! Its bad enough that trains are over crowded, noisy, smell bad and late all the time due to one of any enumerable issues, you want to increase fares again?! No! Especially when it is a public fact that OVER paid unionized workers make WAY ore than what is market for their duties and have fantastic benefits and retirement plans. NOOOOOOOOOOOOOOOO	English	E-mail Invitation Online
1466	Really!!!! Will this actual be used for improvements, like the escalators at Montgomery that never work or will this money be used for pay and overtime	English	E-mail Invitation Online
1467	Seems like we keep pouring money into BART. Didn't we just approve a bond measure? AND fare increases shortly before that? They say these increases will go toward capital expenses, but I find it suspicious that they are almost exactly in line with the negotiated salary increases.	English	E-mail Invitation Online
1468	Bart is already too expensive. I now only take Bart when needed and no longer take my family to the city on Bart.	English	E-mail Invitation Online
1469	Would the 2.7% fee increase continue indefinitely? what are the other funding options?	English	E-mail Invitation Online
1470	I would like to see the state and city fund Bart properly. I also feel that after reading so many articles about waste and abuse at Bart, that it is unfair to keep pushing increases on the riders, who are keeping cars off the road	English	E-mail Invitation Online
1471	Didn't we also just approve a massive new bond for these same capital improvements? Would be nice if you could clearly communicate to riders the distinction between funding sources and ultimate outcomes.	English	E-mail Invitation Online
1472	Show me the service improvement first before even asking.	English	E-mail Invitation Online
1473	Don't like fare increase, it is already an expensive ride to city	English	E-mail Invitation Online
1474	While increasing costs are never fun, I fully support any major and well-designed improvements to the BART system that have been well-tested and built with and for passengers.	English	E-mail Invitation Online
1475	Completely ridiculous. Current system is to increase fare yet you're unable to manage your own administrative costs (excessive overtime). Don't increase considering internal processes are a mess. Fix the issues including get the trains to run on time the come back to propose an increase.	English	E-mail Invitation Online
1476	I think it's unfair for paying riders to pay higher fare, when some riders are fare evaders. Let's say for an example if you have 100 fare evaders (Monday-Friday) for a \$10.00 round trip, that's a \$1,000 a day times 5 days a week (\$5,000). At the end of te year, that's \$240,000 times 5 years is \$1.2 million dollars. Based off of this example, I think Bart should be able to solve the budget problem by enforcing fare evaders to pay their fare by increasing more Bart police on an off the trains, increase fins, and community service by cleaning up Bart. This a solution that can help Bart's budget.	English	E-mail Invitation Online
1477	Fare increases based on inflation are a good way to go. Your running and maintenance costs and ours should rise accordingly. Larger repairs, upgrade and extensions should be paid by bonds and initiatives.	English	E-mail Invitation Online
1478	Have you tried freezing or lowering fares to encourage ridership and making up the difference from parking or new car fees or other personal auto transportation based sources which may also incentivize use of public transit?	English	E-mail Invitation Online
1479	The BART fare increase isn't big enough. BART fares should be double what they are now, so that BART can invest in cleaning up its stations, fixing and re-opening the station bathrooms, new trains, a new train control system, .	English	E-mail Invitation Online
1480	Do we have a choice? I've ridden the San Diego MTS Trolley System. They have a very reliable system that seems to be cost effective and costs a lot less to ride than BART. A one way fare ticket is \$2.50 and it lasts 2 hours. BART can't beat that... Hw can they do it?	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1481	BART is already quite expensive: isn't there more the organization can do to manage its budget?	English	E-mail Invitation Online
1482	I'm confused about why more money for capital needs is necessary when we voted on a big bond or funding increase in November 2016.	English	E-mail Invitation Online
1483	Please add cars during peak commutes	English	E-mail Invitation Online
1484	No	English	E-mail Invitation Online
1485	Can you estimate this time increase will last for how long?	English	E-mail Invitation Online
1486	Between paid parking and fair increases BART is no longer has a satisfying feel as years ago.	English	E-mail Invitation Online
1487	If it costs more to take Bart than the cost of gas and parking at the destination you will lose riders, leading to another shortfall. If you're going to increase costs, there should be an improvement in service...	English	E-mail Invitation Online
1488	Bummer	English	E-mail Invitation Online
1489	Get cleaner bathrooms and more reliable schedule and I'm good with hike.	English	E-mail Invitation Online
1490	<p>So far, Bart has a poor record of actually implementing these projects. I would ask for more oversight, and delivering promised improvements.</p> <p>*New Rail Cars -- many of the ones I see are still quite old and dirty. A new seat does not equal a new car.</p> <p>*NewAutomation -- so you want to spend capital on installing an automated control system, but you'll still have to pay someone to make sure everything is working correctly. Maybe put more capital into KEEPING human jobs and train your employees better. This will improve quality across the board.</p> <p>*Expanded maintenance -- this is great, but if your employees aren't properly trained, engaged, or required to improve rider experience, what good will this do?</p> <p>Who is the Bart employee of the month? Why? This is what I'd like to know. Why are you expanding into the South Bay, when SF proper (with many times more potential riders) would improve revenues even further?</p>	English	E-mail Invitation Online
1491	Fares increase periodically and Parking fees have been added but I haven't seen any improvement. Trains are dirty, Station Agents don't like being disturbed. Train operators don't pay attention to people on the platform boarding or disembarking. But BAT keeps paying excessive salaries and pension costs appear to be out of control, and there is no oversight for worker overtime. I love BART but with any more increases it will be cheaper and faster for me to drive to work.	English	E-mail Invitation Online
1492	I'm not confident that BART will do anything with the money that will result in a better ride experience for me. I recently got a parking ticket at BART because the parking fare machine took my money, then malfunctioned, and then could not give the money back nor issue the parking proof of payment. There wasn't anyone in the information booth and no BART employees anywhere. I did not have additional money on me and I had to catch the train to get to work on time. So now I have a ticket because BART can neither keep machines properly junctionign at my station nor properly staff the stations. I don't even want to fight the unfair ticket because I have zero confidence that anyone at BART will listen to me or care. So GREAT! I put up with trains that smell like rine; people who bring untrained pets (not service animals) onto crowded rush hour trains; broken escalators; and cranky operators who undoubtedly have challenging jobs, but who often allow their frustrations to make the ride even more unpleasant for customers. I am not supporting of any increases in BART fares because I don't believe that BART values me as a customer.	English	E-mail Invitation Online
1493	no fare increases	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1494	Bart has increased the fare these past years nothing has changed bart is filthy, unsafe and unreliable. I use bart 5 days a week, I just wish bart has major changes.	English	E-mail Invitation Online
1495	You gotta do, what you gotta do. Just don't strike. por favor	English	E-mail Invitation Online
1496	I think it's ridiculous that there will be another increase. Bart doesn't know how to appropriately use the rate increases to maintain the whole system. The escalators and elevators are always down. Cars and stations are filthy and Bart police is never arund. I think I the employees are overpaid and the funding is being used as they say it will be used	English	E-mail Invitation Online
1497	That's going to become a rip off	English	E-mail Invitation Online
1498	Shouldnt increase fare but fixing management issue instead.	English	E-mail Invitation Online
1499	How about driving more revenue through smart marketing, rather than passing the rate increase to the riders?	English	E-mail Invitation Online
1500	With all of these increases it might be easier just to drive. It would be better than smelling urine and being asked for money every evening	English	E-mail Invitation Online
1501	I oppose any and all fare increases to BART. While it is necessary to increase fare in order to fund BART's much-needed infrastructure repairs, I think this money should be levied from taxes because many low-income commuters rely on BART to get to work.	English	E-mail Invitation Online
1502	I hope the fare increase will make the car, services, and schedule better	English	E-mail Invitation Online
1503	Strongly object it.	English	E-mail Invitation Online
1504	it will probably decrease in the reverse on the tarot card reading	English	E-mail Invitation Online
1505	No	English	E-mail Invitation Online
1506	What was the \$3 billion for?	English	E-mail Invitation Online
1507	I think the fare increase should only be for regular Bart prices	English	E-mail Invitation Online
1508	Bart employees are overpaid and have too many benefits. Riders resent that fares keep going up but service keeps going down. Trains regularly go out of service and escalators are frequently broken.	English	E-mail Invitation Online
1509	I understand the need to increase fares, I only hope that the new cars will lead to less down time and issues in the commute.	English	E-mail Invitation Online
1510	I feel like bart tickets are already pretty high. I heard that in other countries, public transportation doesn't actually make money off of ticket sales, but rather renting out the real estate surrounding it. I wouldn't mind if bart turned into a minimallif we can get better services and ticket fares.	English	E-mail Invitation Online
1511	The Bart is a necessity, So as long as the increase is justified, and not out of greed, Then I am for the increase. I trust Bart is honest and has the people's interests in mind. GoBart Go! ??	English	E-mail Invitation Online
1512	I think that if you increase it by a small amount it is a good idea, but the people want to see the changes and upgrade Bart inside as a whole	English	E-mail Invitation Online
1513	Too high. System already too expensive.	English	E-mail Invitation Online
1514	N/a	English	E-mail Invitation Online
1515	I thought Measure RR was going to relieve riders from further fare increases. When you say the trend has been 2.7% every year, I feel less opposition but it feels like we're paying more for less every year.	English	E-mail Invitation Online
1516	I understand. Seems reasonable, and I'm glad to hear that steps are being taken to maintain and better the BART system.	English	E-mail Invitation Online
1517	This is ridiculous. Bart is filthy and expensive enough. Why the fair hike? Why not improvement of services first.	English	E-mail Invitation Online
1518	I wish it would get cheaper instead of getting hire it cost me 10 dollars to get from wrst Oakland to balboa park to visit my kid its 4 dollars on the weekdays and 5 on the weekends im not in love with it but i know bart employees need there raises so i uderstand but i don't like it	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1519	Is it possible to also divert a portion of the proposed increased gasoline taxes to BART and other public transportation systems?	English	E-mail Invitation Online
1520	I understand why there needs to be a fare increase. It would be great if we could buy a BART pass similar to the muni pass where it is a flat fare for the month. You could base the price on distance?	English	E-mail Invitation Online
1521	Seems fine. JUST MAKE SURE TO GET ALL OF THE HOMELESS AND CRAZY PEOPLE OFF BART!	English	E-mail Invitation Online
1522	It seems reasonable for BART fares to increase with inflation. That said, linking a rate increase to funding the system's "extensive capital needs" seems a weird way to ask this question. It implies that the increase will help address gaps in BART's capitol infrastructure budget. Because that's not really what you're asking, the statement does not come across clearly nor as genuine. I can support the increase. I do not support your rhetorical approach.	English	E-mail Invitation Online
1523	no	English	E-mail Invitation Online
1524	Only if it means you'll make the drivers or maintenance clean the civic center station	English	E-mail Invitation Online
1525	I think that BART could already do A LOT better with the money they have, and although there are understandably a lot of really expensive and necessary improvements that need to be made, I feel that existing funds have been horribly mismanaged, and would like to see improvement in more efficient spending before fares are increased.	English	E-mail Invitation Online
1526	Yes. The fair increase makes sense if it goes 100% to improvements, not to salary, bonuses or benefits to the employees and management who are among the best paid workers in the bay area.	English	E-mail Invitation Online
1527	Seems reasonable. More would be OK if you could use it to train your employees on better customer service and make the system more reliable.	English	E-mail Invitation Online
1528	As long as the fare increase fully contributes to producing new rail cars, a new control system, and maintenance facility for sure, then I don't have any objections. I also wish and hope that money could be put towards expanding BART on the south peninsul (Warm Springs to SFO and vice versa) so that it covers the entire Bay Area (like a loop).	English	E-mail Invitation Online
1529	Unfortunately nobody trust BART executives and/or Board members on how the funds are going to be appropriated... You would win over more riders if you just came out and said that BART is going to tae the increased funds to line BART employees and Board mebers' pockets. Do any of us really have a choice in the fare increase?	English	E-mail Invitation Online
1530	Need to upgrade and improve BART, so this is good	English	E-mail Invitation Online
1531	This is a fair increase, as the BART option from East Bay to SF is a good commuting option for me. I would like to see the new maintenance facility come on line so the system could keep up with maintenance to avoid service delays. I would also like to se a set of double doors, like on the Coliseum shuttle to keep people out of the tunnels, which also causes delays for police actions.	English	E-mail Invitation Online
1532	Fair increases should be accompanied with improved services. I lived abroad in Thailand for years and their train system, the Sky Train and the MRT, (subway) in Bangkok makes me ashamed of ours. No one defecates in the stations, the trains run more frequently, the trains are clean, new and quiet. Most of all they're cheap. They did raise the fair a couple of years ago but the amount was so insignificant for the lovely service they receive there, who could complain? So what is it that a so called 3rd world ountry have that we as 'the greatest country in the world' does not. We continue to pay more yet nothing changes.	English	E-mail Invitation Online
1533	As long as the increases go to capital needs and not overpaying BART administrators or execs.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1534	How soon can riders start seeing improvements to BART after the fare increase goes into effect? Furthermore, I'd like to understand whether the cost of maintaining the stations (e.g. cleanliness and janitorial services, elevator services, general maintenance and upgrades, etc.) is included in this increase?	English	E-mail Invitation Online
1535	I haven't been taking bart lately, since I moved. Not a problem for me.	English	E-mail Invitation Online
1536	I was under the impression Bart was given a multibillion dollar bond to improve the listed items? And I have a hard time believing that "more money means essential upgrades and maintenance" - I've ridden Bart everyday morning and evening for 6 years and despite increasing fares and lots of rhetoric have seen little to no real improvements. With the exception of the carpets of Bart cars being finally removed, of course. Workers still go on strike, the cars are still old and always dirty, the trains are still late, there's always construction and improvement work that affect services. Importantly the staff are still untrained -surly and rude. I'm sure things must be going on behind the scenes because I fail to see how all this money and any "improvement work"has made any real day to day changes for passengers like myself. In 6 years. I'm more than happy to pay more money for fares, on the understanding that when improvements are promised and we as passengers pay for them, they actually occur. Thus I oppose ths fare increase. Manage your existing budget better.	English	E-mail Invitation Online
1537	It is unnecessary and only serves to exemplify your infamous financial management incompetence. As many people have no choice, they will pay this new fare. Things I'd like see: 1. Stations and cars that are cleaner than the street. 2. Officers underground at ALL times. The cameras either aren't sufficient or no ones looking at them. 3. Better fare gate design. Evader's fares would yield much more than this increase. 4. A freshly baked cookie, still warm, ready whenever and wherever I depart. (For providing you with all this insight you need to run your business with more approval) P.S. I know a lot of you are doing your best but I also have seen some of you doing your worst. Please just try to remember that we're all just trying to stay alive and the people riding BART are the ones who need a break the most. I really do appreciate the service you offer and am looking forward to the "FLEET OF THE FUTURE". Thanks, Stephen	English	E-mail Invitation Online
1538	This is a viable option. However what about increased fares during the busiest times on BART, like other cities do?	English	E-mail Invitation Online
1539	Yes, actually make meaningful improvements to the system such as express trains & more frequent trains.	English	E-mail Invitation Online
1540	Don't like it. Fares and parking are already high and constantly have issues with late trains due to mechanical issues or tracks. Where is the money going that we are already paying?	English	E-mail Invitation Online
1541	That sucks.	English	E-mail Invitation Online
1542	The increases happen every two years although there are constant system wide delays, shortages and issues that plague the system that have not been resolved from previous fare increases.	English	E-mail Invitation Online

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1543	<p>I feel that BART has been increasing fare consistently for the last 5 years and BART also received money from the tax payers that WERE SUPPOSE to go towards "new rail cars, new automated train control system, and an expanded maintenance facility".... I DOT see any changes to BART. Your cars are still dirty and smelly, your system break down often ALL THE TIME making me late to work.</p> <p>I am TIRED to hear your false promises. You are literally lying to your customers and keep asking for more money for NOTHING.</p> <p>I stopped taking BART as of last month because I REFUSE to sit on those dirty seats.</p>	English	E-mail Invitation Online
1544	No	English	E-mail Invitation Online
1545	No it seems to make sense.	English	E-mail Invitation Online
1546	It will mean a reduction of passengers that cannot afford it. So I don't believe that is the right approach.	English	E-mail Invitation Online
1547	how do we know this is true? will we see updates?	English	E-mail Invitation Online
1548	Don't you guys thing Bart employee get paid bit too much?	English	E-mail Invitation Online
1549	Unless you clean the cars inside and out I am against fare increases	English	E-mail Invitation Online
1550	You would not have this problem if you built additional parking at Bay Point Pittsburg, North Concord more riders would use the train. As it is now after 7am your driving. Secondly the trains are dirty you always send out surveys and we the riders don't se any chances. It the prices continue to increase you will price your self out of the market as it is I can drive to work use my parking spot at work and it cost me about the same daily price. The only thing you are doing is reducing the stress of driving But with broke downs some days I would go for the longer commute than another ride in a dirty smelly train which are over crowded.	English	E-mail Invitation Online
1551	ok.	English	E-mail Invitation Online
1552	BART has a history of bait and switch when it comes to funding via rate increases, bonds, etc. Until BART gets realistic on pay, overtime abuses, overpay of management, and employees paying a real fair share of their benefits Ill avoid BART at all costs	English	E-mail Invitation Online
1553	Please also aim for cleaner trains in general.	English	E-mail Invitation Online
1554	I think that Bart's fare increases are reprehensible. Riders face constant delays, overcrowding and overheating. Dangerous vagrants threaten the safety of commuters. So, in order to cram into an overheated, smelly and dangerous situation to commute to ork, now I have to pay even more for it? Bart management should take a pay cut before raising fares for Bart riders. Oh, and the "commuter incentive" program is ridiculous. You can save money if you somehow manage to convince your employer to change yourhours to accommodate this program. Run longer trains more frequently without increasing fares.	English	E-mail Invitation Online
1555	Fares are too high already. I hardly ever take BART because of that. I have lived in other countries and there system area coverage is so much better than America and everyone uses public transportation because it is affordable.	English	E-mail Invitation Online
1556	Do it!	English	E-mail Invitation Online
1557	None	English	E-mail Invitation Online
1558	After years of increases nothing has changed. There's an increase in violence announced homelessness on all of the lines. How is it justifiable. The trains are guilty at 5am in the morning and people are on the trains panhandling.	English	E-mail Invitation Online
1559	Would like to see improvements as a result	English	San Bruno Senior Center
1560	Do not raise fare	English	San Bruno Senior Center
1561	Keep present control system, Repair tracks, and gradually replace old cars	English	San Bruno Senior Center
1562	BART needs to be up to date	English	San Bruno Senior Center

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1563	make it cost effective for people to use the system	English	San Bruno Senior Center
1564	Use it to better BART	English	San Bruno Senior Center
1565	Increase is unfair	English	San Bruno Senior Center
1566	No increase, all seniors ride low fare	English	San Francisco Senior Center
1567	Do not increase fare	English	San Francisco Senior Center
1568	Please do not increase fares for seniors/students	English	San Francisco Senior Center
1569	Don't increase fare for struggling seniors, life in bay area is already expensive	English	San Francisco Senior Center
1570	Fares always go up	English	San Francisco Senior Center
1571	too high already	English	San Francisco Senior Center
1572	Why does this system cost so much? Where's the money?	English	San Francisco Senior Center
1573	Still need discounts for seniors and disabled	English	San Francisco Senior Center
1574	I am opposed as I cannot afford it	English	San Francisco Senior Center
1575	Would prefer no increase, but you do what you have to do	English	San Pablo Senior Center
1576	Seniors, low income people will be adversely affected by increase	English	San Pablo Senior Center
1577	Keep senior fare low	English	San Pablo Senior Center
1578	Hardship for seniors	English	San Pablo Senior Center
1579	Increase in fare creates hardship for seniors on fixed incomes	English	San Pablo Senior Center
1580	Would be hardship for me as a senior	English	San Pablo Senior Center
1581	There should be no fare increase, a five year salary/pension freeze, salaries in line with other transportation agencies in the US	English	Walnut Creek Seniors' Club
1582	Don't do it	English	Walnut Creek Seniors' Club
1583	No way!	English	Walnut Creek Seniors' Club
1584	Cancel it	English	Walnut Creek Seniors' Club
1585	Bart already charges over twice what they should	English	Walnut Creek Seniors' Club
1586	Very suspicious in regards to the Bart system spending money in the deficit	English	Walnut Creek Seniors' Club
1587	Any fare increase hurts anyone on a fixed income	English	Walnut Creek Seniors' Club
1588	You think the solution to all problems is raising fares?	English	Walnut Creek Seniors' Club
1589	no comment	English	Walnut Creek Seniors' Club
1590	Why are the seniors getting an increase? Our income does not get any high	English	Walnut Creek Seniors' Club
1591	Do not raise senior rates	English	Walnut Creek Seniors' Club
1592	Shouldn't happen if your people would manage your budget	English	Walnut Creek Seniors' Club
1593	Prefer to retain present senior rate due to fixed income	English	Walnut Creek Seniors' Club
1594	Will be hard for seniors to come up with money	English	Walnut Creek Seniors' Club
1595	I live on SSI, difficult for me to pay the current fare	English	Walnut Creek Seniors' Club

Do you have any comments about the planned fare increase?			
Response ID	Response to Question 1, Comments	Language	Outreach Event (2017)
1596	None	English	Walnut Creek Seniors' Club
1597	Wonderful service, love the new station at Warm Springs	English	Walnut Creek Seniors' Club
1598	We can afford it	English	West Oakland BART Station Outreach
1599	What happened to the money received from the government?	English	West Oakland BART Station Outreach
1600	Who can afford it	English	West Oakland BART Station Outreach
1601	I'm against it unless you can guarantee better service/cleaner stations	English	West Oakland BART Station Outreach
1602	Already very expensive	English	West Oakland BART Station Outreach
1603	Bart is already expensive for low income families who cannot afford other ways to transportation	English	West Oakland BART Station Outreach
1604	I'm extremely concerned about how this will negatively impact low income/students	English	West Oakland BART Station Outreach
1605	Will you be fixing the escalators with this hike or adding additional tracks?	English	West Oakland BART Station Outreach

APPENDIX E

Comments Received – Question 3

Appendix E Comments Received – Question 3

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
2	I heard the argument that the projected income increase estimate might be far rosy than what BART can actually get, and I suspect it might be true. Please do conservative estimate. I think BART may just lose riders by some of these charges. For example, if BART increase parking fee, most people will drive to their destination instead if parking + ticket cost is more than fuel + bridge + parking. Do not count most people to come to BART station by bike, walk or shared ride - some will but many can switch to driving to destinations. Please do research to find accurate number rather than irresponsible guess. Also when making estimate make the person who did the estimate to pay penalty when the estimate is far incorrect.	English	Title VI Outreach Online
3	Let me ask you this: when is service going to actually improve? Or are y'all going to charge more money for a smellier turd?	English	Title VI Outreach Online
4	No increase in prices on any form of service. Slash your employee pay, benefits, and retirement.	English	Title VI Outreach Online
5	I strongly support all these changes. These potential impacts would affect my parents who are close to reaching 65 years old. They rarely use BART but I expect that they will use it more since I live within walking distance of a Bart station and I expect Bay Area traffic to get much worse over the next few years.	English	Title VI Outreach Online
6	None, since I am a casual Clipper Card user.	English	Title VI Outreach Online
7	When the ADA required provision of the civil right of access to transportation to persons with disabilities BART reduced the discount for elderly and disabled riders from 90% to 62.5% to generate revenue for the new expense. If that approach had been applied after Brown V Board of Education outlawed school segregation the cost of busing black students to formerly all white schools could have been borne by a property tax increase imposed only in black neighborhoods. That would have been wrong and so was BART's funding strategy. The elderly and disabled discount should be restored to 90% and a low income person discount should be established as well. I used red tickets then and use green tickets (really Translink) now.	English	Title VI Outreach Online
9	None.	English	Title VI Outreach Online
11	No, I don't drive and I cannot get discounted tickets anyway.	English	Title VI Outreach Online
12	They would not impact me at all. I ride Bart 8 to 10 times a week and am happy to pay more if it means better service.	English	Title VI Outreach Online
12	BART is already quite expensive for people traveling city to city. I think raising the parking fee's would disproportionately affect the people who already live farther from work. If they live farther for fiscal reasons, this would only hurt them more. I think trying to minimize the paper tickets is the easiest thing to do and potentially offer some sort of subsidy if that one-time investment would really be painful.	English	Title VI Outreach Online
13	I use Clipper but do not agree that paper tickets should be charged more - these are often low income or older riders and should not be punished. Please focus on raising parking fees rather than fares, this would encourage more public transit access to BART.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
14	Would not impact me.	English	Title VI Outreach Online
15	I don't think BART should increase paper tickets fare because most paper ticket users are 1) low income, and 2) tourists. BART fares are already expensive compared to other metropolitan subways. Increasing paper ticket fares will further discourage people to take BART. They will just use Uber more.	English	Title VI Outreach Online
15	Looking at this from an equity standpoint, the answer is clearly to charge more for parking. The idea of literally balancing the budget on the backs of seniors and the disabled is deeply concerning.	English	Title VI Outreach Online
16	Fee for paper ticket - the only issue I have with this is that I am a Clipper Card holder and occasionally I have forgotten my card and it would be very annoying to have to pay an extra fee just because I forgot my card at home. An alternative to this would be to encourage Clipper Card to create an app that you can just scan your phone with instead of the card. Parking fee increase - this would open up more spots as less people would be able to afford it, which would be good for me, but for some people this will hurt them more and may cause them to choose other modes of transportation entirely.	English	Title VI Outreach Online
17	Increasing parking costs makes a lot of sense. Parking is far too inexpensive at BART stations as it is. We need to make transit more accessible to young people and seniors, not make it more expensive.	English	Title VI Outreach Online
18	No	English	Title VI Outreach Online
20	The options do not affect me. I am a Clipper Card user and I do not qualify for fare discounts. However, it may impact the ability of others to ride BART.	English	Title VI Outreach Online
21	It's too expensive already!	English	Title VI Outreach Online
22	I would suggest the proposed options in this order, as it seems most fair to me, and it would raise the most revenue: 1. Increase parking fees 2. 50 cents surcharge ("paper" tickets), or 3. 10% surcharge ("paper" tickets) 4. Increase fares for seniors/disabled/youth	English	Title VI Outreach Online
24	People can't afford these increases. I pay over 200 a month just to use bart. Minimum wage employees can't afford to spend that much every month just to get to work.	English	Title VI Outreach Online
25	I am on Social Security. I do not want to see senior fares rise.	English	Title VI Outreach Online
26	I only ride Bart because it's cheaper than driving. Increasing fares and parking make me more likely to go back to driving.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
27	<p>Parking fee impacts me. What I'll pay for parking and Bart transit will exceed what I have to pay to get to work by car, additionally time (regular delays, police activity, medical emergencies, and some tech problem), lack of security, lack of cleanliness and lack of space will be nicely replaced by my own car environment.</p> <p>Reduction of discount to elderly and disabled is just cruel. Though you already do not support them with chronic broken elevators and jerking train. Youth are your client base to growing future patronage, and encouraging their use of public transit should be your focus. Increase in fees does just the opposite. You should not penalize one-off riders, tourists and folks who don't have a clipper.</p>	English	Title VI Outreach Online
28	<p>Parking is already a pain. Most stations, the spaces with permits are open, yet, majority of commuters cannot park there. I've spoken to some of the permit holders and they said sometimes they don't even go every day to BART. Fix the parking issue to have more non-permit zones. Raising the fare and increasing parking fees would turn commuters away.</p>	English	Title VI Outreach Online
29	<p>I am a senior, I think it is unfair to charge senior more</p>	English	Title VI Outreach Online
31	<p>I strongly oppose to the increase of the parking fee to \$5.00, it's already high to charge \$3.00 for parking. With the increase of parking fee, I'll not park at the garage anymore. With the BART fare & parking fee increase, I'll have to pay \$384 per month for transportation. Better yet I will start driving to work instead.</p>	English	Title VI Outreach Online
32	<p>Parking fee increase seems fairest, but might hurt ridership in outlying stations. Ideally, we'd use that money to fund better bus connections.</p> <p>Flat paper ticket charge seems reasonable, because of the cost of administering paper tickets. Percentage charge for paper tickets seems less defensible.</p>	English	Title VI Outreach Online
33	<p>Parking fees are currently reasonable. However with increases, it would not make sense to commute. Driving would be the same daily costs.</p> <p>Bart should encourage riders to use clipper, providing a small discount so that the use of paper tickets would be discouraged. Paper tickets are purchased by school field trips and by tourist. Penalizing them sends the wrong message-that they are not regular riders and therefore should have to pay more. It discourages them to want to be regular riders.</p>	English	Title VI Outreach Online
34	<p>For paper tickets, a flat fee would make more sense and be easier to use than a percent-based fee.</p>	English	Title VI Outreach Online
36	<p>I use Clipper card so paper fee would not impact me but parking fee increase is a robbery</p>	English	Title VI Outreach Online
37	<p>Bart should increase amount of Parking, or Experiment with shut service from certain location to see if shuttle to see if help</p>	English	Title VI Outreach Online
38	<p>I am not directly affected but please do not penalize the elderly, the youth or the disabled who rely on BART for transportation. This idea is heartless.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
39	(1) How dare you consider clawing back discounts from the riders who can least afford BART's already high fares? (2) Stop arbitrarily piling surcharges on people who need to drive and park in order to ride BART. If parking fees get high enough, they'll drive all the way to their destinations, worsening road congestion. (3) If BART is proposing a surcharge on paper tickets – how much would you charge to vend an empty Clipper card? If the "drop" were more than a trivial charge, this would not make sense for casual riders, visitors, tourists, etc.	English	Title VI Outreach Online
39	Well from looking looking at the shortfall you have you're going to have to do both the paper ticket the parking. I park and commute every day. \$4.10 each way for train plus \$3.00 parking makes it \$56 per week. With your proposed increase I already use clipper card so the parking increase will be \$20 extra making my weekly total \$76 which is a 36% increase!! which is a real kick in the teeth for regular riders.	English	Title VI Outreach Online
39	Higher parking fees mean I might get a spot at Rockridge! (I can dream right?)	English	Title VI Outreach Online
40	Cut back on your spending and don't pay people 271k for sleeping in a closet.	English	Title VI Outreach Online
41	These won't necessarily affect me financially it I worry that 12.5% increase for some seniors and those with disabilities could be detrimental to other areas of their lives. Perhaps step increases would be more appropriate. Moreover, lots of seniors make a high income despite his/her age. Would some annual demonstrative evidence be applicable (same with those with disabilities)?	English	Title VI Outreach Online
42	Increasing bart parking to \$5 per day would be a disaster for low income commuters like myself. That adds up to \$100/month for parking, which is absolutely absurd. I could never afford that and I shouldn't have to.	English	Title VI Outreach Online
43	If parking were to increase I would have to stop riding. With tickets going up on top of that it become unaffordable. Will have to seek a job closer to home or telecommute options.	English	Title VI Outreach Online
44	Increased parking fees will only encourage people to park in nearby neighborhoods for free, decreasing these residents' quality of life. I see this happening at Bayfair Bart everyday. In addition, increasing fares for seniors and youth is counter to Bart's message of "being for everyone." Seniors already face difficulties getting from one place to another and many seniors have small fixed incomes. This is the last place revenue should be generated from. \$3 million is a drop in the bucket of Bart's operating expenses.	English	Title VI Outreach Online
45	Increase parking fees mean high demand for parking but not providing a customer satisfaction. It triggers to discourage people to use more cars. Fare Increase doesn't much too. Because most of the company won't offer the month allowance for public transit. If Bart reduce a free ride benefits to their employee, it could help to save some money.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
46	<p>Fixed paper ticket surcharge is fair to pay for the paper ticket processing but percentage based surcharge is not fair and can discourage tourists and infrequent rider from taking BART.</p> <p>The senior and youth discount is overly generous and should be clawed back even more than 50%.</p> <p>Increasing the parking fee is a poor idea. From a percentage perspective some stations have more than doubled their parking fees in around 2 years. Increasing it even more is just not fair and may encourage many riders to simply start driving again.</p> <p>If anything bart should raise funds and build more parking.</p>	English	Title VI Outreach Online
47	I use clipper and do not drive and am not a senior so these changes would not impact me directly.	English	Title VI Outreach Online
48	Do them all	English	Title VI Outreach Online
50	I would no longer be able to afford BART.	English	Title VI Outreach Online
51	I can't change my work hours. This punishes me for something I have no control over.	English	Title VI Outreach Online
52	I use clipper, don't drive a car, and am neither a child or senior, I wouldn't be impacted at all.	English	Title VI Outreach Online
54	I am disabled and couldn't afford what you are proposing.	English	Title VI Outreach Online
55	I do not drive to work but the increasing rate is too high. People will take Uber to work.	English	Title VI Outreach Online
56	I pay for parking and would like to see some analysis performed on if increasing parking rates actually decrease the amount of people who park. If that relationship does not exist, then please stop increasing parking.	English	Title VI Outreach Online
57	It's so ridiculous to keep raising these fees. There has to be a cap on these rates. Let the people vote for increases on ballots.	English	Title VI Outreach Online
58	What would be the charge to get a clipper card? If you order red cards by mail, would you do it online to the clipper card?	English	Title VI Outreach Online
59	Make Week end riders pay more	English	Title VI Outreach Online
60	The proposed increase in BART parking is 66%. This is a huge amount. A loss of \$480 per year is significant	English	Title VI Outreach Online
61	I am all for adding 50¢ for paper tickets, and the push for Clipper Cards, however, the parking fee and discount % I'm a bit against.	English	Title VI Outreach Online
62	The parking fare would impact me since the cost of my daily fare plus parking rounds to \$10-\$12 a day. Most of my wages goes towards public transportation which makes me wonder about the cost/benefit of taking public transportation vs an UberPool.	English	Title VI Outreach Online
63	i think adding such a steep price to paper tickets is not a great idea. i understand it's a great way to make much more revenue but it's costly. .50 cents can add up in many ways.	English	Title VI Outreach Online
64	I like the idea of increasing parking costs, but am concerned that it might encourage people to drive at that price point. I feel very strongly that the budget should NOT be balanced on the backs of the economically disadvantaged/vulnerable. I would rather see general fares increase than cutting into those discounts.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
66	Ideally none of these should be implemented. Public transportation infrastructure and operation cost increases should mostly come from public funding sources. It is already expensive to ride BART if you ride all the time. The proposed changes vary as to their impact. I don't use paper tickets and I'm not a discount rider. I do however park at the stations, so my monthly parking costs would increase.	English	Title VI Outreach Online
67	i park and ride bart 5 days a week. the increase in parking would be horrible if these fares rise and we would be paying more than 15 dollars to park and ride at bart. then i think people would just start driving to work instead as the parking fare for early bird in sf downtown ranges from 15-20 bucks a day. raising the prices in already expensive bay area. this will make more people drive	English	Title VI Outreach Online
68	I COMPLETELY SUPPORT a paper ticket surcharge. I see too many people fare evade by buying a cheap paper ticket to get in the station and then not tagging out. Those who use Clipper should pay less per trip than those who use paper tickets. It just makes sense.	English	Title VI Outreach Online
69	BART has not earned the right to any fare increase including parking. As it is BART and parking is expensive. Management has no clue on how to manage money. The only thing BART excels at is taking patrons money.	English	Title VI Outreach Online
71	These changes would not currently impact me (I use a clipper card and don't have a parking permit).	English	Title VI Outreach Online
72	I don't think it's fair to increase the cost of rides for paper tickets by that much unless you are looking at how to lower the cost of clipper cards. I'm ok with raising the cost of parking, but again how does it take into account different income needs. I know this is an inflation raise but for many working class and low income workers their cost of living hasn't increased enough and with the on going displacement of people moving further away from where they work, it seems penalizing.	English	Title VI Outreach Online
75	Means test older people PG&E means tests to give discounts. And send fare inspectors thru	English	Title VI Outreach Online
76	None of these changes would directly impact me. However, I oppose the idea of reducing the youth and senior discount. I'd rather see an across-the-board fare increase than one which puts the whole burden on groups that tend to have limited income. (And I don't buy the justification of bringing the discount in line with other Bay Area transit agencies. If we're going to make that comparison, most other agencies offer monthly passes; BART doesn't, which makes daily BART rides much more prohibitive for youth.)	English	Title VI Outreach Online
77	Paper tickets are a cost of doing business. I use clipper, but basically you would be charging non-regular bart riders a premium. Parking is already limited at most stations and expensive. It costs me \$10 a day just to get to and from work. Multiply that by the total number of riders daily, and BART has plenty of revenue	English	Title VI Outreach Online
78	I would have to pay more	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
79	Good taxes/fees are designed to discourage things that are bad for society or the system. In that sense, discouraging people from using unnecessary and resource-intensive paper tickets is a good idea, as is discouraging people from driving (i.e. charging more for parking). We *do* want seniors and young people to use BART so discouraging them from using the system via a fare increase is not a good option.	English	Title VI Outreach Online
80	On a fixed income this is a choice between food, housing and transportation.	English	Title VI Outreach Online
81	GREEDY	English	Title VI Outreach Online
81	These changes would be very hard on seniors and child fares. Parking increase will encourage more people to either park outside of the station or taking alternate transportation that costs less when you add the fare and parking together.	English	Title VI Outreach Online
81	why pick these "disadvantaged" people? most of them depend on public transportation to get around.	English	Title VI Outreach Online
82	My grandmother's fare, my brother's fare and my parking fare would all be affected with these potential changes. Although it seems like a few cents, for a almost daily bart rider like myself, it would definite hinder my abilities to travel, at least with my same rate of pay because living in the Bay is already very expensive.	English	Title VI Outreach Online
83	PARKING COST DECREASE, I WOULD LIKE TO SEE THAT HAPPEN. PARKING SHOULD NOT SUBSIDIZE COMMUTING TO WORK ESPECAILLY WHEN YOU REDUCE THE NUMBER OF SPACES AVAILABLE, I.E. NORTH CONCORD AND LAFAYETTE.	English	Title VI Outreach Online
84	I am a senior, and I was astonished at how deep the fare reduction currently is. I think 50% is a good reduction, and is still far more than other senior discounts.	English	Title VI Outreach Online
85	All of these options are a complete joke. Targetting low income and senior citizens with fare increases is ridiculous. Why don't you guys look at yourselves and cut the wasteful spending on employees and whatever else you do to piss away your money.	English	Title VI Outreach Online
86	All of these options are terrible and will impact us one way or another. With high cost of living around the Bay Area this is the last thing we need.	English	Title VI Outreach Online
87	I currently commute from the Fremont to the Embaradero station Monday through Friday. A round trip fare for me is \$12.30 plus \$3 for daily parking. In one week, I spend \$76.50 on transportation to and from work. This does not even include the cost of gas to get to the station. If you were to increase fares, I would rather drive to across the bay and use a shared ride service, company shuttle, or caltrain. My month bart spending equals a monthly car payment. AND Bart provides horrible service. At least twice a week there are delays. Half of them are not announced and passages are left wondering what's going on as they're stranded on the platform.	English	Title VI Outreach Online
88	I've already made my comments on how unfair and regressive paper-tickets surcharges are. Stop punishing poor people!	English	Title VI Outreach Online
89	I am not for raise fares especially for the elderly. It is difficult enough for them.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
90	You should encourage people to ride Bart by giving incentives not punishing us for for your short budget due to high salaries of your employees.	English	Title VI Outreach Online
91	All prices increases hurt average citizens. Bart Management should seek creative ways to boost revenue and balance the budget.	English	Title VI Outreach Online
94	2 years ago it cost me \$9.30 round trip from Hayward to Montgomery, and a \$1.00 parking fee was added. Since that time my Bart round trip has increased to \$10.00 round trip and parking is now \$3.00/day AND you were successful in passing Measure RR. That is an increase of over 200% in just two years. Where is this money going? First and foremost, inflation doesn't even rise that much, and I have not had a raise in the last 5 years. It's time to look in house to make budget cuts, and stop putting it on the riders. We could through all the money at you, but it wouldn't help as we are not seeing a fiscally responsible agency.	English	Title VI Outreach Online
95	Parking is already expensive, and the lots are dangerous--break ins happen all the time. Why should we pay more for a dangerous parking lot.	English	Title VI Outreach Online
96	I work with youth that live at or below the party level. Rate hikes would hit them hard.	English	Title VI Outreach Online
98	They all seem fair. I would not be impacted.	English	Title VI Outreach Online
101	3\$ daily parking is expensive. I can't imagine raising it to \$5 being reasonable and fair.	English	Title VI Outreach Online
102	Barf parking is already too high. The cost to ride these filthy trains is ridiculous. Stop letting custodians make more than their salary in overtime and that will cut a lot of the cost	English	Title VI Outreach Online
103	These changes would not impact me at all since I use clipper card and do not park.	English	Title VI Outreach Online
104	Any fare increase would negatively impact me as my salary does not keep up with the BART increases that are already in place.	English	Title VI Outreach Online
105	A surcharge for paper tickets passes the increase on to the poorest of us. People who don't have money to keep on a card end up paying an unfair premium. Parking is ridiculous already. How about spending some money on enforcement of parking. I parked WITHOUT PAYING for over a year and received one \$35 ticket (I now pay because my wife guilted me into it.) Seems like a good deal for me - \$35 for a full year of parking. I know of many people who get a placard and never pay. One person I know has been doing this for at least two years with no tickets. Maybe forcing everyone to pay would prevent you from having to raise the rates for those who consistently do. And, cracking down on the fare evaders I see EVERY DAY. At 16th and Mission I see people consistently use the side gate, the alarm goes off and the station agent never even looks up (but then again they never look up for anything and make serving you seem like a service I have no right to expect, so that's not surprising.)	English	Title VI Outreach Online
106	They all suck but I think avoiding less paper Bart cards can help. Charging seniors and people who park sucks even more. Get a grip. Don't charge the oldies more.	English	Title VI Outreach Online
107	see my first comment	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
108	Right now I usually use BART when crossing the bay myself. When I travel with another person, the debate is whether to drive or take BART, since it is about cost neutral. If this change is made, this would likely tip me to opt for driving over BART.	English	Title VI Outreach Online
109	Options are fine minus increasing fares for seniors disabled and youth. Leave that alone increase parking and ticket fares	English	Title VI Outreach Online
111	I use a clipper card and don't park at a station, so the options penalizing paper tickets and raising parking work better for me, selfishly.	English	Title VI Outreach Online
113	There is little impact to my budget with the parks no options, since I walk. I don't like fare hikes for seniors since most are living on a reduced and fixed income. I also don't like this option because I have children. They're scoops use BART for field trips. I feel like this will have a fiscal impact on schools.	English	Title VI Outreach Online
114	I wonder if adding a fee to paper ticket users would also affect low income people who don't have credit or debit cards. I watch people all the time at 16th/Mission station putting dollar bills in the machines. Will increasing parking fees discourage weekend riders even further? My guess is commuters will always use the lots, but a weekend rider might just drive instead.	English	Title VI Outreach Online
115	Parking should be free.	English	Title VI Outreach Online
116	Charging more for parking? Once again you're missing the mark entirely. The only changes you should be making to the parking nightmare you have is to ADD MORE PARKING.	English	Title VI Outreach Online
117	None of the proposed changes would affect me personally, as 1) I have a Clipper Card, 2) I am not a senior or someone eligible for a reduced fare, and 3) I walk to/from stations. However, I am most against the concept of charging for a paper ticket because MTC charges \$3.00 for a Clipper Card, so there would be no way for infrequent riders to purchase a ticket without paying a surcharge – whether that is the \$3.00 for a Clipper Card or whatever BART would charge for a paper ticket.	English	Title VI Outreach Online
119	The parking is already expensive and there is no monthly option. It shouldn't be increased. Also- you're suggesting a 66% increase?? Increasing paper ticket fees makes sense- also encourages clipper. But clipper should be purchasable in te stations, too. And they need to update their website.I really don't know how many seniors or students ride - it doesn't seem like a drastic increase	English	Title VI Outreach Online
120	I like the idea of reducing the discounts for seniors and disabilities. Parking fees should not be increased but the already large parking fund should be used to increase the amount of available parking (i.e. add a few more floors to the Walnut Creek parking garage, build a multilevel parking structure at North Concord.) since all available parking is full by 08:30 am at all parking lots.	English	Title VI Outreach Online
121	People need public transit to work. Poorer people have to live further out due to housing costs and they're the ones who will be most impacted by higher rates. The rates by how far one travels unfairly burdens those who need transit the most.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
123	<p>Parking is already insanely expensive for what it is. Please, please don't increase it. Most of us can't afford it as-is, and there aren't always free street parking options around the BART stations.</p> <p>The BART experience is already miserable, and it makes me angry that I spend so much money everyday on a commute that is inevitably frustrating, delayed, and overcrowded. The AC Transit commuter bus experience is MUCH BETTER than the BART experience and I may take my business there (despite the less convenient location) if BART insists on punishing its customers by raising fares again.</p>	English	Title VI Outreach Online
125	would rather NOT raise prices for the disabled or seniors. I am not so concerned with kids getting a big discount. Perhaps youth get a small discount (25%).	English	Title VI Outreach Online
126	<p>I voted for the changes that will impact populations that can likely best afford the increases:</p> <p>1) Adding a surcharge to paper tickets will mostly target tourists and visitors, not residents.</p> <p>2) Increasing parking fees will affect a population of riders who can afford a car.</p> <p>I do not support increasing fares for populations that can least afford it: seniors & kids & disabled riders. We should keep their fares reduced to make the system accessible.</p>	English	Title VI Outreach Online
128	none	English	Title VI Outreach Online
130	Raising prices in all aspects mention will make a middle class earner like me avoid Bart altogether. Ridership will decrease thus bringing in less revenue, and Bart will only be accessible to high earners only. Bart needs to come up with different revenue sources and internal expense-cutting ideas to avoid affecting riders	English	Title VI Outreach Online
132	How about improve the cleanliness in the system and then we can only talk about increasing the fare.	English	Title VI Outreach Online
132	I accept the yearly increase; however, I refuse to finance the unnecessary cosmetic improvements to the Berkeley BART station with a decrease in my senior discount. If this happens, I will probably ride the BART less. Also, fewer people will take BART if the parking fee goes up. It is less expensive for people just to drive to work.	English	Title VI Outreach Online
133	It's already expensive for me. I make just above minimum wage.	English	Title VI Outreach Online
135	It is already financially burdensome to commute to SF from the Peninsula. A fare increase would mean that I would have to really look at other work options which are limited.	English	Title VI Outreach Online
136	I don't think hiking prices on parking is the answer. I think adding a fee for a paper ticket is fair since paper cost money and harms the environment.	English	Title VI Outreach Online
136	<ul style="list-style-type: none"> - paper ticket surcharge seems to punish lower income/people with limited access to online accounts/credit cards, etc... - higher parking fee will change people to take uber/lyft to bart and may not end up increasing revenue 	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
138	Parking is an added expense to my commute; increasing parking would be a cost burden for myself who has no choice but to take BART to work.	English	Title VI Outreach Online
139	If there is an increase I will look for an alternative way to commute	English	Title VI Outreach Online
140	I would be most affected by the fare for children going up. I think we need to be finding ways to make public transportation more affordable, not less--which just encourages more people to drive. It is sadly cheaper for my family and I to drive to SF then Bart (save for parking). My husband is a student and gets no Bart discount.	English	Title VI Outreach Online
141	The parking fee would be hard to afford and I don't think seniors and those with disabilities should have to pay more. I agree that there should be a difference between the electronic Clipper card and the paper tickets, but it should be VERY easy to get a Clipper card and they should be free, especially for those who can't afford it.	English	Title VI Outreach Online
142	Only a slight impact to me and the Family.	English	Title VI Outreach Online
143	Neither change will impact me	English	Title VI Outreach Online
143	The parking line item would affect me if it goes up. I don't want to pay anymore for parking when those that should pay for parking don't. BART doesn't monitor the parking garages to ensure all spots taken are paid for. I don't think that the folks that actually pay for parking should be penalized for those that don't. Unless BART can assure me that each and every spot is paid for, I don't want my parking fee to be increased!	English	Title VI Outreach Online
144	Instead of increasing more fares which has already been doing, could we look at how to fix the reason for shortfall. Is there a way to promote weekends and off peak riders?	English	Title VI Outreach Online
144	I think there should be NO cap on the parking price. BART should charge what parking costs in the neighborhoods around its stations, so us passengers who don't drive can stop subsidizing the people who do, and we stop giving higher profits to parking operators around BART stations.	English	Title VI Outreach Online
145	As long as you leave the Clipper Card option as is. If you want to reduce paper by charging more for paper tickets, that's OK.	English	Title VI Outreach Online
146	BART fares and parking fee are already pretty high, increasing fare and parking fee could drive some riders away and decrease revenue further. This would result in more cars on the roadways and making the traffic jams worse.	English	Title VI Outreach Online
147	Elderly and children don't have as much money. Elderly people are on a fixed income and often times are unable to drive themselves. Raising their rates by even a penny would be criminal behavior. Raise the parking rates is also uncalled for. BART is not an efficient public transportation and many people live miles away from the nearest BART station. Raising the parking rates would only cause an unnecessary burning to people who are already trying to commute.	English	Title VI Outreach Online
150	Regressive penalties that affect most people on fixed incomes and the financially weakest	English	Title VI Outreach Online
150	I park at bart and use a clipper card so a parking increase would affect me.	English	Title VI Outreach Online
151	no	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
152	If you raise the rates and the parking charges, it'll only drive people back into their cars. It is no longer fiscally worth riding if it cost more to ride BART than to drive. Stop diverting your money to outrageously high salaries and decrease the number of unnecessary management. You need more worker bees than bosses.	English	Title VI Outreach Online
153	The parking charges are too much. I do not park at BART.	English	Title VI Outreach Online
154	It would make me less likely to use BART	English	Title VI Outreach Online
155	I would probably pay it for a while, but definitively look for other options to get to work, it would not be worth it.	English	Title VI Outreach Online
156	Yes...I'll start driving because it's cheaper.	English	Title VI Outreach Online
157	Don't implement the paper ticket surcharge until clippers are in vending machines at the stations. Some people especially low income folks probably don't have a bank account or flexible spending transit account that automatically loads the card.	English	Title VI Outreach Online
158	Implement the paper ticket "tax" and the discount reduction. Do NOT increase parking fees -- it makes people drive instead.	English	Title VI Outreach Online
159	Any change that is made to increase BART fares would impact all BART riders	English	Title VI Outreach Online
160	The parking increase would certainly impact me.	English	Title VI Outreach Online
162	Bart should be conscious of the cost to park at West Oakland-its completely prohibitive and if you raise it significantly it will be a barrier to access. Significantly increasing parking elsewhere would also be costly--it's already incredibly expensive to commute on Bart. What's to stop people from taking other cheaper options? Transbay bus, casual carpool, etc.	English	Title VI Outreach Online
163	The least offensive option is increasing the cost of rides for users with paper tickets as most regular riders/commuters have a Clipper card. I do not condone reducing the discount for seniors or children even though I'm 38 and have no children. BART should continue to be as affordable as possible for people in these age groups.	English	Title VI Outreach Online
164	Elderly and student discounts should not be gouged in order to make up a budget shortfall. They are most likely to be on a tighter budget, whereas someone who is driving their car to Bart may not.	English	Title VI Outreach Online
165	Commute to work is nearly \$14 if I use BART. That is 1 hour of work for low-income families which is nearly 14% of their gross income. Too high! In other places is nearly half of that.	English	Title VI Outreach Online
166	No impact	English	Title VI Outreach Online
168	These potential changes would only affect me in the regular fare increase. I use a clipper card, and I don't need to park at a station.	English	Title VI Outreach Online
169	Along with parking fare increases, also publicize other connecting busses, etc, to help people know about their alternatives.	English	Title VI Outreach Online
170	Well I work a minimum wage job and to get better wage. San Francisco is one of highest minimum wage in the Bay Area. My trip cost about \$12 that is about a hour gone to commute on a 8 hour shift. With more increase because I know increase happens once in the middle of summer. I would have to struggle more daily plus getting a discounted fare I'm only saving \$3 as I go work Monday to Friday. There should be more programs for people that need assist not just senior and students.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
171	BART needs a complete housecleaning of it's management and staff. Reduce salary increases and improve the surly attitudes of the employees. Clean the stations, maybe more people would ride BART if it wasn't such a pig sty. Have some management personnel look at a subway in Japan, Switzerland, England, or even Washington DC. If the system was clean, friendly and easy to use, more people would use it.	English	Title VI Outreach Online
172	Parking should be a minimum of \$5 at any station. A small change for the senior piece is fine. Doing away with the paper tix is a great idea. How about technology so people can use phones?	English	Title VI Outreach Online
173	While the proposed changes will help, these are short term solutions. BART riders are sick and tired of fares going up each time there is a budget shortfall and then reading about how much money BART employees are making and the excellent benefits and pension they have with guaranteed 4% raises each year.	English	Title VI Outreach Online
174	They won't impact me, I'm moving out of the area.	English	Title VI Outreach Online
175	I want to see the improved benefits as a result of the increases.	English	Title VI Outreach Online
175	Increasing parking fees is my most preferred option. It's an inefficient use of land and drivers should be charged accordingly.	English	Title VI Outreach Online
175	The paper ticket increases are not feasible. This would greatly discourage people from using Bart resulting in a greater deficit. In addition if people select a clipper card each time for individual rides, this would be terrible for the environment. The increase to parking would be most feasible as it also creates the highest funds Bart needs to operate efficiently.	English	Title VI Outreach Online
176	They would not affect me personally but the ideas other than the parking option would affect disadvantaged people in a regressive manner.	English	Title VI Outreach Online
177	Your fares and parking are getting so high that people will have to think of options. Also, your should not increase the senior rates as they are on fixed incomes and cannot continue to pay higher and higher rates. By raising fares your are automatically increasing senior fares so you should not change the percentage discount.	English	Title VI Outreach Online
179	The parking fare increase would be the last straw to make me stop using BART.	English	Title VI Outreach Online
180	the paper ticket surcharge might be more acceptable to the public if it charges 10% of the ride fare but up to \$0.5	English	Title VI Outreach Online
181	None of these would impact me personally, but I feel that the options should be chosen based on what would have the least impact on low income residents. BART is expensive enough.	English	Title VI Outreach Online
182	BART is vital to the Bay Area, so we must do everything possible to keep the system running and safe.	English	Title VI Outreach Online
182	I think these options proposed are reasonable. If all other transit agencies give a 50% reduction for seniors, etc, I think it is prudent to reduce the subsidy we provide to match with other agencies in the Bay Area. Before living in the Bay Area I lived in London and they had a similar surcharge: if you buy a paper ticket you pay more. If you setup a "Clipper" or, as the Brits call it an Oyster card, you receive a discount on your fare. Great idea! Not to mention, it could potentially cut down on waste. I see those dang cards everywhere! I would be effected by the parking increase but do not mind paying the increase.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
184	I'm not a regular BART commuter, but when I have been in the past, I would bike to bart to avoid parking costs, and go to work a little later sometimes to avoid the morning rush. Let's support first-and-last mile connections and encourage flexible travelers to reduce stress on the system - these things could eek out a little more capacity for our aging system!	English	Title VI Outreach Online
185	Please see my previous comments. There should be no increase in BART fare unless it is going to address safety and cleanliness of trains and stations.	English	Title VI Outreach Online
186	none of these options are good -every time BART "needs" more they raise fees or cut service	English	Title VI Outreach Online
187	caltrains and muni and bart should become one organization.	English	Title VI Outreach Online
188	no effect on me I have a clipper card for now. Paper tickets and seniors travel less frequently, go ahead scare them off and loose more revenue. It's like charging \$2 tax on smokers and thinking they are going to quite smoking, but in this case ridership will drop.	English	Title VI Outreach Online
188	The increase to the paper tickets is illogical as this sends a message to the public that Bart is penalizing you for using its system. It not only discourages regular riders but also visitors from using BART. This will reduce usage of BART and create a larger deficit. Reducing discounts for disabled and seniors is not a good idea as these people are already on a tight budget. This also sends a message to these folks to avoid using BART. The most logical choice is to increase parking fees as the lots will still be full each day. This option also raises the most money for BART.	English	Title VI Outreach Online
189	Don't raise the price of parking! These budgeting problems are because of BART oversight...	English	Title VI Outreach Online
191	No fare increase for the Disabled!	English	Title VI Outreach Online
192	Increasing parking costs impacts parking in neighborhoods near stations	English	Title VI Outreach Online
193	the impact of course would be financial, it's already expensive to commute daily	English	Title VI Outreach Online
194	These would increase my daily fees/fares by over 40%	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
195	I'm not sure how you calculate the increased revenue from extra charges on paper tickets. Are you taking into account that more people may switch over to Clipper cards given the higher cost of paper tickets? Or even that fewer people might ride BART? I am similarly uncertain around the revenue increase estimates from parking (though in that case the adjustments seem less important, as parking is heavily oversubscribed right now). I also don't know about the cost structure of paper tickets versus Clipper cards. Are paper tickets actually more costly to the BART system? (I am guessing it could be, because of longer queues at ticket machines, more frequent need to refresh cash at these machines, etc.) If so, by how much? If not, the extra charge on them is just an artificial tax on the use of one means of payment. Other factors in the paper ticket versus Clipper card calculation:- Paper tickets may be used disproportionately by tourists or very irregular system users, who may also be less price-sensitive.- Paper tickets may be used by poorer people and increasing the price on those could be viewed as regressive.- Nudging people to buy Clipper cards might encourage them to use the BART system (and other Bay Area transit systems that rely on Clipper) more in the longer term, since they've already invested in the card.	English	Title VI Outreach Online
196	Not at all.	English	Title VI Outreach Online
197	I like the idea of making the increase hitting paper ticket users and pushing more people to use Clipper cards.	English	Title VI Outreach Online
198	I think discounts are very important for those with limited means. I also believe there are outlets that already give students and elderly discounts beyond those offered by BART. (Communal living, school reimbursement, work reimbursement etc.) Paper tickets are sometimes more of a necessity than a choice. When Clipper readers don't scan properly or you lose a clipper card but can't acquire a new one at a BART station, your only choice is a paper ticket. If clipper cards worked more flawlessly, were more readily available and didn't get as easily damaged, more people would use them.	English	Title VI Outreach Online
199	Raising tgh parking fee mishg encourage more car pooling	English	Title VI Outreach Online
200	I pay \$10 for parking at west Oakland, but I guess you know that.	English	Title VI Outreach Online
201	Senior fare discount should stay the same (62.5%). Reduce the Youth fare discount ONLY. Kids age 5 through 12 already have a financial support system, they're called PARENTS.	English	Title VI Outreach Online
203	We would pay more but the service is still unreliable many times.	English	Title VI Outreach Online
204	n/a	English	Title VI Outreach Online
205	Fix the problems we already pay for thru our taxes before you start asking for more money	English	Title VI Outreach Online
205	BART needs to work with Uber and Lyft. They aren't going away. Parking fees should definitely be raised and discounts given to Uber and Lyft riders who begin or end their trip at a BART station when there are no other alternatives such as bus or light rail.	English	Title VI Outreach Online
206	None	English	Title VI Outreach Online
208	What if a person lost their clipper card and had to use the paper tickets until the new card comes. This is a stupid idea.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
209	It would impact my grandma because she has a low income and relies on the cheap 62.5% discount you guys currently has	English	Title VI Outreach Online
210	These will greatly increase my commute. An increase in fare as well as extra \$2 for parking will increase my daily commute by 24%.	English	Title VI Outreach Online
212	Charging more for paper tickets will penalize lower income people or those who are economically - or technology - challenged. I think it would be unfair. I will turn 65 next year and will be retiring. While I won't be a commuter, I expect to continue to use BART. I look forward to a discount, but I can afford the potential bump via a lower discount.	English	Title VI Outreach Online
213	Making the daily parking fee \$5.00 would push me to carpool instead of take Bart. I already use money on gas to drive my car, then parking, then Bart, and that extra big chunk of change that would be added to the parking fee would make me strongly reconsider using Bart! \$3.00 is already too much. Forget about \$5.00! That's about \$20.00 per day! No thank you.	English	Title VI Outreach Online
214	Only \$5 to store a car all day? Still too cheap. Should be \$1/hr at least	English	Title VI Outreach Online
215	Increasing the parking fee is based on demand is a farce. Your parking lots fill up no matter what. If you drive the parking fee up to \$5, that coupled with a fare increase, could price Bart out of the market. It will be cheaper for me to drive to work given that I could drive to work where I get free parking and a reduced bridge toll with a car pool. As it is, your Oakland airport connector charge is so high that it is cheaper for two people flying out of Oakland to drive and park and the airport than for them to take Bart. That's exactly what my son did this past weekend. He said it was cheaper for he and his wife to drive to the airport from San Ramon than for them to take Bart.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
215	I applaud the push to encourage riders to obtain a Clipper Card instead of individual paper tickets as a way of reducing waste and saving money. Obviously, no such system can be implemented until every single ticket vending machine also offers Clipper Cards--no mean feat, considering I pass by multiple broken ticket machines every day as part of my commute. But this would also necessitate eliminating the fee to obtain a Clipper Card entirely. I work with low-income families, and for many of them, the price of simply getting to and from work, school, or childcare can already be an enormous burden. A \$3 fee for a Clipper Card may not seem like much to most people, but to people who are already stretched past the breaking point, it's a prohibitive extravagance. And the inflation-based increase in fares will stretch these families even further, particularly since most of them are not seeing any complementary inflation-based increase in their earning. To penalize these families even further by charging them an additional fee for the crime of being unable to stretch their budget to purchase Clipper Cards for every member of their families would be cruel and place the largest burden on the people who are least able to afford it. And while we might picture Clipper Cards to be one-time purchases, that's not the case for people who lose them or have them stolen, both of which are more likely scenarios for low-income individuals and families, who are more likely to experience thefts and robberies than middle-class or top-earning individuals. So place an extra charge on paper tickets, by all means, but please be sure to remove any barriers to obtaining Clipper Cards first.	English	Title VI Outreach Online
217	These all seem like fair and reasonable options. I like that the paper ticket surcharge would mostly affect tourists and other visitors who can afford to pay a little extra on vacation. Most regular commuters have clipper cards. I also think it is very reasonable to give a 50% fare reduction for children and seniors. I don't see anything at all unfair about any of these changes. The only comment I have is that BART could probably increase parking rates even more than it is proposing and perhaps add more bicycle racks for those who might choose not to drive to BART.	English	Title VI Outreach Online
217	Charging more for paper tickets is ridiculous, as it is mostly people who do not ride BART on a regular basis.	English	Title VI Outreach Online
218	I don't agree with raising the prices on paper tickets because it's low income people who are most likely using paper tickets. More rich people use the Clipper cards, charge them extra instead! These more affluent people actually have bank accounts to connect their Clipper cards to auto fill their cards. Poor people don't have bank accounts and are more willing to just buy the paper tickets and you're hurting the poor when you do this.	English	Title VI Outreach Online
219	The only possible change that would affect me is the parking cost. I have not parked at a BART station yet but may in the future. I believe the increase would still cost less per day than the monthly passes. I'm not sure why it isn't the other way around. You usually do not save any money by paying for a monthly parking pass vs paying to park each day. Could the monthly pass price be increased too?	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
220	These changes would not only impact my everyday life, but all the people who are already displaced and living outside of SF to get back into work in SF. There has to be more community outreach and opinion over these changes. I think this should be televised and voted upon by everyday commuters.	English	Title VI Outreach Online
222	Use the parking money to build more parking structures and more "last mile to the station" facilities like bike / ped bridges over roads.	English	Title VI Outreach Online
222	None of these options would affect me personally, but I feel paper tickets should go up in cost before cost for seniors or regular Bart patrons that pay a daily parking fee. Especially since the paper ticket increase is projected to raise the most funds.	English	Title VI Outreach Online
223	<p>I would support a fixed, per ticket fee for paper tickets, but it ought to be limited to the true extra cost of a paper ticket. Fifty cents per paper ticket seems high. Ten cents to twenty five cents seems more realistic. I like using my Clipper card, but BART should not gouge people who rarely use BART and may not want to buy a Clipper card.</p> <p>About BART parking, I feel almost the same way. I can usually walk to BART, but my wife does not feel safe because she was attacked while walking home from BART. People who do not live within a reasonable walking distance from BART should not be gouged on their parking. \$3.00 per day already seems high.</p> <p>Here is another perspective about BART parking: Most of us have already paid for the BART system through our property taxes and sales taxes, so we should not have to pay outrageous high fees again for a BART parking space.</p>	English	Title VI Outreach Online
224	Monthly parking fees have increased at a faster pace than tickets. Not ok.	English	Title VI Outreach Online
224	<p>Caltrain has raised parking higher than a basic fare, so I know people that drive just on that idea alone. BART is heading in that same direction. Because of the parking and the fact I have to pay in cash in the station, I choose to drive over taking the BART.</p> <p>Last week it was cheaper to drive and park at the airport in Oakland, that to park and take Bart. 3 dollar parking, 9 dollars each way = 21.00 just for one person. 16 at the airport plus some fuel costs.</p>	English	Title VI Outreach Online
225	they all seem bad. the paper ticket option is understandable based off of tourism, but doesn't account for people who for whatever reason are not able to possess plastic permanent clipper cards. may drive tourists to use alternative commuting methods.	English	Title VI Outreach Online
226	Parking would affect me, though I avoid it most days by biking to/from BART	English	Title VI Outreach Online
227	Parking is already difficult to find and expensive. I'm totally against this option, especially as the bus system is not a regular and reliable system (from Pittsburg to Concord) to rely on as an alternate to get you to BART.	English	Title VI Outreach Online
228	Additional charges for paper ticket maybe ok, but parking charges going up are NOT.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
229	I work with low income disabled folks and youth. This would impact them all greatly. Period. The ticket fare increase is whatever...most folks can get the Clipper card and you would essentially be charging tourists so thats fine. But you would need to reopen Clipper card pick up stations instead of having it done online only. Thats not accessible for a lot of folks.	English	Title VI Outreach Online
229	BART's suggested options do not reflect surcharges already in place, e.g., the penalty tax for San Mateo County residents, the daily parking fee at West Oakland. Nor do the options take into consideration the fact that it is only possible to pay for daily parking with a paper ticket or with cash. Moreover, the most-recently raised parking fees have not resulted in better maintained or monitored parking lots.	English	Title VI Outreach Online
230	I think it's fair to add a surcharge for paper tickets as the option to get Clipper card is easy. I'm also in favor of raising parking fares, as it would still be very much below market rate. But I am not in favor of raising the fares for seniors and youth. Most are on very low fixed income and this could take a real toll on their quality of life.	English	Title VI Outreach Online
231	I think that the paper ticket charge should be applied to non-residents of any Bay Area county. Residents should have the option of a separate program so that at-risk and disadvantaged populations aren't charged for what is essentially a tourist tax.	English	Title VI Outreach Online
231	Don't raise funds off the backs of people who can least afford it. People can't afford both of expensive parking and extravagant fares. And don't make people get a clipper card; a lot of people in the Bay Area don't have bank accounts.	English	Title VI Outreach Online
232	I think the prices should rise for all. Spread it around, not just on people buying paper tickets. Those people may be tourists or people without access to banking accounts. Raise the cost for all riders.	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	BART fares are already too expensive. These changes already impact me, I stop taking BART last year due to fares being too expensive. Cost me \$9 round trip per day to take BART to work. I prefer to drive, which is only \$2.50 per day for carpool crossing the toll bridge. BART isn't a good public transit system. All other cities have lower rates for a day trip, BART doesn't have that option.	English	Title VI Outreach Online
234	Increase the price of parking first! I use BART to commute to the city for work using a clipper card and it is already expensive, would not want any increase that affects that kind of travel	English	Title VI Outreach Online
235	The paper tickets seem like the most obvious solution. They slow down people getting through the turnstiles and getting tickets period... They waste paper. Because I work with disabled people whose only form of transportation is BART or bus, many of whom are seniors, any increase is going to hit them really hard. You may find you have less riders rather than more. The parking option, less so as most of these people do not and cannot afford cars.	English	Title VI Outreach Online
236	Increasing paper ticket prices unfairly discriminates against people of lower incomes.	English	Title VI Outreach Online
237	Will look at all options besides BART	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
238	Increased parking charges could lead to lower ridership which leads to lower fare revenue. This is the opposite of the intended effect.	English	Title VI Outreach Online
239	The parking fee increase would make me strongly reconsider driving to Bart, or taking Bart at all. It would make driving to work the same cost as taking Bart.	English	Title VI Outreach Online
239	I would prefer to see an increase for seniors than for kids. I definitely agree with raising the parking fees.	English	Title VI Outreach Online
240	I don't even want to pay additional penny as long as the train system is dirty; that means stations and cars included.	English	Title VI Outreach Online
241	most seniors 65 and older can't afford to pay more. Don't take away their discount. Charge more for parking and decrease the benefits for employees.	English	Title VI Outreach Online
242	I don't think it's fair to penalize children, elderly or disabled people for BART's shortfalls. I also don't think it's fair to penalize getting a paper ticket vs clipper card. Have you even looked to see what similar paper charges are in other metropolitan cities? Where is the evidence or justification behind the proposed increase in the cost?	English	Title VI Outreach Online
243	Impacting senior and disabled rides is a bad idea	English	Title VI Outreach Online
245	I am under the impression that people with lower incomes and economically disadvantaged folks would bear the burden of the fee increases on paper tickets -- which I think is totally not fair. I am all for increasing the rates for parking. None of the proposed options would affect me directly -- since I don't drive to BART, am not a youth/senior and use a Clipper Card.	English	Title VI Outreach Online
246	I greatly favor increased parking changes as a way to increase revenue.	English	Title VI Outreach Online
247	Most of these proposals would impact the most vulnerable populations seniors, disabled, and low income.	English	Title VI Outreach Online
247	I strongly disagree with increasing parking because poor people are being pushed further and further away from transit whereby driving to Bart stations is a necessity for them. This is an equity angle that Bart should seriously consider. On the other hand, I also strongly disagree that Bart should be using their parking lots as a revenue generator. Those giant parking lots should be put to their highest and best potential use for society, which is to densify and build affordable housing. Bart needs to remedy its history of tearing up poor communities such as west Oakland by offering all that wasted parking space for affordable housing.	English	Title VI Outreach Online
248	Discounts are great but not required. If there's another way for kids and seniors to buy large blocks of tickets at the old discount, like \$1000s of tickets, that's great. Otherwise if you're just getting a \$20 card at CVS, it would be 50% off. Parking and ticket increases only give people more incentive to drive.	English	Title VI Outreach Online
249	Should not deserve raise	English	Title VI Outreach Online
249	For individuals who pay for monthly parking, the increase should be annually, not every six months.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
250	I bus to bart, and increasing the parking fee would mean I wouldn't think about taking my car, regardless. I would prefer not to impact seniors, if that'd an option. Charging more for paper tickets seems like a reasonable option- usually this impacts tourists more than anyone else.	English	Title VI Outreach Online
251	this would affect those who cannot get a clipper card because they don't have a credit card or debit card. way to punish the poor. Damn monopoly, again.	English	Title VI Outreach Online
252	The paper ticket surcharge is a good idea, but it really disadvantages tourists, who don't know about Clipper. However, as you hear all the time, BART misses out on millions of dollars due to toll evaders. Even having a task force like meter maids to just watch for toll evaders could easily help raise more money. Security on BART is a joke, and everyone knows how to evade the fare machines.	English	Title VI Outreach Online
252	very good service	Chinese	Title VI Outreach Online
253	Although I'm not a senior or a youth, I object to raising their rates as they often have limited income and no other access to transportation. I also object to raising the parking rates as I do use a BART garage and the quality and cleanliness of it do not deserve higher rates.	English	Title VI Outreach Online
254	Of course there would be an impact, which would only make me and my fellow BART passengers more cranky. If you had a way to increase fares and give us a better experience, fine. But we will most likely be stuck with the same dirty stations and trains.	English	Title VI Outreach Online
256	It is difficult for some people to obtain Clipper Cards either because they don't have the computer savvy, don't have a strong command of the English language, or don't have a valid credit card. Additionally, when fare is added, it current takes days for it to show up on the Clipper Card. So it requires constant monitoring and planning to maintain a balance sufficient for daily fares. I suggest making the fare add process immediate and do more to promote the convenience of a Clipper Card instead of charging more for a paper card (noting paper can get easily lost or stolen), whereas Clipper Cards can be cancelled and replaced. I personally do not ride BART anymore because it is simply less expensive for me to drive. And, recent BART trips have been extremely stressful as the trains (Pittsburg/Baypoint - SF line) is so crowded, it is difficult to stuff myself into a train (often have to wait for the next train, which isn't much better), uncomfortable on many levels to be standing, smashed up against strangers, and it's noisy, smelly, and, at times, I feel very unsafe (having been accosted a few times).	English	Title VI Outreach Online
257	I would otherwise be up for the paper ticket penalty, EXCEPT there is no way to pay for parking using my clipper card!!!	English	Title VI Outreach Online
258	All of these would impact me except for the senior citizen discount. I think they are all poorly thought out.	English	Title VI Outreach Online
259	I don't necessarily agree with making people on a strict budget like seniors and disabled persons, but I agree reducing the discount for youth, since youth tend to cause a lot of problems on trains such as eating, littering, loud noise, not giving up seats, blocking doors, and disruptive behavior.	English	Title VI Outreach Online
260	I would be affected by the increased cost to the effect that I might take casual carpool a bit more often.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
261	If Bart parking went from \$3 to \$5 it would cost me over \$20 per day to commute. Absolutely insane.	English	Title VI Outreach Online
262	Yo uso clipper.	Spanish	Title VI Outreach Online
263	El incrementar el boleto de papel afecta a las comunidades mas vulnerables economicamente ya que el regularmente creo que quien compra un boleto de papel es por que no tiene los recursos para comprar el clipper completo.	Spanish	Title VI Outreach Online
264	I can't believe you have options targeting seniors disabled and youths. Take it out as an option.	English	Title VI Outreach Online
265	You just raised parking fees two years ago. Now you are proposing to do them again. What happened to the money you raised from the last series of increases. No one's paycheck hasn't increased 40%. Why should you raise parking by 40%.	English	Title VI Outreach Online
266	No puede ser posible que el aumento nos perjudique a toda la comunidad	Spanish	Title VI Outreach Online
267	My employer reimburses me for my bart expenses (train rides and parking) so the increase would not impact me personally.	English	Title VI Outreach Online
268	As seniors on limited retirement income, we rely heavily on BART and would be impacted severely.	English	Title VI Outreach Online
269	No and not one bit.	English	Title VI Outreach Online
270	No impact	English	Title VI Outreach Online
271	increasing the fee for paper tickets will harm new riders that Bart so desperately needs--people who don't ride enough to get a clipper card but who want to use Bart for a day in the bay. Also, there isn't enough parking as it is--increasing the cost isn't going to help. Increase the amount of parking available so people have a chance to actually park at all.	English	Title VI Outreach Online
272	I would be impacted but not in a significant way. I'm more concerned about the under privileged sections of society who are already living in stress in the high cost of living San Francisco Bay area	English	Title VI Outreach Online
273	I already use a Clipper card and I don't use Bart parking lots so these changes won't impact me.	English	Title VI Outreach Online
274	I would pay more to be squished like a sardine at rush hour in the same dirty train	English	Title VI Outreach Online
275	Please don't increase costs for children, seniors, or those with disabilities	English	Title VI Outreach Online
275	I would pay more for parking. This should be offset with more express bus service from regional park and rides	English	Title VI Outreach Online
276	Don't increase the prices. Think about reducing costs and improving efficiency.	English	Title VI Outreach Online
276	None of these changes would impact me because I pay the full fare, use Clipper and walk to BART. I'm conflicted about increasing the parking fees because they would probably target more affluent riders, which is good, but may also encourage people to stop taking BART and just drive to work. I do not really think the discount for seniors, those with disabilities and youth should be decreased.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
277	We need to encourage more people to take public transportation, so I would be in favor of increasing the parking fee. This would particularly effect people who can afford it, rather than those who can least afford a fare increase.	English	Title VI Outreach Online
278	I would not be impacted by these suggestions because I walk to BART, have a Clipper Card and am not a Senior. However, I think all the suggested options are reasonable and will generate a good amount of revenue.	English	Title VI Outreach Online
279	This change won't have too much impact on me, but for other people, I think it big impact income. Bart says they have many record-breaking riders. How is that? when you don't have money now. So to me, this sound like way to cover up upper management spending or wasting money or possible stealing money for themselves.	English	Title VI Outreach Online
280	I think charging more for the paper ticket makes the most sense. This way, visitors and infrequent riders will likely foot the bill and commuters and residents won't have to since most have clipper.	English	Title VI Outreach Online
281	I commute from San Bruno to Oakland daily, and I have drive to the station to park my car. It already costs me at least \$14 per day. I use Clipper Card, and have a Parking Permit. If you raise fares, I might have to drive to work instead. I'm not sure about the paper ticket fee, but I believe you should charge more for discounted fares for children, especially teens, since they are more likely to vandalize & pollute (noise and garbage) the BART trains.	English	Title VI Outreach Online
282	The rate increases are justified in order to keep the system operating.	English	Title VI Outreach Online
283	The Bay is the haves and have nots which is a larger societal issue. So increased fares will simply put more drivers on the road, and reduce the number of Bart riders. Those that can afford parking are probably driving to and from work... those in that 25k-50k range are struggling to make ends meet, so raising fares in my estimation will simply force lower income commuters to seek alternatives other than Bart	English	Title VI Outreach Online
283	I think charging more for paper tickets disadvantages lower income people, foring the poor to pay more.	English	Title VI Outreach Online
285	I'd rather pay more for parking than for the basic bart fare	English	Title VI Outreach Online
287	No comment	English	Title VI Outreach Online
288	I am against increasing senior fares.	English	Title VI Outreach Online
288	Please implement progressive, not regressive, changes to the fee structure.	English	Title VI Outreach Online
289	I rely on the senior discount and I use paper tickets. BART employees make more than most BART riders and should give up their free BART rides and any free parking before making seniors pay their for their salary increases.	English	Title VI Outreach Online
290	Big impact. If fare continue on the rise. I just drive.	English	Title VI Outreach Online
291	The youth price can be decreased but seniors should have a large discount still. I am in my 20s and believe the seniors on fixed incomes need that support	English	Title VI Outreach Online
293	Fairness in the discounts make sense.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
294	Already pay 60 a month for parking, I guess its not enough. But if you continue to increase your costs, uber and lift are starting to like a better alternative and I don't have to deal with smelling piss, homeless issues, and overall filth of bart cars.	English	Title VI Outreach Online
295	Any tariff for using a paper ticket is reprehensible. It is a gimmick to charge more to some transit users, such as visitors or occasional users. Are paper tickets somehow more costly or less ecological? Then why not just discontinue all paper tickets and be sure to have a convenient way to recycle Clipper cards for those users who might not need it anymore? Keeping paper tickets and gouging those users is an unethical trick that will not guarantee revenues as more riders transition to Clipper cards to avoid this nasty exploitation.	English	Title VI Outreach Online
296	I understand that paper tickets break the old fare gates more often so there is a cost incurred in fixing them, but it seems unfair to riders that don't want to use paper tickets. It would be better to phase out the paper entirely. Parking fees are low compared to commercial lots, but I suspect any new revenue generated from lots will go to lot improvement, parking structures, etc.	English	Title VI Outreach Online
297	The proposed changes would not impact me. I am very worried about cutting the discount for disability...the disabled already have enough trouble accessing the system.	English	Title VI Outreach Online
297	Students and those with disabilities should retain the current discount. The discount for seniors should begin at age 70.	English	Title VI Outreach Online
298	As a frequent Bart rider, these increases will significantly impact my expenses by adding more costs.	English	Title VI Outreach Online
299	Charging extra for mag stripe tickets makes sense to encourage wider use of Clipper and to cover the additional costs associated with the mag stripe technology. The flat \$0.50 surcharge is probably a better option because it raises more revenue and is easier to understand. Because Clipper is available, people have an option to avoid paying this surcharge. Raising parking rates can help address demand/capacity issues at most station lots and could encourage some riders to shift to local bus services and cycling as a first or last mile solution. Reducing the discount for seniors/youth/disabled will hit those who can least afford it the hardest. It also generates the least amount of revenue out of all the options. BART fares are already high. Many seniors/disabled are on limited incomes. Raising the cost of youth tickets (who primarily travel with parents) will make it more expensive for family outings on BART and make it all that more likely for families to drive instead.	English	Title VI Outreach Online
300	Switch child and senior and disabled discounts to clipper only and require ID or proof to buy senior and kids tickets from lake Merritt or embarcadero....sick of paying full price and everybody and there mother using a red or green ticket and they shouldn't. Poor agents can't verify every one or they get cussed out by these people scamming the system.	English	Title VI Outreach Online
300	There needs to be more parking at Dublin Pleasanton station. More parking could result in additional parking income.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
301	<p>Clipper options seem most viable as it reduces paper, lines at gates and would be quicker.</p> <p>The parking option seems to hit the commuters more than anything and we are already being hit with increased fares for more crowded trains that break down constantly.</p>	English	Title VI Outreach Online
302	These options would not impact me.	English	Title VI Outreach Online
304	Replace all the funds you used for capitol corridor over the years and put it back in the operating budget where it belonged in the first place.	English	Title VI Outreach Online
305	Will have to pay more for fare, parking when quality of service will stay the same. My car's catalytic converter was stolen from BART parking at East Dublin/Pleasanton on Sept. 2016. Made a case with BART police, haven't heard back anything to this date. Security at parking needs to be improved.	English	Title VI Outreach Online
306	Parking charges keep going up. As soon as I budget the increase, there is another increase.	English	Title VI Outreach Online
307	It would be helpful to have data about who uses paper tickets. If it's mostly tourists and people who don't regularly use BART, it would be ideal to raise their rates. If people using paper tickets are more likely to be people who can't afford to buy a Clipper card, we would be shutting them out of the transit system.	English	Title VI Outreach Online
308	<p>None of these changes would impact me at all. (Other than the regularly scheduled fare increase)</p> <p>I already use Clipper, and bike to the station.</p>	English	Title VI Outreach Online
309	If you charge too much for parking, people will just drive	English	Title VI Outreach Online
311	Yes the Parking is outrageous! I remember when it was \$1 now it's \$3	English	Title VI Outreach Online
312	Parking fees should be added to station that do not have fees. Bart is becoming expensive to park and ride	English	Title VI Outreach Online
313	I would support an increase on children's tickets but Seniors should get the same or s larger discount. I am resentful when cars shorter than 10 operate during commute hours. The cars are so packed and because people are inconsiderate and go to work sick, healthy pax haven't a prayer of staying healthy. The platforms also become so crowded that it is dangerous. If a disaster were to strike, trampling would ensue and serious injury and even death would be certain. BART has a Duty of Care responsibility to the public. It is careless.	English	Title VI Outreach Online
314	I use Clipper daily and walk to the station so only a direct increase affects me	English	Title VI Outreach Online
316	Initially I liked the idea of a 50 cent paper ticket surcharge, but on second thought, I'd like more information what demographics generally purchase paper tickets. Is it primarily tourists and visitors from out of town? Or is it more low-income riders that don't have a credit card to conveniently auto-load a Clipper card? I don't want such a surcharge to disproportionately impact low income riders. If that's the case then I'd rather pursue a parking rate increase.	English	Title VI Outreach Online
317	Parking already costs too much. And the discounts for youth and old people are disproportionately high.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
318	I don't know how much paper tickets cost, but I know they're not free (and they turn natural resources into landfill): so get rid of them. Increasing parking fees will affect people with enough money to drive a car: so they can afford it. And maybe some will elect to travel without a car.	English	Title VI Outreach Online
319	Bart parking is expensive enough. Stop raising it or cap it at a certain rate and don't raise it again.	English	Title VI Outreach Online
320	Increasing parking costs would increase my commute costs. Increasing paper ticket costs would not affect me but would reduce the number of casual and weekend riders even further. Increasing the cost of the discount fares would impact the people who need them significantly. They would be less able to travel.	English	Title VI Outreach Online
322	See previous comments. Youth, disabled and senior groups cannot afford the rise in prices. Price increases would impact me and my family who rely on BART to get to work and school. We cannot afford to shell out more money and do not believe that BART should rely on annual increases to fund its budget. BART needs to come up with better strategies than to impact the wallet of struggling customers.	English	Title VI Outreach Online
324	Adding a surcharge to paper tickets penalizes those who are one-off riders. We can showcase the Bart system to tourist, but by penalizing them for using the system, we are sending the wrong message. Bart Parking Fees should not be raised. Taking Bart is expensive, but is still economical. Raising fees no longer makes sense for a commuter to park and take Bart. Higher costs will cause more riders to start driving as the costs of driving vs. taking Bart become similar.	English	Title VI Outreach Online
325	No, do not change the disable fare.	English	Title VI Outreach Online
326	The paper-ticket surcharge has some merit, as it would to some degree be levied on tourists and out-of-towners who don't have or need Clipper cards. However, I suspect that many low-income people can't afford Clipper cards. Five dollars for a card is a lot of money to someone on a fixed income; by comparison, Tap Cards in the LA region only cost \$1.00. Also: how much of that cost of a Clipper card goes directly to BART or other transit agencies. Cutting the discount for seniors and the disabled should be the LAST option.	English	Title VI Outreach Online
326	The parking fee increase is a joke. The amount of available parking is scarce as it is. (The Fruitvale Station's garage is full by 7 am, but the first 2 levels of permit parking is empty) If BART wants to raise the fee, more spaces should be freed up. The 50 cent fee for paper tickets is silly. Imagine the out-of-town visitors coming to the Bay Area, they're not going to sign up for a Clipper Card during their visit, yet they'll be penalized and have to pay extra for the same service.	English	Title VI Outreach Online
326	Surcharge for paper tickets means I will no longer ride BART.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
327	I don't ride BART regularly, so my opinion is probably less important than that of everyday riders. However, in general, I think percentage rises rather than flat rises should be preferred, and before groups with low incomes (youth, the elderly, people with disabilities) are taxed, other options should be explored.	English	Title VI Outreach Online
328	Instead of looking to raise fares or cutting service that will drive away customers, look at the best practices of other rapid transit systems on how to improve service, cut cost and provide world class service. Increase schedules, improve reliability, REWARD target goals of each group within BART with EARNED bonuses instead of rewarding based on time of service. Build a better system and the ridership will be there.	English	Title VI Outreach Online
330	You are a bunch of greedy assholes. Those are your options? Increasing parking or taxing the old or the kids? Seriously? What are you doing about your inflated pay and benefits? What are you doing about all the waste? How about investing in a system that does not break all the time hence reducing running costs? Is it because your people do not want to lose their job and hence keep running shitty machines which break all the time? Leave the country and visit Asia or northern Europe and see how a good train system works. You should be seriously ashamed of yourselves.	English	Title VI Outreach Online
331	I use a clipper card and I walk to BART. I live about a mile away. So these ideas to increase revenue won't affect me at all. I'm in the middle of the parking fee increase because maybe by increasing fares people will choose to take a bus to BART or ride a bike. But on the other hand, it could deter people from riding BART altogether especially if fares are going up in addition. I don't know the exact logistics.	English	Title VI Outreach Online
332	I'm a daily bart rider and these potential changes affect me. Bart is the worst public transportation I have ever taken. After living in Japan, Russia and traveling around Europe it's embarrassing the conditions we all have to face while commuting on bart. Dirty trains, homeless, pan handling, smelly, trains always delayed, slow, loud..I have never met one person that has anything nice to say about bart.	English	Title VI Outreach Online
334	Why would I keep riding your train if it's cheaper to drive 40 miles a day and cross a bridge.	English	Title VI Outreach Online
334	I use the Clipper Card so they would not impact me.	English	Title VI Outreach Online
335	I believe that charging the elderly and the young BART riders is not an effect plan. I believe that the people who currently use the services will loose out the most. These people are the most effected because they can barely use the system currently. If you decide to go with this idea you will have more and more young people not paying to use the system and elderly people would suffer.If the BART organization decides to move forward with the plan of the increase parking fee do not increase it by \$2 dollars. Increase the the fee only by a dollar.	English	Title VI Outreach Online
336	if bart charges more for parking, i would rather drive since it will cost me about the same and i would not have to deal with irate people, overcrowded trains and dirtiness of bart	English	Title VI Outreach Online
336	Parking fare should not increase in maximum	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
337	It will definitely affect my budget negatively. I am already living paycheck to paycheck and increasing the fares or fees for parking will kill my budget. I've moved to the area where I live in right now less than 2 years ago and the parking fee already increased %100. That already affected me negatively and you guys want to increase it even more! It is not fair!	English	Title VI Outreach Online
338	Parking is too expensive as it is	English	Title VI Outreach Online
340	Can there just be a charge for a paper ticket and if the ticket is reused not have a fee? It would be great to increase the fare discount for taking AC Transit if parking fees are going up.	English	Title VI Outreach Online
341	Most of these plans feel like they're going to disproportionately affect lower income BART riders. Clipper cards have a minimum stored value that low income people cannot afford to have trapped and inaccessible.	English	Title VI Outreach Online
342	I think you need to look internally and cut the bloat before you keep taking away from the riders.	English	Title VI Outreach Online
343	Charge an entrance and exit fee at those stations who weren't part of the original plan. They got a free ride off our taxes. Let them pay to keep you afloat. To charge the elderly more is just plain wrong. The average length of abject poverty for America's elderly is 10 years. Shame on you!	English	Title VI Outreach Online
344	You can't really increase parking fares until you start working in earnest with the other transit agencies. For example, there are very few buses from Martinez to the N. Concord/Martinez BART station so how can you expect people to take public transportation to the station. You refuse to build more parking and want people to find other ways to get to BART but that isn't always possible. Other agencies must become involved.	English	Title VI Outreach Online
345	I am a senior with social security benefits of 26K a year. Any increase in fares impacts me greatly	English	Title VI Outreach Online
346	If you're going to charge for paper tickets then clipper cards must be available as pay-as-you go with no minimum balance, equivalent to paper tickets now.	English	Title VI Outreach Online
347	Parking fee increased so fast. It should be \$1.00 each year until it reached \$5.00.	English	Title VI Outreach Online
348	awful !!! I am against ANY ride fare and parking fare increases.	English	Title VI Outreach Online
349	Senior and children should not have services reduced. Transportation is already expensive. Also parking costs when combined with average round trip fares are making transbay Ac transit buses overly attractive	English	Title VI Outreach Online
350	Parking should be for parking lots and security in them.... not for the budget.... I think ride jumpers need a Crack down..... maybe a officer at every station at the exits	English	Title VI Outreach Online
351	It is already really expensive to live here. Surcharging the paper tickets seems to be a way to target the non-locals, since they are the only people with an excuse to not have clipper. It's too bad that Bart needs more money, but this way the locals trying to get to work aren't hit as hard and your encouraging paperless.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
352	The one that would impact me would be parking and I for one would walk from my home rather than pay \$5. Asinine!	English	Title VI Outreach Online
353	They will greatly affect me. Especially charging more for paper tickets and fare increase.	English	Title VI Outreach Online
354	These options are not very good options. A fee for the paper ticket alienates the occasional BART rider or visitor. The parking fee increasing to \$5 is highway robbery. The discounted ticket program was too heavily discounted to begin with and the everyday rider is subsidizing this program.	English	Title VI Outreach Online
355	While I don't like the idea of reducing the discount for seniors or children, the current discount is quite generous, and a 50% discount would still be significant but fair. I absolutely object to an increase in parking fees -- the BART parking situation is a travesty; first of all, there is insufficient parking at almost all the stations, and the parking fees are already too high. Commuters should not be penalized for doing the right thing by taking public transportation by being forced to pay high ticket prices and then having to pay additional parking fees on top of that. In fact, the whole parking permit system is a rip-off. After being on a waiting list for years, all you get is the right to park -- but only up to 10 am -- at a premium price over the daily parking fee. Increasing any parking related fee would just add insult to injury.	English	Title VI Outreach Online
355	You already get enough money, just pay your employees less money and eliminate unions and maybe Bart wouldn't be as bad as it is currently. DONT ask for more money, find ways to reduce spending first.	English	Title VI Outreach Online
355	Should not Increase prices for parking. This would cause people to just drive instead of park and BART because it's so expensive and the benefits here does not outweigh the cost	English	Title VI Outreach Online
355	It is unfair to raise the cost for persons with disabilities as their options are already limited by the many out of service elevators, and then when they are working, they are in filthy conditions. If you want to charge more you need to see that it is accessible and keep those elevators clean.	English	Title VI Outreach Online
355	The idea to add surcharges to single use tickets is utterly ridiculous. An unintended consequence of this method would be to drive customers away from taking BART resulting in a loss of revenue. The current fares are already somewhat expensive, and when combined with the 2.7% increase along with a ticket surcharge, there is no point in taking BART as it is no longer affordable to use the system. Personally, I would stop using BART because it would become too expensive and would be equal to or more expensive than driving or using other methods of commuting. I feel that the ideas proposed from the surcharge on ticket purchases and reducing discounts to the needy makes customers feel unwelcome. It sends the wrong message that BART is unfriendly and does not welcome or value its customers. This contradicts with your message that everyone is welcome on BART. Also consider those who are visiting the Bay Area and aren't familiar with navigating the areas. They would not feel welcome and would feel that BART is discouraging them from using the system by adding a surcharge to the tickets.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
356	They won't impact me (I use Clipper, don't park, and don't have discounts). Aside from parking, however, I feel like the changes for paper tickets and discounted tickets will impact the most vulnerable riders who already have limited resources. If paper tickets were to be one area of increase, maybe Bart could make a bigger effort to help low income riders set up Clipper. I can't remember how it works, but I think lack of bank accounts and credit cards (common among low income people) might be a problem, so this will end up hurting them the most possibly, which just doesn't seem fair in the overpriced Bay Area. Maybe there could be some outreach or way that Bart connects with local nonprofits who provide support around finances and budgeting to help these riders figure out how to make Clipper work for them.	English	Title VI Outreach Online
358	i do not get a raise annually therefore as cost of living increase especially if bart increases the fares then it will make it harder to make ends meet. I think adding a fee for paper tickets may be a good idea because people who commute to work usually have clipper cards.	English	Title VI Outreach Online
359	Personally, I believe in green. We only have one planet earth. Since obtaining a clipper card I haven't gone back to paper tickets; because there's no need. It's faster, so I don't miss trains as often anymore. As a college student with a disability, the prices I'm paying currently to ride BART are okay where they are. An increase would hinder me dearly. When relying on something one tends to get accustomed. The thought of not having what I have (my only method of transportation to and fro school)--well, I'm afraid I may have to drop out of school.	English	Title VI Outreach Online
360	look at how high bart employee salaries vs using the consumers	English	Title VI Outreach Online
361	Penalizing tourist and less often users of BART will only make the transit less appealing resulting in the increase use of Uber and lyfts.	English	Title VI Outreach Online
362	Encouraging more riders to use clipper seems like an easy win, but it's important to make sure that clipper will serve the needs of low income riders who can least afford a fare increase.	English	Title VI Outreach Online
363	Bart is already so expensive. I am likely to buy a bus pass.	English	Title VI Outreach Online
364	Currently BART POLICE excuses juvenile for evasion,disruption and harassment of seniors. If a no tolerance policy was in place BART POLICE would be hiring and not fear enforcing safe ridership. A police presence should be on every passenger car to protect our seniors and introduce to the general population what riding BART could be like. Currently it's a convenient hazard for most of the general public and a place for homeless to rest ask for assistance or shoot up.	English	Title VI Outreach Online
365	I think it isn't fair to go with the surcharge for paper tickets until Clipper cards are available in all stations.	English	Title VI Outreach Online
365	Do not cut weekend service	English	Title VI Outreach Online
367	The paper charge seems good but I wonder how it might affect off peak use. Trial would be nice.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
368	Fare increases are bad for everyone, parking fare increases encourage public transit and discourage car use, discounts for children and people with disabilities should indeed be cut back to 50% to help pay their fair share, and having two prices for trips based on fare collection method would be confusing to out-of-town riders and exacerbate use of addfare machines which are the most evil machines in the system	English	Title VI Outreach Online
369	All of these options are painful. I am a senior and prefer to keep my 65% discount. I pay a monthly parking fee which already seems expensive.	English	Title VI Outreach Online
370	Increasing BART fares encourages people to drive instead of taking public transit, particularly when BART has an unreliable schedule. BART regularly (almost daily) has commute delays of 20 minutes or more, and does not run all night, as transit systems do in most major metropolitan areas around the world.	English	Title VI Outreach Online
371	I am ok with these options IF BART does NOT increase fares further!! If my ticket goes up even \$0.05, I will go out of my way to AVOID using the train. I love transit and I want to ride the train, but I am not willing to pay unlimited fares. I want BART to work with Muni, AC Transit, and organizations like SPUR to develop a comprehensive monthly pass plan for riders. If I could buy monthly passes and use the train and bus, I would drive much less than I do. Please do not be short sighted about your fares. Please offer monthly passes so I can feel good about maximizing my transit usage! Now I try to minimize transit usage to save money. Think bigger! Imagine what BART can be if ridership doubled thanks to reasonable and resident-friendly ticketing options.	English	Title VI Outreach Online
373	These changes do not affect me at all. I use a clipper card, am not a senior, and do not park at bart parking lots.	English	Title VI Outreach Online
374	The parking would not affect me at present but I think it is too expensive to ask more for parking and increase the cost to ride BART - it acts as a disincentive to take public transportation.	English	Title VI Outreach Online
375	I have a Clipper Card (Senior) and ride BART at every opportunity (not daily). The Senior fare is too good to be true. I could afford more so maybe a means based system might be appropriate. I do enjoy my senior fare status.	English	Title VI Outreach Online
377	BART would become more expensive which would make it less likely for me to ride BART on the occasions that I do ride BART.	English	Title VI Outreach Online
378	the parking fees would significantly impact fees.	English	Title VI Outreach Online
378	I think BART cannot reduce the discount for seniors, youth and people with disabilities- these populations need the support more than ever.	English	Title VI Outreach Online
380	BART needs to charge more for parking \$3 or \$5 per day, that is too cheap. BART needs to raise the parking to match those in San Francisco. \$40 to \$50 per day. Imagine how much money that would raise to pay for employees salaries. Including the janitor that made over \$300K. By charging this much, you would also help with the overcrowding issues with people having to find parking.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
381	<p>Do NOT punish most vulnerable BART riders (low income, elderly, disabled). Encouraging Clipper adoption only makes sense if BART has seamless transfers with other agencies. Currently, regional transit fares are a mess. BART must take the lead in standardizing fares and working out finances with other transit agencies, otherwise Clipper cards offer little advantage over paper tickets.</p> <p>Parking is the most expensive way to get riders.</p>	English	Title VI Outreach Online
382	<p>You are taxing the lower socio economic class who are forced to take public transport. None of these proposals target the upper class who's tax should be funneled more effectively into public transport.</p> <p>Taxing lower income households who have to use public transport to then fund public transport is a sure fired way to end any publicly funded societal solution.</p> <p>The people who should be paying for are those in the higher tax bracket who can afford to give back to the society which allowed them to make money. Increase the section of local taxes going toward BART should be the first answer.</p>	English	Title VI Outreach Online
383	<p>These are terrible ideas and again will eliminate the amount of riders who rely on cheap public transportation. Bart was a cheaper alternative than driving but if riders have to pay extra for a bart ticket and parking they will use it less. I don't have a clipper card because I don't want more electronic cards that can go wrong. I prefer bart cards. I will not get a clipper card ever.</p>	English	Title VI Outreach Online
385	<p>I would pay more to park, which I am OK with. I would also consider riding my bike to and from BART more often.</p>	English	Title VI Outreach Online
385	<p>I think seriously advertising that riders would not only get discounts on BART, but also other agencies like AC Transit if they use Clipper would greatly benefit BART & other agencies. I feel like a lot of riders on AC Transit still don't know about the discount and feel its to hard to get one. Though having them available at all BART stations at a vending machine, looks to be the answer the Bay Area needs. Also maybe make a instructional lesson booklet for schools to have an assembly about Clipper Cards and the upcoming ways BART will be cracking down on Fare Invaders.</p>	English	Title VI Outreach Online
386	<p>None should be implemented Get smarter with budgeting, clean up the mess you already made and we already passed measures. Fire SR management and the board and stop putting a cork in the barrel it isn't working I am not getting anything more for each increase as service continues to decline and less reliable I already have to get to Pittsburg by 5 to get a parking space and step over homeless to get to the platform and trains a mess, over packed and not on time. So, what do you want this for? Give the riders something and show that you can manage the budget and stop expanding until you have a bettr running system BART is the worst public system Last Friday it took 2 1/2 hours to get fr Montgomery to Pittsburg and three trains.. Get it together and stop abusing the riders</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
387	Considering that I am an occasional rider, I would have little opinion of these changes. However, I would prefer to see costs rise to the nearest quarter so that it doesn't become a game of "The Price is Right" when it comes to shuffling for change (or having difficulty finding change). Reducing the discount to half-fare would make it somewhat parity to many other agencies who charge half-fare for discounted individuals.	English	Title VI Outreach Online
387	I would have to pay a higher fare and parking.	English	Title VI Outreach Online
388	Parking fare shouldn't increase as we want people to use public transportation instead of driving.	English	Title VI Outreach Online
389	Please do not reduce the discounts for people with disabilities, seniors, and youth. This is literally the most heartless proposal I've ever seen from a public transit agency, in a region that is destroying opportunities for our long-term residents -- particularly those with disabilities, seniors, and youth.	English	Title VI Outreach Online
390	Increasing parking \$2 will have a major impact on my budget,	English	Title VI Outreach Online
391	They would impact me as well as people I know. I know it's helpful for struggling college students when they have late classes they need to park and additionally pay fare which ends up being too much with round-trip	English	Title VI Outreach Online
392	Low income people may have to buy paper tickets daily and Bart tries to rip these people off. These people have no choice by still using the system	English	Title VI Outreach Online
393	I am a disabled senior. I have a clipper card but also have old paper tickets left over from when I was on medical leave and had to still purchase them through work. A lot of people on fixed incomes (seniors, disabled) don't have credit cards and have difficulty with something like clipper. BART has always been hostile to disabled people and has a hard time caring about keeping elevators and escalators working. As evidenced by the new lawsuit by disabled which I think is long overdue.	English	Title VI Outreach Online
393	Increasing fee is horrible. The commute and the conditions of the stations and the trains already are at a decrease (with the exceptions of the new stations) so it's like paying more for things that are worse.	English	Title VI Outreach Online
394	This money should come exclusively from the businesses that benefit from BART. No price increases should fall on the riders.	English	Title VI Outreach Online
394	The increased parking would affect me, but I still feel it is the best option offered as I think it is important to offer the youth/disabled/senior discount, and I'm not sure who increasing the cost of paper tickets would affect.	English	Title VI Outreach Online
395	Bridge tolls are \$4-\$6. With increase in fares and parking, riders, such as myself may opt to drive into S.F. instead.	English	Title VI Outreach Online
396	Raising rates is the wrong route. Maybe start with janitors who stay in closets for hours at a time while racking up a \$200k salary.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
396	<p>I currently use a Clipper card. If you don't want passengers to use paper tickets, eliminate the paper tickets. As long as Clipper cards are easily available and refillable at every station (using cash or credit card), it shouldn't be an issue.</p> <p>I currently have a monthly parking permit. A \$2 increase in the daily fee from \$3 to \$5 (with the monthly fee rising accordingly) seems steep.</p> <p>Seniors and students can least afford an increase. Increasing the fare plus reducing the discount would be a hardship.</p>	English	Title VI Outreach Online
397	I will start driving to work	English	Title VI Outreach Online
398	I don't really like any of them, as they all pass the cost of long term mismanagement on the the paying public. I don't mind paying a reasonable amount for service provided... but watching costs continue to increase while service steadily decreases doesn't work for me, or for most of the commuting bay area. If there were another cost effective way of commuting from the Dublin area to the financial district in San Francisco, I'd have abandoned BART long ago.	English	Title VI Outreach Online
398	These changes would not impact me.	English	Title VI Outreach Online
399	Surcharges on tickets is not sensible. People including myself will stop using BART as it is already expensive and combined with surcharges, BART will no longer become affordable or feasible to use. At this rate if you do increase ticket prices, I will stop using BART and discourage friends, family and coworkers from using BART.	English	Title VI Outreach Online
400	At times, seniors are on a fixed income and rely on public transportation. I feel the discount should not change so dramatically.	English	Title VI Outreach Online
400	I'm not a senior, nor do I park, nor do I have a clipper card.	English	Title VI Outreach Online
401	I use Clipper and ride the bus or walk to BART. The only option that would affect me is the regular 2-year fare increase. I prefer adding surcharges to paper tickets (in New York, the charge is \$1, and 50 cents seems reasonable to me). I do not think shifting the burden to seniors/disabled people by decreasing their discount will be very popular, especially if the base fare is increased too.	English	Title VI Outreach Online
401	This would probably double the cost of what I pay to ride BART and be prohibitive. I would need to find another way to get to work.	English	Title VI Outreach Online
401	Strongly opposed to paper ticket surcharge and parking increase. Parking is already expensive, and it is unnecessary to keep raising it.	English	Title VI Outreach Online
402	Charging more for parking should go toward building more parking.	English	Title VI Outreach Online
406	An increase in fare and parking would be a financial hit for me because I have to commute to work 5 days a week.	English	Title VI Outreach Online
407	Discount decreases should be separated. i.e. seniors should receive largest discount. Handicapped should be according to their infirmity.	English	Title VI Outreach Online
408	n/a	English	Title VI Outreach Online
408	BART should be more accessible for people are making a making a net positive contribution to the system.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
409	None of them would impact me directly. But I believe that the proposed parking increase has the biggest potential to backfire psychologically, and end up reducing revenue by discouraging people not to drive instead of taking BART.	English	Title VI Outreach Online
410	Parking has already increased twice since I started commuting with BART 3 years ago. Additional increases is unwarranted.	English	Title VI Outreach Online
413	I rely on the youth discounts to be able to use BART. Obviously, I have a particular interest at stake here, but I also think that continuing youth discounts builds a lifelong habit of using public transportation for youth, one that will help BART in the long run.	English	Title VI Outreach Online
413	None of these would particularly impact me directly. I'm not disabled or qualified for any discounts, I take the bus to Bart so I don't park there and I commute every day so I use a clipper card, not a paper ticket. However, it would be nice to see fewer paper tickets littering the ground surrounding Bart stations, as well as other benefits to encouraging people to use Clipper Cards over paper. A couple of examples would be less congestion at the fare gates (since people with paper tickets tend to take longer) and generally going "greener" by not using so much paper or creating so much trash/litter. I also don't support decreasing the discount to folks with disabilities, etc, because I know that for many of them, this is their only option to get around. I also feel like too many programs and assistances for them are being done away with lately and I'd hate to see one more be decreased.	English	Title VI Outreach Online
414	High cost of living make it hard for minimum wage earners. And those who live in the NORTHBAY.	English	Title VI Outreach Online
414	Do not raise parking fees. When you add up parking fees with daily fares, it becomes a great financial burden for families. People drive to Bart because there are no convenient bus stops near their home.	English	Title VI Outreach Online
415	These increases target people that are low income or otherwise not privileged.	English	Title VI Outreach Online
416	BART usage is supposed to be encouraged to get people off the roads. The only way for most people to get to BART is to drive and park at a station. The exorbitant charges for parking discourage BART usage. It is also unfair taxation.	English	Title VI Outreach Online
417	Seniors and children should not be held accountable for this.	English	Title VI Outreach Online
420	I really like the paper ticket surcharge, as it rewards regular riders, but you must make Clipper cards available at stations with a reloading option first. The change in discounts I like a bit less, but it is fair. I don't like the increased parking fees.	English	Title VI Outreach Online
421	I am a daily commuter from east bay to SF. Raising parking fees is not ideal as it's a daily impact to me. It would discourage me from parking in the bart lot. I think the increases should be used to incent positive behavior (e.g., use Clipper and not paper tickets as paper is costly) and to prevent misuse (such as with discount tickets as non-seniors and non-children are likely using these discount tickets as there is no monitoring at the bart stations for violations.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
422	<p>There is no reason for people not to have a Clipper card. It's okay to charge more for those who choose to use paper tickets, similar to the way people pay more for not having their money in a bank, going to check cashing places, etc. Paper tickets are a headache for the system, and their use should be discouraged.</p> <p>I'm not okay with reducing the discount for seniors, though I think it's okay to do so for youth.</p> <p>Raising the parking rate is a non-starter with me. Why penalize people who live outside of BART service areas for choose to use BART for part of their commute?</p>	English	Title VI Outreach Online
423	I would not be affected. It seems like the people who would be most affected and have to pay more would be seniors, youths, the disabled, and poor folks.	English	Title VI Outreach Online
424	increasing fares definitely affect our packets, prefer to have West Contra Costa HWY80 be considered for next extension plan with this budget.	English	Title VI Outreach Online
426	I can absorb the cost, but it will affect those on a limited income. If fares increase, I would like to see clean BART trains, stations, working escalators and elevators, etc. The stench in the Powell Street station is vile.	English	Title VI Outreach Online
428	The prime parking and real estate should be charged a market rate parking fee, whatever that might be. Another option would be to hire new semi-skilled drivers who don't think they deserve or are entitled to preposterous annual income for their semi-skilled jobs.	English	Title VI Outreach Online
429	With the fare increase the homeless need to be address. If we're going to pay more then we should have cleaner Bart stations from the platforms, trains and bathrooms. We shouldn't have to move our seats because it smells of waste, or hold our breaths. If you cleaned the stations then maybe us riders won't mind the pay increase knowing it's helping with the sanitization of the stations and trains.	English	Title VI Outreach Online
429	More money that will come out of my pocket.	English	Title VI Outreach Online
430	<p>Surcharges for paper tickets will NOT raise money, because the surcharges are a penalty. People will either stop using BART or will change to Clipper. Then, the revenue stream will be gone and you'll be stuck with the same budget shortfall as before except that you'll have fewer riders.</p> <p>Additionally, penalties for paper tickets will:</p> <ul style="list-style-type: none"> - discourage casual riders and tourists (decreasing ridership even more, especially on weekends) - disproportionately impact youth and lower income riders - penalize people who use BART as a full transit system (as opposed to just for commuting). For example, I take BART to work every day. I also take BART home, but I frequently make multiple stops on my way home (evening classes, visiting friends). The proposal means I would penalized three or four different times a DAY. I would definitely stop using BART in this case. <p>Increasing the parking fees will mean that more people choose to park in nearby neighborhoods (street parking) rather than pay for parking. This will be a big detriment to the people who live near BART stations.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
431	They impact me but every choice will be ugly...	English	Title VI Outreach Online
431	Shifting the increase for those whose use paper tickets and who are among those eligible for discounts risks increasing the burden on lower income riders and those who do not want to use Clipper for privacy reasons. The parking option might be better since it targets regular commuters with jobs, but also could act as a disincentive to use BART and to choose driving instead.	English	Title VI Outreach Online
433	Notmuch	English	Title VI Outreach Online
434	Paying for parking would impact me.	English	Title VI Outreach Online
435	If parking is increased, that will really hurt me. I'm also curious how seniors and youth and disabled persons prove these facts. If it's anything like getting a handicap parking space, I don't have a lot of faith that many people aren't lying to get discounts. Also, what stops these persons from giving their clipper cards to persons who don't qualify? It's not like anyone is checking ID when you get on BART.	English	Title VI Outreach Online
436	Any of these options, when calculated at an annual amount, constitutes a pay cut from my job and every other person who must take BART to work or school or anything else. Figure out how to do it with the taxes for which I've already voted!!!!!!	English	Title VI Outreach Online
437	Charging for paper tickets seems very regressive.	English	Title VI Outreach Online
439	Better to increase fares than reduce services. Trains are already packed.	English	Title VI Outreach Online
440	I think reducing the fare discount for seniors is morally wrong. The parking fee increase would impact me directly and cost me \$40 a month.	English	Title VI Outreach Online
441	I will consider other form of public transportation if there is an increase.	English	Title VI Outreach Online
442	<p>The cost of living and working in the bay area is tough enough. I barely make ends meet. I commute for a long distance and pay for parking at the station. Fare increase and parking fee increase would make is so hard for me as a single income working mom. I feel like Bart is penalizing the working people. The ecommerce millionaires are not the ones taking Bart. It is the regular people with families being penalized for saving the environment by using public transportation.</p> <p>In addition, I don't feel like the fees bart requests equals the service provided. I commute to 16th Mission station. It is filthy. I had a knee injury and the escalator has rarely been in use. When using the elevator during the injury, I held my breath during and there was filth all around and smeared on the walls. I feel bad for mothers with strollers or disabled that have to use that all the time. Other issues are overcrowded trains and consistent delays.</p>	English	Title VI Outreach Online
444	Increase the parking fee at suburban stations, not the urban stations. It's way too low, and out of balance.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
445	<p>As best I can tell, many parents with young children (over 2 and under 8) cheat the system and do not pay -- but a 50% reduction is more than enough for these groups.</p> <p>Love the idea of charging for paper tickets.</p> <p>Parking fee increase should ONLY impact the stations with high demand -- and I hope the system is charging MORE for the reserved/guaranteed spaces. (If not, it should!)</p>	English	Title VI Outreach Online
446	<p>With the recurrent increase in fares, there haven't been any significant change to the interior cosmetics of the trains, no security in trains to patrol passengers who litter and take up room, and homeless transients on board trains that only use it to sleep in. Too many station agents in El Cerrito del Norte (about 4-5 of them) doing nothing. BART Police are rarely present. They should be patrolling/walking the premises at all times instead of hiding in their trailer offices.</p>	English	Title VI Outreach Online
447	<p>don't increase parking fares as its good to encourage lee cars on the road for the environment</p>	English	Title VI Outreach Online
448	<p>I may start thinking about driving to work by myself. Between Bart parking, Bart fares, Bart delays and general safety concerns on Bart, having my own car and space sounds more and more appealing.</p>	English	Title VI Outreach Online
450	<p>By reducing the discount for BART's most vulnerable population groups (which form a small percentage of BART riders), that option is needlessly harsh and does not solve BART's ridership capacity problem. It also amounts to a significant fare increase. BART's comparison to other transit agencies is misleading in some cases. For example, SF Muni provides a 100% discount to youth and low income seniors. To other seniors, Muni offers a 60% discount for cash-fare payment via Clipper compared to cash fares paid on board or via paper ticket.</p>	English	Title VI Outreach Online
451	<p>I would consider other means of transportation.</p>	English	Title VI Outreach Online
452	<p>An amount rather than a percentage increase on paper tickets would be a better choice. If a percentage of the fair was chosen, riders who rider further would be affected and return back into their cars for their commute.</p>	English	Title VI Outreach Online
453	<p>You pay 6 figure salaries to Janitors who sleep on the job and you have the nerve to take more from Seniors? WOW!</p>	English	Title VI Outreach Online
454	<p>The parking would impact me. I already begged work to alter my schedule so I can come early enough to even get a parking space. If you're gonna charge more for parking, build more garages to hold more cars.</p> <p>Also, what makes you think riders can keep affording these inceases? It's not like our salaries are going up. Do you realize that the majority of BART riders make less than BART janitors?</p>	English	Title VI Outreach Online
454	<p>We are supposed to be trying to encourage people to use public transit. By increasing parking fees so much, you are discouraging that option.</p> <p>As a disabled person and the parent of a disabled person who depends on me for his transportation needs, the change in discount fare would affect me a lot.</p>	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
455	Don't impact seniors or children. Sell more corporate advertising. Add a tax on current corporate advertising.	English	Title VI Outreach Online
456	Wish parking fees could be paid upon exiting.	English	Title VI Outreach Online
458	Again, it is not fair to continue raising rates and parking fees, especially given the fact that these have already been raised several times over the last three or so years. It would absolutely impact me financially, and I would likely end up having to consider other transit methods. I'm sure that enough people are forced out of the BART system due to inability to keep up with the rate increases, BART will find itself in an even GREATER shortfall. Further, reducing discounts for seniors and the disabled would greatly impact those individuals who are on limited or fixed income. Like mine, their income cannot keep up with the BART increases.	English	Title VI Outreach Online
459	I use a Clipper card and drive and park at the stations daily. My roundtrip costs to get to work and back are now more than \$10. I can't afford continued increases, particularly since I've seen no increase in service, reliability, safety or cleanliness over the past 5 years.	English	Title VI Outreach Online
460	I commute to work on BART for a nonprofit that is not able to afford cost of living increases for staff. Any BART increase will affect our staff as well as thousands, if not millions, of low-income workers. Increasing just the cost of paper tickets will disproportionately affect low-income people who may not have a bank account or credit card to be able to get a Clipper card.	English	Title VI Outreach Online
461	The parking would impact me a great deal	English	Title VI Outreach Online
462	I drive to the BART station every weekday. Again, until I see serious cost reductions I'm not willing to pay more for fares or parking.	English	Title VI Outreach Online
463	Do not charge more for parking! I'm already doing my part by riding BART into the city. How am I supposed to get to the station without driving? There is no bus from my house.	English	Title VI Outreach Online
464	I prefer the paper tickets, just because you can the deductions of each \$ amount on the ticket, the CLipper card does not have that info!	English	Title VI Outreach Online
465	I would be much more inclined to drive to work since the cost of the fare, coupled with the cost of parking, will make it less cost effective. As it is, I pay 6.60 round trip for the train, 3 dollars for parking at BART, and I can drive to work faster and cheaper in my economy car. The garage by work charges only 10 dollars/day.	English	Title VI Outreach Online
466	Parking already costs a lot, especially for short trips, so don't increase those fees.	English	Title VI Outreach Online
467	Fees for seniors and disabled should not in rease--that puts an undue burden pn the most vulnerable people and they are the very people most dependent upon Bart.	English	Title VI Outreach Online
468	Can't believe Bart needs more money!	English	Title VI Outreach Online
470	They would not impact me	English	Title VI Outreach Online
471	A lot no raise of any thing please	English	Title VI Outreach Online
472	It would be harder to live my day to day life because I'm already living pay check to paycheck ; and bart is my only reliable source to work.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
473	None	English	Title VI Outreach Online
475	These are terrible options. NO PRICE INCREASES.	English	Title VI Outreach Online
476	These changes impact everyone. Parking fees at the Pittsburg/Bay Point in 2013 was \$1.00 within six months it went up to \$1.50 and by 2016 it was up \$3.00. That is more than the 5% percent people get with cost of living increases if they get it. How do you justify the increase when you have nothing to show for it.	English	Title VI Outreach Online
477	Pushing people out if parking lots with such a large increase is counterintuitive. When it is so much cheaper to drive, at least some of these people will get back into roads instead of onto transit.	English	Title VI Outreach Online
478	Parking fees are too much know you keep going up but elevator brake exculaters always brake.	English	Title VI Outreach Online
478	I have a parking permit and already pay a premium price (\$5 per day). Increasing the daily parking would likely increase the monthly permit to \$7 per day. More recently a significant number of cars with handicapped placards have been taking up reserved spaces and pay the normal rate.	English	Title VI Outreach Online
480	I already have a Clipper card and won't be eligible for any senior discount so those two options won't affect me. However, if parking is raised it will force me to either take the bus or look into joining some type of rideshare. As it is, I never know is my car will be at the Pittsburg station when I get home or if a window will be broken out	English	Title VI Outreach Online
481	As I mentioned previously, I think BART is one of the best public transit systems in the country. I also understand that, in one of the most densely populated metro areas in the country, it faces some unique challenges. That being said, BART is my main source of transportation from Pittsburg/Bay Point toward cities like Oakland (where I work) and Berkeley and Alameda (where I go to school). So some of these changes would affect me. However, I do have a car but it's not economical (in terms of time or money) to drive it. In a pinch I could certainly drive. I think that everyone who uses BART needs to bear some of the burden for its upkeep so all options are on the table as far as I'm concerned.	English	Title VI Outreach Online
482	The parking fee increase seems a little much. I think the increase every 6 months seems a bit much. Maybe a once a year increase.	English	Title VI Outreach Online
483	If you raise parking to 5:00 a day, I will find another way to get to work, or I will find another job. in NO way is that fair, equitable, or even decent. People in other parts of the country already balk at the astronomical fees I pay now. How DARE YOU charge 5.00 a day for that parking spot I have to fricking RACE to your damn lot to get. Well, it may resolve parking issues in one sense. People who CAN get to work by other means WILL get to work by other means. You will force more cars onto the road. You will force people to do without you. I am so angry right now that I can hardly see straight. You are thieves. You are incompetent. You are failing the people of Northern California and we dont deserve it. We want lower fares, and a better managed system. We dont want to pay for your dumb new cars. We want seats. We want you to give a SHIT about us, not just lining your pockets. Your incompetence is what is at issue. Cut your own damn salaries. That will resolve your stupid shortfall. As it stands now, after reading this, I have one thing to say. BART SUCKS.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
483	Parking already costs as much as some one way trips. Parking is already high.	English	Title VI Outreach Online
484	For what BART pays some of it's staff...(i.e. janitors) As BART prepares to ask voters next week to approve a \$3.5 billion bond measure to upgrade the aging system, many people are talking about how one janitor made more than \$230,000 last year. How much could you make spending all your days cleaning BART stations? Wiping up the dirt, the grime, the pee, the vomit, the mysterious sludge? One BART janitor raked in some \$271,000 in pay and benefits last year, records indicate.	English	Title VI Outreach Online
486	I do not support any changes that would impact our seniors or the disabled. I support providing a living wage for BART workers, including inflation-based cost of living adjustments and even raises where appropriate. BART workers should be able to afford to live in the communities where they work. I do NOT support the Board's previous attempts to bring in expensive outside consultants to fight the unions.	English	Title VI Outreach Online
487	The suggested options place seniors and disabilities at a disadvantage with their limited budget. I will increase my work from home days from 1 to 3 days a weekly to reduce my expenses.	English	Title VI Outreach Online
488	Commuters who ride BART each day are paying their fair share with fare increases. Periodic riders who patronize BART with less frequency should pay a little more. Perhaps raising parking to \$4 for all stations would 'be a good compromise. 50% discount for disabled, seniors, and children is still a generous fair reduction.	English	Title VI Outreach Online
489	If implemented, I will stop taking BART!	English	Title VI Outreach Online
490	None of these options would impact me. I use Clipper and I'm 30. But are you kidding me? Increasing fares on paper tickets. This is a clear example of the incompetence I spoke of earlier. Who in their right mind thinks that's a good idea and we actually pay for that person to have a job.	English	Title VI Outreach Online
491	Do not increase paper tickets? If you say all paper tickets does that apply to Senior tickets and Student tickets? I heard Student discount tickets are being abolished. That is absurd!! If you are going to increase parking to \$5, then stop squeezing in cars. The outside parking at Del Norte is horrible. The spots are so tiny can barely open your door or drive down the lot (too narrow)	English	Title VI Outreach Online
493	The disabled and elderly should not pay more. Increase in parking ok.	English	Title VI Outreach Online
494	Sell as much ad space as you can. It wouldn't offend me at all to have many more advertisements in stations or on the trains.	English	Title VI Outreach Online
495	For me the parking increase would become so expensive that I may shift to driving. It would become cheaper as an east bay resident and I work in oaklane. I also think there should be a separation of senior and children discounts. Children keep the larger of the discounts.	English	Title VI Outreach Online
496	Parking fee being raised would impact the budget significantly - \$10 more per week to park is a lot.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
497	Parking is a joke, you want people to pay more, but it would end up costing less to just drive. Parking areas are crime ridden and I have experienced this first hand. The only time you see patrols, is when they are parked and eating. You should not have to pay more for the worst service ever.	English	Title VI Outreach Online
498	The potential changes would not affect me, however, the burden would be placed on the lower income individuals which is not where it should be placed. If bart caught fare jumpers for example this could potentially make a dent in the shortfall.	English	Title VI Outreach Online
498	These changes wouldn't impact me as I bus to BART and use a Clipper Card.	English	Title VI Outreach Online
499	Parking at BART is very convenient, affordable, and it helps the environment. I use it at El Cerrito stations, as I commute from Yountville in Napa County...	English	Title VI Outreach Online
500	Yes. I disagree with all of them. The customers/riders should come first. Price gauging is not the answer. I like paper tickets. Seems like u r forcing us to use clipper. U closed down all the ticket stations at civic center, Embaracadero, and Montgomery street and Powell street stations. Centralized it all in embarcadero clipper card kiosk.	English	Title VI Outreach Online
501	I'm conflicted about parking increases: on the one hand, I'd love for drivers to take the biggest hit. On the other, I'd worry that that might lead some to drive the whole length of their trip, instead of using bart for some of it.	English	Title VI Outreach Online
502	I'm OK with additional fares on paper tickets, but why the hell are you targeting the elderly? What is wrong with you?	English	Title VI Outreach Online
503	I mean it's going to affect me but I want BART to be safe to ride on and the tracks and other equipment to be functioning properly.	English	Title VI Outreach Online
504	Why are you going to punish those who opt to use paper tickets? Tourists also will be dinged because they sure as hell won't get a Clipper card. That's a nice way to tell them "Welcome to the city. We'll charge you more to where you need to go." Regular commuters already pay a lot for their fares and to charge them a "surcharge" for opting to use a paper ticket is unfair and is robbery. You might also want to look into stopping the fare cheats.	English	Title VI Outreach Online
504	1. raising the costs on paper tickets simply works against young people, old people, and non-English speakers who find the clipper thing confusing. I don't like to negatively impact those people.2. Raising the costs on paper tickets could reduce the off-peak and weekend riders, who you should be ENCOURAGING to ride. Give discounts for off-peak or weekends, to ENCOURAGE riders when there is riding capacity.3. Charging more to park cars may encourage people to ride bus to bart, which I support.	English	Title VI Outreach Online
505	Most would not impact me. An increase in parking fee would likely impact me but presumably would also mean more available parking spaces, which I welcome.	English	Title VI Outreach Online
506	So occasional BART users . . . like visitors . . . would either be penalized, or you expect them then get a one/few time use plastic card?! We don't need more extraneous plastic! At least the paper card gets "eaten" when the money is gone. Clipper card does not.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
507	Keep discounts in place for seniors, disabled and youth - many of these riders are low income. Also encourages use of public transit for seniors instead of more costly paratransit service.	English	Title VI Outreach Online
508	I understand increases have to happen but I wish it didn't change the amount I as a clipper card rider would pay to ride or park at Bart.	English	Title VI Outreach Online
509	Fare increase always impact the riding public, especially if the service is subpar and will not improve. Bart trains always out of service, not running on time, electrical/equipment/track malfunctions to name a few are contributing reasons why the public cannot definitely agree to fare increases because if the people are late for work consequently this will be deducted from their pay.	English	Title VI Outreach Online
511	Any of the options described may make choosing BART less attractive, though the paper ticket fee seems the most reasonable to me. Reduces garbage as well.	English	Title VI Outreach Online
514	I cannot afford for prices to increase. Bart has very limited stops so I have no choice, but to drive to the station, as many others. An increase in parking or commute fares would ultimately force me to work from home more often, limiting my BART use.	English	Title VI Outreach Online
516	To do not increase rate for seniors.	English	Title VI Outreach Online
517	My pay rates do not increase with the increases that BART dictates	English	Title VI Outreach Online
519	Not much. Fares are quite low	English	Title VI Outreach Online
520	BART should try to increase ridership not decrease it	English	Title VI Outreach Online
523	It RIDICULOUS!!! A few years ago we were told that \$3 would be the HIGHEST amount you would be able to charge for parking. Now you want to increase to \$5...UNBELIEVABLE! Instead of PUNISHING your honest patrons, why don't you go after the DISHONEST ONES! Like the ones who jump over the fare gates and NEVER PAY, or the homeless people who get in and don't pay but get on the trains and stink them up!	English	Title VI Outreach Online
524	I am already paying \$105.00 a month for permit parking at the Pittsburg BART station. Raising it more will probably force me to drive.	English	Title VI Outreach Online
525	I take bus and bart so my choice if there has to be an increase is for parking	English	Title VI Outreach Online
526	These options penalize the elderly, who are often retired and on fixed incomes. The parking situation is horrible enough as it is with not enough spaces and too little parking lot security. It would hurt people like my parents who use the senior tickets. If parking gets worse, I will probably just drive to work.	English	Title VI Outreach Online
527	Again, overpriced for what you get!	English	Title VI Outreach Online
528	If you want to increase parking rates, make every station the same price. Bart parking is Bart parking no matter what station.	English	Title VI Outreach Online
529	I'm still trying to reconcile myself with any parking fee. It does encourage me to walk to BART. I'm actually kind of shocked that the senior/youth ticket is so low. I've seen grown (not senior) people use red tickets and wondered why. Now I know. Is there any option to catch these cheaters?	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
529	I already use a clipper card and think most people should too. The parking fare is super cheap. Even raising it to \$5 is cheaper than basically any other parking in the Bay Area. Plus, a lot of people do not pay at all for parking since there's no one checking on that.	English	Title VI Outreach Online
529	I have a disability so an increase in fare would affect me	English	Title VI Outreach Online
530	Provide more context as to the reasons patrons with paper tickets should be charged more than patrons using Clipper cards.	English	Title VI Outreach Online
531	I believe it is totally unfair to force patrons to use a credit card to get a clipper card to ride Bart. Not all patrons have a credit card and to penalize them is not right at all. Not to mention the problems with the clipper card existing patrons are experiencing.	English	Title VI Outreach Online
532	None would impact me.	English	Title VI Outreach Online
533	As previously stated, there should be a major reduction for the senior discount. I'm okay with the lesser reduction in discount for youth and I appreciate the fact that the orange tickets are only sold by participating schools (so it says on your website). I live close enough that I don't have to drive to BART so parking doesn't affect me but I don't agree with raising parking. People pay too much to ride BART and then also have to pay a lot for parking.	English	Title VI Outreach Online
534	These are all bad options. All of these options affect the riders. We should look at making some internal cuts	English	Title VI Outreach Online
536	The parking fee is already ridiculous! It's enough to do a rare hike, then on top of that a higher fee for parking! Hurts to commute wiser!	English	Title VI Outreach Online
537	I use a Clipper card, and think that it is better for the environment for everyone to use a re-loadable card; hence I agree with the idea to add a fee to paper cards. Parking doesn't impact me, but it does seem like adding \$2/day is a lot and benefits people who make more money.	English	Title VI Outreach Online
538	Senior discounts should be capped at 25%.	English	Title VI Outreach Online
539	I will be fine.	English	Title VI Outreach Online
540	The "DISCOUNT CHANGE" option is a TERRIBLE idea. If I'm reading it right, it would place the burden of paying for BART's operating expenses budget shortfall on people with disabilities, seniors, and youth. Why should only those groups pay for the budget shortfall?? That runs counter to good equitable social policy.	English	Title VI Outreach Online
541	The cost of fare and the parking fees would impact me a lot. I am right at the border between public transit cost effectiveness and just driving in and paying for parking. There's a \$10 a week savings for me right now so if fares keep climbing, I'll just drive since I already pay for BART parking-paying for parking won't be a new thing for me.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
542	NO SURCHARGES FOR PAPER TICKETS!! IF THERE ARE PROBLEMS WITH YOUR CLIPPER CARD (AND THERE IS A LARGE BALANCE ON THE CARD) HOW IS THIS RESOLVED AT A SUBURBAN STATION WHERE THE STATION AGENT MAY OR MAY NOT BE THERE? AND WITHOUT MISSING A TRAIN? WITH PAPER TICKETS, YOU JUST USE ANOTHER TICKET. AND BART MAY NOT GET THE \$7M-\$11M THEY EXPECT DEPENDING ON HOW MANY "PAPER" RIDERS CONVERT TO CLIPPER. AND HOW MANY CLIPPER CARDS, WITH LARGE BALANCES ON EACH, WOULD A FAMILY NEED? PARKING FEES ARE HIGH ENOUGH. ESPECIALLY IN AREAS WHERE NO PUBLIC TRANSPORTATION (ie, BUS SERVICE) IS AVAILABLE TO AND FROM THE BART STATION.	English	Title VI Outreach Online
543	Fare increase to clipper is reasonable - but would like to see trains more frequently with more cars, especially during commute hours. Don't want to pay more to wait for a crowded train.	English	Title VI Outreach Online
546	I have a few years before I am eligible for the senior discount, and I would be extremely unhappy if when I am eligible it has been reduced.	English	Title VI Outreach Online
549	A lot of people with disabilities and seniors are low income and/or live on a fixed income and lowering the current discount would be a hardship. I have a disability, work for a nonprofit agency, and commute to work every day via BAR and reducing the discount would be a financial burden on me. I think it was in 2012, when BART lowered the then discount of 75% to the current one of 62.5%.	English	Title VI Outreach Online
550	The senior discount being reduced would not affect me, but would affect my Mother. However, she would be satisfied with the 50% discount as offered by other transit systems. The parking increase would impact me greatly as I park at BART each workday. I commute from Richmond to SF, and increasing the fare and increasing the parking fare would make it more economical for me to find other means of commuting, including driving. Work parking + bridge toll is currently less than I pay now for public transit, and if the difference in price keeps increasing, I will have to drive. I cannot afford increases in fare and parking at the same time.	English	Title VI Outreach Online
551	El estacionamiento es un desastre vidrios quebrados asta partes de carro roban y con todo eso aumentar es una locura	Spanish	Title VI Outreach Online
552	the changes impact me because salaries have lowered since the recession, yet BART fares keep increasing. Also I have a child with disabilities that rides BART and his social security has not increased at the rate that BART fares have.	English	Title VI Outreach Online
553	We would literally not be able to attend school or work for higher pay. Families with little income will be more prone to committing theft.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
554	its just not right to take away an opportunity to save money from senior citizens who have worked all their lives to support their families and paid taxes and during that time have utilized Bart to commute. There aren't that many good things about getting older. This is one thing I have looked forward to in order to save money for when I'm no longer able to work. You might want to think about what you are doing to the seniors in the Bay Area by depriving us of one of the few advantages to aging. I truly hope that you reconsider.	English	Title VI Outreach Online
556	It's important to encourage Clipper usage. Non-regular riders, such as those using transit to attend sports events only, should also get Clipper cards.	English	Title VI Outreach Online
558	None of these changes will personally affect me, but I don't think cutting discounted tickets for elderly and students is the way to go, since they are the people in need. Also, increasing parking prices will discourage people from taking bart thus increasing vmt and pollution and traffic.	English	Title VI Outreach Online
559	Although you want them to, people will not take 2 forms of public transportation every day. There are too many ways things can go wrong. And when things go wrong, you're late for work and get fired.	English	Title VI Outreach Online
560	Cutting the discounted ticket program is the least reasonable approach. All of these ideas (except raising the parking fee) disproportionately affect those most in need of BART.	English	Title VI Outreach Online
561	They wouldn't impact me. I get a lift to BART or walk, so no parking. I have a Clipper card. However, the technology is beyond some folks and they shouldn't be penalized.	English	Title VI Outreach Online
562	DO NOT increase fares for youth or seniors. That would be socially unjust. If fares are increased, have them include a Muni or BART 90 min transfer. The increase on paper tickets, whether 50 cents or 10%, could cause confusion and lower ridership for tourists and locals.	English	Title VI Outreach Online
562	Being a everyday clipper card user, I wouldn't want the disabled discount to change. I'd rather have my price go up than the disabled/elderly discount changed.	English	Title VI Outreach Online
563	Option to reduce senioe discount doesn't close gap much and will face extreme political challenges so you should focus on other options. The SFpark program in San Francisco is similar to the Parking option presented, and it has shown success in achieving its goals, though increasing revenue was not one of those. This option should still be pursued, though you need to be careful to not further decrease ridership. Maybe garages in SF can/will increase their rates, or increase Bay Bridge toll?	English	Title VI Outreach Online
564	The senior and disability discount at 50% is fair in my opinion. However the disabled and senior fares should be strictly enforced. for example maybe only one gate that would be exclusive for their tickets. for example the handicapped lane. Their ticket would not work on any other lane. That way the personnel that should be watching the lane could monitor the persons using those fares. All handicapped/seniors should have to flash special ID to personnel . I personally see many people abusing this privilege. They have their grandparent buy the cards, but the grandparents aren't using them. I also see a lot of "disabled" users who are not disabled.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
564	I think if parking fee increases to \$5 from \$3, which is 40% increase. After including the daily bart fare, I would not take bart because it costs me more than to drive.	English	Title VI Outreach Online
565	I favor getting people off mag stripe cards -- they slow everybody else down. Incentivize them to switch to Clipper, like the other Bay Area transit systems. I am a person with a disability who has to travel to the airport, one of the most expensive fares. Changing the senior discount will impact me disproportionately.	English	Title VI Outreach Online
566	Increasing parking fees creates additional financial burdens for your regular riders. All in all, passengers are already paying a large daily amount to ride your transit. Commuting expenses are considerably high on a monthly basis, especially for long-commute riders. Consideration needs to be given to the fact that the high costs of riding BART may push many people to get into their cars and drive instead. Bay Area traffic has already been a nightmare for a number of years and it's getting worse and worse as the days go by. Traffic grid locks will get worse if people decide to abandon public transits. Your system's consistent inefficiency (delays and problems) does not help build up ridership.	English	Title VI Outreach Online
567	Give a discount to everyone using the Clipper Card, reducing the need for paper.	English	Title VI Outreach Online
568	Any fare increase always causes hardships.	English	Title VI Outreach Online
569	More permits for parking need to occur	English	Title VI Outreach Online
570	Why penalize those who use paper tickets? BART has free use of the money for all the pre-paid paper tickets the riders have.	English	Title VI Outreach Online
570	Parking fee increase would make it less likely I would choose BART over Caltrain.	English	Title VI Outreach Online
570	No	English	Title VI Outreach Online
571	the disabled and senior discounts are likely subsidized so no real negative impact to bart; increasing the parking fees..why, did the parking lots make improvements to the services that they provide to their customers. Or does bart just see this as an opportunity to increase fees to boost revenues, while they remove seating, and reduce services. Your agency gets more money, while you reduce services provided to the public.	English	Title VI Outreach Online
572	The reality is that BART has mismanaged itself into a corner. Overtime is grossly abused and allowed to continue by management. There is a clear lack of pride in working for BART or the folks would do a better job. I ride from Pittsburg to Embarcadero, fare is \$13.10 per day plus \$3.00 parking. There are MANY people that are riding BART to jobs that don't get raises to cover the proposed BART fare increase.	English	Title VI Outreach Online
573	I'm a senior so I would be impacted by one of the increases.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
574	Options are lame. 1. I use the paper ticket to ensure that BART employees have a job. Other systems, notably NYC's MTA uses paper tickets and it is far cheaper than BART's. 2. People parking at the lots are already paying a lot for daily parking fees. 3. Reducing discount for seniors and children punishes a population who could least afford it.	English	Title VI Outreach Online
575	Traveling out of Dublin/Pleasanton there is no parking available if you're not there after 7:00am. Outside parking shouldn't have been sold for condos to be built. Raising the parking rate just makes people angry.	English	Title VI Outreach Online
576	I don't think people who use paper tickets should be penalized. I have to use them sometimes in order to pay for parking. Why don't you phase out paper tickets and set up a ticket system for visitors or others who could purchase a book of tickets to use for a period of time. This way paper ticket users would not be penalized for buying a paper ticket.	English	Title VI Outreach Online
577	parking fee increase is too huge. not only do we have to ride delayed, dirty trains, we need to suffer further financial impact does not seem to be the solution.	English	Title VI Outreach Online
577	While I would not be impacted by an increase in paper tickets or a decrease in the discounted fare, I would be impacted by an increase in parking fees. I commute from El Cerrito to Millbrae, including parking that cost is currently \$14, raising it to \$16 with an increase in parking.	English	Title VI Outreach Online
578	Some riders, like seniors, youth, and the disabled, and poor/working-class/low-income folks should not disproportionately bear the burden of these changes but will with the proposed changes of reducing the discounted rate and creating a surcharge for paper ticket users. If these changes go through, BART needs to do extensive outreach in MTC's "communities of concern" to give people free Clipper cards and have them available at all stations. BART should also charge for all parking at every station where parking exists and increase the amount further. BART should go above and beyond to make sure that disadvantaged communities (who often rely the most on BART) do not bear the largest burden of this budget shortfall.	English	Title VI Outreach Online
578	It would increase my commuting expenses by approximately 15%.	English	Title VI Outreach Online
578	As a young adult, it would definitely negatively impact me. I know Bart runs pretty efficiently, but honestly, I think more people are turning to lyft or uber because it's a better experience. Elevate and improve the Bart experience so that It is a desirable option.	English	Title VI Outreach Online
579	We already pay WAY to much for parking!!!! Clipper cards are crap- they hardly ever work at stations causing huge backups!!!! Not cool asking tourists or people that don't take Bart regularly to pay more.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
580	Paper ticket increases and parking increases are bad choices. I already think 3 dollars for parking is outrageous. I would rather see bart catch these people that are slipping through the gates without paying. I see it daily at el cerrito del Norte station. Also, the homeless that are sheltering in the praking lot, stealing electricity from the outlets. Aren't these costing bart money?	English	Title VI Outreach Online
580	With faires as they are the cost is a little more than driving my prius. What I save is time in traffic. Even then when I go to the city in non commute hours I don't take bart unless I have to pay to park. If it gets much more expensive I'll just drive.	English	Title VI Outreach Online
581	BART has been increasing fees on everything. Cut down the board of directors pays and CEO. That should help in your shortfall	English	Title VI Outreach Online
582	If the cost of BART fares and parking at the BART station is in excess of the cost of driving to work, I would revert to driving to work.	English	Title VI Outreach Online
583	Yes, i am a commuter that use bart everyday. This will dramatically increase my commute cost as i use both the bart service and the bart parking lot.	English	Title VI Outreach Online
584	They would have little impact on me	English	Title VI Outreach Online
585	Bart should be building parking structures to increase the parking capacity of the various BART stations to increase ridership, not increasing the parking fees to discourage increased ridership.	English	Title VI Outreach Online
586	I feel strongly that youth, people with disabilities and seniors should not have their discount decreased. However, I would like the discount to be need-based. Many of the people in these categories can well afford full fare or a reduced discount. I don't know how a need-based discount would be implemented. If the discount can't be need-based, I would like it to remain the same as it is now.	English	Title VI Outreach Online
586	These changes would impact me, as a senior. Still, I support the changes.	English	Title VI Outreach Online
587	Increasing rates for paper ticket holders would negatively impact me	English	Title VI Outreach Online
589	Have you considered other alternatives? It seems like the only alternatives are creative ways to raise fares, fees, reduce discounts to students and seniors and no other considerations.	English	Title VI Outreach Online
591	Increasing paper tickets is a punishment to tourists, who shouldn't be required to pay extra for a short-term visit. Tourism after all, is what fuels much of any city's economic health. If I needed to buy a paper ticket too, it would probably be due to the BART reloading stations for my clipper card insufficiently working, or maybe even some questionable passenger stealing it. Students and especially seniors should not have to pay more for public transportation, since they have little to no source of income. The real issue shouldn't be finding ways to increase fares to allow for a higher budget for XYZ, they should figure out how to budget more appropriately with their current revenue and how to distribute this better.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
592	There is already a shortage of parking, so raising the price may increase revenue but not availability. To increase ridership, we need to remove the barriers to taking BART such as weekday parking availability. Often I have to drive to SFO from the East Bay because there is no overflow parking to ride BART after the morning rush hour. I am a Clipper card user so, of course, I prefer shifting the price increase to paper ticket holders. That being said, I do believe that 50% discount for seniors is sufficient in the Bay Area.	English	Title VI Outreach Online
593	I use Clipper card for BART. So this changes will not impact me much	English	Title VI Outreach Online
594	Seniors and people with disabilities are on the most limited and lowest fixed incomes there are. Any increase to what they pay for the service is a greater hardship on them then on the rest of the riders.	English	Title VI Outreach Online
596	Parking fees are already too high. The daily rate at West Oakland was just increased to \$12!	English	Title VI Outreach Online
597	Charging more for paper tickets ignores the fact that BART takes a discount in processing credit cards. why make people paying with cash pay more? No more parking rate increases!	English	Title VI Outreach Online
598	REDUCE fare to get more people to ride. Raising fares will discourage riders from riding BART, this BART will loose more money and have to charge more.	English	Title VI Outreach Online
600	it will highly impact my monthly living	English	Title VI Outreach Online
601	You suck	English	Title VI Outreach Online
602	New York subway is \$2 per ride. Absurd how bart can't even come close to the NY Metro. Can't even keep the one transit track working while NY has hundreds	English	Title VI Outreach Online
603	Stop raping the pay customers	English	Title VI Outreach Online
604	They are all horrible, you couldn't manage your way out of a paper bag. Your lack of foresight is staggering and all of your planning is too late and not creative enough.	English	Title VI Outreach Online
605	I will not be able to afford parking and fare with all the increases.	English	Title VI Outreach Online
606	Increased parking costs will put more strain on the neighborhoods. Why not make more local stops so people can walk to more stations.	English	Title VI Outreach Online
607	The parking fee increase is too steep, maybe 50 cents more, but not 2 dollars	English	Title VI Outreach Online
608	\$5 for a non-monitored parking space is outrageous.	English	Title VI Outreach Online
609	Do not raise parking fees. Parking lots are not maintained now and increasing parking fees would only make riders angry.	English	Title VI Outreach Online
610	Increase Parking to \$5.00 per Day for occasional riders only. Discount for Monthly parking; Also Pittsburg/Bay Point BART parking lot needs to be kept up and better safety provided.	English	Title VI Outreach Online
612	It's a bad cycle. Even less people take BART if the fare is increased. We can look for other ways to commute, such as carpooling. Already saw much less cars park at the parking lot because the change from free park to fee park; more cars are waiting in front of the station to pick up people who are just get off the trains.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
613	I have a clipper card so that does not affect me. However, you are saying that less people take BART on weekends. That is when people who don't regularly take BART, take BART. If you charge them extra, you will discourage them from taking BART. Adding to your conundrum. Don't take away seniors discounts. Geesh. That is just inconsiderate.	English	Title VI Outreach Online
614	Demand pricing for parking is ridiculous. There is NEVER enough parking. Reducing discounts for seniors and youth is unfair.	English	Title VI Outreach Online
615	I can hardly afford fares as it is. I often opt not to go to events or apply for jobs that require costly BART rides.	English	Title VI Outreach Online
616	Shorter trips would be prohibitive with these kind of increases. Parking should not be used as a revenue source for Bart.	English	Title VI Outreach Online
617	Parking is expensive enough in the suburbs at the current rate and not limited, so Why should we have to pay even more?	English	Title VI Outreach Online
618	None of these will impact me yet I still feel very very strongly that BART should NOT raise fares or fees in any way. BART does not deserve it. There were many bonds passed and we have not seen any improvement at all, just worsening day by day. Soon BART will be worse than the DC metro, if it isn't already.	English	Title VI Outreach Online
620	Increased parking fees will affect me.	English	Title VI Outreach Online
621	None of these options would impact me personally, but I think it is fair to ask occasional riders (paper tickets) to pay slightly more than clipper riders. I think it is unfair to overburden seniors/ children with heavy rate hikes. I think parking is an extension of Bart for many customers and you need to be careful not to run that full cost to ride up too high.	English	Title VI Outreach Online
622	Try to crack down more on fare evaders and enforce your own rules and hand out tickets to those who don't follow the bike rule and who smoke on the trains and on outdoor platforms. I do use a Clipper Card but I'm a regular commuter. I don't think tourist should have to buy one and be charged extra for a paper ticket. Your parking may be reasonably priced compared to parking in San Francisco but when you have homeless people trying to live in your garages, you shouldn't be trying to charge more money until you take care of that situation.	English	Title VI Outreach Online
623	Learn to spend your current budget better, charging to park is BS. These lots are not maintained or patrolled or monitored enough to warrant paying to park. My husbands truck had been broken into multiple times at Concord Station, getting someone to take a report was like pulling teeth. And NO he left nothing in view. The lasted break in, this person broke the door and lock and after rummaging around, left with jumper cables. If you want to charge like a parking garage, then put in a gated keycard entry, guard etc..but we are tired of replacing, locks, doors, windows, and registration stickers!!	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
624	I strongly disagree with all of BART's options to raise fees especially parking fees. I currently have monthly reserved parking and have seen the monthly rate rise from \$70 to \$105 in a matter of a few years. I only use this space approximately 20 days per month which equals \$5.25 per day. If any increases are considered, I think it should be for daily parking only. Monthly reserved parking should be rewarded for their willingness to pay this amount up front when not using the space every day of the month, not penalized. I am currently paying \$14.75 per day to park at and ride BART to work and these potential changes will make me change employment to a job closer to home so that I can avoid BART altogether. I know that I am not the only one thinking that and I hope that BART seriously takes into consideration that their continued money grabbing and fee raising is going to drive more patrons away from BART rather than encouraging them to ride. Please get your financial house in order, BART!!	English	Title VI Outreach Online
625	Yes, lower the bart fare.	English	Title VI Outreach Online
626	Respect your elders and people with disabilities. Raising the fair is already a disgusting and challenging reality for many, why seniors and people with disabilities also? They are used to the fair they have. Let them be.	English	Title VI Outreach Online
627	They would obviously make the amount of money I have to pay higher	English	Title VI Outreach Online
628	Increase in parking would cost me an additional 40-45/ month. It's an outrageous increase in top of proposed fare increase.	English	Title VI Outreach Online
629	How about reducing ALL BART employees salaries until the trains are 1) SAFE 2) CLEAN 3) and ALL scumbags STOP sneaking in for free. Then we can talk about an increase.	English	Title VI Outreach Online
630	The increase of the paper ticket use would not affect me at all. I feel an increase could possibly shift some people to start using the Clipper card. I am completely against the parking charge increase. Honestly I don't think we are getting our money's worth with what we are paying for now. The parking structures are continuously filthy. They go days in between being cleaned so the trash piles up everywhere. The station I use reeks of urine on a regular basis. Finally I see homeless people lurking around my station on regular basis. Of course I see a lot of BART police cars in the structure but to nobody's surprise I never see an actual police officer anywhere around to discourage these people from doing anything.	English	Title VI Outreach Online
631	I am wondering why we have a shortfall if there are more people riding the Bart than ever before?	English	Title VI Outreach Online
632	Increasing the cost of paper tickets would unfairly disadvantage low income residents. We should not reduce benefits to seniors, youth or people with disabilities.	English	Title VI Outreach Online
634	The potential changes would have a huge impact on me. Most people living here don't make what BART employees make. BART needs to stop thinking like a bunch of idiots.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
635	Most cities I have travelled to have rapid transit ticket options that provide discounts for regular users. The surcharge for paper tickets seems appropriate, profitable, and in line with those of similar transit systems. I would be in favor of raising the price of the clipper card itself, possibly from \$3 to \$4 or \$5, to offset tourists and other irregular riders who will buy a clipper card just for the discounted fare.	English	Title VI Outreach Online
637	All of these changed would impact me. I already pay \$12.50 per day to ride Bart to and from work. Any increase would add to my daily commute cost. It seems like every time Bart has a shortfall the riders are the ones that pay. I ride Bart on a pretty daily basis and it seems the riders pay and the riders are the ones that are inconvenienced during daily equipment problems and delays in service.	English	Title VI Outreach Online
638	BART needs to collaborate more with public transit so that bus & BART train scheduled are more coordinated. Buses in Contra Costa County (Diablo Valley specifically) do not coordinate or run often enough to be a viable alternative to driving to BART.	English	Title VI Outreach Online
707	As a senior citizen on limited income, all of these options would cause me not to use your service. It is not very convenient to obtain a Clipper card if one is an occasional rider. Making any of these changes will result in a further decrease in BART ridership. Has nobody in BART management heard of the price inelasticity of demand which is taught in Economics 101? If you continue on the path of escalating prices to cover your bad decisions, you will find yourself in a death spiral.	English	Title VI Outreach Online
707	Riding BART is already more expensive than commuting by car. Stop passing all these budget solutions onto riders and voters!!! Unions and management need to do their part! I've lived in several other cities with well run subway systems that are a LOT cheaper to RIDERS... IT IS POSSIBLE	English	Title VI Outreach Online
707	I commute on BART and pay for monthly parking. Any increase in fares or the cost of parking will impact me directly and materially.	English	Title VI Outreach Online
707	Parking at public transit should not go to the highest bidder- low income people need to get to work too.	English	Title VI Outreach Online
707	Parking is already too much. You can't locate your stations in the middle of the freeway and then expect people not to drive	English	Title VI Outreach Online
707	As a daily commuter who has been riding BART for the last 19 years, from Concord to Oakland/San Francisco, this has raised my commute fee monthly by almost \$100 (from free parking to \$3 and raise of fares). With these proposed changes this will add another \$40 which will be harder on my family.	English	Title VI Outreach Online
707	I might actually be able to find a parking spot after 7:30 AM, significantly improving my quality of life at home with my kids in the morning. I might actually have hope finding a spot on the train coming home at 5:30 PM on the Pittsburg-Bay Point line	English	Title VI Outreach Online
707	I prefer the 50 cent increase for paper tickets because it's easier to understand. I don't like that parking is getting so much more expensive and it's so limited to begin with that it's a BART boondoggle. I'll be a senior soon & am OK with getting a bit less of a discount. I like the idea of reducing the discount for youth & extending the age range.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	In general, I'm opposed to charging more to the riders who have less resources (the young, the elderly, the disabled, and the working poor who DEPEND on BART yet are often cut out of service because so much preferential privilege is extended to the professional working class. I am particularly incensed at the vast amount of parking "reserved" for people with monthly passes, so that the working PRECARIATE who depend just as much on BART if not more, can't use BART because we can't find a parking spot at the stations or anywhere at all for square blocks surrounding the stations.	English	Title VI Outreach Online
707	They're not great and will definitely impact how many people use BART.	English	Title VI Outreach Online
707	increasing parking would make me drive to work	English	Title VI Outreach Online
707	Why are you taking your budget shortfalls out on riders? Why are riders who pay for this crumbling excuse for a transit system expected to pick up the slack when it's your fault for not creating a responsible plan? Only some of These propositions would affect me, but the most of them will affect the riders who already struggle to pay for their tickets.	English	Title VI Outreach Online
707	These changes would not affect me.	English	Title VI Outreach Online
707	How about raising the parking max to \$4? I don't drive to BART, but this adds cost on both ends that would add up a lot to regular commuters. Adding 50 cents to a paper ticket penalized tourists and others who aren't riding BART regularly. When I first got my clipper card, there was a fee (\$3? for the card). I have paid for a card on LA's subway system, although I may be able to use it another time when I visit.	English	Title VI Outreach Online
707	Highly!!!! I'm not going to get into what other "equal" type transit charge, but BART sucks. BART will get what it wants. I'm not even sure why you put this survey out, except that you are probably required to.	English	Title VI Outreach Online
707	BART should be encourage people to ride public transit versus driving. BART has already maxed out parking fees in most stations and is looking to do this again. BART's fares are already high and adding additional parking fees will only result in more people choosing to drive versus using BART. This will result in larger budget shortfalls and BART coming back in a couple of more years asking to raise the max fee to \$7, 10, etc.	English	Title VI Outreach Online
707	The daily commute costs from Contra Costa County to SF are not going to be sustainable moving forward if Bart increases parking which affects CCC riders disproportionately.	English	Title VI Outreach Online
707	I might start looking at other options such as AC Transit or casual car pool.	English	Title VI Outreach Online
707	All these changes would adversely affect middle income workers. The rancid condition of BART cars don't justify even the current fares.	English	Title VI Outreach Online
707	I'm already paying \$3 a day for parking. Increasing parking fees will impact daily commuters disproportionately.	English	Title VI Outreach Online
707	I don't have an issue with above options.	English	Title VI Outreach Online
707	I will not take bart anymore if fares increase.	English	Title VI Outreach Online
707	None of these would impact me personally.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	PUBLIC TRANSIT needs greater support from the State, and from non-public-transit riding taxpayers who are otherwise benefiting from the reduced traffic on roadways that results from the volume of passengers traveling on BART.	English	Title VI Outreach Online
707	raising rates is always a negative impact on consumers. people in the bay area are struggling enough with high cost of "everything" else. seems like the working class is always getting gouged. and leave the seniors and students alone for a change. parking is already astronomically high at the bart stations. enough is enough. the biggest mistake bart management made was giving in to the employees demands when they had the strike a few years ago. and then adding insult to injury, management didn't allow the new contract to state they could not strike - ever! seems like the employees are running the show.	English	Title VI Outreach Online
707	I think that increasing the parking fees should mean that you would guarantee that the parking lots would be patrolled, kept clean (no alcohol bottles), and people using the commuter spaces are actually more than just one person parking. We see this daily at the Bay Fair lot. You say you will hire people to monitor people who don't pay. How about those of us who do pay for rides don't have to stand because there is no one on the trains enforcing people who take up two seats with their gym bags or luggage.	English	Title VI Outreach Online
707	I think bart should open the same time on weekends as the weekday at 4 am everyday. I agree people should use the clipper card more instead of paper Bart cards. so I agree paper Bart tickets might go up but clipper card bart tickets should stay the same.	English	Title VI Outreach Online
707	None of these would impact me specifically. That said, I'm thinking mostly about the more vulnerable members of our community and what would affect them.	English	Title VI Outreach Online
707	Charging up to 2 dollars more a day for parking is criminal. To the average person, who already has to pay raising BART ticket prices this is just a slap in the face. This is an additional \$720 for a typical person per year, on top of your rate increase.	English	Title VI Outreach Online
707	I commute every day by BART and use a clipper card. Increasing costs on paper tickets impacts those who use bart rarely, or are visiting our city. This is a good option.	English	Title VI Outreach Online
707	The changes would have minimal impact on me but I do not think seniors and people with disabilities should be penalized for BART's mismanagement.	English	Title VI Outreach Online
707	Right now, the public transit options to get to BART are lousy. I can either drive 10 minutes, or walk 20 then take a 25 minute bus ride. Raising the parking price would severely discourage people like me from using BART to commute.	English	Title VI Outreach Online
707	As little as I use the BART system, the non-commuter surcharges make me even less inclined to use the service.	English	Title VI Outreach Online
707	For the mag stripe options, I would much prefer the 50-cent fee for all rides as opposed to the % increase. Much easier to remember and consistent with how the Chicago Transit Authority does its single-ride tickets. For me, it'd also be a forcing function to really make sure I don't forget my Clipper card when going to work. :)	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	pretty soon I'm going to have to swim to work! I have been tightening my belt over the years to meet your increases already - no newspapers, magazines, coffees, movies. etc. not sure i have much more room to cut back.	English	Title VI Outreach Online
707	The parking would impact me since I park at Bart 5 days a week. I'm already paying \$3 a day so increasing it to \$5 is too much.	English	Title VI Outreach Online
707	They would cost me more for already shoddy service. I want a seat on a train and if weekend and holiday travel is low cut back on service. Add train cars to the busy trains knowing you have to walk back.	English	Title VI Outreach Online
707	The paper ticket option is consistent with other regional and national options. BART should implement some form of paper ticket fare increase. Given how much parking costs in BART police presence (and how cheap it is compared to other systems), increasing weekday costs is an excellent idea.	English	Title VI Outreach Online
707	The age at which the youth faes end should NOT be raised to 18. That will drain system revenues, and add to problems like the mass robbery at the Coliseum. Also, if parking is raised to \$5/day, it will be about equal to my daily BART fare. At that point, I'll abandon BART and start driving to work.	English	Title VI Outreach Online
707	As someone with a disability, I can barely afford BART as it is. It is fundamentally unfair to balance your budget on the backs of seniors and disabled when you can't even get elevators to work. However, I strongly agree with charging more for paper tickets and parking. Paper tickets are a source of litter and BART should be charging market costs for parking, not subsidizing polluting drivers.	English	Title VI Outreach Online
707	Fare changes should be made to conform with other Bay Area transit operators (match ages of eligibility, percent discount, etc.) Percent surcharges would be more equitable than flat surcharges.	English	Title VI Outreach Online
707	When I use BART I use a paper ticket, so it would cost for me. BART should be looking for ways to address costs in ways that do not negatively impact their passengers/customers. Has BART considered reducing wages for the highest earning employees? BART passengers are already suffering from unclean train cars, unsafe BART facilities and trains, and costly prices. It doesn't make sense to me that additional suffering should be added to the passengers. BART needs to look at how itself can reduce costs as opposed to trying to save costs from focusing on the passenger component.	English	Title VI Outreach Online
707	DC Metro eliminated the option of a paper ticket and it is working. Not much about DC Metro is working...but the elimination of paper tickets is.	English	Title VI Outreach Online
707	Todo en esta area de la baya esta caro. Es una exajeracion. Sobre todo los ratero de las viviendas es un abuso lo que han hecho. Y ustedes quieren aumentar el costo. No es gusto	Spanish	Title VI Outreach Online
707	Moving away from paper tickets would be a gigantic benefit for everyone.	English	Title VI Outreach Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
707	Would increase parking. Paper tickets likely to disproportionately affect the poor, same for smaller senior discount. Personal cars increase greenhouse gas emissions. Time for those drivers to shoulder parking fees to disincen, driving.	English	Title VI Outreach Online
707	Due to privacy preferences, I strongly prefer the cash / paper ticket mode of financial transaction with BART. Clipper Card use data severely undermines my Constitutional Right to privacy.	English	Title VI Outreach Online
707	Such a drastic increase in parking is ludicrous. Bart already can't provide enough parking spaces at most stations so imposing a 66.66% increase is adding insult to injury. I think that incentives like giving discounts on fares for those who buy in bulk on a clipper card would help bart become cash rich allowing bart to have more funds for projects. Nickel and diming captive riders will not end well for bart. As we move more and more towards a telecommuting lifestyle bart will be even more impacted by loss in ridership especially if they alienate consumers. At some point it will be cost prohibitive to take bart and would be better to take the commuter bus or rideshare.	English	Title VI Outreach Online
707	I am a senior and I appreciate the discount. More importantly, I think the discount for students and disabled is absolutely necessary, and the right thing to do sociologically.	English	Title VI Outreach Online
707	Do not target seniors and those with disabilities. Most are on fixed budgets.	English	Title VI Outreach Online
707	If parking and rates continue to increase I will start driving. I know a couple of people who also take BART and work the same schedule so we could carpool. It will soon cost less to do that and it will be less of a hassle.	English	Title VI Outreach Online
707	I think it would be okay to change the discount for youth, but keep the larger discount for seniors and people with disabilities.	English	Title VI Outreach Online
707	I believe that we should continue to provide discounts for those who need them. Elderly on fixed incomes, citizens with disabilities, and students (at least through High School). Parking charges should only be enough to continue maintenance (pothole repairs, re-striping, resurfacing).	English	Title VI Outreach Online
1606	Harder for people to get to where they need to go	English	16th St BART Station Outreach
1607	None would impact me	English	16th St BART Station Outreach
1608	Concerned about fare increases for elderly	English	16th St BART Station Outreach
1609	Affected by paper ticket change as I ride Bart only periodically. Raise rate for all riders	English	16th St BART Station Outreach
1610	Parking fee doesn't affect me, may cause hardship for daily commuters	English	16th St BART Station Outreach
1611	Honestly, I don't understand very well, but I think it should all be measured.	Spanish	16th St BART Station Outreach
1612	For me it would be a big hit to my pocketbook as I make minimum wage and I use BART every day.	Spanish	16th St BART Station Outreach
1613	Would start riding bike instead of BART	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1614	No changes, why should users have to adjust?	English	16th St BART Station Outreach
1615	Very little impact, discriminatory against the poor	English	16th St BART Station Outreach
1617	SF already getting too expensive to live in	English	16th St BART Station Outreach
707	Don't qualify for discounts or drive	English	16th St BART Station Outreach
708	Seems to target those who can't get Clipper, raise for tourists	English	16th St BART Station Outreach
709	I see increases but no improvements	English	16th St BART Station Outreach
710	Paper tickets inc may end up impacting marginalized communities	English	16th St BART Station Outreach
711	Already hard to find parking in lots. Need a clipper card or monthly transbay price break	English	16th St BART Station Outreach
712	Build housing on Bart owned land	English	16th St BART Station Outreach
712	This should not impact youth, senior, or disabled ppl	English	16th St BART Station Outreach
713	Changes are fine	English	16th St BART Station Outreach
714	Predict that this would suppress ridership. Need more ridership, less cars on the road	English	16th St BART Station Outreach
717	People use Bart to save money, but may force them to drive or carpool	English	16th St BART Station Outreach
718	Absolutely do not raise fares for students/seniors	English	16th St BART Station Outreach
718	no impact on me	English	16th St BART Station Outreach
720	negatively impact my commuter. I am low income and takes a chunk out of wages	English	16th St BART Station Outreach
721	Inform non-English speakers about Clipper	English	16th St BART Station Outreach
722	Not much effect on me	English	16th St BART Station Outreach
723	Parking option is good, let demand set the price	English	16th St BART Station Outreach
724	Concerned how will impact low income riders	English	16th St BART Station Outreach
724	Seems like low income ppl mainly use paper tickets, would neg affect them	English	16th St BART Station Outreach
725	Concerned about how it affects local service economy	English	16th St BART Station Outreach
726	D not prey upon poor, old, disorganized. Would not affect me	English	16th St BART Station Outreach
726	Would be fair if there are actual improvements to service	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
727	Impacted by commute because work doesn't cover Bart costs	English	16th St BART Station Outreach
727	cost of life is too expensive already	English	16th St BART Station Outreach
728	Clipper causes problems at turnstiles	English	16th St BART Station Outreach
730	Increased parking fees may discourage ppl from using BART	English	16th St BART Station Outreach
730	affects my fare	English	16th St BART Station Outreach
731	People want to see obvious improvements if these fares are to increase	English	16th St BART Station Outreach
732	Condition of trains make it unacceptable to increase fares	English	16th St BART Station Outreach
733	Use clipper and don't park so not much	English	16th St BART Station Outreach
734	Projected improvements aren't comparable to services received	English	16th St BART Station Outreach
735	Wouldn't change my riding habits	English	16th St BART Station Outreach
735	Fare increase is satisfactory, but necessary	English	16th St BART Station Outreach
736	Dsiabled change not good for those on low income	English	16th St BART Station Outreach
737	Charging cars is preferable to charging higher fares, but may discourage ridership	English	16th St BART Station Outreach
739	Bart disc allows me to get to vital places, im disabled not much income. Please don't increase disabled disc.	English	16th St BART Station Outreach
740	Already having trouble maintaining elevators/escalators	English	16th St BART Station Outreach
741	Wouldn't impact me, but don't think it's fair to charge more for paper	English	16th St BART Station Outreach
743	Bart overpriced for quality of service it offers. Worst system I've used	English	16th St BART Station Outreach
744	Is there a way to keep/reload same Bart ticket	English	16th St BART Station Outreach
744	Increase on paper tickets makes sense	English	16th St BART Station Outreach
745	Have to wait and see	English	16th St BART Station Outreach
746	None affect me directly	English	16th St BART Station Outreach
747	Ok to charging more for paper tickets (mainly tourists)	English	16th St BART Station Outreach
748	Discount change is still generous	English	16th St BART Station Outreach
749	Would not impact me as Clipper user	English	16th St BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
749	Phase out paper tickets	English	16th St BART Station Outreach
750	More parking is needed	English	16th St BART Station Outreach
751	Parking in the Bay already tough, please limit increases. Ok with discount change	English	16th St BART Station Outreach
753	People who know how to use the Clipper can afford the increase	English	Bernal Heights Community Center
757	It would make transportation harder, catching uber would be less expensive	English	Bernal Heights Community Center
758	I take Bart once a week, so doesn't have much of an impact on me	English	Bernal Heights Community Center
759	Above choices don't affect me	English	Bernal Heights Community Center
760	I have clipper and would be nice to benefit	English	Bernal Heights Community Center
763	none	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center
765	No increase	English	Bernal Heights Community Center
766	Bart commits acts of extortion from voters, taxpayers, and riders to overpay its unionized operators	English	Bernal Heights Community Center
767	No price increases, already costs too much!	English	Bernal Heights Community Center
768	should be the same price, too much!	English	Bernal Heights Community Center
769	No	English	Bernal Heights Community Center
770	already paying too much	English	CBO
770	Use senior discount, and increasing that would make it hard to travel on Bart	English	CBO
771	Paying too much	English	CBO
774	Don't change discounts	English	Castro Senior Center
775	Get rid of paper tickets, work to flow better with local transit agencies	English	Castro Senior Center
775	Trains are too loud, fix that first then talk about fare hike	English	Castro Senior Center
777	Does not apply to me	English	Castro Senior Center
777	I would ride less	English	Castro Senior Center
779	Why do you always have a budget shortfall	English	Castro Senior Center
781	no	English	Castro Senior Center
781	\$3 for parking is high enough	English	Daly City BART Station Outreach
781	Bart needs to spend its money more wisely instead of wasting it	English	Daly City BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
782	They all sound good. Put the money to good use	English	Daly City BART Station Outreach
782	Implement Clippers to save money/garbage from paper ticket	English	Daly City BART Station Outreach
783	Something will be done to accommodate the less fortunate	English	Daly City BART Station Outreach
786	Parking is expensive in addition to Bart tickets. Maybe students can have discounted tickets	English	Daly City BART Station Outreach
787	only way to get tourists. People at risk are the locals.	English	Daly City BART Station Outreach
788	Parking is expensive and limited, needs to be improved	English	Daly City BART Station Outreach
790	Paper ticket increase is unfair to tourists or technologically challenged. Do not raise parking!	English	Daly City BART Station Outreach
791	Option A&B unfair for tourists. Increase parking fee should be for those without a permit	English	Daly City BART Station Outreach
792	Lower parking fees	English	Daly City BART Station Outreach
793	Income is low and cost of living is high, can't afford anymore Bart increases	English	Daly City BART Station Outreach
794	Would impact me greatly as I am low income.	English	Daly City BART Station Outreach
796	Adding incentives to go paper free is better for me, but what happens if everyone goes paper-free	English	Daly City BART Station Outreach
797	Would possibly drive to work instead of using Bart	English	Daly City BART Station Outreach
798	Would appreciate any other options to increase budget without raising fares	English	Daly City BART Station Outreach
799	Changes would hurt me. Tourists and myself don't need Clipper cards	English	Daly City BART Station Outreach
800	Already pay for reserved parking at a premium. Garage is dirty, cars broken into. Why should I pay more? Keep discounts, Clipper cards are faulty	English	Daly City BART Station Outreach
801	Nominal charge paper (option A) tickets is on par with other cities	English	Daly City BART Station Outreach
801	No impact on me as I use a Clipper	English	Daly City BART Station Outreach
802	Paper tickets get de-magnitized and are hard to get refunds for replacement	English	Daly City BART Station Outreach
802	Would persuade me not to vote for any Bart Board incumbent	English	Daly City BART Station Outreach
803	None	English	Daly City BART Station Outreach
804	Fare increase create hardship for seniors	English	Downtown Oakland Senior Center
806	Why should people who use Bart infrequently/have language barriers have to pay more for paper tickets?	English	Dublin Senior Center
809	Do not raise prices for seniors	English	Dublin Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
809	Parking should be a flat fee, dynamic pricing is confusing	English	Dublin Senior Center
809	I don't ride Bart that often	English	Dublin Senior Center
809	I am a casual Bart rider. If fares keep rising, it's cheaper for my family to just drive	English	Dublin Senior Center
814	Already barely making ends meet with my pension	English	Excelsior Community Center
815	Transportation costs should be fair	English	Excelsior Community Center
816	Adding the accessible rate to Clipper cards would be beneficial	English	Ed Roberts Campus
816	Is there a way for add fare machine to just add additional fares to the paper card on the machine?	English	Ed Roberts Campus
816	I like the idea of increase the age of the youth discount to 18. I see lots of youth jumping the gate the discount might reduce youth fare evaders.	English	Ed Roberts Campus
817	Muni allows people to buy discounted rate at the kiosk	English	Ed Roberts Campus
818	BART wants to make sure everyone eligible to get the discount and everyone not eligible does not get the discount	English	Ed Roberts Campus
819	On Muni people some people cheat the system and take the discount. Can it be possible for people to buy discounted rates from the station agents?	English	Ed Roberts Campus
820	Could the agent give people a code to plug into the vending machines that gives discounts for those who are eligible	English	Ed Roberts Campus
821	LA vending machines give you the option to buy any type of ticket at all the rates and it is honor system as to which you buy. It is so hard to get a RTC ticket in this area.	English	Ed Roberts Campus
822	Would youth tickets be available on magstripe systems.	English	Ed Roberts Campus
823	Clipper distribution system needs to be a lot more accessible and available for all user types. Those with RTC eligibility and regular riders	English	Ed Roberts Campus
823	I think it would be valuable for those that receive a discount to have the discounted fares listed. If you are short on your fare you need cash if you are adding fares to your card inside the gate.	English	Ed Roberts Campus
824	charging more for parking will discourage ppl from Bart, instead drive	English	Email
834	Would def impact senior, youth, disabled. Parking fee is already high enough and I pay for a monthly parking permit	English	Email
835	Find other alternatives without pinning it on commuters.	English	Email
835	I am a single working woman and am paying too much for Bart Mon-Fri	English	Email
840	cant afford BART	English	Fax
841	reducing discount would harm the riders	English	Fax
849	Better for me to get a Clipper card.	Spanish	Fruitvale BART Station Outreach
849	It would affect me a lot as I support a home with two children and am a single mother. I work and study in San Francisco.	Spanish	Fruitvale BART Station Outreach
849	Raising the fares affects me because it is money I don't have.	Spanish	Fruitvale BART Station Outreach
849	Don't increase the Clipper card.	Spanish	Fruitvale BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
849	For me the parking and a fare increase would be very expensive.	Spanish	Fruitvale BART Station Outreach
849	I would pay more for BART than what I will spend on my family.	Spanish	Fruitvale BART Station Outreach
849	Paying more affects me.	Spanish	Fruitvale BART Station Outreach
850	Bart expensive, hot mess. Only option to get to SF	English	Fruitvale BART Station Outreach
850	Disagree on higher fares for paper ticket than clipper, lower income residents more likely to use paper tickets	English	Fruitvale BART Station Outreach
851	Want a way to track Clipper card balance. Senior fare increase would burden personal tight budget	English	Fruitvale BART Station Outreach
851	More inter-agency cooperation	English	Fruitvale BART Station Outreach
851	Impacts minorities, currently spending high amount on Bart fare	English	Fruitvale BART Station Outreach
852	Shouldn't be a parking increase because of Bart fare increase	English	Fruitvale BART Station Outreach
853	Decrease price	English	Fruitvale BART Station Outreach
853	Don't increase fare for Seniors/Disabled	English	Fruitvale BART Station Outreach
854	Doesn't impact me personally but will impact my community	English	Fruitvale BART Station Outreach
855	No increase to discounts for seniors, disabled, youth	English	Fruitvale BART Station Outreach
856	Option B - Clipper cards faster/easier to use, smoother process	English	Fruitvale BART Station Outreach
856	Wouldn't impact me, but are good ideas	English	Fruitvale BART Station Outreach
857	Not an enthusiast, increases would affect me negatively	English	Fruitvale BART Station Outreach
858	Transition to only Clipper cards, no parking increase needed	English	Fruitvale BART Station Outreach
858	Bart is not running right, it's too old and dangerous at night	English	Fruitvale BART Station Outreach
860	Used money from increase fare to clean bathrooms	English	Fruitvale BART Station Outreach
861	Student living on \$850/month, can't afford increases	English	Fruitvale BART Station Outreach
862	I am a daily Bart rider so it would affect me a lot	English	Fruitvale BART Station Outreach
863	Strongly disagree with fare increase for the elderly	English	Fruitvale BART Station Outreach
863	Charge more for parking	English	Fruitvale BART Station Outreach
863	these are good options	English	Fruitvale BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
863	Bart would have more riders if they fixed delays and tech issues	English	Fruitvale BART Station Outreach
865	Reduce paper tickets if people can pay cash for same fare amount	English	Fruitvale BART Station Outreach
866	Would have strong impact, barely have enough to get to/from school	English	Fruitvale BART Station Outreach
868	Not right to increase fare for seniors/disabled	English	Fruitvale BART Station Outreach
869	Price increase would affect me because of income	English	Fruitvale BART Station Outreach
869	Keep Bart affordable for locals and commuters who don't live near Bart	English	Fruitvale BART Station Outreach
870	Daily commute cost would go up, my wages don't	English	Fruitvale BART Station Outreach
871	Small impact as I don't park/use paper	English	Fruitvale BART Station Outreach
872	Agree with parking fee increase	English	Fruitvale BART Station Outreach
874	Us HUD guidelines to create discounts for low income riders	English	Fruitvale BART Station Outreach
875	Parking fee increase will motivate more drivers to drive	English	Fruitvale BART Station Outreach
877	Already expensive to commute to Sf, parking increase makes it more pricey	English	Fruitvale BART Station Outreach
878	Not impact me	English	Fruitvale BART Station Outreach
880	Parking fee increase is unacceptable, high enough already	English	Fruitvale BART Station Outreach
881	raising fares = no improvements. Trains are late, infrequent, dirty	English	Fruitvale BART Station Outreach
882	Increases are affordable, but would hurt	English	Fruitvale BART Station Outreach
883	S.F is too expensive for poorer people.	English	Independent Living Resource Center of San Francisco
884	BART needs more transparency and streamlined employees	English	Independent Living Resource Center of San Francisco
885	BART is already expensive	English	Independent Living Resource Center of San Francisco
885	Parking will add financial burden to my family if increased	English	Independent Living Resource Center of San Francisco
886	Has to find parking far away from BART due to already increased parking cost	English	Independent Living Resource Center of San Francisco
887	Parking lot is not a revenue stream	English	Independent Living Resource Center of San Francisco

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
887	PARKING—BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand. Monthly permit parking fees would increase accordingly. This is expected to reduce the shortfall by approximately \$12–16 million annually when fully implemented. (Based on a station’s parking demand, daily parking fees increase or decrease in \$0.50 increments every six months.)	Chinese	Lake Merritt BART Station Outreach
887	I am concerned that the limited access to discounted Clipper forces seniors & persons with disabilities to purchase paper tickets & with the proposed surcharge on paper tix, the cost of travel will be prohibitive for low income seniors & persons with disabilities	English	Mail
889	Honest Fare paying patrons should be rewarded because they are keeping their cars off the roads. Fare increases result in very dissatisfied customers.	English	Mail
889	As a commuter I have experienced sharp increases in parking fees. An across the board fare increase is more fair. Given the conditions of the parking lots - broken glass, nails, garbage, etc.	English	Mail
890	Phasing out paper ticket. Parking too expensive and not enough availability	English	Lake Merritt BART Station Outreach
891	Will negatively affect riders whose only transportation is Bart.	English	Lake Merritt BART Station Outreach
892	Clipper cards avoid waste and should be higher \$ than paper. Increase parking/fares would force more ppl to drive	English	Lake Merritt BART Station Outreach
893	Spend money to improve or build more parking structures to increase ridership	English	Lake Merritt BART Station Outreach
896	Incentivize frequent Bart riders by offering packages like monthly passes	English	Lake Merritt BART Station Outreach
897	Parking prices should be equal at all Bart stations	English	Lake Merritt BART Station Outreach
899	Hike in senior fare will negatively impact me	English	Lake Merritt BART Station Outreach
900	Hinder budget for transportation	English	Lake Merritt BART Station Outreach
901	Changes would affect my household that has a strict budget	English	Lake Merritt BART Station Outreach
902	Agree with parking hike, disagree with increase fare for elderly, disabled, youth	English	Lake Merritt BART Station Outreach
903	Agree with hike in parking fare	English	Lake Merritt BART Station Outreach
904	Negatively affect low income families	English	Lake Merritt BART Station Outreach
905	Agree with increased parking charge	English	Lake Merritt BART Station Outreach
908	My income is limited as a disabled senior citizen. Any small increase is a big deal for me	English	North Berkeley Senior Center
909	No	English	North Berkeley Senior Center
910	Station agents should stay on site/booths	English	North Berkeley Senior Center
910	Prefer the small paper tix, increase would affect me as a fixed income senior	English	North Berkeley Senior Center
911	Any increase in my fare would hurt financially	English	North Berkeley Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
912	This is fair for most seniors who live on low income	English	North Berkeley Senior Center
912	No increase to senior or youth fare	English	North Berkeley Senior Center
913	no increase	English	North Berkeley Senior Center
914	No	English	North Berkeley Senior Center
914	Families with low incomes will have trouble paying for Clipper cards, should not be penalized for paper	English	North Berkeley Senior Center
914	Fares for elderly, disabled should not be increased.	English	North Berkeley Senior Center
915	Fewer riders because ppl fed up with poor service.	English	North Berkeley Senior Center
916	Keep fares the same, they're high as is	English	North Berkeley Senior Center
917	I like the 50 cent increase, but not for low income riders	English	El Cerrito del Norte BART Station Outreach
918	good	English	El Cerrito del Norte BART Station Outreach
921	Parking has gone up at a high percentage, would cost less to drive	English	El Cerrito del Norte BART Station Outreach
922	Would create chaos and I wouldn't take Bart	English	El Cerrito del Norte BART Station Outreach
923	None of the changes would personally affect me	English	El Cerrito del Norte BART Station Outreach
925	If parking goes up, how can we get to Bart?	English	El Cerrito del Norte BART Station Outreach
926	Incentivize getting Clipper cards, make them more financially accessible. Leave discounts alone	English	El Cerrito del Norte BART Station Outreach
927	A&B disproportionately affect lower income riders, discourage revenue stream	English	El Cerrito del Norte BART Station Outreach
930	Worried about paper tickets as most low income riders use it	English	El Cerrito del Norte BART Station Outreach
931	Rates go up, I'll stop riding	English	El Cerrito del Norte BART Station Outreach
932	Bart should have discount for students	English	El Cerrito del Norte BART Station Outreach
932	Please do not decrease the Senior/disabled discount	English	El Cerrito del Norte BART Station Outreach
934	ok as long as it ensures safe transportation of people	English	El Cerrito del Norte BART Station Outreach
935	Can Hurt people's budget, but is ok if Bart is more effective	English	El Cerrito del Norte BART Station Outreach
936	too high	English	El Cerrito del Norte BART Station Outreach
936	Discount for those who have had parking permit for long time	English	El Cerrito del Norte BART Station Outreach
936	Fares discourage people from using public transit	English	El Cerrito del Norte BART Station Outreach
937	If prices are raised, there should be no employee strikes, Bart delays, dirty stations, more police patrol. Unfair to patrons	English	El Cerrito del Norte BART Station Outreach
938	I still don't see any changes	English	El Cerrito del Norte BART Station Outreach

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
939	Ok with increased charges for paper tickets, disagree with decreasing senior discount. Parking inc would discourage people from using Bart	English	El Cerrito del Norte BART Station Outreach
940	They won't	English	El Cerrito del Norte BART Station Outreach
940	no	English	El Cerrito del Norte BART Station Outreach
941	Bart is great how it is, fares should stay the same	English	El Cerrito del Norte BART Station Outreach
942	I am disabled and on fixed income. This would force me to find other means of transportation	English	El Cerrito del Norte BART Station Outreach
943	Raising the reduced fare would make it harder for me to use Bart	English	El Cerrito del Norte BART Station Outreach
944	Instead of increasing parking fee, build more parking garages	English	El Cerrito del Norte BART Station Outreach
945	Variable pricing based on time of day. This may reduce crowding during peak hours. If Bart gets too expensive, I will end up driving	English	El Cerrito del Norte BART Station Outreach
946	Parking should be decreased in price	English	El Cerrito del Norte BART Station Outreach
947	Too expensive already! May choose other transit options	English	El Cerrito del Norte BART Station Outreach
948	Once again, lower income riders are more disproportionately affected. How can we encourage more ridership, where affordability is a factor, but particularly to address disparity in transit, accessibility, and in improving the overall system?	English	North Richmond District Advisory Committee
949	Parking charges are good	English	North Richmond District Advisory Committee
950	I feel like this is good in theory, but it feels discriminatory. Im going to get charged extra because I can't afford the 3 dollars for an initial purchase.	English	North Richmond District Advisory Committee
951	Is the fare increase for disabled people on the drawing board? I was against that. Glad to see it is no longer on the table	English	North Richmond District Advisory Committee
956	Manage the monies you already collect	English	North Richmond District Advisory Committee
958	I'm a Senior - keep age + discount as is	English	North Richmond District Advisory Committee
959	Keep increasing fees, parking + People consider options	English	North Richmond District Advisory Committee
960	I understand budget shortfalls must be covered, however, mass transit needs to stay as affordable as possible to promote maximum ridership to realize many benefits (reduced traffic congestion, vehicle exhaust, carbon pollution).	English	North Richmond District Advisory Committee
961	Finances would be impacted	English	The Open House Senior Center
961	Unfair to raise paper ticket fares, everyone needs to pay the same amount	English	The Open House Senior Center
961	Harassed by men; no longer as safe	English	The Open House Senior Center

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
965	Goal is to decrease riders, the above will work	English	The Open House Senior Center
966	Attract more customers	English	The Open House Senior Center
967	Charge too much, salaries are high	English	The Open House Senior Center
969	Parking increase	English	The Open House Senior Center
971	Like Paperless, need more tech to make clippers user friendly	English	The Open House Senior Center
981	I like the changes being done.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	I don't use BART much	Spanish	Pittsburg/Bay Point BART Station Outreach
981	I don't have any problem with it.	Spanish	Pittsburg/Bay Point BART Station Outreach
981	We use it almost every day. It would affect our economy (budget) too much.	Spanish	Pittsburg/Bay Point BART Station Outreach
982	Disagree with reducing fare discounts for seniors and youth	English	Pittsburg/Bay Point BART Station Outreach
983	fare increase is not an answer, commute by Bart costs more than commute by driving	English	Pittsburg/Bay Point BART Station Outreach
984	Offended by these options, Bart service is already subpar i.e. crowded, dirty, late	English	Pittsburg/Bay Point BART Station Outreach
985	Do not continue to gouge riders without making improvements and getting expenses in line	English	Pittsburg/Bay Point BART Station Outreach
986	Parking charge will make me more likely to drive	English	Pittsburg/Bay Point BART Station Outreach
987	Would understand if Bart was ALWAYS reliable, given the delays not fair to increase price	English	Pittsburg/Bay Point BART Station Outreach
988	More trains	English	Pittsburg/Bay Point BART Station Outreach
988	No parking at Bay Point, trains not on time	English	Pittsburg/Bay Point BART Station Outreach
988	You will do what is necessary	English	Pittsburg/Bay Point BART Station Outreach
989	Trains need to be on time	English	Pittsburg/Bay Point BART Station Outreach
990	Offloading cost increases to paper ticket holders makes sense, because comuters will be set up with Clipper. The BART parking is so incredibly impacted already that parking is a nightmare in and of itself. If BART wants to be on the vanguard, you are gong to have to build a high-density robotic parking garage at strategic locations.	English	E-mail Invitation Online
992	Can't take BART, too expensive.	English	E-mail Invitation Online
993	Very little impact on me.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
994	Seniors, disabled are on a limited budget. I don't agree with the change. Changing the amount charged for parking defeats the purpose in taking Bart I think some people may go back to driving.	English	E-mail Invitation Online
995	N/a	English	E-mail Invitation Online
996	I don't drive to bart. Seniors/students/children/disabled persons should definitely get a discount, though I won't. :)	English	E-mail Invitation Online
997	Not at all	English	E-mail Invitation Online
998	So in addition to increasing the fare BART is also going to increase parking fees? It's starting to seem more attractive to just drive into the city.	English	E-mail Invitation Online
1004	Clipper card option would not impact me as it's only paper tickets that would be impacted Parking would... I already work from home a couple of days a week to help with the previous increases. I may have to add another day to offset the increase	English	E-mail Invitation Online
1005	I don't like charging extra for paper tickets. This unfairly penalizes guests to the Bay Area who are trying to be tourists and enjoy themselves.	English	E-mail Invitation Online
1007	Reducing the discount for seniors and youth is just going to create more problems. They need those discounts for a reason.	English	E-mail Invitation Online
1008	no impact - i walk to Bart and use a clipper card	English	E-mail Invitation Online
1010	Higher pricing for Bart fare is only the recessions continuing	English	E-mail Invitation Online
1011	The parking option and more for paper tickets sound to be the best options for raising money.	English	E-mail Invitation Online
1012	I agree with increasing prices for people using paper tickets as it is wasteful, unnecessary, not environmentally friendly. Although it would not affect me personally, I strongly disagree with reducing discounts for children and seniors. These are group least able to afford a fair increase. I also strongly disagree with increase to parking fees. Parking should be free and BART should provide a lot more spaces to encourage increase use of the BART system. One of the major reasons why people I know dont use BART more often is because it is very difficult to find parking at BART and the only way to get to a BART station is to drive.	English	E-mail Invitation Online
1016	Maybe encourage some kind of shuttle or bus system to Bart rather than parking, but parking fees seem okay. They would add on to people's costs and fares they have to pay also though. I sympathize with those who pay parking and bart fares.	English	E-mail Invitation Online
1017	Doubling the price for parking seems wrong. This will have a SIGNIFICANT impact on the people who ride it everyday. The parking fee started out as a temporary \$0.50 a few years back. Now \$5? That instant increase doesn't seem fair to the public.	English	E-mail Invitation Online
1019	My savings will be reduced. Take fewer Bart rides. Work more from home.	English	E-mail Invitation Online
1021	reduce the parking price have monthly parking or reserved parking	English	E-mail Invitation Online
1021	I would seek out alternatives to taking Bart. It is bad enough paying what we pay and seeing the Bart facilities, such as San Bruno and SSF, having pigeon droppings throughout and not cleaned up.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1022	Of course it impacts my finances. It is ridiculous for Bart to continue to increase fare so they fatten heir employees.	English	E-mail Invitation Online
1023	It appears they are trying to find some sort of revenue. I don't like having to pay for parking.	English	E-mail Invitation Online
1024	No comments	English	E-mail Invitation Online
1025	I'm 75 years old. I need BART. My wife is afraid to use it because of aggressive riders.	English	E-mail Invitation Online
1025	I'm worried that the ticket charge is regressive and will affect low-income riders more.	English	E-mail Invitation Online
1026	The senior and child discount is too high and should be reduced. Never knew it was that much. Causes others to carry too much of the burden.	English	E-mail Invitation Online
1028	Any increase in fares and parking makes impacts not only me but others who rely on BART as a means of transportation. I am a freelancer with no access to commuter checks or anything similar. My fare per day into the Mission is already over \$10, without paking fee. Seems like it would be better to drive than take BART.	English	E-mail Invitation Online
1029	The parking option to me seems the most reasonable.	English	E-mail Invitation Online
1033	Parks bf should not be increased. The reason I chose Bart over Caltrain was because parking was manageable. Not too expensive. This will be very expensive for day to day customers	English	E-mail Invitation Online
1034	I suppose we should introduce a monthly pass with reduced cost to allow savings for regular commuters as supposed to paying the same price.	English	E-mail Invitation Online
1035	would leave car at home and walk to the Fremont Bart Station	English	E-mail Invitation Online
1036	If the parking goes up my employer will no longer continue to subsidize my parking permit. I cannot get my kids dropped off any earlier than I already do as school is not open early enough, so I rely on being able to park with the permit as the regular saces are always full when I arrive. This will have a HUGE negative impact on my commute.	English	E-mail Invitation Online
1037	I don't know why it can be so expensive to ride BART. I believe the service is good, but costs too much. I want to get a job where I don't ride BART everyday. I am not happy bout the big raise to employees, then the ask for structural improvements	English	E-mail Invitation Online
1037	not really	English	E-mail Invitation Online
1039	It would break my wallet. 3.00 to park my car is way too expensive as is. Especially since it has been broken into and took Bart police 45+ minutes to get there as they are never at the station	English	E-mail Invitation Online
1040	Of course it will impact just about all the 7plus million people that live in Bay Area, everybody takes Bart at least once a year. But granted commuters that use Bart on a daily basis will probably hesitate, but Bart is a vital link for the Bay Area.	English	E-mail Invitation Online
1041	I am a casual BART rider and no longer a commuter, so the change would not impact me as much. I think the Clipper card availability at the kiosks is a great idea, however, I think Clipper cards still have to refine their auto renew of funds process. Parkig increase is a good option, and possible weekend reduced parking costs (i.e. \$5 m-f, \$2 sat-sun) if possible to enforce. I am against reducing the sr/disabled discount	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1044	You are hitting seniors kinda hard.	English	E-mail Invitation Online
1045	I am a Clipper Card holder so these changes would not affect me.	English	E-mail Invitation Online
1046	I don't drive but would be cautious that charging more for parking could tip the economics so that ppl just drive the full distance. By \$5 you are similar to bridge toll plus Bart fare on top plus being locked to a train schedule. I prefer 10% vs flat fe because the short hauls would be disproportionately expensive.	English	E-mail Invitation Online
1046	no	English	E-mail Invitation Online
1047	Every hike in fares to ride BART,will result in more riders choosing to drive,instead..which is difficult to measure the loss of ridership,and the loss of revenue from fares.I feel our taxes should pay more so ridership increases and fares go down.	English	E-mail Invitation Online
1049	If the daily parking fees are increased people will tend to park in the streets which will make life miserable for people living in the area. the 10 percent increase in paper tickets in truly unfair. specially for tourists who go to airport.	English	E-mail Invitation Online
1051	This just anger riders.	English	E-mail Invitation Online
1052	I think it's unfair to the occasional rider to pay a premium because they don't have a need for the Clipper card	English	E-mail Invitation Online
1053	Although I have a Clipper card, I strongly disagree with fare policies that differentiate between paper tickets and Clipper. I suppose this option is meant to tax visitors who are more likely to use paper tickets. Or perhaps it is meant to offset additional costs of supplying paper tickets. However, it places a disproportionate burden on low-income people who are most likely to use paper tickets because they do not have access to credit cards or Clipper vendors. If you want to increase Clipper participation, I strongly recommend that you subsidize Clipper cards and offer a pay-by-phone option that allows people to link their Clipper card to their cell phone number and text a whole dollar amount to reload their Clipper card, the same way people can tex to donate money to disaster relief funds. This would obviate the need for Clipper vendors in low-density areas and increase access to Clipper, even for people with prepaid phone plans.	English	E-mail Invitation Online
1054	Operate more efficiently and tell unions to back off.	English	E-mail Invitation Online
1055	I'll pay a little more for BART.	English	E-mail Invitation Online
1056	It defeats the purpose of solving the congestion in the free way if you're adding parking fee and increasing the fares.	English	E-mail Invitation Online
1059	Those people are unfortunate. Please leave them alone. Don't increase the fee to them.	English	E-mail Invitation Online
1060	Increase the fare for seniors? That's outrages! Not that long ago you DID CUT THE DISCOUNT, from 75% to 67%. (That was a SHARP Increase of someone-third !) Now you want another 25%? Yeah, lets PUNISH those starving Seniors !!! Parking fee increase? Didnt you TRIPLE that already? Now \$5 ?? I hope you CHOKE ON It !!! People will go back to driving. I, for one, will avoid BART like the plague.	English	E-mail Invitation Online
1062	sometimes changes are necessary	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1063	Leave the seniors and children with special needs alone.	English	E-mail Invitation Online
1064	Parking would impact me. Seniors and kids shouldn't pay more.	English	E-mail Invitation Online
1065	Any increase would make me more likely to drive. BART is already very expensive. Charging children and the elderly more is cowardly.	English	E-mail Invitation Online
1066	The idea of increasing paper ticket prices by 40 to 50 cent is too high; I think a 25 cent increase for paper tickets would be acceptable. Also, decreasing the discount fares for senior and students to 50 per cent is unacceptable; the majority of these tw groups have limited means.	English	E-mail Invitation Online
1067	IF YOU WANT TO INCREASE RIDERSHIP YOU NEED TO INCREASE PARKING AVAILABILITY THROUGHOUT THE DAY	English	E-mail Invitation Online
1070	I'm not a student nor a senior. Also, I do not park at BART parking lots.	English	E-mail Invitation Online
1072	Parking will impact quite a lot.	English	E-mail Invitation Online
1074	Raising Bart parking is ridiculous. It when then cost over \$15 a day round trip to get from certain east bay cities to sf. Absolutely ridiculous.	English	E-mail Invitation Online
1075	it would make it difficult to utilize bart for commuting	English	E-mail Invitation Online
1076	I'm a senior citizen who commutes every day. To raise my fare would mean that I would have to use the extra monies from somewhere else, like food or other every day expends. This is unfair.	English	E-mail Invitation Online
1076	Raising fares for paper tickets sounds OK, but 50 cents per trip seems too high. I have a senior clipper card, and would not be able to travel to the more distant stations as much if the senior discount were reduced. I think seniors mostly travel during nn-commute times, so BART can afford to give them a good discount, since they aren't taking up space when it is most needed. I love BART, and it takes me places I would never drive to, so I wish you all the best in resolving these sticky issues. .	English	E-mail Invitation Online
1081	Mostly, they don't	English	E-mail Invitation Online
1083	Develop a sustained effort to deal with BART failures to maintain elevators and escalators before charging more for a devalued service.	English	E-mail Invitation Online
1084	I do believe increasing fares for those who do not use a clipper card is fair. Those who ride bart consistently should have a clipper card and if they dont, this could be incentive for them to start. If this increases revenue and promotes "going green",then I fully support the initiative.	English	E-mail Invitation Online
1085	Please do not charge disabled and senior citizens more. Charge me: an able-bodied, well employed, middle-aged person.	English	E-mail Invitation Online
1086	increase the frequency of the trains	English	E-mail Invitation Online
1087	increased fee for paper tickets would impact tourists and visitors	English	E-mail Invitation Online
1088	PLEASE ALLOW PARKING PAYMENTS BY CREDIT CARD!!! CASH SYSTEM IS EXTREMELY FRUSTRATING, AND WOULD BE SIGNIFICANTLY WORSE IF PRICES INCREASE.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1089	Most come across as ripping off the customer, charging 25 cents for a paper ticket which costs you pennies to produce?! Ridiculous and a blatant affront to customers. People will see it once and then avoid the feeling of being ripped off in the future. Bemore efficient or charge more based on better services and products.	English	E-mail Invitation Online
1090	Please do not change the current fare structure for people with disabilities and seniors. This group of people is already living on tight budgets as it is. A fare increase will further impact a person's ability to live securely in the Bay Area.	English	E-mail Invitation Online
1093	No comments. The potential changes for now are expected and we will adjust our financial monthly plan accordingly.	English	E-mail Invitation Online
1095	If there was an extra charge for paper tickets, I would use a Clipper card and expect many others would too, so the projected extra income from paper tickets might not be as large as expected. Nearly all of my BART trips are at times when I do not have t pay for parking, so the parking fee increase would not affect me.	English	E-mail Invitation Online
1096	we're on fixed income and retired this would negatively impact our budget	English	E-mail Invitation Online
1100	BART already charges 9\$ to park at the west Oakland station which is more than it cost to ride most places in the bay area and back.	English	E-mail Invitation Online
1101	I think options should be applied unilaterally and affect all. It doesn't make sense to charge people with paper tickets more because they receive the same service as those with clippers. I also feel that we should not be making things more difficult for eniors or the disabled. These folks need all the help they can get. The people who use the parking lot are getting an additional service, so I would be fine charging them more. The only change that affects me is the parking lot increase as I park my car tere. I do not use paper tickets and I am not a senior nor am I disabled.	English	E-mail Invitation Online
1102	Youth and elderly should be left as is for now two very needy contingency's of the bay area and should be allotted some kind of preferential treatment.	English	E-mail Invitation Online
1103	None of the options would affect me since I take the bus to BART and use Clipper card. It doesn't seem fair to target a subset of the riders to bear the brunt of the fare increase.	English	E-mail Invitation Online
1104	As a senior BART rider who has paid into BART for years please do not raise senior fares.	English	E-mail Invitation Online
1105	If parking goes up it would be cheaper to drive.	English	E-mail Invitation Online
1106	The increased cost for paper ticket option seems like a good one as long as the cost to produce clipper cards instead doesn't end up being more costly.	English	E-mail Invitation Online
1107	I don't think BART should burden seniors, disabled or youth with higher fares. That removes an essential public transit option for disadvantaged groups who have fewer options for getting around. I'm also opposed to increasing parking rates - this is te start of a slippery slope where it becomes less economic for people to use BART as an option to driving. It will also put pressure on neighborhoods around BART, causing conflicts with residents and businesses as commuters take to parking on streets to void paying higher parking fees.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1108	A) To charge people more money who can't afford to invest in the Clipper Card is obscene B) Given how nasty the Clipper customer service ppl are, why subject customers to yet more subpar service? C) while I use a Clipper Card, it wouldn't affect me, however, you should be more concerned with how everyone is affected - for example, what are the traits of ppl who use Clipper over paper tickets? What is their demographic? How can we make using the Clipper Card even more convenient/attractive to consumers? Wht discounts can be had for presenting a Clipper Card at your local museum/coffee shop/restaurant? Shouldn't loyal BART users be given extra benefits? How can we make using the Clipper Card fun? How can we make the experience more informative? How about a iscount if Clipper Card users use UBER/Lyft during peak times, in order to relieve congestion? Or free use between certain times of Muni/BART in SF for people who maintain over \$100 every month and travel from the East Bay/Contra Costa areas?	English	E-mail Invitation Online
1110	increase enough. Bart should check where all the money go and cut the overtime.	English	E-mail Invitation Online
1112	Discounts should be based on household income, to more effectively give that to the people who really need it.	English	E-mail Invitation Online
1113	I have a clipper card but family sometimes have to use paper	English	E-mail Invitation Online
1114	You need to look at other areas of saving not reducing discount tickets price for seniors, kids and disability persons. Example decrease 10% of the high Bart salaries. Return in infrastructure investment for parking lot should be estimated at the beginnng but Bart found an easy way to increase parking lot to cover the bad administration.	English	E-mail Invitation Online
1115	I am a senior and use a clipper card. This is an economical and efficient way for me to travel to the city from the Bay Area. I think these are better options than a straight across increase on all fares.	English	E-mail Invitation Online
1116	Horrible. BART should be free for seniors and kids under 18. No increases should be made.	English	E-mail Invitation Online
1117	The discount doesn't impact me at all. Please don't reduce the discount for seniors. Reduce it for children, if you must, but not for seniors. Do not increase parking.	English	E-mail Invitation Online
1118	My least favorite os increasing parking.	English	E-mail Invitation Online
1120	- Strongly in favor of a percentage fee added to paper tickets and encourage reusable Clipper cards. - Strongly opposed to flat fee increase-- not fair for shorter rides. - Also strongly opposed to reducing benefits to seniors (for safety reasons I believe they should ride public transit as opposed to driving) and youth (get them started riding young, AND help out parents who do not have access to a car). - On the fence about increasing daily maximum parking fee. Take further surveys about WHO parks dail: if you are serving more underprivileged riders than wealthy SF workers, then it would not be fair to charge them more. If survey results find that the majority of daily parkers can afford it, then absolutely take advantage of the opportunity.	English	E-mail Invitation Online
1121	I don't think we should penalize seniors, persons with disabilities, or children.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1123	Perhaps a compromise for the senior discount is making it only valid during certain hours so they can go to mid day medical appointments, but at the same time, open up space for more full fair working patrons.	English	E-mail Invitation Online
1125	Seniors are on fixed incomes and do not need any fare increases so they can use BART frequently.	English	E-mail Invitation Online
1127	I don't want to penalize paper tickets by as much as you suggest, maybe 5%	English	E-mail Invitation Online
1129	I use clipper so those fees would not impact me but would not only increase operating dollars for BART but would save the trees as well. The increase to the youth ticket would impact me as I have a youth that benefits from this savings but it would be wrth it to increase the small amount to not have fares going up on a daily commuter as quickly or as much.	English	E-mail Invitation Online
1130	Not at all since I use Clipper. This would be a good way to incourage clipper adoption	English	E-mail Invitation Online
1130	As a senior I'd be willing to pay my share even though the trains see so full I rarely get a seat	English	E-mail Invitation Online
1134	It would me lose my job because I can barely afford Bart now.	English	E-mail Invitation Online
1135	Lowering the discount for seniors & disabled patrons hurts people who cannot afford it. Many of these people live on a fixed income and now you want to take even more of their limited income away. This increase would send a message that you don't want hem on your trains. You have already taken seats away, now you're asking them to pay more.	English	E-mail Invitation Online
1138	These changes would not impact me at all. I use Clipper, pay full-fare, and walk to a station.	English	E-mail Invitation Online
1139	We shouldnt pay for parking at all	English	E-mail Invitation Online
1140	I think it's terrible to increase the fees for the elderly who can't keep up with the rising costs in the Bay Area.	English	E-mail Invitation Online
1141	before you begin implementing changes fix your bathrooms, escalators and elevators. I saw a woman on crutches get knocked down by others trying to make the Civic Center train. She was put in danger because the elevator was out of order.	English	E-mail Invitation Online
1142	You are passing your mismanagement of money to the people who ride BART. I already pay \$280 a month on parking and fare....isn't that enough?	English	E-mail Invitation Online
1143	Your parking availability sucks for retirees just wanting to visit the city. Commuters have 90/95 of availability. Lousy planning. This is from Pittsburg/Baypoint	English	E-mail Invitation Online
1144	They would be acceptable to me IF BART's service actually improves. The biggest problem with BART is that the trains don't run on time. I have learned that I can't take BART when I have to be somewhere on time.	English	E-mail Invitation Online
1145	Charging extra for paper tickets will not provide a sure source of extra revenue because people will just switch to Clipper Card to avoid the extra fare. Charging more for parking will only drive many into taking the bus or other means to avoid paying a hgher parking.	English	E-mail Invitation Online
1146	Might take Bart less	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1147	Need to lower senior rates to 62.	English	E-mail Invitation Online
1148	The paper ticket fee seems reasonable. Charging kids and seniors more is worse than charging people who drive more, but neither are a great answer.	English	E-mail Invitation Online
1148	Please do everything you can to avoid gouging any part of the population that is more vulnerable. Seniors should keep their discount.	English	E-mail Invitation Online
1149	My fares are subsidized heavily by my employer and I do not use parking so these changes would not affect me much. I hesitate to endorse increasing fares for those on fixed incomes (seniors). I also think increased fares or parking fees discourages public transit use. I would support a paper ticket surcharge more than the above increases.	English	E-mail Invitation Online
1150	I believe far too many people drive cars so I strongly agree with the parking fee increase to incourage more public transportation, walking and cycling	English	E-mail Invitation Online
1151	You're doing a wonderful job of discouraging BART use. Which will increase traffic even further, causing many more issues.	English	E-mail Invitation Online
1152	we have pay so much out but our salary didn't increase so please understand the customers idea	English	E-mail Invitation Online
1153	I am a senior citizen, 73 years old and would like to see additional reductions in fares for those 70 and older.	English	E-mail Invitation Online
1154	Charge for parking spaces by the hour.	English	E-mail Invitation Online
1154	No	English	E-mail Invitation Online
1156	I am against any fare increase to Disabled individuals as I am one.	English	E-mail Invitation Online
1158	Honestly, any price increases to BART will be hard for me, but I recognize I don't have much say, and I do want the system to improve.	English	E-mail Invitation Online
1159	these wouldn't impact my family but I am concerned about the impact on people who don't understand the clipper system,e tc.	English	E-mail Invitation Online
1160	With an increase in overall fares as well as a decrease in price reductions for seniors and youth, the price would go up significantly and may severely limit these patrons from being able to utilize BART services. An increase in daily parking rates would dd \$50 a month to some patrons' daily commute, not even considering a possible increase in fares. I could see some additional price for the paper tickets as those are more expensive to continually produce than the reusable Clipper cards, though I worry abut the impact on schools who purchase tickets for field trips as I do not see them moving to Clipper cards.	English	E-mail Invitation Online
1161	Adding a fee for paper tickets (assuming that Clipper cards would be made easily accessible) sounds like the best option for meeting the shortfall. It saves paper and will in general save people time / make their commute more efficient if Clipper cards ar easily on hand. This wouldn't affect me because I use a Clipper card. I think this would incentivize people to use Clipper cards, which is more effective and eco-friendly for everyone.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1164	If the measure voters approved funds capital projects, I don't understand why BART would also increase fares to fund such projects.	English	E-mail Invitation Online
1165	Yes, I will end up paying more per bart.	English	E-mail Invitation Online
1167	Increasing fares for paper tickets unfairly punishes those who cannot get to a station that issues Clipper cards or for those who can't go online to request a Clipper card. It seems like a "regressive" tax. If, somehow, it becomes easier to get a Clippe card, so that virtually all can get one, maybe this tax would be OK. Also, this tax on paper tickets specifically targets visitors who use the system. Is that what you want to do?	English	E-mail Invitation Online
1167	Do not increase parking fees!! It would make people very mad and it would be extremely inconvenient for riders to have to get dropped off at the station to avoid paying the fee. From an economic standpoint it will decrease the number of BART riders because they will decide that it is cheaper to take alternative transportation as opposed to paying the increase parking fee as well as a BART ride fare. so BART will end up losing more money overall from the lower ridership. In addition it will cause lots of log in the drop off area because more people will be dropped off to avoid the parking fee	English	E-mail Invitation Online
1168	no	English	E-mail Invitation Online
1169	I think that the parking fees should be increased every year instead of every 6 months.	English	E-mail Invitation Online
1174	None of these impact be because I only use clipper and no paper ticket. I also don't drive so I don't need to worry about parking	English	E-mail Invitation Online
1175	None of these changes would impact me, but I don't see how the fare increase for paper tickets would reduce operating expenses if paper tickets aren't removed completely. Consumers would stop using paper tickets, so BART doesn't get additional revenue, ye the infrastructure for paper tickets still needs to be maintained.	English	E-mail Invitation Online
1176	As a senior, a fare increase would be a hardship	English	E-mail Invitation Online
1177	The clipper cards would have to be available before implementing any different fare for tickets. A lot of people using paper are from out of town or forgot/lost their card. My family already pays so much in BART when visiting the area, they would greatly suffer. Also, I've had my Clipper card not work on numerous occasions and have had to purchase a paper card for a trip. No help was given to me at the station and my trip being more expensive because of this would be unjust and very frustrating as a regula user.	English	E-mail Invitation Online
1179	I'm 38 years old, I don't park at BART and I don't use paper tickets. The impact of the paper ticket fees and senior price hikes seems horribly regressive. It seems you ought to be finding a way to increase fees to yuppie douchebags who commute to the cit for their high-paying jobs from their overpriced homes (like me).	English	E-mail Invitation Online
1180	I'm a Clipper user and am in favor of phasing out the paper option. The one major concern is for infrequent BART users or non-local BART passengers. I no longer drive and park at BART, I walk or use the bus system but know that parking in suburban stops along the BART route is a game of the early bird wins and everyone else is out of luck. Parking is a problem but I don't know if higher parking fees is the solution.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1180	I REALLY appreciate BART 1.) being fiscally sound and 2.) requesting input. If there are ways to pass on cost increases to folks who are likely to be less affected by them (e.g. tourists, parkers in more affluent areas), I strongly encourage BART to prioritize these. For those with limited income, BART may already represent a large cost, so I implore BART to not make access harder for these folks (families, kids, seniors, people with disabilities).	English	E-mail Invitation Online
1181	The parking increase is ridiculous.	English	E-mail Invitation Online
1181	They would not impact me.	English	E-mail Invitation Online
1182	I tend to favor schemes that don't harm long-distance commuters on BART from relatively poor suburbs.	English	E-mail Invitation Online
1184	No, thankfully I don't live in the bay area	English	E-mail Invitation Online
1185	no	English	E-mail Invitation Online
1186	Parking fees are out of control.	English	E-mail Invitation Online
1187	Seniors are on fixed income, I disagree with and strongly oppose any reduction in their existing discounts. The gains are not worth it. However, I am in favor of all of the other revenue raising ideas presented in this survey.	English	E-mail Invitation Online
1188	BART should expand its student discount to undergraduate and graduate students who are living below the poverty line and need to commute to get to work or school. 50% discount is reasonable but should include more low-income groups who rely on BART for their daily commute. More policing on trains and space for bikes would also be greatly appreciated by riders. Trains are overcrowded and poorly patrolled, which should be fixed before raising fares yet again. More cars for riders, more BART police with training in nonviolent conflict resolution.	English	E-mail Invitation Online
1189	BART should take away free rides perks from its executives and upper management. Ever heard of leading by an example??? I am sure they make enough money, and BART pays them pretty well to afford their own fare.	English	E-mail Invitation Online
1190	PARKING SHOULD BE FREE!!! PAYING FOR PARKING IS BULLSHIT.!!	English	E-mail Invitation Online
1191	Don't cut any fares if your trying to up your revenues	English	E-mail Invitation Online
1196	Until BART begins running 24 hours, I will never consider it a proper urban transit system. I grew up in Chicago with the El; I cannot understand why BART doesn't operate 24 hours in a major metro area like the Bay Area. These changes will impact me by forcing me to pay more for the same service.	English	E-mail Invitation Online
1197	I only use paper tickets for side don't use bart very often	English	E-mail Invitation Online
1202	Yes. Charging different prices for paper and Clipper would be confusing for tourists and other occasional users from whom, I suspect, substantial revenue comes.	English	E-mail Invitation Online
1203	Add more to the already inflated living conditions.	English	E-mail Invitation Online
1204	I strongly disagree with increasing the parking. I feel 3 dollars a day is already too much.	English	E-mail Invitation Online
1205	No	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1206	All but the hike in parking will fall heavily on those with the fewest resources. To use a Clipper Card you must have a credit card; do the poor have credit cards? Reducing the discount to children and senior citizens, well, falls to children and senior citizens. None of these options would impact my pocketbook.	English	E-mail Invitation Online
1207	I think the priority for the system should be to not increase fares, so an increase on parking fees would be the highest reward and offer the least impact on fare prices. I park at the station every day, so a fee increase would impact me greatly. But it sill seems the most fair. Never decrease the discount offered to disabled riders -- that's a huge mistake.	English	E-mail Invitation Online
1208	I don't think this will impact me. It's important to provide public transportation in order to reduce the number of cars on the road so the government should support this program and fees may increase as happens with everything.	English	E-mail Invitation Online
1210	I'm supportive of anything that can help reduce the congestion BART is currently facing.	English	E-mail Invitation Online
1211	These changes would not impact me, but I think they are a bad idea. BART is already too expensive for what it is.	English	E-mail Invitation Online
1212	My commute from Pleasant Hill to SFO even with an airport employee discount card cost more than \$400 per month. I can not afford any more fare increases.	English	E-mail Invitation Online
1214	parking should be free	English	E-mail Invitation Online
1215	They would cost me more money, without giving me much benefit.	English	E-mail Invitation Online
1217	If the cost goes up any more, there is no benefit for me to continue using Bart. I would return to driving	English	E-mail Invitation Online
1218	Have the discounts for ages 5-18 so all students can get one .	English	E-mail Invitation Online
1219	I think that there is no longer any need to have "train operators" as all they do is open the doors and announce the stop. Also, the station agents could double as janitors.	English	E-mail Invitation Online
1220	Absurd	English	E-mail Invitation Online
1223	I strongly agree with increasing the price for parking. I also agree with charging more for paper tickets but maintaining the same price for Clipper card users.	English	E-mail Invitation Online
1224	should have bike storage stations similar to caltrains to encourage greater ridership	English	E-mail Invitation Online
1225	The youth ticket upgrade will add a lot to a pesons budget with children. Parking just went up a couple years ago. It is gaining a lot and taking more and more from the commuter when there are not many other options to park around stations. Also, I am appy to just use clipper cards, but I take multiple kids on trips daily and need an option for clipper cards for groups.	English	E-mail Invitation Online
1226	Too many programs to raise money give out the options to everyone (for example, senior discounts) with no attention to the riders wealth. Every old person is no pooe	English	E-mail Invitation Online
1227	I commute everyday on Bart. These changes would not affect me at all. I do think it's not fair to increase senior rates, but agree with raising youth rates. Youth rates should be the same as adult rates.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1228	THIS WOULD IMPACT MY WALLET....NO MATTER WHAT! THIS IS UNACCEPTABLE	English	E-mail Invitation Online
1228	The increase in discount fares would impact me, but at 50%, its still helpful. I strongly agree with that increase to help reduce the shortfall. The thing I object to very strongly is any increase in the parking. This already adds about \$60 to my commute. Everytime you raise it .50, that is 10.00 plus to my monthly costs. Adding .50 to the paper ticket is a good idea, better than the percentage, because it would be easier to know for the rider. Who wants to do math at the machine.	English	E-mail Invitation Online
1229	This wouldn't affect me at all.	English	E-mail Invitation Online
1229	Most of the ideas seem to disproportionately affect the poor. Have there been any research into whether or not this is true?	English	E-mail Invitation Online
1230	You shouldn't charge the elderly and youth with any change!! They are the most vulnerable of your riders and should not be included in the fare increase.	English	E-mail Invitation Online
1232	I could support any of the four options presented EXCEPT the one on reducing the amount of discount for senior citizens (which I am, on a fixed income). I remember when seniors used to get a 90% discount. I wish that were still the case, and I certainly would not like to see the amount of discount reduced any further from the current 62.5%. Many seniors have limited resources and rely on public transit.	English	E-mail Invitation Online
1233	you already charge a lot for parking and lots fill up every day. No reason to increase parking fees again.	English	E-mail Invitation Online
1234	It will impact me as well.	English	E-mail Invitation Online
1238	Seniors are always on a short budget so shouldn't have their costs increased. Regular riders should partake of the clipper cards - especially since their free. Tourists and one-time folks can afford a 1 time surcharge. Regular commuters can still avoid the surcharge costs and prevent a slew of problems seen with paper tickets. It's faster through the gates too.	English	E-mail Invitation Online
1239	They would not impact me directly (not a senior nor age 12 or younger). My husband and I have been taking BART most days out of every week since 2013, and we are really tired of the constant fare and parking increases especially when the quality of your service has been stagnant. I think your entire organization needs to reassess internal spending and structures rather than make the general public bail you out every time. The cost of BART is already so high! For gods sake...	English	E-mail Invitation Online
1240	I already have Bart people parking in front of my house to avoid using the parking...It's just going to get worse	English	E-mail Invitation Online
1241	The parking fee has already been increased. Increasing the parking fee more would cause more drivers to not park in the structure, which means that you would not incur the expected revenue, rather it would reduce your revenue and still cause a short fall.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1242	I mistook Measure RR for Measure BB. The change in senior discounts would impact me, but would not be a financial hardship. I take the bus to and from BART or walk to the station. I drove to BART and parked in the neighborhood, but decided to take AC Transit to avoid parking in the city streets and to avoid generating pollution. I strongly approve of raising money for operating costs. We unionists worked hard to pass Measure BB and strongly supported Measure RR. Steve Glazer and other suburbanites have relentlessly attacked BART union members for making living wages. If you read the latest economic reports, you will see that union jobs at good salaries undergird the economy. I would like to know what components of operating costs need bolstering.	English	E-mail Invitation Online
1243	I am concerned about people who do not have access to electronically use the Clipper Card. It is important for everyone to be able to use the transportation system who does not have access to a computer or credit card.	English	E-mail Invitation Online
1244	transportation fee increase, need to cut other expense	English	E-mail Invitation Online
1245	I use bart almost everyday. Any increase will affect my expense.	English	E-mail Invitation Online
1246	None. It's my choice to take Bart or not.	English	E-mail Invitation Online
1247	it wont affect me personally	English	E-mail Invitation Online
1248	The parking fee increase is an 80% increase. Bart should look at it's generous benefit packages to it's employees. It should be more online with the private sector. They should contribute to their health insurance and pension which most of us don't have.	English	E-mail Invitation Online
1249	I think paper ticket and parking price increases are good - they incentivize desirable behavior.	English	E-mail Invitation Online
1251	None of these changes would affect me personally, but I would rather the additional funding comes from suburban commuters who park than from seniors and kids. Also, given how crowded the parking lots seem, I am guessing people would still pay more to park	English	E-mail Invitation Online
1252	Occasionally they would. Why not offer incentives instead of penalties to motivate people?	English	E-mail Invitation Online
1253	If you continue to raise fares, I will just end up driving as it is more convenient for me. The reason I take bart is because of traffic and because parking at my job is scarce. If the fare is equal to the parking fee and my job, then I would rather just drive.	English	E-mail Invitation Online
1254	You need more parking. If I arrive to the station any time after 10:00 there is no parking. Raising the fees won't help. I am tired of having to park blocks away in a residential neighborhood!	English	E-mail Invitation Online
1255	Bart's operation schedules is tardy every morning. Also, there are many old train tracks.	English	E-mail Invitation Online
1256	I would consider driving instead of taking BART if there continues to be price increases.	English	E-mail Invitation Online
1256	Would not want poor people to be excluded from public transport, or to have to pay more. I am assuming that people would be able to buy a non paper ticket with cash? i.e. not need a credit card?	English	E-mail Invitation Online
1257	No significant impact to me.	English	E-mail Invitation Online
1258	I'm concerned about fare increases affecting vulnerable populations like elderly people on a fixed income.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1259	Well, my parents use the senior discount and they are getting retirement. So, no extra money if they are charged more for BART they will not be able to afford trips on the system!!!! It already costs \$2.50 to park at the station now and that is a lot of mney. I do not get raises at my job, so these increases are not okay for someone like me!	English	E-mail Invitation Online
1261	Minimizing use of paper tickets by favoring Clipper cards is the best option. I now pay the parking fee for all day but only use a space for 3 hours.	English	E-mail Invitation Online
1262	Changing parking prices seems like a good idea since other parking options are so much more expensive in comparison.	English	E-mail Invitation Online
1262	BART should make an all out effort to get non BART riders out of the BART parking. I'm in Concord and in the time I walk from car to train, I see dozens of people park and then walk to office buildings outside of BART. Since BART increases are based on se, I pay more for these parking thieves.	English	E-mail Invitation Online
1263	I commute six to seven days a week, sometimes more. Any fare increase is going to affect my budget. As for dinging people who get paper BART tickets, how is that fair? Think of all the tourists who don't have a Clipper card. Don't we rip off the tourits enough?	English	E-mail Invitation Online
1264	I think a weekday fare increase for parking would be a fair increase, but to charge parking on a weekend/holiday for loathing would not be worth it in terms of keeping Bart usage on non peak times	English	E-mail Invitation Online
1265	I use a clipper card for my Bart use because of its ease in my work commute. However just because it's an option for some doesn't mean you need to punish those who don't use clipper. Bart is intended for people who use it occasionally as well as people ho use it each day. Punishing the people who use it on occasion by increasing their paper ticket cost will cause them to not use Bart. All the parking fees need to go away or reduce my more than 50% at each station. This is a ploy that punishes those wh use Bart daily as well as those who use Bart occasionally.	English	E-mail Invitation Online
1267	I may be opting for AC Transit Transbay. They are cheaper, cleaner and more reliable than Bart.	English	E-mail Invitation Online
1269	I use a clipper card, I don't park at BART stations, and I'm not (yet) a senior ... so I guess it's easy for me to agree with these proposals.	English	E-mail Invitation Online
1269	I am a senior still working with a 30-min Bart ride 2x a day. Seniors and students are among the lowest income earners. This hits us hardest. Please leave our current discounts in place.	English	E-mail Invitation Online
1270	Stop increasing the fees for your customers as the FIRST option - every single time something needs to be fixed. Learn to plan better.	English	E-mail Invitation Online
1270	I do not believe that seniors or the disabled should bear the brunt of a fare increase. Also, what about visitors? Should they be forced to get a Clipper card for a one-time use?	English	E-mail Invitation Online
1271	Paper ticket increases would be a great idea. It would move everyone to using cards or hopefully in the future contactless payments so you would have no cost outlay other than the machines.	English	E-mail Invitation Online
1271	I am a single mom of 3 children and the increase would make my life a little more stressful. I think it will cause others to resort to finding ways to cheat the system or forced to cheat the system.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1273	I live in Portland, Oregon and only use BART when I fly in and/or am visiting family. So the changes would not affect me.	English	E-mail Invitation Online
1275	The people who use paper tickets are probably the people who are more price sensitive. Charging more for them does not make sense since I feel it hurts them more.	English	E-mail Invitation Online
1276	I take bart every day and sometimes forget my clipper- you would make it hard to deal with last minute clipper issues.	English	E-mail Invitation Online
1277	I think all the options look reasonable.	English	E-mail Invitation Online
1278	Parking is a tempting target but the question is how many more cars will it put on the road because commuters would rather pay bridge tolls than BART parking fees.	English	E-mail Invitation Online
1280	Cutting discounts for senior and disabled riders does not personally effect me but I am appalled that it's even an option. BART is the only method some of this demographic have to get around, it is a HORRIBLE idea to increase their hardship. I'd double th price of standard fares before I would agree to a discount reduction.	English	E-mail Invitation Online
1281	Bart is good just make it go further like sac and la and there goes your revenue	English	E-mail Invitation Online
1282	Increasing the parking fees sounds like the best option because it would impact the fewest number of people. People also have more choice over whether they park at a Bart station vs. whether they ride bart. Commuters of all socioeconomic levels need to rie bart each day -- raising the (already high) fares is an injustice.	English	E-mail Invitation Online
1283	Washington, DC METRO has eliminated paper tickets entirely. Why doesn't bart do this? I know many stations aren't enforcing the parking fees already in place, so people park there without paying, knowing they wont get a ticket. YOU should improve enforceent before you raise rates.	English	E-mail Invitation Online
1286	I have a clipper card, am not a senior nor disabled, and I have never parked at a BART parking lot during hours that require a fee, so none of these changes would impact me personally. However, I do not believe that fares should be increased for seniors r disabled persons as they often depend on public transportation exclusively and should not have to shoulder the financial burden.	English	E-mail Invitation Online
1287	My fare would go ip	English	E-mail Invitation Online
1289	Does anyone even read these comments? BART patrons ultimately have to pay whatever rates BART decides to charge us. These changes would impact me directly. I ride BART Monday through Fridays and park at the station. The rates seem to get higher and higher but the quality of service seems to decline.	English	E-mail Invitation Online
1290	My senior price would increase	English	E-mail Invitation Online
1291	If you make even small changes it affects the people who are barely making it already like myself	English	E-mail Invitation Online
1293	You should consider that tourists and out of town guests should have the easiest, most understandable method of travel	English	E-mail Invitation Online
1294	If you were to raise the price for parking, I would no longer ride Bart in my daily commute because it would then cost me the same amount to park at work. I take Bart to work because it is cheaper than driving.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1296	There should be a student discount. The Clipper addfare/ticket purchase machines at new stations should not eat money without returning putting it on the Clipper card at new stations such as happened at the Warm Springs station on opening ceremony day. Yo should not penalize people for using the paper ticket option because if they want anonymous travel options, then they should be given the right to that level of privacy without being penalized.	English	E-mail Invitation Online
1297	fire your deadbeats	English	E-mail Invitation Online
1299	They would not impact me. I use clipper, am not a senior, and ride my bike to BART.	English	E-mail Invitation Online
1300	Stop riding Bart	English	E-mail Invitation Online
1301	no not much	English	E-mail Invitation Online
1302	None of the changes proposed would effect me personally, but please don't raise fares I the disabled and children	English	E-mail Invitation Online
1303	AS A SENIOR, IT WILL IMPACT ME WITH MY LOW FIXED INCOME.	English	E-mail Invitation Online
1304	A paper surcharge is reasonable, although I would feel better about it being "per ticket" not "per fare", charged whenever a new paper ticket is issued (similar to the charge NYC MTA has, perhaps without the indefinite reuse, since there is an alternativehere, unlike in the MTA). I don't have a good sense of the relative incomes of seniors, or the need for children to access regional transit (vs. local) to fairly judge the need. As far as increasing parking fees, i worry about the economic trade between hgher fees and fewer rides, or how well your predicted increases in income account for that effect.	English	E-mail Invitation Online
1305	All of these options involve fare increases or increased fees. I'd like to see options for actually reducing the operating costs.	English	E-mail Invitation Online
1306	A reduction of the elderly and youth tickets discount at a time when many are pondering relocating from the Bay Area may come across as callous.	English	E-mail Invitation Online
1309	"PARKING: BART should increase the maximum daily parking fee from up to \$3 to up to \$5, depending on demand" I think this is the best idea. I don't think it's fair to increase ticket prices for senior citizens or anybody else. However I understand the 50 ent charge for paper tickets.	English	E-mail Invitation Online
1310	Cut costs and quit sticking us for your lazy inefficient workers and poor management. Get rid of the waste in the organization and you could probably fire the Board of Directors and all the Management and the system would probably function better and moreefficiently.	English	E-mail Invitation Online
1311	Don't price yourself out of he market. Don't forget clean up the the one or two poor left in SF!	English	E-mail Invitation Online
1312	I'm lucky to live within walking distance of a BART station and be able to afford whatever price increases you throw at us. But I'm sure I'm a rare exception.	English	E-mail Invitation Online
1313	Seems like increasing is only going to make your current riders stop using Bart. We already have the high cost of living to deal with.	English	E-mail Invitation Online
1314	I used a clipper card and walk to the BART station so I would not be affected.	English	E-mail Invitation Online
1315	The fare adjustment increase options target low income people without options such as credit cards for Clipper. A really bad idea. Increases to seniors and students is really stupid.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1315	Not much impact. I buy a monthly pass with a muni ticket.	English	E-mail Invitation Online
1316	None of these options would have a direct impact on my cost. Increasing parking rates doesn't encourage more people to take a bus to the BART station. By increasing the cost of parking you just force people to look for parking in the areas surrounding the BART stations.	English	E-mail Invitation Online
1319	I will start using the bus if Bart increase their fares	English	E-mail Invitation Online
1323	Bart is already charging very high rates for parking & fares. No more fare / parking fees increase should be even thought about. What ever bart is building (new stations, new cars etc) is all investment of bart & should not be counted as financial gap. here is not shortage of money in bart. You guys are simply telling that there is a shortage of money, but the fact is that you guys are making lot of investments, which is why there is some shortage of money. You investments are assets, which if you want t raise, you can go to stock markets/crowd funding etc. But if you simply raise fares, with which once you build all you infrastructure, are you guys going to reduce the prices, because there will be surplus of money ? Tell me how it is short ? - - 400,00 rider per day, with minimum fare as \$5.5= \$2,200,000 - 45 stations, with 2000 parkings each, with \$3 Minimum parking fee = \$270,000 THATS ABOUT \$2.5 MILLION A DAY. ARE YOU STILL SHORT OF MONEY ? ARE YOU KIDDING ME?	English	E-mail Invitation Online
1324	San Francisco is one of the most expensive USA cities to live in, so any increase for anything affects those of us with limited funds	English	E-mail Invitation Online
1325	I am a senior on a fixed income.	English	E-mail Invitation Online
1326	It's going to make me start driving. It will cost the same.	English	E-mail Invitation Online
1327	Should not cut down senior's discount privileges. You should rather cut down students and youth discounts to supplement Bart's running cost.	English	E-mail Invitation Online
1328	The cost of Bart is a dent in my monthly budget, these changes would make things worse for me.	English	E-mail Invitation Online
1329	youth and seniors should not have a fare increase adding a fee of 50 cents is not bad for paper tickets the only thing is going to a clipper card everyone does not have access to a computer and the machines or so difficult now (forgot to keep it simple)	English	E-mail Invitation Online
1330	these changes would not probably impact me, but they would impact those who have less means.	English	E-mail Invitation Online
1331	Parking should be free and BART. Public funds should be used for BART. BART salaries should be lower.	English	E-mail Invitation Online
1332	Leave them as status quo.	English	E-mail Invitation Online
1333	They are OJ.	English	E-mail Invitation Online
1334	I worry about cost going to Oakland airport. Reduce fees so people use that option instead less expensive uber	English	E-mail Invitation Online
1334	U spend nearly \$20 a day on Bart and parking any fair increases would be unreasonable in my honest opinion.	English	E-mail Invitation Online
1335	STOP RAISING PRICES YOU GREEDY F***S	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1336	My husband is a senior, so he would have to pay more for trips on BART. We do park our car at a BART station, so we would have to pay more. Our public bus service does not enable us to take public transit easily to a BART station.	English	E-mail Invitation Online
1336	Please don't reduce the senior discount . Every day living expenses in the Bay Area price seniors out of many recreational activities and to increase Bart fares would be burdensome to those with the lowest income.	English	E-mail Invitation Online
1337	Bart needs to focus on reducing its operating costs. Bart fares are already astronomically high.	English	E-mail Invitation Online
1339	This is a burden for any BART rider.	English	E-mail Invitation Online
1340	Seems like these ideas are targeted at those least able to absorb the cost increase - the elderly and the poor. I'm presuming people with less income are scrapping change together just to buy a daily ticket. to think they can come up \$40-\$50 a month for a clipper card seems unlikely.	English	E-mail Invitation Online
1341	These changes won't affect me, but penalizing people who have to buy paper tickets is a crummy idea that penalizes low-income and vulnerable people.	English	E-mail Invitation Online
1342	Might as well just drive to work in the city if the parking fee and Bart ticket combine is pretty much the same cost.	English	E-mail Invitation Online
1343	Many seniors I know are on fixed incomes. It is disgraceful to have a janitor making hundreds of thousands of dollars a year in salary and propose taking more money from seniors.	English	E-mail Invitation Online
1344	I have few other commute options, so it would definitely impact me negatively. The parking fees increase is a slap in the face as BART said they would not rise above a certain level.	English	E-mail Invitation Online
1345	They won't our seniors need to be taken care of	English	E-mail Invitation Online
1346	the change would have a big affect on me since parking is \$3 already	English	E-mail Invitation Online
1349	The parking increases would discourage me.	English	E-mail Invitation Online
1350	Will never ride again	English	E-mail Invitation Online
1351	I'm a paper Bart ticket rider. I hate attaching my cc # to an automated system for deductions.	English	E-mail Invitation Online
1353	Should not impact me.	English	E-mail Invitation Online
1355	Both me and my husband commute and these would mean significant increases for us.	English	E-mail Invitation Online
1355	Increasing paper ticket prices unfairly penalizes people with lower incomes.	English	E-mail Invitation Online
1356	charging extra for paper tickets is wrong and charging more for parking is just going to make it more economical to drive.	English	E-mail Invitation Online
1356	I'm a senior, who still needs to work, and commute by BART, the senior discount means a lot to me, reducing it would be a real hit to my disposable income.	English	E-mail Invitation Online
1356	I use a clipper card and I think that that should remain at a discounted price and then more people would choose a clipper card. And it would also save paper as well and printing of tickets.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1357	I use the Pittsburg station. It seems those who travel from this distance pay the most but receive the least. Adding the Pleasant Hill runs have increased my commute time home. I think the parking is already too expensive and would not want to see any increase with parking.	English	E-mail Invitation Online
1359	I am not a senior, don't have a young child, do not drive and I have a clipper card so these changes don't impact me very much.	English	E-mail Invitation Online
1359	I really hope you don't charge more for paper tickets - I use commuter checks to exchange tickets for my rides and if you hike up the fee just to use paper tickets it would make my fare go up by a lot.	English	E-mail Invitation Online
1360	I use a Clipper card and do not own a car, so there would be little direct impact on me.	English	E-mail Invitation Online
1361	I am a senior and have a son with disability. This group should not pay to park a car or increase cost for tickets. We both have clipper cards. Cost for parking should not go up because people will not use Bart. This will discourage Bart usage and Bart will lose riders. I will not park at Bart if parking goes up.	English	E-mail Invitation Online
1362	It would cost more for me to commute and I would consider carpooling or biking more often. The problem with carpooling is that my carpool partner is not reliable and we often work differing hours.	English	E-mail Invitation Online
1363	People will consider the environmental impact of all those clipper cards in all those machines	English	E-mail Invitation Online
1365	I am an everyday commuter and I pay for parking on top of the fares... it would be extremely unfavorable to not only increase my fare but increase my parking fee as well. That's something that would be a deal breaker for me and chose to find another means of transportation to get to work.	English	E-mail Invitation Online
1366	CHARGE FOR PARKING!!! Cars are stupid.	English	E-mail Invitation Online
1368	First the issue I have is I believe it should be "expense reductions and in addition...." not the other way around. This is more than semantics. BART seems to have a lot of personnel waste (see station agent comments above as an example). Parking is already ridiculous so raising it seems brutal. I know if my costs go up too much more, I'm just going to drive.	English	E-mail Invitation Online
1372	Fee increases are expected. Limiting those to paper tickets (which have costs associated with them that paperless options don't) seems reasonable.	English	E-mail Invitation Online
1373	I have a concern that the SFO fare is already jacked with an airport surcharge, making it \$8.95 from SF Civic Center to SFO. So if a percent fee is added for paper ticket, I would hope that would not apply to the full SFO surcharge portion of the fare, but only to the base fare. That is just double gouging to hit up the paper-ticket-holding tourists for both the SFO surcharge and the paper ticket surcharge.	English	E-mail Invitation Online
1375	No more fare increases for working class people, are you kidding? Make Silicon Valley and its SF analogs and satellite firms pay!	English	E-mail Invitation Online
1376	You increase our parking every six months. People park in the reserved spot without permits. All we do is pay more and service gets worse.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1377	I am willing to pay out the increases. BART is crucial to Bay Area transit.	English	E-mail Invitation Online
1378	The price changes are steep . You are not providing a good enough service to warrant these high prices	English	E-mail Invitation Online
1379	With packed trains Bart has to be making money hand over fists. Total mismanagement. Cut budget items do not lay off on people	English	E-mail Invitation Online
1380	The increases won't have much effect on me. I worry about the extra charges for paper tickets since those tickets are more likely to be used by lower income riders. They're also more likely to be used by tourists and occasional riders, and I don't care muh at all how much they pay. So it's a dilemma.	English	E-mail Invitation Online
1381	It would be unconscionable to raise revenues on the backs of people living on fixed incomes (seniors, people with disabilities and youths).	English	E-mail Invitation Online
1382	It would affect me to a certain extent.	English	E-mail Invitation Online
1383	I don't park at the stations, but I constantly hear about the lots being full. Maybe BART should be taking advantage of this and enforcing parking rules as well. I have to imagine there are a number of people who do not pay for their spot. If you are goin to offer it, make sure people pay for it. Or add more parking options. It gets ridiculous at times.	English	E-mail Invitation Online
1384	These would not impact me at all, so I'm not speaking from a 'personal pain' point of view. Penalizing those who drive seems the most sensible option; it prompts people to locate themselves closer to transit, which is all for the good.	English	E-mail Invitation Online
1385	With the price going up, I think Bart should let their customers know and let them have a practice run.	English	E-mail Invitation Online
1386	Other than getting a clipper card, I wouldn't be too affected!	English	E-mail Invitation Online
1387	Seniors and disabled should not have to pay more. They are already on limited incomes. Parking should not continue to increase. At some point, this will have a negative impact on BART usage. If parking goes up to \$4 or \$5, more people will stop using ART and just drive their cars. It's unfortunate that BART let things go for so long and now realize that they are short on money. They need to be realistic that it may take a few years to raise all the money they need to make up their shortfalls. They eed to tighten their administrative and operating budgets a little more to reduce expenses which would help with their shortfall. Those of us that work in corporate settings don't get to increase prices. We have to cut expenses, personnel, etc. to balane our budgets. That is what BART needs to do.	English	E-mail Invitation Online
1388	I no longer use BART for my work commute, but did so daily from 2010-2016. In the future, I may return to using BART for my work commute.	English	E-mail Invitation Online
1389	Lest money for my family	English	E-mail Invitation Online
1391	The paper card surcharge would encourage me to switch from paper tickets to clipper.	English	E-mail Invitation Online
1392	Higher parking fee and the purchase of a BART ticket is a double whammy, I would rather not have the parking fee increased.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1393	I think that if you increase prices you should provide better services or amenities. It is unfair to increase prices for "operations" when ridership is clearly very high and you have many many riders every day already paying for your operations.	English	E-mail Invitation Online
1395	I use a clipper card and usually park in a lower cost lot (south Hayward) or an overflow non BART lot (union city). More reserved parking would be helpful to make my commute more predictable. In general, though, BART fares are already high.	English	E-mail Invitation Online
1396	I am a senior and believe that the present discount is very fair. Parking seems to be more on the expensive side ...	English	E-mail Invitation Online
1397	If the ticket prices go up, then I might have to arrange some carpool commute with my fellow workers.	English	E-mail Invitation Online
1397	Ridership must be up because the parking lot at North Concord is full making it almost impossible to take Bart in off peak hours	English	E-mail Invitation Online
1398	Seniors fares should stay low.	English	E-mail Invitation Online
1400	Giving preferential treatment to clipper card users (rather than saying that paper ticket users will be penalized) is a fantastic option. Regular BART commuters are the folks most effected by the current BART shortfalls; a solution that doesn't affect the would be ideal.	English	E-mail Invitation Online
1401	I park at Bart every day. If you increased parking by two dollars a day I would stop taking Bart completely and just drive in. Period.	English	E-mail Invitation Online
1402	BART could increase their parking fees to substantially more than they are (and more than is being proposed) at certain, busy, popular stations.	English	E-mail Invitation Online
1403	The parking increase is not good. Already cars get broken into at lots and there does not seem to be anyone monitoring the lots	English	E-mail Invitation Online
1404	If parking rates were increased, household would drive to Bart less. Since we go to BART at 5 am that is the reason for driving -safety. Senior/child discount would not apply I have a clipper card and paper tickets seem like a waste so fully support this as long as it was easy for tourists to get a clipper card. Tourists should not be penalized for using our public transportation.	English	E-mail Invitation Online
1409	Changes would not affect me. I use a Clipper card and do not drive.	English	E-mail Invitation Online
1410	They would all impact me.	English	E-mail Invitation Online
1410	I'm a senior.	English	E-mail Invitation Online
1410	Senior citizens who exist on a fixed income should not be charged more. I'm fit in that category.	English	E-mail Invitation Online
1411	Repair the elevators and escalators and clean the stations maybe you could consider an increase. I see so many individuals suffer dealing with non operative things at Bart.	English	E-mail Invitation Online
1412	None.	English	E-mail Invitation Online
1413	Bart should reward efforts to commute. Drivers to Bart shouldn't be penalized. And don't raise fares on old people. That's just ugle.	English	E-mail Invitation Online
1413	increasing charges for paper tickets would disproportionately impact low income people and less educated people as they may not have the ability to set up and maintain clipper cards. If this could be avoided and the increase passed on mostly to tourists using the system then an increase would be acceptable.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1413	I'm a senior who travels to a low-paying job every day. Increase in senior fares would be a problem.	English	E-mail Invitation Online
1413	I would prefer to see an across-the-board fare increase, since I'm worried that increasing paper ticket fares would amount to a regressive tax (disproportionately affecting lower-income people). Thanks for all you're doing; I'm a big fan of BART, and of continuous improvement and expansion of BART service.	English	E-mail Invitation Online
1414	With exception of parking, I feel that all of the proposals impact the most disadvantaged in the community -- low income people who can only afford to buy paper tickets as needed, and the elderly. The increase in parking only encourages people to drive; in my case, I can drive and park in Oakland for \$12; BART and parking is now about \$13. If parking increases from \$3 to \$5, there is no monetary incentive to take Bart.	English	E-mail Invitation Online
1417	Adding a charge for the paper ticket before people can purchase clipper cards at vending machines seems unfair.	English	E-mail Invitation Online
1418	My main concern is to avoid making these increases regressive. The parking increase sounds better to me than increases to paper ticket printing costs (assuming that the majority of paper ticket purchasers are the "unbanked") and increases to seniors. Give the size of the operating deficit, all solutions must be considered. But if it can be weighted towards those of us who are in the best position to support this necessary increase, that would be my preference.	English	E-mail Invitation Online
1419	I see fare jumpers ALL the time. Plug this "hole". I feel like a fool paying for something when so many others simply walk in/out with no penalty.	English	E-mail Invitation Online
1420	Paper ticket fee, depending how it is implemented could be regressive tax on the poorest/vulnerable bay area citizens.	English	E-mail Invitation Online
1421	Parking should be the same at every station. Give discounts to those who use bart more!!	English	E-mail Invitation Online
1422	The reduction in the senior discount would be significant enough for me to take BART less often.	English	E-mail Invitation Online
1424	I would ride less. Unfortunately, riding BART is becoming as much as driving and the convenience is not short lived with the overcrowded trains and people behaving badly.	English	E-mail Invitation Online
1428	I am in a position to pay more but many are not. For someone who pays \$5/day parking, that's \$100 month. Same for the fare increases. My concern is for people who work minimum wage.	English	E-mail Invitation Online
1428	Being a senior, I am not very enthusiastic about decreasing the senior discount.	English	E-mail Invitation Online
1429	I have a monthly reserved spot. It has jumped in cost significantly over the last 5 years. Don't get greedy about your guaranteed income.	English	E-mail Invitation Online
1430	Stupid across the board	English	E-mail Invitation Online
1431	I can never park at BART stations, so I no longer try. I am not a senior, so this doesn't impact me. I believe that other light rail services charge up to \$1 for a paper ticket vs. plastic clipper card, so this charge seems fair.	English	E-mail Invitation Online
1432	As a senior, a 50 per cent discount seems to be equitable.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1432	Regarding charging for the paper tickets - I like the idea, but need more info - i.e. Do you charge for the clipper cards? And what if a customer is adding value to a paper card- are they still charged for it? I think they should only be charged for the initial ticket purchase	English	E-mail Invitation Online
1433	We need to take care of our young people and our seniors. The rest of us should pick up the slack if we make unsustainable choices - paper tickets. Push Clipper! And charge more for parking, which is already relatively cheap for the Bay Area!	English	E-mail Invitation Online
1434	Bart is the only way to get to work, but with delays and the costs I am looking into a ride share	English	E-mail Invitation Online
1436	Y'all need to stop increasing prices and pay your janitors less.	English	E-mail Invitation Online
1437	A parking increase would impact me. I try cutting costs wherever I can but again, I have no choice. Frankly I would like to see improvements in the conditions in the SF Civic Center & Downtown Stations, it is so terrible at times.	English	E-mail Invitation Online
1438	No. Though I see this in other places, this shifts the burden to people who don't have a Clipper card or don't want one. That doesn't seem fair (though it benefits me). Who pays for the administration of Clipper? Do you really get as much money from Clipper as the fare cards? I wonder what the real costs of this are. Raising parking fees might discourage people in suburbs from taking BART.	English	E-mail Invitation Online
1440	Don't you the parking during the week. Use BART only on Weekends and Holidays when parking is free.	English	E-mail Invitation Online
1442	I strongly disagree with lessening the discount for seniors and the disabled. The 20% paper ticket fee may help. Bart parking is always full and already pretty pricey so I do not like the idea of raising prices.	English	E-mail Invitation Online
1442	Wouldn't impact me a lot	English	E-mail Invitation Online
1444	Increasing parking is not the solution. We have to drive to BART. Don't penalize us for having to do so. An increase to ride BART AND more increases for parking would not make it cost effective to take public transportation in the first place. Considering we can't even get WiFi to work (like CalTrain or Amtrak), we may as well drive.	English	E-mail Invitation Online
1445	Mentioned in the introductory statement regarding senior fares. Consider adding more parking stalls to stations that have higher demand- like West Oakland.	English	E-mail Invitation Online
1445	I disagree increasing charges for seniors and disabled.	English	E-mail Invitation Online
1446	financially it would impact me greatly and I would consider using Transbay bus more.	English	E-mail Invitation Online
1448	I have a senior clipper card but would be willing to pay a little more	English	E-mail Invitation Online
1449	This won't affect me much. I spend about \$4 per day commuting on Bart, so it would take a large change in fares to negatively affect me.	English	E-mail Invitation Online
1451	The paper tickets has no impact with me. I use Clipper already. I already pay way too much for my monthly parking at Colma BART so not in favor of increasing it again.	English	E-mail Invitation Online
1453	I don't think discounts to seniors or disabled persons should be reduced, but I don't believe children should be discounted at all.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1454	Union City Bart parking has limited amounts of parking spots so most of us park in the city parking that costs \$4 anyways so don't increase the rates.	English	E-mail Invitation Online
1455	I do not use paper tickets or park at Bart so I am for it. I use a bus to get to Bart every morning and have a clipper card through my work.	English	E-mail Invitation Online
1457	Will be really bad for my al ready tight bugett	English	E-mail Invitation Online
1458	These changes would make it difficult to ride Bart for people. The biggest impact would be to riders without clipper cards and seniors/children. Depending on demand the only real spice for revenue with this plan would be for those who use Bart parking.	English	E-mail Invitation Online
1459	I have been paying increase in monthly parking consistently. Why price hike without service improvement should be acceptable?	English	E-mail Invitation Online
1462	I wouldn't be impacte,d but think it's easy enough for riders to obtain a Clipper card, so there's no guarantee you will generate the expected revenue. I am concerned with reducing the discount for seniors and children, given the current political climateand the drastic cuts impending.	English	E-mail Invitation Online
1463	There is a tipping point at which it no longer makes economical sense to take BART. Parking fees have already increased dramatically. It's becoming too expensive to use the system.	English	E-mail Invitation Online
1464	Seniors, children and people with disabilities often barely make it in this City so this much increase is too much.	English	E-mail Invitation Online
1465	Take a god damn pay cut and work longer hours for no more pay, just like the rest of the working world to make up your shortfall.	English	E-mail Invitation Online
1466	Prices keep going up and service keeps declining	English	E-mail Invitation Online
1467	How dare BART consider erasing a budget shortfall on the backs of the elderly, youth, and disabled. That's just shameful.	English	E-mail Invitation Online
1468	Parking is already expensive enough	English	E-mail Invitation Online
1469	Changes are good. Parking at bart is often challenging and moderate increases in cost would help.	English	E-mail Invitation Online
1469	Fare reductions for seniors should be based on earnings. There are professionals over 65 years of age with six figure earnings taking advantage of lower fares. Why?	English	E-mail Invitation Online
1470	It is unfair to keep raising prices and parking prices. The bay area is already the most expensive city in the US. A parking and fare increase would be tantamount to a double increase	English	E-mail Invitation Online
1471	It would be helpful to understand what proportion of the total necessary budget shortfall each of these potential changes meets. \$3 mil doesn't sound like much compared to other options. How much do each of these actually impact your shortfall?	English	E-mail Invitation Online
1471	N/A	English	E-mail Invitation Online
1472	put yourself into riders' shoe, Work on how people can transfer/ link by such as bus connections, from the station when off the train or in reverse to hubs in the area.	English	E-mail Invitation Online
1472	Most of the proposals affect poor people more than those doing well. I don't think it is a good idea.	English	E-mail Invitation Online
1473	Why did Bart sell all the parking lot space? Now we have less money and less space. End consumer is suffering for all the dumb decisions	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1474	<p>I believe more simple pricing is MUCH better than lower, smaller percentages. For example, having a 10% increase to paper tickets requires annoying (though simple) math for passengers and bart staff to know. Imagine visitors and foreigners trying to understand our system. Sticking to simple percentages and math is MUCH better than less straightforward numbers.</p> <p>These changes would affect my budget and how much I put towards public transportation—something I am extremely happy to do if the service and experience is improved. I look forward to being able to brag about how great MUNI and Bart is, rather than now when I spend most time apologizing to visiting friends and family and spending a great deal of time explaining the intricacies.</p>	English	E-mail Invitation Online
1476	I think Bart is expensive, most people who ride Bart are barely getting by.	English	E-mail Invitation Online
1477	Charging extra for paper tickets will penalize people who don't have credit cards or internet access. BART fare increases should remain small and incremental. Larger issues should be handled through initiatives for bonds and/or transportation taxes. The burden should be shared by BOLART users and non-users, as everybody benefits from BART ridership.	English	E-mail Invitation Online
1477	None would affect me personally. My only concern is for people most vulnerable to increased public transportation costs - those with low incomes who already struggle to maintain a decent standard of living in San Francisco and the Bay Area generally.	English	E-mail Invitation Online
1478	I would use clipper and save money but pay more for parking	English	E-mail Invitation Online
1479	None of these fare increases impact me. BART should increase the base Clipper fare for everybody.	English	E-mail Invitation Online
1479	It makes more sense to add a surcharge for paper tickets than the other options, since BART riders can take action to reduce their costs by using a Clipper card. Increasing parking fees by nearly 50% may discourage BART commuter ridership. And raising the discount for seniors etc. would disproportionately affect those with lower or fixed incomes who are less able to pay.	English	E-mail Invitation Online
1480	If you make it too expensive you will push people back into their cars.	English	E-mail Invitation Online
1481	<p>Paper tickets: A flat increase doesn't seem reasonable, especially if the trip only costs \$1.95. A 10% charge would be more fair. (I have a Clipper Card, so it wouldn't impact me.)</p> <p>Concessions: I don't think we should be reducing the discount for people who likely do not have the higher incomes to support paying more for public transport. (I am not in one of those groups, so the change wouldn't impact me.)</p> <p>Parking: Increasing parking too much may discourage people from taking BART, and a \$2 increase per day would be about a \$500 increase per year. Those earning higher incomes probably aren't taking BART to work anyway. (I do not own a car, so I would not be impacted by this change.)</p>	English	E-mail Invitation Online
1482	<p>I don't think you should cut benefits to people who have less money, like seniors or youth. I'm hesitant to support the parking fee increases because I'm afraid it'll make people choose to drive rather than take public transit.</p> <p>Fare increases would affect me. The rest don't.</p>	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1483	OK to increase fees to maintain existing service and increase peak commute service	English	E-mail Invitation Online
1486	Financial hardship for routine riders	English	E-mail Invitation Online
1488	If parking costs increase, more people will bike. I already bike and lock up at MacArthur. I would love to see more bike lock-up availability inside the gates.	English	E-mail Invitation Online
1489	Might stop taking BART and drive to work.	English	E-mail Invitation Online
1490	Please, don't target at-risk populations (seniors and children) for your shortfall. Target wealthy communities that require the most maintenance/engagement/etc.. like Walnut Creek, Fremont, and Berkeley. These communities have higher per capita income, and require specialized services where there are no networking effects to decrease costs.	English	E-mail Invitation Online
1491	Charging more for paper tickets will discourage use of public transit. BART is becoming very expensive to ride. Maybe that's what BART wants by pricing out Senior and students. And parking should be free at all lots. Bart should build more parking and make it free to encourage the use of public transit, instead of making it so expensive.	English	E-mail Invitation Online
1492	1) Who is the primary user of paper tickets? How does BART even know? Is BART keeping statistics on who uses paper tickets? Although I'm sure that tourists tend to use paper tickets, tourists may not be the only people using paper tickets. If there is any indication that lower-income people tend to use paper tickets because of difficulty signing up for or maintaining a positive balance on the Clipper Card, then I do not support this strategy. I do not support any proposal that includes raising more money for BART off the backs of lower-income people. 2) Where is the funding coming from to put Clipper machines in all BART stations by 2018? This sounds like another big expense but doesn't seem like it's going to improve my daily BART experience. 3) I do not support any increase in the cost of BART parking. Like I said? BART can't even manage to prioritize keeping its parking fare machines in working order. I have zero confidence that an increase in parking fees will improve my parking or riding experience. I will be very unhappy if BART increases parking fees.	English	E-mail Invitation Online
1494	I won't like bart fares to increase, we should find alternative ways to raise money for bart we have a lot of people violating bart fares on daily bases.	English	E-mail Invitation Online
1495	sometimes yes, sometimes no	English	E-mail Invitation Online
1496	Charging for paper tickets isn't fair to those that don't ride Bart often. There have been times that I have forgotten my clipper card and had to get a paper ticket. I would not have to pay extra	English	E-mail Invitation Online
1497	You are nickel and diming us to the point we will find other alternatives to commute to and from work	English	E-mail Invitation Online
1498	All fares are already too high. Increasing in price will discourage transit rider to use transit.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1499	I agree with the first option the best.....25cent fee for a printed ticket should reduce the amount of tickets and cause people to go paperless. I do not like the option that reduces the senior discount one bit! Since I use clipper, the paper ticket optios wouldn't affect me....but increasing the parking fee would definitely affect me...that's an extra \$10-12 a week which for some is too small to notice. Unfortunately, I would notice this change. I would possibly have to find another job closer to home an stop riding bart altogether.	English	E-mail Invitation Online
1501	None of these options would impact me. I am a young, able-bodied Clipper card user who walks to BART.	English	E-mail Invitation Online
1503	Please come up with any other options,	English	E-mail Invitation Online
1504	Happy serendipity Easter 2017	English	E-mail Invitation Online
1505	Get rid of paper	English	E-mail Invitation Online
1506	Bart is inaccessible to many users if there is no parking or if you increase the price of parking. This is not the fault of users. Ridership will decrease. For instance, I'll likely take the bus. It runs by my house and I have no need to park.	English	E-mail Invitation Online
1507	If they raise the prices for seniors and disabled it will make it hard on those with limited money to ride bart	English	E-mail Invitation Online
1508	Is there a correlation between paper tickets and cost? Does it cost more for Bart to provide printed tickets? If so, then charging extra makes sense. If not, it seems punitive. It doesn't impact me as I use a Clipper card.	English	E-mail Invitation Online
1510	None of these changes would affect me, I always use my clipper card, I am neither too young or too old, and I do not park at the bart stations. I personally do not think fare increases should be made on children or the elderly. It seems that the projectd savings are low, and I assume they are the people with the least amount of money. Fare increases should be placed on daily commuters such as me for maximum effect. The cost of my bart tickets are offset a bit by my employer and I assume this goes for oter daily commuters as well. I would be annoyed, but it wouldn't harm me like it could harm the children/elderly.	English	E-mail Invitation Online
1513	Build more parking, and keep rates the same.	English	E-mail Invitation Online
1514	Build more Prking garage	English	E-mail Invitation Online
1515	Charging more for paper tickets doesn't impact me since I'm a frequent BART user with a Clipper card. I guess it would impact people making one time trips once in a while. Parking is already expensive, but that would be an extra \$40 per month if someone desn't have a permit. That seems like a lot.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1516	I prefer Option B, the 10% additional cost for paper tickets, rather than the flat fee of \$.50. It seems fairer. I do worry that it will be more confusing for some folks, however, and that the fare tables in each station will be a mess. But even then, I think B is the better option. Either way, I am glad to hear that Clipper cards will be available at each station, rather than how things are now where Clipper cards are kind of hard to get. I expect that more people will get them as a result (even as a regular rider, it took me a while to get a Clipper card), and suppose that the extra fee will be paid mainly by tourists.	English	E-mail Invitation Online
1518	Yeah it would be already high enough right now I know BART is trying to expand but it's already high enough but it's hard in 2-3 years just to get around it's going to be \$20-30 dollars and people are just going to buy cars cause it's cheaper	English	E-mail Invitation Online
1519	If the charge for parking is increased, additional free spots for motorcycles should be added.	English	E-mail Invitation Online
1520	I think a lot of these increases will have negative effects for the poor and disadvantaged in the Bay Area. Typically those are the people who have not bought a clipper card due to the cost, but now they are being penalized through paper tickets.	English	E-mail Invitation Online
1521	If you're going to charge more for parking, then maybe you should make sure security does a better job of protecting the cars in the parking lot. EVERY single day at the SSF BART station, I would see at least 1-2 cars with broken windows. WTF. So, if you're going to charge this much, make sure someone is going to WATCH OUR CARS.	English	E-mail Invitation Online
1522	The goal of most regional plans, including MTC's Plan Bay Area and BAAQMD's Clean Air Plan, is to decrease the use of private vehicles in commute. Increasing costs to discourage people from driving to transit stations and, instead, taking other transit options to get there is the best route for both revenue increase and meeting the cost of other plans. Keeping fares low is key, as well, to motivating people to take BART trips instead of driving.	English	E-mail Invitation Online
1523	no	English	E-mail Invitation Online
1524	You charge more for parking and the parking is already limited. You have all these wasted parking spaces open for car poolers. If you had a time limit for those spaces you could make more money. For example car pool parking is from 5:00am - 8:00 am. After 8:00 those stalls are open to all BART riders.	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1525	I already think parking fees are too high, especially at West Oakland, and there are not enough spaces, and parking is never guaranteed. There should be much more parking and \$3 is the absolute max it should cost (after all they are parking in order to use and pay for bart). I don't like raising the price on paper tickets, would prefer that you lower the cost on clipper tickets, but of all the options I am most okay with that because it reduces waste, and regular riders can avoid that fee with pre-planning and preparation. I just think it is ridiculous that I spend up to \$400 a month on BART, and pay taxes that go to BART, and have to maintain a car and insurance and pay bus and taxi on top of that to get to and from BART stations or when there is no service, and still have to deal with grumpy, ineffective or absent station agents, out of service escalators, late trains, malfunctioning signs, broken windows in BART parking lots, out of service elevators, filthy stations and trains, disgustingly hot trains packed full of people yet the heat is still on full blast, intercoms that are unintelligible, piss smell in the hallways and elevators, kiosk microphones that don't work, constantly being advertised at from ALL DIRECTIONS and the fear of getting shot by a BART police officer over mistaken identity. Don't get me wrong, I am sure that running the BART system is more complicated and expensive than I could possibly understand, and I am so very grateful for the speed and efficiency of the trains themselves. Couldn't do half of the things I do without BART, so THANK YOU for that. But I do feel that is extreme that a 5th of my income goes to this one aspect of my transportation, and it is supposed to be the most affordable and subsidized part, and it is still not enough, and there are also lots of room for service improvement. It seems like something is being greatly mismanaged somewhere, and would really appreciate looking at internal areas of improvement before	English	E-mail Invitation Online
1526	Parking would affect me as would senior discount but I would prefer the parking increase to senior increase.	English	E-mail Invitation Online
1527	Just raise overall fees as needed to cover the shortfall. Also, I think you could save a tremendous amount by reducing the overly generous retirement plan.	English	E-mail Invitation Online
1528	Increasing the daily parking fee would make it hard for me financially to be able to park at BART.	English	E-mail Invitation Online
1530	Amazing that BART is not at the level of other countries like Singapore. Need more efficiency and government funding. BART is packed, so not sure why not more profitable. Poor management?	English	E-mail Invitation Online
1531	The infrastructure for Clipper Cards must be robust and available at all stations. I worry about service outage for those machines causing an issue with adding fare ad hoc.	English	E-mail Invitation Online
1532	I don't ride that much for it to impact my daily life however my wife depends on BART.	English	E-mail Invitation Online
1533	n/a	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1534	Re: Discounted tickets - for those truly eligible for discounted tickets, the amount of the increase should not be punitive to those truly needing it. However, I'd like to understand how BART establishes eligibility for discounted tickets. For example, iscounted tickets should not be given to the homeless, who use BART as their personal living space. That issue should be addressed by other means, not through discounted tickets from BART.	English	E-mail Invitation Online
1535	Please don't impact seniors, people w/disabilities etc	English	E-mail Invitation Online
1536	I use clipper and walk to bart - these increases on paper tickets and parking charges wouldn't affect me. I encourage switching to clipper cards, but dissuading riders from parking and making it more expensive for disabled riders seems counterproductive.	English	E-mail Invitation Online
1537	Stealing from guests of the area and unfrequent riders?! Stealing from the elderly, disabled and children?!	English	E-mail Invitation Online
1538	I don't think increasing fares for seniors and youth is the way to go since bay area cost of living is already so high and seniors and youth are on fixed income. Perhaps charging more for parking could help, as well as offering a few hourly parking spots t a higher rate than daily fee.	English	E-mail Invitation Online
1539	No. But need to add more parking garages and spots throughout the system then the increases are justified.	English	E-mail Invitation Online
1540	I'm already paying \$15.00 @ day to commute with bart and parking. This would conline rlto increase my costs. Don't like.	English	E-mail Invitation Online
1541	This is why I didn't vote for the bond measure to support BART in the fall. I knew I would see red if I voted to increase funding to BART and then BART just increased fares anyway. As a daily commuter, it feels on a daily basis that no matter how high te fares are raised or how much of our tax money BART gets, it will continue to be expensive and poorly run.	English	E-mail Invitation Online
1542	I buy papers tickets because Bart closed the purchasing station at Civic Center. I prefer the paper ticket over a clipper card. It works for me.	English	E-mail Invitation Online
1544	In San Leandro, more than 300 parking spaces for Bart were taken away for housing. No accommodation has been made since then. What is Bart prepared to do to accommodate people who need to park near the BART station? I'm willing to pay for my parking, butl'd like to have it accessible.	English	E-mail Invitation Online
1549	Charge more for parking. People should leave their cars at home and take the bus to BART or move closer to BART.	English	E-mail Invitation Online
1550	I think everyone should use clipper cards, they reduce gate time.	English	E-mail Invitation Online
1552	Everytime you increase fares and parking you drive away riders. Based on the way BART is run - I avoid it whenever possible.	English	E-mail Invitation Online
1553	No comment.	English	E-mail Invitation Online
1554	Bart riders should not face additional fees. If there are budget shortfalls, Board of Directors should take pay cuts!	English	E-mail Invitation Online
1557	None	English	E-mail Invitation Online

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1557	I retired from my job and do not travel on BART as much. However, when I do travel I have on a couple of occasions been unable to find a parking place timely and ended up driving into San Francisco. The problem with San Francisco is parking and it is expensive. I don't use other transit so I don't have a Clipper card. I have some paper tickets in my wallet and they don't take up space. I don't think that if you use a paper ticket that it should cost more for buying transportation any more than you should get a discount for paying with a ten dollar bill rather than two five dollar bills.	English	E-mail Invitation Online
1558	After years of increases, have not noticed any changes. Trains are still very noisy and dirty. People who are just trying to get to work may not be able to afford the increase with parking g and fare increases. Most seniors and people are on fixed income and the increases could affect their lives.	English	E-mail Invitation Online
1558	Doesn't ride BART	English	Richmond Senior Center
1559	Seniors don't have the money for a fare increase; will deter riders	English	San Bruno Senior Center
1561	Do not implement A+B until clippers are available in vending machines	English	San Bruno Senior Center
1563	Every penny counts when retired	English	San Bruno Senior Center
1564	Not Fair, lets be fair to all	English	San Bruno Senior Center
1564	Might be more inclined to drive if increase is too much	English	San Bruno Senior Center
1565	Not using parking Spaces	English	San Bruno Senior Center
1565	no idea	English	San Francisco Senior Center
1566	Doesn't matter to me	English	San Francisco Senior Center
1567	Finance difficult	English	San Francisco Senior Center
1567	No money	English	San Francisco Senior Center
1567	Money problem	English	San Francisco Senior Center
1569	Would impact me negatively. Please fix elevators/escalators	English	San Francisco Senior Center
1570	Don't increase fares for seniors, disabled, and children. Let ppl with cars pay for more parking	English	San Francisco Senior Center
1570	no idea	English	San Francisco Senior Center
1573	no	English	San Francisco Senior Center
1574	Don't have a car but need a mean of transportation. Should not change senior/disabled discount. I would want to reduce parking fees as much as possible	English	San Francisco Senior Center
1575	On fixed income, increase parking would hurt my budget	English	San Pablo Senior Center
1576	Will drastically affect seniors, living below poverty level/losing benefits, who rely on using Bart	English	San Pablo Senior Center
1577	Seniors should be considered for low fares since they're on set income	English	San Pablo Senior Center
1579	Would affect my disabled son and myself	English	San Pablo Senior Center
1580	Would impact me greatly	English	San Pablo Senior Center
1581	Increasing fares and cutting discounts will lose Bart riders	English	Walnut Creek Seniors' Club
1583	On retired income	English	Walnut Creek Seniors' Club
1584	Why penalize seniors who are unemployed	English	Walnut Creek Seniors' Club

Do you have any comments about any of the above options? How would these potential changes impact you, if at all?			
Response ID	Response to Question 3, Comments	Language	Outreach Event (2017)
1585	Already blacklisted for non-essential trips because they charge for parking	English	Walnut Creek Seniors' Club
1587	Any increase in fares would hurt me	English	Walnut Creek Seniors' Club
1589	Not a frequent Bart user	English	Walnut Creek Seniors' Club
1590	Prices keep increasing but wages stay the same	English	Walnut Creek Seniors' Club
1592	no comment	English	Walnut Creek Seniors' Club
1592	We need more parking	English	Walnut Creek Seniors' Club
1592	This would have a huge impact for daily Bart riders trying to find parking	English	Walnut Creek Seniors' Club
1594	A lot of seniors live on a budget that cannot afford an increase	English	Walnut Creek Seniors' Club
1595	Bart should not increase the fare for seniors as we are on a limited budget/cannot afford fare	English	Walnut Creek Seniors' Club
1595	I feel there should not be a change in the senior discount fare as I am on a fixed income	English	Walnut Creek Seniors' Club
1596	none	English	Walnut Creek Seniors' Club
1596	It all comes out of my pocket	English	Walnut Creek Seniors' Club
1598	Being a customer, service, staff are important	English	West Oakland BART Station Outreach
1617	I would support park increase as long as it won't decrease Bart usage/ridership. This seems to impact tourists	English	West Oakland BART Station Outreach
1617	How does this change affect the quality of the ride	English	West Oakland BART Station Outreach
1617	Sounds like you're unfairly taxing paper tickets which are often used by lower income riders	English	West Oakland BART Station Outreach
1617	Wouldn't affect me as a Clipper card user. I agree with A&B	English	West Oakland BART Station Outreach
1617	Do not make parking more expensive. Do not penalize seniors/disabled	English	West Oakland BART Station Outreach
1617	Yes, as I take Bart on the daily	English	West Oakland BART Station Outreach
1617	Parking option would impact me, but I'm concerned about how this prices out low income riders	English	West Oakland BART Station Outreach

APPENDIX F

Comments Received – Question 4

Appendix F Comments Received – Question 4

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
2	<p>Advertisement everywhere - have any of you in BART took ride in Beijing subway? They have a nice system that show advertisement on the side of tunnel wall and move at the same speed as the train. Maybe BART can do similar in transbay tube and SF/Oakland subway. While I think ad is ugly but if you can get money from there it is one good option I guess.</p> <p>Allow retail business in stations and charge to them - and allow business to sell stuff that people want in stations - like coffee, candies, cookies - to be able to maximize income. Do not care too much about trains get dirty - the trains are already dirty even if eating/drinking is currently not allowed. In Tokyo we can get all things we can eat inside of commuter trains stations but trains are far cleaner than BART.</p>	English	Title VI Outreach Online
3	Yes. Allocate fare revenue to operating costs and fund capital improvements with the bond funds. If this means net funding for capital improvement declines, so be it -- at least it keeps parking and fares in check. If you continue raising fares while delivering a terrible service, you'll see further demand destruction. The commuters you fleece for money can only take so much abuse before leaving for Austin, Portland, and other less defective urban areas.	English	Title VI Outreach Online
4	Freeze all hiring. Significantly reduce all employee compensation. Significantly reduce all employee benefits. Significantly reduce all employee retirement benefits. Eliminate all proposed Bond measures and tax increases. Cut executive and administrative pay first and foremost. Also, stop paying your janitors \$270K/yr. Break up BART union.	English	Title VI Outreach Online
5	<p>I think Bart could continue to have bond measures that voters can approve in elections and they can ask a gas tax to be implemented to all counties where Bart operates so that drivers who choose to use gas and highways can subsidize Bart operating costs.</p> <p>The negative cost of pollution and highway congestion needs to be mitigated by increases in gas taxes. I think a state and federal gas tax should be created to fund public transit systems like BART.</p>	English	Title VI Outreach Online
6	Explore the use of multi-ride or monthly fares, similar to how riders at the WMATA take advantage of their frequent rider passes. By inducing a monthly charge on a base fare (with the difference taken from Clipper Cash), you could entice more riders to take advantage of this system.	English	Title VI Outreach Online
7	BART makes driving on the freeways possible by diverting so many people from their cars to trains. Get more from the drivers.	English	Title VI Outreach Online
8	You could lease space within the station to stores, ATMs, or vending machines to get more money or decrease the frequency of less popular times.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
9	<p>1. Start Sunday and Holiday Service at 6 am instead of 8 am with the current three line service schedule.</p> <p>2. Run the blue line to SFO and Millbrae, so that the yellow line can bypass Colma, South SF and San Bruno Stations on its way to SFO and Millbrae.</p> <p>3. Run a Bayfair (or Dublin Pleasanton) to Pittsburg Bay Point Line so that orange line riders do not have to transfer to the yellow line in Downtown Oakland. Also the yellow line riders at Downtown Oakland can ride this line instead. Thus, the yellow line can run express between West Oakland and MacArthur.</p> <p>4. Build a parking garage at West Oakland.</p> <p>5. Restore direct service between SFO and Millbrae during the day and eliminate the out of direction transfer at San Bruno.</p> <p>6. Re establish the BART Express bus network in a different way as an extension of BART, timed to meet with each BART train. Take over the express bus routes running out of El Cerrito Del Norte, Walnut Creek and Pleasant Hill BART Stations. Establish missing connections like an Express bus between Walnut Creek BART down the 680 corridor to the Warm Springs BART station (faster than BART rail with the transfers). Also a connection from Warm Springs to West Dublin / Pleasanton and Dublin Pleasanton Stations would be nice.</p>	English	Title VI Outreach Online
10	reduce some salaries; enforce fare evasion	English	Title VI Outreach Online
11	Shorter trains during non-commute hours.	English	Title VI Outreach Online
12	<p>Raise revenue with a fare surcharge that is devoted to a participatory budgeting process. For example, increase fares by 5% and let riders choose one of between 5 to 10 projects (submitted by Bart and riders, approved by Bart) to spend the money on. This means you don't have to spend general funds on that project.</p> <p>Saving money: enclose the escalators so they don't have to get repaired so often?</p>	English	Title VI Outreach Online
12	Perhaps having people available to walk you to your car later at night could increase ridership later into the night. One of the reasons I don't take bart beyond 9:30 PM is because I am scared to.	English	Title VI Outreach Online
13	Develop housing on BART land, consolidate parking into garages and charge more for parking.	English	Title VI Outreach Online
13	Sell some land for high-density transit oriented-development around suburban stations.	English	Title VI Outreach Online
14	<p>Fare gate jumpers need to be stopped/reduced. Why should I pay for a ride when I see MANY fare gate jumpers riding for free. They even jump the gates in front of the station agents who do NOTHING. Why not step up the advertising programs on the trains and in the station. I don't care about looking at ads and it would generate \$\$\$ to offset the unfair rise in fares for riders. Of course - it could be difficult getting advertisers that might not want to have their product or services associated with BART. Charge \$1 per ride for people who bring their bikes on board the trains. And seriously - why are you asking the public for answers. What is wrong with your highly trained staff? BART needs to quit "nickel and diming" its riders.</p>	English	Title VI Outreach Online
15	Yes, see my comments on page 1.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
15	I hear you pay absurd overtime. Stop doing that, or I won't support any type of budget increases. It's a sign of bad management.	English	Title VI Outreach Online
16	Yes, get your shit together, be more reliable, keep the homeless out, and raise ticket prices 2x. The Gold Line in LA is a great model to copy. Extremely nice and reliable service. I do not mind paying more as long as I get the service promised. I RARELY arrive on time based on the Bart schedule, which makes me not even want to pay what I am paying now. And multiple times, I have had to both pay for Bart AND a taxi home because something happens on the tracks and everyone has to get off the train.	English	Title VI Outreach Online
17	Get your employee costs under control. Institute reasonable overtime rules and oversight. I still cannot believe the \$271k annual janitor salary; those are our tax dollars that could be used to increase and enhance service.	English	Title VI Outreach Online
18	No	English	Title VI Outreach Online
20	To minimize costs, BART should prioritize the operating costs, and take care of problems when they start arising.	English	Title VI Outreach Online
20	BART needs to cut costs not increase fares or parking. This is the fiscally responsible manner to handle its problem.	English	Title VI Outreach Online
21	STOP OVERPAYING ALL BART EMPLOYEES!	English	Title VI Outreach Online
22	1. Staff attrition 2. Hiring freeze 3. wage freeze on all non-union staff, or peg wage increases for non-union staff to match what the union contract stipulates for unionized staff. 4. offshore administration, IT, and other operations that can just as easily be done overseas. Indians will work for far less than US staff for doing the same work. Indians will gladly work for 1/10th what BART managers are being paid. Sorry, but that's the reality of today's world. And something I am CERTAIN that BART will never consider, and the union would stridently oppose, but it would save billions of dollars and make BART one of the most efficient, clean, and well-liked transit systems in North America -- turn over operation of the system to Hong Kong Transit (MTR Corporation). Per Wiki, "... the [Hong Kong] MTR [Mass Transit Railway] is one of the most profitable metro systems in the world, with a high farebox recovery ratio of 186%." Here is the Wiki on MTR Corporation -- they operate transit systems around the world, and they could operate BART better than BART can operate BART. https://en.wikipedia.org/wiki/MTR_Corporation	English	Title VI Outreach Online
23	Hold fare evaders accountable. Stop letting vagrants sleep and live on the trains during the day.	English	Title VI Outreach Online
24	Increase weekend fares only, those trips are often taken for enjoyment and not as a requirement to get to work so the impact to every day riders would be more minimal. Run less weekend trains unless there is a major event. Most times the weekend trains are not at full capacity. I am not sure what sort of system powers the electrical needs of bart but it's time to explore solar power options to reduce costs of powering systems and trains. Take some of the money you are already getting from the tax payers and use it to start migrating stations to run in solar power.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
25	Rent out space in your stations (especially in downtown San Francisco and Oakland) to retail businesses (as they do in Japan) to offset fare increases.	English	Title VI Outreach Online
26	Put seats back in trains. Have police routinely walk through cars between west Oakland and MacArthur looking for homeless and obnoxious teens with loud stereos. Work with employers to stagger start times to reduce crowding. Make trips to airport more economical than Uber by letting kids ride free during off peak, and reducing fares to airport. Sell coffee on morning trains.	English	Title VI Outreach Online
27	Negotiate better contacts with your service providers who overcharge for services and products. Cut out customization to avoid crazy up charge. Cut your operating expenses. Fine violators (those that puke and litter the trains and stations, break things, cause trouble), that'll more than cover the security and oversight on each car. Cut money from your leadership. They won't stay, that's OK. Haven't seen anything innovative or productive, or smart solution from their leadership over the years. Where's all the parking Monday going? It was free for years, was never in the plans for revenue generation that Bart would depend on, and yet there's still no money to operate Bart after all parking spots are packed every weekday and so much revenue is being collected after increased parking fees.	English	Title VI Outreach Online
28	I work in advertising. Work with agencies to help promote their products at BART stations. Work with local stores to see if they want to purchase ad spots. That would be a bump in revenue without making your commuters mad.	English	Title VI Outreach Online
29	Peak pricing--charge more at peak times to encourage people to travel at off peak times Sell more advertising and concession space	English	Title VI Outreach Online
30	Stop filling your pockets with fares and parking fees. Use the money where it matters.	English	Title VI Outreach Online
31	Stop paying so much overtime for the staff. Reduce the number of staff.	English	Title VI Outreach Online
32	Crack down on fare cheaters exiting via emergency exit doors. Peak-hour pricing, and/or peak-station pricing. E.g., charge more for Embarcadero Station exits during weekday mornings. Raise money from Bay Bridge tolls.	English	Title VI Outreach Online
33	Bart should charge parking fees on the weekend and weeknights. That can help allviate budget pitfalls and does not penalize commuters who rely and choose to ride Bart.	English	Title VI Outreach Online
34	Actually enforce fares. I always see so many people just walking through the gate without paying	English	Title VI Outreach Online
36	Get more money from companies,not people	English	Title VI Outreach Online
38	Put it on the ballot. Appeal to voters and get more assistance from the city through tax revenue.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
39	(1) Balance BART's budget by stopping wasting money on trouble-plagued new cars. This is a prestige project that rewards contractors, but will sticking riders with louder, less-comfortable cars (because they're designed with hard interior surfaces). Cut off this boondoggle, and instead do a deep rebuild of the fleet's 40-year-old workhorse cars – using regional labor and parts fabrication. (2) Give riders more for their money, so that we'll be more amenable to fare increases. E.g., why is there zero police presence on trains? There is currently a plague of disorderly riders blaring music out of phones. Also, between downtown/West Oakland and downtown San Francisco, there's a plague of "performers" who try to shake down their captive audience by bombarding loud music, sometimes while swinging or jumping from the overhead bars in obviously dangerous ways. This is all illegal, but there's zero enforcement, because there's zero policing of bad behavior on cars. What exactly are we paying for?	English	Title VI Outreach Online
39	1)If possible reduce overall combined price for people who park and use Bart as these people will see a 36% rise in weekly expenditure. 2) Everyone at Bart takes a pay cut for a year3) Offer monthly discount packages for commuters4) obviously get newer trains that don't need fixing	English	Title VI Outreach Online
39	One time charge for Clipper	English	Title VI Outreach Online
40	Cut back on your spending and don't pay people 271k for sleeping in a closet.	English	Title VI Outreach Online
41	Increase parking fees. Make it easier for people to get clipper caress (especially tourists), and sell daily or weekly passes (for tourists -- advertise this heavily especially at big entry point stations. Make it easy for them to buy and encourage its purchase!)	English	Title VI Outreach Online
42	Budget reform for BART police. They do virtually nothing to help rider's and their budget for cars is absolutely absurd as their is absolutely no need for any officer to drive a massive SVU. By the time officers arrive to the scene of any crime the suspect has almost always gotten away rendering their involvement useless. If you want crime to decrease cut the budget for parking attendants and give it to BART police.	English	Title VI Outreach Online
43	Advertising, no overtime. Commuter express trains that get you to SF faster for a higher price ticket.	English	Title VI Outreach Online
44	Charge Uber and Lyft for use of Bart's transportation bays. Increase fees for companies offering commuter benefits, especially if it is a large company. Charge surge pricing for parking.	English	Title VI Outreach Online
45	Reduce overall cost by effective service and employee has to be more efficient to do so. BART can generate more revenue through advertisements and may be use train for shipment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
46	Hire parking assistants and use them to aggressively enforce non payment of parking, instead of using bart police. Shut down or reduce frequency and/or operation hour of the Oakland connector train. Reduce frequency of SFO connections. Make every other yellow train end at San Bruno. Prominently advertise airport parking on BART. Clean up downtown stations so they are appearing and more people can take BART.	English	Title VI Outreach Online
47	Do not cut service. In this survey you should make it clear what \$10-20 million would translate to in terms of service, cleaners. Otherwise no one will vote in favor of any kind of increase in fees!	English	Title VI Outreach Online
50	How about you stop allowing your janitors to work so much overtime that they make \$270k a year?	English	Title VI Outreach Online
51	Paycuts for everybody, especially management.	English	Title VI Outreach Online
52	Crack down on people skipping fares. I see at least one person exit free every time I get off a train, in SF, Oakland, Berkeley, and El Cerrito, every time.	English	Title VI Outreach Online
53	1. Cut number of carts during non-peak hours, like from 10 car train to 5 car train 2. Monthly ticket	English	Title VI Outreach Online
55	Reduce the employees' wages for new employees and overtime rates too.	English	Title VI Outreach Online
56	Reduce employee overtime allowances. I would think at this point it could be cheaper to add additional staff then pay the current ones to work overtime. I would consider spending less money on trains and more money on the infrastructure if that's what is holding you back on running more trains during commute hours. If you can transport more people (COMFORTABLY -being key here) during commute time, then you can raise more money. Especially if you increase fare amounts.	English	Title VI Outreach Online
57	Review your management salaries I'm sure you can find ways to cut back on that type of staff...	English	Title VI Outreach Online
59	Lower the salaries of execs.	English	Title VI Outreach Online
60	Continue making incremental ticket price increases. Increase parking to \$4 this cycle, increase to \$5 the next budget cycle. Be more transparent, detailed with the plan and the budget to help the average BART rider understand the financial needs to maintain and improve BART	English	Title VI Outreach Online
61	Perhaps vending machines at either certain or most Bart stations. If people need a quick snack or are very thirsty before getting on or after arriving. (with receptacles nearby), it could help generate revenue.	English	Title VI Outreach Online
62	...you could always decrease the salaries from BART Administrators but I doubt that would ever happen.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
63	I think raising revenue could include more advertising from bigger companies. I honestly don't like this very much but allowing customers to pay less I believe should be the actual goal. Not forcing them to pay more. also maybe looking at how different counties like the U.K. or Japan have worked their train lines and their fair prices to get some extra ideas of things you can build off of. One last idea could be to make more room on bart by allowing less seats and the seats that's are still available can be used for accommodating people such as pregnant, elderly or people with disabilities. the more space for standing could possibly mean the more customers.	English	Title VI Outreach Online
64	Increase pension contribution rates for employees. Increase the service length before health care benefits become vested for employees. Increase fares to and from SFO. I realize this might be a hard sell for the union, but as a fellow public employee I am well aware of the reality that these benefits represent a large share of the budget.	English	Title VI Outreach Online
64	Charge higher fares, or introduce a surcharge, for train rides during peak commuting hours. This could also help reduce congestion.	English	Title VI Outreach Online
65	Stop overpaying the train operators, station agents and management. Reduce internal expenses, renegotiate vendor contracts for reduced costs,etc. find and execute what BART can do as a company to reduce expenses instead of just passing the budget issues to the commuters by increasing fares and parking	English	Title VI Outreach Online
66	I would like to see a monthly pass option... Not sure of impact to revenue. Need more cars on commute trains or more trains...having more seating available would encourage more riders. It is uncomfortable to stand for a half hour from El Cerrito Plaza to San Francisco.	English	Title VI Outreach Online
67	yes put up gates at fare gates and surrounding areas. if i'm seeing 7-10 people a day hop over while i'm paying to ride bart. and that's just me seeing that on two stops daly city and embarcadero. just imagine how many people throughout the whole system. raising prices will put a burden and thousands of people	English	Title VI Outreach Online
68	PEAK and OFF-PEAK FARES	English	Title VI Outreach Online
69	Start cracking down on fare evaders. Keep the homeless off the trains and out of the stations. Only paying patrons should ride BART.	English	Title VI Outreach Online
71	Lowering fares on weekends might increase ridership. Cleaner cars would also help.	English	Title VI Outreach Online
72	increase cost to ad sales space, energy efficiency retrofits to think about cutting costs in other areas	English	Title VI Outreach Online
74	Reduce your expenses if you cannot upgrade these obsolete trains with bullet trains	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
75	Ask for corporate donations since people use BART to get to work Have fare inspectors on trains give out hefty tickets.	English	Title VI Outreach Online
76	Don't know, sorry.	English	Title VI Outreach Online
77	De-Unionize. I am from Detroit and have seen Unions overcharge for labor and maintenance and destroy companies regularly. We have state laws to serve the purpose of workers rights. You don't need the political noose of the Union.	English	Title VI Outreach Online
78	Better fare evasion reduction tactics (ie: only have one open emergency exit per station)	English	Title VI Outreach Online
80	How much is management getting paid?	English	Title VI Outreach Online
81	Look internal.	English	Title VI Outreach Online
81	advertising, spend less on overtime.	English	Title VI Outreach Online
81	it is public knowledge that Bart employees are way overpaid. Please, please carefully examine and compare Bart employees' compensation package - this is where you will find the solution of solving the root problems.	English	Title VI Outreach Online
81	Lower worker wages	English	Title VI Outreach Online
82	More folks are riding bart as a result of traffic on the streets so I do not see how the costs have not been balanced thus far. But if they have not, maybe instead of charging 3\$ for the clipper card purchase at Walgreens, raise it to a one time 5\$ fee?	English	Title VI Outreach Online
82	Sell food like chips, chocolates, biscuits etc., no liquid foods.	English	Title VI Outreach Online
83	CUT THE PAY FOR ALL YOUR STAFF, AND FIRE THE JANITOR WHO MADE \$200,000 +. WHAT A DISGRACE	English	Title VI Outreach Online
83	Add \$1 fee for bringing a bike on train. Bikes take up AT LEAST the space of one passenger--maybe two. With trains so overcrowded, it's an issue.	English	Title VI Outreach Online
84	BART should get operating funds from a gasoline tax! I know that's politically infeasible, but it would make the most sense! Otherwise, are BART fares currently time sensitive? How about a fare increase during rush hours, like the ones on bridges? It would be unpopular, but it may make the most sense.	English	Title VI Outreach Online
85	Cut overtime pay to janitorial and other hourly based positions. An employee "working" every day in a calendar year and more than doubling their base salary is a sign that management has no clue what they are doing.	English	Title VI Outreach Online
86	It's called fiscal responsibility. Learn to live within your means.	English	Title VI Outreach Online
87	Review their payroll. Review their workers. Daily, I see people hop the ticket gates in front of employees with no repercussions. The station manager does not leave their booth or say anything. Maybe we should all hop the ticket gates to avoid you fare increase. Also, cut back on employee benefits. Why do employee's nitrite family get to ride the system for free. Could save million there if you charged me people.	English	Title VI Outreach Online
88	Tax the rich.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
89	Perhaps you need to reconsider giving high raises to management. I am a government employee and we haven't gotten any raises for years yet, everything expect our paycheck have increased.	English	Title VI Outreach Online
90	salary cut!	English	Title VI Outreach Online
91	Improve ways in which Bart staff are utilized. For instance, when I see Bart Station Agents simply standing in booths, it's disheartening to know how much they get paid. I recently went to the 24th and Mission Bart station and saw a group of 3-4 rowdy elementary school age kids w/ no accompanying adult running around the station yelling obscene language and jumping/swinging on the ticket gates leading down to the trains. The Station Agent simply stood in his booth watching the kids w/ his arms folded. I was appalled that he didn't grab the mic to say anything or make any move to call Bart police. Also, there was the recent story of the Bart janitor w/ a 6 figure salary, when all I see is trash and the smell of urine in Bart stations. Horrible and a poor use of funds.	English	Title VI Outreach Online
92	Fix your gate so that people can't cheat the system and get rides for free. The gate on the sides are never locked and in 20 years of riding BART I have never seen anyone questioned who walks through those gates.	English	Title VI Outreach Online
94	It's time to look at the top administrators on down and see where consolidation could be made.	English	Title VI Outreach Online
95	Lower the outrageous salaries of all BART employees. The fact that a janitor is making nearly \$300,000 is DISGUSTING. By the appearance of the trains and stations, it feels as though there are no janitors on staff, yet station agents and janitors make over six figures.	English	Title VI Outreach Online
96	Mass Transportation tax	English	Title VI Outreach Online
98	increasing various fares and fees is fine	English	Title VI Outreach Online
100	A monthly pass that applies to the whole bart line instead of San Francisco county	English	Title VI Outreach Online
101	Look into every line item In the operating cost and make cuts before passing the cost on to the customer.	English	Title VI Outreach Online
102	Refer to the last sentence above	English	Title VI Outreach Online
105	Parking enforcement. Fare enforcement. Stop paying people whose sole purpose seems to be playing games on their phone inside the station kiosk and/or giving a lack of respect to customers who need support. Provide more consistent service to attract more people to the system. The inconsistency of morning travel times especially is maddening and keeps people on the roads (better the evil of traffic you know than the incinsistency of service - my travel time in the morning is listed in the Bart schedule as 51 minutes - that's a straight lie, or a projection made when the programmer was on halcyon - it NEVER takes less than an hour and often takes much longer - if I'm trying to plan my arrival time why do I subject myself to that?)	English	Title VI Outreach Online
106	Stations that are within a clos proximity should be skipped after certain times. After 8 no more stopping at 24. Just sixteen. No Montgomery just Powell and embarcadero.	English	Title VI Outreach Online
107	see my first comment	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
108	Yes, what about reducing maintenance costs? Salaries of drivers? Having efficiency studies conducted, and look at how to reduce fixed or indirect costs.	English	Title VI Outreach Online
109	Charge more for bike storage. Increase fare to airports if no clipper card is used. Increase parking even more at west Oakland and contra costa stations.	English	Title VI Outreach Online
110	Resolved: BART should sell all higher commission members and decision making personnel into slavery. Then use the proceeds to cover budget shortfall	English	Title VI Outreach Online
111	Is surge pricing for high traffic times still on the table? I very much enjoyed the BartPerks experiment	English	Title VI Outreach Online
112	Seriously raise prices for people with more than 50k income and tourists. pass the savings on to the struggling low-income Bart riders. All we need are w-2s for our discount clipper cards.	English	Title VI Outreach Online
113	Get more janitors and reduce the OT.	English	Title VI Outreach Online
114	I find the weekend Bart schedule on the Richmond line to be disappointing. The required train change to get into the city means that it's at least an hour ride into San Francisco. At that point, a lot of people decide to drive.	English	Title VI Outreach Online
115	Biggest item --- catch free loaders. I see two or three going through the free gate every time. They just wait for station agent to not be looking. It's bad. Other suggestions: Post more advertisements. Have a car sponsored by a company, like the Google Car. Have Wifi added and have it paid by a company like T-Mobile. Run more cars during peak times (more riders, more revenue).	English	Title VI Outreach Online
116	Fare evaders. How about you put any energy at all into those who don't pay for their rides AT ALL. Start at 16th and Mission. You could have a field day. They've even turned off the buzzer for that "emergency exit" door, probably because it was annoying and they were tired of hearing it so often.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
117	<p>Reduced Service Mid-Day + Saturday: BART should consider/study the costs savings of reducing the frequency of trains in mid-day periods on weekdays (e.g. 10:30 am – 2:30 pm). In most areas of the system, BART has the same level of service at 8:00 am as it does at noon. In addition, BART should consider/study reducing service frequencies outside of the core in off-peak periods, as it is not efficient to run mostly empty 8/9/10-car trains to far flung suburban areas (e.g. Pittsburg / Bay Point, Dublin/Pleasanton, etc.) in off-peak periods. For example, BART could consider/study segmenting its lines in off-peak periods. This would involve something like running 10-car trains every 15 minutes from Daly City to Rockridge or Walnut Creek and then running 5-car trains from Rockridge or Walnut Creek to Pittsburg / Bay Point every 30 minutes with a timed transfer at Rockridge or Walnut Creek (wherever there is appropriate infrastructure). In short, this would involve implementing the “Metro Core” and “Metro Commute” concepts in the BART Sustainable Communities Operations Analysis as much as possible, but, given budget constraints, it would involve decreasing frequencies for “Metro Commute” during off-peak periods.</p> <p>Reduce Fare Evasion: It obviously costs additional money/resources for increased enforcement efforts to decrease fare evasion, but it is a substantial problem, especially in the core of the system (e.g. San Francisco, Oakland, and Berkeley). Are BART’s revenues down because ridership is down or are BART’s revenues down because paid ridership is down? (This is impossible to know precisely.) It is likely that approximately 10% of riders evade fares, so decreasing fare evasion by just 10% would amount to a 1% fare increase for BART. (What came of BART’s effort to lock employee gates at stations in Downtown San Francisco that the Fire Marshall put a stop to? There were reports of hundreds of riders being “caught” in just a couple of hours.) The only solutions BART has publically shared on this issue are long-term (e.g. renovating stations to have taller barriers). In the short-term, BART could close secondary entrances and exits within stations during off-peak hours and add more substantial barriers when an area is closed, as the vast majority of fare evasion seems to take place in areas away from station agents. For example, at secondary station agent areas in the core during off-peak hours (when there is no station agent on duty at secondary entrances/exits), riders frequently evade fares by jumping over the fare gates or using the employee access gate adjacent to the fare gates.</p>	English	Title VI Outreach Online
119	Charge a dollar for paper tickets. NYC does. Solicit Google and Facebook for money- there is tons of money in the Bay Area. BART is already a rather expensive public transit option and the people who commute are by majority middle class or lower class and already being strapped by the cost of living in the Bay.	English	Title VI Outreach Online
120	Employee pay cuts/benefit reductions. sell ad space on the trains similar to transit buses.	English	Title VI Outreach Online
121	Why is BART so expensive? Why do other US cities with FAR LESS of a tax base have flat fare rate systems? A look at other operational expenses is probably prudent. Cost cutting and driving other efficiencies should happen before simply making riders pay more.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
121	More advertisement space on the exterior of the trains? The blue car wraps for BART jobs are very noticeable.	English	Title VI Outreach Online
122	Pay your people less.	English	Title VI Outreach Online
123	BART riders shouldn't have to suffer and add additional time to their commutes, just to make up for the fact that BART can't manage its money properly. We've all seen the news stories about BART janitors making hundreds of thousands of dollars in overtime pay each year. Try using THAT money to fix your operational issues. Increase advertising costs - that is something that is optional for businesses, whereas commuting is a mandatory necessity for most of us who ride BART. Allow people to buy monthly passes for unlimited rides, similar to what Muni does.	English	Title VI Outreach Online
124	I would pay 10% more if the station is use received better maintenance, was clean, and SAFE	English	Title VI Outreach Online
125	Raise the prices even more across the whole system.	English	Title VI Outreach Online
126	Start issuing tickets for people who eat & drink and make the system dirty (which increases cleaning costs). The policy is stated everywhere and people break it every day. I've never seen it enforced or seen anyone writing tickets for it.	English	Title VI Outreach Online
128	none	English	Title VI Outreach Online
130	Reduce staff, abolish pensions and replace with private 401k, increase current employee contributions for retirement and medical benefits, hire better workers and dismiss the inefficient associates. Study how Asian public transit agencies operate and try to incorporate more efficient practices to save for the future. Instead of charging for paper tickets, find ways to replace them altogether with new technology, more advanced than clipper, even for those that don't take Bart regularly. In the interim, bring in more rev from media and advertisement, especially on the train.	English	Title VI Outreach Online
131	Reducing costs: More efficient technology. Operational process efficiency. Addressing preventative maintenance.	English	Title VI Outreach Online
132	Of course! Reduce the salary package for the Bart management and board of directors. Only god know what these people have been doing anyway.	English	Title VI Outreach Online
132	People ride the BART less on the weekends because there is less service and fewer cars. If you would provide incentives to people, they would probably be glad to take BART into San Francisco on Saturday. Save money by not making unnecessary cosmetic changes to stations as you are to the Berkeley BART. Provide clear station signs in the stations for people on the train so we know where we are. Don't replace the comfortable wide seats in the two-by-two arrangements with the impractical seats you are planning for us unfortunate people. The new seats have little leg room and no handles on their backs for standing people to hold onto.	English	Title VI Outreach Online
132	Stand up to the union. Automate the system.	English	Title VI Outreach Online
133	Stop letting homeless people crap on your escalators, maybe you could save money on the repairs. Replace all your lighting with LED. charge 10% more between peak hours. Or charge more at off peak.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
134	Parking is high enough even those who are low income	English	Title VI Outreach Online
135	Maintain low fares during high peak commuting times and potentially slightly increase during weekends/after-hours.	English	Title VI Outreach Online
136	Bart can be more cautious of the time employees put in. I saw on tv the Bart janitor who made ridiculous amounts of money by just being clocked in and not even working most of the time. Also, maybe Bart can retrain some of their employees on professionalism. I had a female Bart employee be extremely rude to me just because I had asked her how to buy a ticket at the Fremont Bart station about 2 years ago. Bart can help itself by being more transparent about their expenses and cost of operating.	English	Title VI Outreach Online
136	- address ticket evaders issues - with heftier fees. - charge parking surcharge during special events	English	Title VI Outreach Online
137	Introduce tiered pricing for peak and non-peak hours to minimize crowding during rush hours and increase revenue. Price sensitive commuters could save money by commuting at a different time	English	Title VI Outreach Online
137	Raise the in-zone fare to the same price as a bus fare.	English	Title VI Outreach Online
138	Limit overtime; cut admin/overhead costs; look at internal systems.	English	Title VI Outreach Online
139	Look at the Boards salaries? Overtime should be capped or checked closely. If an employee is not producing why should they be kept?	English	Title VI Outreach Online
140	There must be so many studies on this and there must be ways. How do other metropolitan cities do it??	English	Title VI Outreach Online
142	How about vendor stalls at stations? Like selling T-shirts or baseball stuff.	English	Title VI Outreach Online
144	Consider charging different prices depending on time of day or how congested BART is.	English	Title VI Outreach Online
145	1. Reduce employee pay raises. They make enough money. 2. ADVERTISING! a) Place more adds on BART trains. DO NOT COVER THE WINDOWS. Ads painted on the train only. b) Advertising on the station platform walls. c) Whatever happened to the moving ads? Those were cool. 3. Fare evaders: Do more to catch these people. Every day I enter a station, several people just walk through the emergency gates or hop the turnstiles. How about a camera that snaps the fare evaders' pictures, then put their pictures on the internet. Public embarrassment might help.	English	Title VI Outreach Online
146	In stead of finding ways to raise revenue, has BART considered cost cutting?	English	Title VI Outreach Online
147	STOP FARE EVADERS and put harsher fines on people who fare evade and break other rules, such as parking, eating/drinking/smoking on the trains, etc.	English	Title VI Outreach Online
150	Hiring smarter people would be a start	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
150	<p>Have some sort of donation drive to clean up the stations and trains. They are filthy. Every station in SF is filled with junkies. I would give some money here and there to know it would go towards the trains not having broken AC or the stations smelling like piss. This ad hoc payment model would be more appealing to me than having a fare or fee increase thrust upon me. It could help cover quality of life non "safety" related costs.</p> <p>I think a lot of the 20-30 year old and especially tech people like myself are accustomed to this pay as you go model and would throw some money in, especially if donating could easily be done online.</p>	English	Title VI Outreach Online
151	Copy the Hong Kong style: Own and Build at BART stops.	English	Title VI Outreach Online
152	Update your equipment and infrastructure. Stop the outrageous wages and do not allow the homeless to use the cars as their shelters. Clean the stations and the bathrooms.	English	Title VI Outreach Online
153	Reduce your employees salaries.	English	Title VI Outreach Online
154	<p>Yes. Just like the ferries and Caltrain, allow people to eat & drink on the trains and have BART take a cut of the revenues generated from sale of food and beverage by outside vendors. Also don't give us this BS about cost cutting when you're installing solar panels and new signs etc. at stations -- they aren't needed. Sure they're nice, but not if you have budget problems. Also keeping the Warm Springs station open and staffed with no trains running there (and having a janitor get \$200,000+) are other examples of BART mismanagement and waste.</p>	English	Title VI Outreach Online
155	If paper tickets cost so much don't make them, offer the \$4 plus for \$60 ticket on clipper. Have reusable clipper cards with a deposit for one time user which will be refunded when the card is returned. Raise fares and parking by 1/2 dollar not trying to break your riders. Don't offer high salaries and benefits; look at what everyone else is making and go with the average.	English	Title VI Outreach Online
156	Yeah, crackdown on fare jumpers!! It's ridiculous! I feel like a chump for paying!	English	Title VI Outreach Online
158	<p>Something needs to be done about fare dodgers. I see 3 or 4 people jump the fare gates EVERY.MORNING! A lot of other people see it too per our discussions on Facebook. I think there is some revenue to be recouped from stopping the free riders. Empower your station agents to do something about it. Its infuriating to watch people jump the gates right in front of the station agent. Same with the emergency exits -- people just walk right through.</p>	English	Title VI Outreach Online
159	BART needs to crack down on people who evade paying their BART fares	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
160	Reduce waste Increase efficiency Fining people for eating and drinking. So many people eat and drink Fare gates should be policed. I have so many people jump the gates I have seen people smoke and drink on the platform and trains. Catch and fine them Negotiate with your employees and ask them to do the right thing and take lesser raises and perks. The board memebers can lead the way by setting an example	English	Title VI Outreach Online
162	Pay your janitors less! Seriously a janitor who makes several hundred k? Costs should be cut before riders are charged.	English	Title VI Outreach Online
163	Figure out where the bulk of your money is going and seriously assess whether that makes sense. Don't penalize conductors that get us to and from places. I'd look straight at management salaries and figure out why when things are in such bad conditions they collect a good salary.	English	Title VI Outreach Online
164	Layoff the high pay management	English	Title VI Outreach Online
164	Raise revenue by operating more trains so there will be more people riding. If we can depend on there being more trains and later into the night you will have more riders.	English	Title VI Outreach Online
165	Efficient operations. Lower operation expenses. You might find it difficult because you are immerse in your daily operations but please share experience with other countries (in Europe for example). Revenue streams can be generated with additional services such as partnering tickets for special events, or games fast wifi onboard, parking for non-frequent users, uber/Lyft partnerships to integrate systems and promote their sales, better advertising - digital, partnering with fast food chains in Bart stations, tourist ticket packages partnering with Expedia/Orbitz or hotel chains, partnerships for art galleries in stations.	English	Title VI Outreach Online
169	Continue to lobby for state and federal funds. (That won't be easy, right now, but should not be ignored.	English	Title VI Outreach Online
170	Spare the air day - I remember years when it was spare the air day,that was a free ride on the Bart that day. Why not give people the option on sparing the air day a lower discount ticket day- this will encourage people to take Bart and not drive(increase in trains that day).	English	Title VI Outreach Online
171	Reduce the absurd salaries that BART personnel get paid. Improve their surly attitudes. Clean the stations. They are disgusting.	English	Title VI Outreach Online
172	Ask for more from the State of CA. BART should be cheaper and it should be more expensive (a privilege) to drive anywhere. We should be taxing drivers more.	English	Title VI Outreach Online
173	See my previous comments. BART needs to look at long term solutions in order to make this a sustainable and profitable business. Wages, benefits, pension, overtime all need to be reviewed and cut. As riders we continue to see fare increases, yet we experience delays in service, out of service escalators (for months in downtown SF) and extremely dirty stations.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
174	Service improvements needed to be better value. System is overcrowded, deteriorating, and unreliable.	English	Title VI Outreach Online
175	I notice that escalators in some stations (esp. downtown SF) always go out of service and I'd imagine this is costing BART a lot of money. What can be done to fix this?	English	Title VI Outreach Online
175	Adding a policy of no overtime pay for hourly employees.	English	Title VI Outreach Online
176	I wish I did! Other than the wet year we have had I hope you might be able to find out why ridership on weekends has dropped. I blame uber!	English	Title VI Outreach Online
177	Cut costs. Why do Bart drivers get paid 100k? Reduce salary	English	Title VI Outreach Online
177	You should focus on cost cutting. No reason why you should be paying janitors over #100,000. Surely you can find cost savings if you tried.	English	Title VI Outreach Online
178	Do a big mass donation initiative. Have a special option ticket that costs slightly more, but extra funds goes towards 'adopting' a car on BART.	English	Title VI Outreach Online
179	Make sure your janitors don't make \$270,000 a year would be a start.	English	Title VI Outreach Online
181	Remove seats on trains. More people could fit in one car comfortably, which would increase throughput. Perhaps shorter trains could run more frequently, which if it didn't cut costs, might improve service which would get more people to ride Bart instead of using Uber or Lyft.	English	Title VI Outreach Online
182	Upper management salaries could be lower, and all employees probably have too generous work rules, medical and retirement benefits.	English	Title VI Outreach Online
184	Peak and off-peak fares, please!	English	Title VI Outreach Online
184	Surge pricing. Higher cost at peak commute times, lower cost in the valleys and weekends.	English	Title VI Outreach Online
185	Yes, I suggest an honest open review of where BART money is going. It is not going to commuter safety or cleanliness of the trains. No matter what time of day I get on the train (from 430am to 8pm) I have yet to see a clean train. Also, the panhandlers and transients are on trains going through cars soliciting (sometimes aggressively) - sometimes with infants/small children. I realize that the BART agents/operators and police officers can't be on every train - but the response I have gotten when trying to bring a concern to an agent/operator or officer has been less than positive.	English	Title VI Outreach Online
186	Yes...try working within the budget you have - salary freezes? more efficiency in your work processes?	English	Title VI Outreach Online
187	increase bridge fare to force more drivers to take bart. parking structure at west oakland station where that building burned, and the warehouse next to the station.	English	Title VI Outreach Online
188	Yes, build more parking and attract more customers by being more available. If there is a waiting list of 3000 for parking at a station. Build 3500 spots, you're sure to rake in over 2500 new regular customers at probably close to \$10/day in ticket fare (\$200/month) plus \$105/month for each spot. That's \$762,500/month (over \$9mil/yr) at just one station by bringing in more paying regulars, as a low estimate with room to grow.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
188	BART needs to eliminate overtime of employees as with any organization, payroll is the largest expense. Aside from this, another option would be to enforce parking fees on the weekends and Holidays to raise money.	English	Title VI Outreach Online
189	Raise the price of fare during peak hours, and stop paying your janitors 200k	English	Title VI Outreach Online
191	Stop fare gate jumpers!	English	Title VI Outreach Online
192	Better control fare cheaters. I regularly use 16th Street BART and see fare evaders 2 out of 3 visits.	English	Title VI Outreach Online
193	what about more advertising, like for real things that might bring in more revenue (current film releases, beverages, even fast food restaurants... etc) there must be some ruling I do not know that requires BART to place ads for weird almost generic or very slim things ... strange tech ads, odd educational facilities - you know the ones I'm talking about, also keep the ads more current, sometimes they a very out of date... I don't think people would mind ads all over the place on trains if it profited the system ... there's nothing sacred about the exterior of a BART car	English	Title VI Outreach Online
194	monthly passes property taxes and things rich people pay for	English	Title VI Outreach Online
195	- Increase base fares for longer routes in the East Bay where there is little immediate transit competition. In particular, increase base fares more for stations that are reasonably close but not adjacent, particularly those that pass through the congested 12th st/19th st corridor. For instance, the fare from Ashby to West Oakland is just \$1.95, the same as from Ashby to downtown Berkeley; the fare to West Oakland could and should be more.- Increase the baseline trans-bay fare by a larger amount. As long as the fare remains comparable or even a little bit higher than the transbay bus fare, the fare should be competitive.- Depending on feasibility, look into peak hour surcharges in fares. Peak hour surcharges could apply only to paper tickets, or to all tickets.- Run shorter trains during the early morning, middle of the day, and late night.- Reduce train frequency in the early morning and during the middle of the day.	English	Title VI Outreach Online
196	Improve the service than everybody will be happy to pay. Sometimes the cars are so stinky, how often do they get cleaned?	English	Title VI Outreach Online
197	Make riding BART a more pleasant experience--then more people would do it. I know a lot of daily commuters that refuse to ride BART anymore because of overcrowded and delayed trains. It also feels like the train cars just smell terrible all the time now.	English	Title VI Outreach Online
198	On platform and in car advertising. Bulk purchasing options - Individuals for a month/year, School pre-sales for field trips, and at SF hotels. Require bart ticket to enter SF stations from street level to reduce custodial costs inside, reduce train startup speed (driving with a lead foot) to save electricity, charge bike surcharge for added space requirements.	English	Title VI Outreach Online
199	Manage your staff	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
200	I think fares should be more during commute hours. Not only would this raise funds, but it might reduce congestion at those hours.	English	Title VI Outreach Online
201	Revenue: Advertising painted on the trains. DO NOT cover the windows with ads like SF Muni. Revenue: Update the advertising on the platform walls. Moving ads are interesting. COSTS: Control your overtime expenses. Institute Internal policy of no overtime without special permission. COSTS: Do a better job catching fare evaders. COSTS: Control salary. BART employees make good money already.	English	Title VI Outreach Online
202	Stop overpaying employees and wasting taxpayer's money on employee benefits, etc. Customer Service is horrible, with most station agents being rude, lazy and condescending. Stop paying janitors who make more than \$200,000 a year but the stations and trains are filthy and stinky!	English	Title VI Outreach Online
203	Run shorter trains at non rush hours, install parking vending machines at stations so riders can buy a reserved space on short notice, make fewer paper Bart bulletins and schedules	English	Title VI Outreach Online
204	-Peak hour pricing: raise fares during peak hours to spread out ridership out throughout the day-Offer discount to 30+ rides covered in a 30 day period: reward those that ride more often - Look at reducing fares to/from BART via transit: Lower fares to ?50 cents to reduce costs to those that don't drive/park/get rides to/from BART stations. This could encourage more people to ride BART by reducing barriers.	English	Title VI Outreach Online
205	Clean you frigging bathroom, elevators, escalators and end seats on trains. Hire some station agents who actually know what customer services is and actually DO it. Say thank you once in a while to the taxpayers that have been funding your cushy lifestyle instead of crying poor-mouth every time we turn around. For a start.	English	Title VI Outreach Online
205	The janitor issue is a real stain on BART's reputation. That being said it is nothing compared to the issues over at WMATA.	English	Title VI Outreach Online
206	Divert Caltrans Freeway and Highway funding to BART and AC Transit. Charge a regional petrol tax at 1 USD a Liter. Get Caltrans to charge toll on all directions of bridges and freeways as is done with the New Jersey Turnpike. Institute a 1 USD per ride tax for Uber and 5 dollar tax for Uber and Lyft airport rides.	English	Title VI Outreach Online
208	Parking, use less cars during off peak hours. Stop giving raises to the people who don't need it.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
210	What is the best way to raise revenue? Ridership? People do not want to ride on a pee-smelling bart train that runs every 15 minutes. Make it easier for people to Choose bart.. make the ride more pleasant. Build parking lots. Run trains more frequently on cleaner trains. People ONLY take bart because it saves time. No one wants to sit through traffic but you have not make it easy to take bart by not offering enough parking. Look at current spending and see what you can cut. Benefits and overtime.	English	Title VI Outreach Online
211	Stop painting over the graffiti at your civic center boondoggle. That escalator has been out of service for months with no end in sight	English	Title VI Outreach Online
212	No.	English	Title VI Outreach Online
213	Yes, decrease pay for CEOs and upper management. Leave your customers alone!	English	Title VI Outreach Online
214	Stop subsidizing cars	English	Title VI Outreach Online
215	Get better control on your salaries and benefits.	English	Title VI Outreach Online
216	Stop increasing already high wages for station employees. In understand wanting to have competitive wages, but the job should merit the wage.	English	Title VI Outreach Online
217	Maybe ask some of the larger tech firms for donations? Over the last 5 years the commute-time trains are jam-packed with people to the point of severe discomfort. These firms are most of the problem, maybe they could be part of the solution by either making donations (maybe in exchange for ad space) or by encouraging their staff to commute on off-hours. There are many times when I have taken MUNI instead because BART is SO crowded with tech workers with giant backpacks cramming the trains full. When many of us choose other forms of transportation, BART loses money.	English	Title VI Outreach Online
217	Finding new riders, even just weekend riders.	English	Title VI Outreach Online
218	More affluent tech workers use the Clipper cards, charge them extra instead! Don't charge the paper tickets more because poor people are more willing to use paper tickets than Clipper cards because poor people don't have bank accounts to connect their Clipper cards. Poor people can't afford to have a bank account.	English	Title VI Outreach Online
219	I have read that significantly more people use the BART system for shorter trips, like Oakland to SF, than longer trips like Richmond/Fremont to SF and Daly City. It might make sense to change the revenue scheme so the fare charges are more evenly dispersed across ridership.	English	Title VI Outreach Online
220	I think the high executives should take pay cuts in order to help supplement the changes to the again infrastructure of BART!	English	Title VI Outreach Online
222	Cut advertising, marketing and "sustainability" programs. BART is the bay areas most significant sustainability program in that it's a super low impact transport system. Use the money saved to clean the stations and get one more person out of their car. This will do more for the environment than the entire sustainability program, let alone 1000 people out of their cars.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
222	Make it harder for fare jumpers to get through the system without paying. I see fare jumpers every time I ride Bart. I don't suggest increasing police presence, but perhaps making it more difficult for people to squeeze through behind paying patrons.	English	Title VI Outreach Online
223	Increase fares to cover the current operating budget, but limit future labor cost increases. Support a change in state law that prohibits BART labor strikes. Support a change in state law that allows counties or groups of counties to increase their gasoline taxes to support both road construction and public transit. Charge ten cents extra for a paper ticket. Limit increases in parking fees.	English	Title VI Outreach Online
224	Break the union, lower senior management salaries,	English	Title VI Outreach Online
224	Weekend map looks almost the same as it did in 1972. It is time to look at the entire system and adjust accordingly. Adding transfers and surcharges are pushing people back to their cars.	English	Title VI Outreach Online
225	offer an easily visible option to donate online or at most stations, offer options to donate funds from small change cards somehow (if 1 way trip on paper card is 1.95, and rider has to put 2.00 on)	English	Title VI Outreach Online
227	Why not reduce budgets: wages of executives at BART?	English	Title VI Outreach Online
228	<p>Maybe partner with local venues for events and include Bart charges in the tickets? Maybe you can get some more out of it.</p> <p>Have monthly commuter pass available so you are getting exact amount every month from those riders. (Make it reasonable enough for them to buy, not just 5% savings or paltry amount like that.. maybe 10-15%)</p> <p>I am for Unions usually but they are getting away with way too many. So is the management. Quit it.</p> <p>New tracks that you build should be based on generic specs not what custom spec Bart has right now and run new trains on those lines but and hopefully look to replace old ones slowly.</p>	English	Title VI Outreach Online
229	Referring back to my original statement check the earnings of the top bosses and pit that against their actually work output. Check the quality of seats you are using and consider making that cheaper and not switching them around to find new designs when you flat out can't afford it. Find outside agencies to put advertisements on Bart more...make that a bigger source of revenue. Advertise the F out of the Bart walls...cover them with crap just like buses have the upper walls covered with ads...anything to keep the fare from going up.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
229	This question is posed in a vacuum. BART should make its annual fiscal report public so that the ridership can actually assess how the current operating budget is used. BART boasts (via posters on its train cars) that ridership is at an all-time high; why has record-breaking use not manifested itself in a balanced operating budget? Why is BART's employment process so convoluted that BART remains understaffed and, therefore, uses perhaps other-budgeted funds for contracted workers and overtime payments? Local papers point to advertising as a source of possible revenue; BART may be as well served addressing ongoing issues which drain limited resources, e.g., pest and waste abatement (human and animal), malfunctioning external station lights which stay illuminated during daylight hours, energy usage (generating excess power to sell back to local municipalities may be a possible source of revenue). Lastly, never underestimate the elephant in the room: management's decisions regarding funds allocation must be evaluated e.g., handing out BART cards to patrons during non-commute hours as a promotional incentive; failing to require BART police to deter fare evasion, unauthorized parking, non-service animals in the stations and on the trains; failing to hold its employees accountable for their work (even union contracts can have a provision for employment standards and practices).	English	Title VI Outreach Online
230	Sell more ads. It's crass, but the public is used to it. Signboard an entire train or station, many of us will likely block it out anyway.	English	Title VI Outreach Online
231	Sell advertising on the outside of the trains like AC Transit (shrinkwrap the whole thing). Charge even more for parking. Institute means-to-pay based fares	English	Title VI Outreach Online
231	Yes. Freeze salaries on your highest earners. Freeze Board salaries. Raise revenues by advertising in stations and trains. And then go for a tax that will actually satisfy your budget. Engage in a real campaign so you can actually win.	English	Title VI Outreach Online
232	Per the most recent news articles, cut overtime, don't staff stations for three months with no riders (warm springs).	English	Title VI Outreach Online
233	Enforce fare evasion	English	Title VI Outreach Online
234	Don't increase fares. Decrease wages for BART employees. Reduce worker hours or pay.	English	Title VI Outreach Online
234	Reduce number of cars for non-peak hours and make sure that all the cars during commute hours (especially leaving sf) are 10 cars	English	Title VI Outreach Online
235	Hard to answer without more information. The number of times that elevators and escalators are out of service at the SAME station tells me that either the repair people are doing a poor job or that the equipment is faulty. The ongoing expense of repairing the same things over and over seems wasteful and it would be probably cheaper in the long run to overhaul the things that keep breaking.	English	Title VI Outreach Online
237	Stop the fare evaders and fare cheats	English	Title VI Outreach Online
238	Huge potential for in train advertising that is being ignored now	English	Title VI Outreach Online
239	Increase the fares during peak commute times	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
240	Of course. You can guaranteed to be able to reduce the fare by reducing the paycheck of the management, board of directors and the executive team.	English	Title VI Outreach Online
241	charge for parking all day.	English	Title VI Outreach Online
242	BART is just seemingly mismanaged. Poor and unreliable service coupled with a high level of bureaucracy at the management level just drags BART down into the ditch. Why do we keep approving measures to fund BART and never see things that we've voted on completed on schedule? I really don't understand how BART continues to operate at this level - in any company, this type of performance would be absolutely unacceptable. I feel like all of our money is just going to support over time and your pensions. I don't see any visible improvements to stations or train cars. In other cities, the fare gates are higher and can only be activated by card, which prevents people from jumping over to evade fairs. Homeless people live in the stations - just this weekend I saw someone shooting up (needle was visible) inside the civic center station. Why is BART so mismanaged that you can't even fix something so drastic as this health hazard? People panhandle all the time on the BART trains and homeless people choose to just sleep on the trains. I don't understand how BART continues to allow this. CalTrain doesn't have this problem. I wouldn't mind giving more money to BART if BART was doing a good job, but BART isn't. Why can't BART be like Caltrain??? I am just so baffled by how poorly BART responds to these kinds of issues. It's like you've forgotten that the customers are your #1 priority.	English	Title VI Outreach Online
243	Find ways to actually costs verses making empty promises	English	Title VI Outreach Online
244	Stop paying insane overtime to employees and instead hire more people!	English	Title VI Outreach Online
245	Not at this time.	English	Title VI Outreach Online
246	Simpler stations that cost less to build and require much less lower long-term commitments to maintenance. Less suburban expansion at the expense of reliable service for the majority urban riders who pay for he most into the system and cost the least to service.	English	Title VI Outreach Online
247	Yes, no bonuses until all expenses are covered and there is an excess in the budget. Then bonuses based on meeting performance objectives based on key performance indicators.	English	Title VI Outreach Online
247	Open up Bart property to real estate development, especially all those massive parking lots.	English	Title VI Outreach Online
248	Advertising, not give you a brand new paper ticket when you add fare, hire non union labor.	English	Title VI Outreach Online
249	Should not deserve raise	English	Title VI Outreach Online
249	I don't know how this would impact revenue, but is it possible that you can calculate one fee that everyone pays no matter where they entered/exited that would not require entering your ticket/tapping your ClipperCard when exiting the station. I would suspect that people traveling a shorter distance will pay more while reducing fares for those taking a longer trip but it would remove the bottleneck, especially during commute hours, of people trying to get out of the station.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
250	Charge more for tagging in to BART during peak hours. Will also possibly cut down on transients selling things in downtown stations.	English	Title VI Outreach Online
251	Why do you need MORE money? You aren't even running trains 24 hrs a day so what is it needed for?	English	Title VI Outreach Online
252	Personally, I think using an approach on weekend days where you actually charge LESS for BART will actually drive more people to ride it. It will give people more of an incentive going to the city, since they get to pay less, and don't have to worry about paying to park their car in a busy downtown San Francisco parking lot. I hope that this idea gets some serious thought, because I think that it could honestly work in your favor. You could even perhaps charge for parking at like half price in BART lots on weekends, too.	English	Title VI Outreach Online
253	Don't pay the executives so much.	English	Title VI Outreach Online
254	Reduce or eliminate overtime for your employees! Look at your administrative costs instead of ways to gouge your customers. Tighten your own belts...we have already done that. Maybe you should think of ways to charge people with bikes. Those bikes take up more space than one person.	English	Title VI Outreach Online
256	I work in non-profit, so am aware of the challenges of creating enough revenue to run an organization. Here, we often do it by cutting expenses -- which has meant cutting hours, cutting positions, freezing pay, trimming expenses, etc. BART is well-known for paying very high wages, and that may be due to a union, but if there is an operating deficit, perhaps that could provide the justification for some internal cuts, including positions and freezing salaries. I honestly believe the addition of the parking fees, and the continual escalation of those fees, has led to lower ridership, primarily because it is often less expensive to drive, and people are willing to endure traffic so they can pay their rent. I suggest BART leadership study metro trains in other urban areas that are not in financial distress to see what they are doing (or not doing).	English	Title VI Outreach Online
257	Apply preventive measures on elevator and escalator failures to prevent them from failing rather than spending lots of money on fixing them.	English	Title VI Outreach Online
258	Stop overpaying your workers. Hold a fucking bake sale, I don't know. Stop putting it on the riders.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
259	BART could sell more advertising in the stations and in the cars. There are a lot of people who abuse the system of BART and avoid paying fares by jumping gates and exiting through unlocked and unalarmed emergency exits. There are a lot of people who eat and drink on BART. If tickets were actually handed out for those who do not abide by the common rules of riding, they should be ticketed, but no one is ever ticketed for eating or drinking at the platforms or on the trains, yet money is spent to clean up the messes. There needs to be more presence by BART employees. I know people have stopped taking BART because the trains are so crowded during commute times on the Richmond line. If there were an adequate amount of trains during commute hours, then more people may ride. If the fares were actually discounted on the evenings/ weekends when there are less riders, more people may be willing to take it on the weekend. Raises prices when ridership is low will only deter more riders and not increase the number of riders.	English	Title VI Outreach Online
260	I believe that the most effective increases should be as follows: 1. parking fees. BART parking fees are currently way below market rate in most of the Bay Area. 2. fare increases for more suburban stations; the per-mile rate is far lower for the users whose rides are, infrastructurally, more expensive per-mile. Do _not_ reduce the discount for seniors and kids/students, please: these populations already have (in the aggregate) financial challenges and our duty as a society is to help keep them mobile. Please also do not increase the paper ticket surcharge for normal rides as it is a regressive tax for people who either cannot afford a clipper card or who are unbanked. A paper ticket surcharge for rides originating from airports, on the other hand, would appropriately tax visitors to the city. See the way that Venice (Italy) does it: the tourism surcharge for canal boat-buses is significant. Thank you for your attention.	English	Title VI Outreach Online
260	I wish there was a way to tax cars and/or gas and have those funds go to BART.	English	Title VI Outreach Online
261	Monitor the fare gates for multiple people using 1 ticket to get thru the gates	English	Title VI Outreach Online
262	Menos gastos operativos. Subsidios a los usuarios de bajos recursos.	Spanish	Title VI Outreach Online
263	Me parece que hacer un incremento minimo a la tarifa general y apoyar con clippers solo la targeta a personas de bajos ingresos o personas viviendo en situacion de calle, y estudiantes para que no tengan que pagar extra por un boleto de papel. Mejor como una campaña para reciclaje de clippers.	Spanish	Title VI Outreach Online
264	Decrease number of managers, have automated station personnel instead of the humans you have now that don't do any work or don't care. Use the Silicon Valley technology to improve and innovate!	English	Title VI Outreach Online
265	You could fire the board. Are they paid to mismanage the budget? Because whatever they earn, it's too much. The trains aren't safe, the stations aren't safe or clean, what exactly do you all do with the money you collect??	English	Title VI Outreach Online
266	Claro, que no puede ser que suba, estamos en la pobreza y pagar eso y no hay trabajos en nuestra comunidad	Spanish	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
267	<p>alarm the emergency gates so that using them would create a disturbance. Update the fair gates so they are turnstiles (like the NYC subway) rather than the current (often malfunctioning retracting barriers).</p> <p>Require parking fees at all times, rather than ending at 3pm.</p> <p>Increase the cost for reserved monthly parking spaces at a higher percentage than general daily parking (since having that reserved space is really a huge luxury in itself).</p>	English	Title VI Outreach Online
269	Retail spaces?	English	Title VI Outreach Online
271	Increase amount of parking available which would allow for more parking fares. There is a serious lack of parking options at all locations and makes most of us leave very early to find anything at all. Have you done studies on New York's subway? How are they able to keep the cost down?	English	Title VI Outreach Online
272	Federal grants Explore voluntary method like merchandising, corporate sponsorships etc	English	Title VI Outreach Online
273	Measure RR should cover all your capital projects, everything else in your budget should cover operations. Cut down on overtime pay.	English	Title VI Outreach Online
274	Fire unnecessary people, limit overtime	English	Title VI Outreach Online
275	Add capacity	English	Title VI Outreach Online
276	Reduce over time abuse. Recruit junior resources for low cost. Find out cost saving opportunities. Allow independent audit firms review the financial and get feedback from them and implement those cost saving opportunities	English	Title VI Outreach Online
276	It seems like more advertising space could be added to the BART cars. I have seen transit cars in other cities (and even the Muni buses) that have narrow horizontal ads running the entire length of the car at the top of the walls.	English	Title VI Outreach Online
277	Carbon tax and income tax. BART needs to work with the federal, state and local governments to increase revenue.	English	Title VI Outreach Online
278	I witness a lot of people who use emergency exits so they don't have to pay for their fare (I see at least 3 or 4 on my daily commute every day). BART should implement measures to stop these people from gaining access to BART. London Underground can give you some ideas. You simply can't get in/out unless you have a ticket or Oyster card. There is a lot of lost revenue from the "free" riders.	English	Title VI Outreach Online
279	Bart, you should manage your budget on how you waste it on overtime. Every day I see people don't pay for their fare to access Bart. Also, you need to stop making up a reason why so much overtime is needed it. I have taken too many people that they wish they can get a job at Bart. But some dumb reason you're spoken say it hard to find people to work. So much trash coming from her mouth. reduce overtime and hire more people and consumer won't mind paying higher prices.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
280	It baffles me that Bart can't make ends meet especially since it's already one of the highest cost to ride public transportation systems in the country. If it was run like a private company I doubt it would have these budget issues. Salaries are ridiculously high and there are multiple people for one job. Bart needs to run more lean and be a more flexible organization. Stop relying on commuters who are already paying more than a fair share to ride. I say hire a business consultant to identify opportunities to cut costs and trim the fat.	English	Title VI Outreach Online
281	Charge a bag fee, since backpacks, purses, luggage occupy seats and aisles. Charge a pet fee, since people are sneaking pets onboard using bags and baby carriages. Charge a bike rider fee, since a tall guy with a backpack occupies up to 6 seats. Enforce rules and issue citations on violators.	English	Title VI Outreach Online
282	Focus on the number of people that refuse to purchase tickets and walk in and out of the stations in plain view of BART employees.	English	Title VI Outreach Online
283	unlimited use ticket	English	Title VI Outreach Online
284	Freeze salaries and benefits for 5 years. Remove employees who are not adding value.....it is a joke.	English	Title VI Outreach Online
285	lock the bart gates, i see people all the time exiting and entering through these gates that don't pay their fare. lock the gates so those people pay their fare. Charge for parking all day long	English	Title VI Outreach Online
287	Have fine for people who behave badly on Bart trains : i.e Feet on seats, Playing loud music, not giving up a priority seat when needed, RIDERS WHO INSIST ON SITTING AISLE SIDE WHEN THE TRAIN IS FULL, OR PLACE BAGS ON SEATS WHEN THE TRAIN IS FULL.	English	Title VI Outreach Online
288	Reduce cheaters who jump fare gates and use red or green tickets when not qualified.	English	Title VI Outreach Online
289	Eliminate the police department and contract with outside agencies for protection through the same process as is done with fire protection. If the police stay, they should actually walk through BART cars and fine people for eating, drinking etc. Now they just stand by the door and talk to each other. Rent out the Powell street station long hallway to the Coalition for Homelessness to provide services to the huge group of drug users that hang out there. Hold BART salary increases to the cost of living index used for social security increases. BART employees should pay more for their retirement and health coverage.	English	Title VI Outreach Online
291	Support part time workers and stop paying so much overtime to full time employees. Add more jobs and flatten out the overtime pay	English	Title VI Outreach Online
293	Have recycling for old tickets	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
294	<p>Labor costs, I know the union has a strangle hold on the system,(the bart strike made it obvious). Enforce overtime restrictions and similar things related to labor costs.</p> <p>I currently work for the federal government and have a good idea how money is freely spent or there is no oversight, that's why the first idea to fix your 'budget' problems is to raise fairs. But continue to do that and see what happens to your ridership, we already know that a portion of the bart bill is going to fill the shortfall for pension obligations (which are probably generous, maybe I should have been a bart operator) You need to take hardstands to win over the public against the unions, if not, don't come to the public asking for more money since it is never enough.</p>	English	Title VI Outreach Online
295	<p>Avoid costs such as fighting BART workers during contract negotiations with expensive consultants and legal advisors. Increase ridership by cooperating and coordinating with other Bay Area transit companies, such as with no or very low cost transfer fees. Make using Bay Area transit systems more appealing so as to get people out of their cars. Support shuttles from and to diverse neighborhoods so that cars would not be so necessary. Expand hours of operation and train frequency. Make transit user friendly. And have a bake sale.</p>	English	Title VI Outreach Online
296	<p>Find the where the money we've already invested in you went? Find some way to adjust salaries? Federal subsidies?</p>	English	Title VI Outreach Online
297	<p>Public transportation should be paid for from taxes on the rich. All other proposals hurt the people. I think the best proposal of the ones given here is increasing the charge for paper ticket usage.</p>	English	Title VI Outreach Online
297	<p>Increase the charge for parking to the market rate with no maximum.</p>	English	Title VI Outreach Online
298	<p>Find ways to reduce crowding on trains, because that obviously impacts your ridership. Also check the pay grades of the upper echelons of Bart management and see if you can find savings there. Or, have more vendors that pay rent to Bart serve your stations.</p>	English	Title VI Outreach Online
300	<p>Stop fare evasion !!!Those emergency doors at Fruitvale are a joke...free rides....those emergency doors and elevator at Coliseum are a joke....elevator at Bayfair..joke....emergency gates at Union City and Fremont....jokes... Make it safer more people will use.... Passenger and employee safety is a joke to BART...</p>	English	Title VI Outreach Online
300	<p>You should focus on reducing costs, including overtime pay</p>	English	Title VI Outreach Online
301	<p>Allow advertising in stations.Partner with the employers in the area who benefit from having a working system to get their employees to work on time each day. These businesses should contribute towards the operating cost of bart.</p>	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
302	I heard that BART is considering locking the emergency gates and hiring personnel to monitor BART exits to eliminate fare jumpers that are causing millions of lost revenue per year. BART could take a lesson from New York City where they installed seven foot high fare turnstiles on all subway stations to eliminate fare jumpers. This solution would be a one time cost and BART would probably recoup the cost in one year.	English	Title VI Outreach Online
302	Allow more advertising in stations, trains. Place video monitors in stations and trains and video advertising. Put a disclaimer on all ads that say something like "This ad helps keep fares down."	English	Title VI Outreach Online
303	lay off workers, more ads, quit building more stations with money you don't have	English	Title VI Outreach Online
304	Stop letting teenagers jump the gates, keep the homeless off the trains, more police presence on all trains and all stations during service.	English	Title VI Outreach Online
305	Increase rate of advertisements, get more advertisements, reduce operating costs.	English	Title VI Outreach Online
306	Stop giving hiked up COLA's to employees.	English	Title VI Outreach Online
307	Increase advertising in BART as much as possible. It's ugly anyway	English	Title VI Outreach Online
309	Take out the seats on the trains so people can fit on the trains. More people=more money. Fix the air circulation so people will ride on trains. Fix escalators so people aren't discouraged from using Bart. Lower salaries.	English	Title VI Outreach Online
311	You should check parking at ALL Bart station. You guys only check the main ones. I know for a fact that you guys don't check Dublin/Pleasanton. If people are students they should get a discount rate.	English	Title VI Outreach Online
312	Add fees to the station that currently have low to none fees for parking	English	Title VI Outreach Online
313	Sell advertising on the backs of tickets. AARP related ads on the backs of Senior tickets, Lyft.com, SWA, Warriors, A's and Giants on regular adult. Sell branded Bay Area sports teams Clipper Cards at a collectible premium rate. Or join with Bay Area high schools to do the same Encinal Jets, Alameda Hornets, Fremont High Tigers, Acalanes Dons, Saint Mary's Gaels, SCU Broncos, etc.	English	Title VI Outreach Online
314	Increase parking further. Sell more parking lots for TOD. In-station vending. More automation. Less police.	English	Title VI Outreach Online
316	no	English	Title VI Outreach Online
317	Charge peak pricing premiums.	English	Title VI Outreach Online
318	I think fare evasion represents a significant loss of revenue. My continuing experience, although probably atypical (I regularly board & exit through Fruitvale Station) is that fare evasion is rampant. Collecting fare evasion fines would help in the short term (fare evaders would soon learn that it was expensive) and in the long term would result in more fares paid.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
319	Don't give raises to Bart employees who already make more money than most people. Don't give raises to Bart executives.	English	Title VI Outreach Online
320	I don't understand how the trains can be packed but there isn't enough money to run the system. Back in the 1980s the London Underground reduced fares, this increased ridership and the system made money. Unfortunately, this was stopped for political reasons. Maybe a weekend fare DECREASE may help.	English	Title VI Outreach Online
321	bart should target fare invaders	English	Title VI Outreach Online
322	See previous comments. Improve your strategies to work with companies that are willing to advertise to hundreds of thousands of BART riders a day. Look at your long-term relationships and how to improve and build upon them. Do not rely on annual price increases alone.	English	Title VI Outreach Online
323	currently the high value tickets are \$48 and \$65. have you thought about increasing up to \$90? this would mean that bart could potentially see the \$\$ faster.	English	Title VI Outreach Online
324	Parking Fees can be charged on the weekends and weeknights. Increase Fare Enforcement at Station Gates. Take what SFMTA does and perhaps ticket people who do not have a valid ticket on Bart Trains.	English	Title VI Outreach Online
325	No	English	Title VI Outreach Online
326	Yes! Start getting serious about fare evasion! Virtually EVERY SINGLE TIME I go through BART turnstiles I see someone going through without paying. In some stations you can take an elevator right out of the paid area. Think anyone might be doing that? Unstaffed booths are practically "Free Ride" signs. Asking paying riders to pay more while you do NOTHING about catching non-paying riders is unfair, lazy, and stupid.	English	Title VI Outreach Online
326	Enforcement!! Without exaggeration, I see fare evaders every day I use BART at the Fruitvale Station. They simply walk through the doors leading out to 35th Avenue. (Why aren't these doors locked?) I've mentioned this to the station agent and they are aware but are helpless to solve the issue. Another method that riders are cheating the system is buying and using the discounted tickets without fear of enforcement. These two issues are running rampant and yet BART wants to raise the fare. This is why riders are insulted by the thought of a fare increase when we don't feel BART is doing everything it can be recover revenue.	English	Title VI Outreach Online
326	Fix your employee problems. Get new management.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
327	I don't know much about this, but from what I understand, in many cities around the world, metro is getting increasingly automated, including driverless trains. Perhaps this is the direction in which one should go. Aside from decreasing the budget, it would be great if the drivers' barely understood station announcements were replaced with a clear recording, in English and in Spanish. It would be great if tableaus in every car were put in that showed the next station, but, of course, this would only increase the costs, so I don't expect this to be implemented anytime soon (but it seems that any civilized system should have this and not have people rely only on their eyes to figure out which station they're at, which is often impossible when the train is pulling into the station).	English	Title VI Outreach Online
328	Stop the cheats jumping gates and entering/exiting the emergency exits will probably cover a lot of the shortfall. As noted in the above, look at how Hong Kong, Tokyo and other world class systems run, and see what processes and procedures could be used for your system. Reward teams and groups ONLY when they mean targets of reliability, schedule, cost and/or availability. PLAN for the future: track maintenance, new cars, new lines. How is it Taipei or ShenZhen can have an entire subway system in less than 10 years but it takes decades for BART to go 5 miles from Fremont to Warm Springs?	English	Title VI Outreach Online
330	See above. Get rid of all the old shitty trains and machinery you have. That will cost upfront but save a ton of money in running costs. Reduce bonuses from your fat arsed management and the huge benefits you dish out. Run like a private company not like a subsidized government managed institution.	English	Title VI Outreach Online
331	Yes I do- charge money to use the restrooms. Doing so will also keep the restrooms cleaner.	English	Title VI Outreach Online
332	- charge people more to bring their bikes on the train. They take up valuable space on each car. - create first class car. People will pay more to ride in nicer conditions without homeless people laying around.	English	Title VI Outreach Online
334	Layoffs. Pention restructuring.	English	Title VI Outreach Online
334	I like these ideas, They reduce paper costs and increase the expense for people who drive which is also fine, incentivizing people to use Clipper Cards and BART instead of driving and paper clipper cards. The only thing is when Clipper Cards are blocked the block should be removed more quickly so as not to cause a card holder to have to buy a paper ticket.	English	Title VI Outreach Online
335	BART should develop unused land around BART stations to create mix use commerical and residential property. Provide incentives to retail shop owners and property owners to break ground to create affordable but fair living quarters for community BART patrons. Use 45% percent of the revenue generated by these properties and place it into a fund to help capital improvements. By doing this BART will help the affordable housing concerns of the region and creating revenue for capital improvements.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
336	CHARGE FOR BIKES, THEY TAKE UP SO MUCH SPACE. i have seen 7 BIKES in one train and people had no where to stand anymore	English	Title VI Outreach Online
337	1. Do not offer free tickets to your employees. At least offer them discounted ticket. 2. Do not offer lifetime tickets to the ones and their families that worked for BART for at least 5 years! 3. Do not pay \$270,000 to a janitor. Stop the corruption within the BART. Control your workers work ethics better. do not let them abuse your over time payment system. Watch their work carefully during regular hours of their work. You pay \$270,000 to you Janitor but the bathrooms to stations are more than dirty, the stations are not clean at all	English	Title VI Outreach Online
338	Start charging for bicycles. It occupies space for people	English	Title VI Outreach Online
339	Make more parking available so more people use bart.	English	Title VI Outreach Online
340	Offer a discount for rides in the off-peak and reduce weekend fares. Offer a monthly pass.	English	Title VI Outreach Online
341	Stop wasting money hiring expensive and notorious union busters to handle "contract negotiations". Cut salaries of executive mgt.	English	Title VI Outreach Online
342	Like I said above, you need to start looking at all the deals you signed off with the union and grow a backbone next negotiation session. Charge for parking 7 days a week 24/7. Stop giving your staff \$1K just because you reach a designated ridership level. You are a subsidized entity not a for profit company. You need to start managing your money accordingly. For example, the janitor who stays in the closet making \$270K, please....get a grip. These kind of stories don't help BART at all, this smacks of an inability or unwillingness to hold people accountable..and yes I voted no on RR because BART has demonstrated time and time again that you can't manage the money we (the voters/property owners) have to give to you (extort from us really with very little in return.).	English	Title VI Outreach Online
343	Charge an entrance and exit fee at those stations who weren't part of the original plan (i.e., those counties that opted OUT!) That means SF airport/Milbrae. When Milpitas and San Jose stations open, same there. Make them pay \$5 for parking off the bat. Stop making those of us who paid with our property taxes since the 60's shoulder their costs.	English	Title VI Outreach Online
344	I see fare jumpers all the time. Find a way to curb that. Raise costs for long term parking.	English	Title VI Outreach Online
345	Charge bicycles for the right to lock their bikes at the station. While not an enormous sum, it could offset the cost of raising senior fares. Why do they get to use Bart real estate for free when others have to pay for it.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
346	Charge more for rides to stadiums when events are going on e.g. Oakland Coliseum. (With exceptions for regular users of the station). Charge more for rush hour rides, but make discounts more widely available. Tax cars/gas more to pay for public transit. Stop charging so much to get to Oakland Airport so more people will use the service.	English	Title VI Outreach Online
347	In my work, our supply requests are monitored strictly; Bart might want to do that too.	English	Title VI Outreach Online
348	Improve your operations, reduce inflated salaries to your drivers and other employees	English	Title VI Outreach Online
349	Limit over time and better manage scheduling/headcount. Invest in new cars that not only provide more comfort for rush hour travelers but also are easier/faster to clean	English	Title VI Outreach Online
350	Fix stations so the people can ride for free	English	Title VI Outreach Online
352	Cut the salaries of the employees	English	Title VI Outreach Online
352	Slightly reduce service during off-peak hours	English	Title VI Outreach Online
353	Bart should be cheaper because Bart is always so dirty. Not only youth students should get discounts college students should get discounts TOO.	English	Title VI Outreach Online
354	I saw a news report on Channel 2 where a BART janitor at the Powell St station was earning an insane amount of money, by logging an insane amount of overtime over the past few years. The report highlighted that the man wasn't doing his job very well if he was clocking those hours; at times, disappearing into an 'office' or 'break room' for hours. If this is true, it is unacceptable and BART management needs to do their job, to manage employees and to manage costs.	English	Title VI Outreach Online
355	Allowing more advertising in stations and on trains would be acceptable. As for reducing costs, how about keeping BART employee salaries and benefits in check for a while??	English	Title VI Outreach Online
355	Reduce electricity usage. We're in tech valley -use the minds here and find sustainable tech	English	Title VI Outreach Online
355	BART needs to manage its spending better. Cuts need to be made internally including cutting overtime. Our organization has a strict NO overtime policy which has help us to maintain a favorable budget. BART needs to do the same. Aside from this, you could also enforce parking around the clock including evenings and weekends to generate additional revenue.	English	Title VI Outreach Online
356	I would start with cutting salaries for upper management before raising fares again. Eliminate any free parking times. Reduce service frequency or car length during lower use times.	English	Title VI Outreach Online
357	Hire a good consultancy to see where you are leaking and plug these holes. Why are some of your employees, including drivers getting paid more than a person with very highly skilled person?	English	Title VI Outreach Online
358	please reevaluate your compensation packages you are currently giving out to your employees. maybe headcount needs to be cut or salaries need to be reduced.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
359	I'm sorry I don't have any suggestions. I tried thinking of some, but I have nothing.	English	Title VI Outreach Online
361	Start catching fare evaders.	English	Title VI Outreach Online
362	Bart is proud of its nationally-leading high farebox recovery ratio, but that seems to be due mostly to the fact that Bart fares are significantly higher than other systems. Bart benefits the entire region by reducing traffic; drivers and other non-riders should pay more to support Bart.	English	Title VI Outreach Online
363	Transfers, Passes, Raise fares and create a low-income pass like seattle did.	English	Title VI Outreach Online
364	Introduce a no tolerance campaign instead of just announcements over the communication speakers. Over time additional personal that are in place to block the exits from fare evasion would pay for the current shortage of staff. Safe ridership would promote The idea of ridership vs the current avoidance by some because of what is happening on each train.	English	Title VI Outreach Online
365	Advertising covering up whole train car interiors like new york	English	Title VI Outreach Online
367	Damn state and federal government should be supporting operating expenses for all transit.	English	Title VI Outreach Online
368	station police at El Cerrito Del Norte for the final few trains of the day to catch fare evaders - there are tons of them	English	Title VI Outreach Online
369	Stop expanding the system and work on improving and maintaining what exists.	English	Title VI Outreach Online
370	BART management and personnel costs are exorbitant for a transit system of its size and with its countless management problems. BART needs to reduce its operational costs, not pass those on to the ridership.	English	Title VI Outreach Online
371	7-day and 30-day passes for unlimited usage. Run more trains at rush hour using the \$3.5 billion bond money. Fight fare evasion: I see people get through without paying often; it's extremely irritating that emergency exit doors are not alarmed or monitored, especially at 16th Mission.	English	Title VI Outreach Online
372	I notice very often people leaving through the emergency exits. I see it at Embarcadero because that's where I get off the most but it most likely occurs at all stations. No one questions or stops them. Once I told the attendant about it and she said "there's nothing I can do about it. I just work here." I think if security was tightened on people riding for free you would have a lot of extra revenue. Raising the price on honest citizens while the freeloaders get to keep riding for free is very unfair. And the employees should care, take some responsibility! I'm sure they aren't all like this but "I just work here"... wow.Leaving at Embarcadero or Montgomery one time I took the elevator up. To my surprise I was then outside the pay gate and I had to enter the emergency gate so I could tag my Clipper going out. It would have been so easy to just walk out. So that configuration should be fixed. Another thing is I know someone who didn't pay a few times because he was in a hurry but is normally a very honest person. Later he tried to make good and pay \$50 and the office in downtown Oakland would not accept the money. I think someone who wants to pay for previously "stolen rides" should be able to!	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
373	Run longer hours on the weekends. I know a bunch of people that would take BART from SF out to the east bay if it was available after the bars closed	English	Title VI Outreach Online
374	Reduce employee salaries which many of my colleagues consider too high.	English	Title VI Outreach Online
375	It is my perception that the greedy unions have gotten salaries too high. I see the station agents and it is my perception that some (not all) are lazy. Some are helpful but others have "don't bother me" attitudes when I need help. Stations are dirty. I questions mid level management competence and ability to manage in an effective manner. My background is in private business where employees are held responsible for their actions and pay the consequences for material poor performance. It is my perception that the greedy unions have now gotten the upper hand in the contract and take full advantage of this. The greedy unions are fleecing the taxpayer and the farepayina BART riders.	English	Title VI Outreach Online
376	Reduce overtime paid to employees. Hire Temp or Part Time employees to relieve over stressing/working employees. Offer monthly, weekly, and unlimited day passes, great for tourists and visitors.	English	Title VI Outreach Online
377	BART should create a specialized ticket for any college student in the Bay Area perhaps so that it will be easier for them to get around the Bay Area at a cheaper price. This could help bring customers. Also, BART should consider partnering with companies to feature their products in the stations. This could bring in money for BART and help businesses spread their word. BART could also consider charging vendors who set up shop at their stations like the Coliseum.	English	Title VI Outreach Online
378	Have BART police do actual police work, like stopping break ins in cars in the BART parking. Allow vendors in BART stations and charge a space fee, have 'premium' cars or seating areas & charge more	English	Title VI Outreach Online
380	Reduce the salaries of mechanics and train operators. They are way overpaid. At the next contract, they will be looking for 21% or more raises. As for another bond measure for \$34 Billion to pay for employee salaries.	English	Title VI Outreach Online
381	Aggressively pursue transit-oriented development on BART parking lots, even if not all BART parking spaces are replaced. BART stations are prime real estate; leverage these assets! Work with local transit agencies and cities to find alternatives to providing replacement parking, which is expensive per rider.	English	Title VI Outreach Online
382	Lower fines for people without tickets. Then set up a new cost for people that use bart over 8 journeys a week- and increased fares for people that live in the area but usually drive to work or use alternate means of transport.	English	Title VI Outreach Online
383	Bart should be more efficient on how it uses it's money and raise it's revenue by cutting costs. Eliminate overtime by employees and use cheaper quality materials for construction as long as they are safe and meet regulations. Putting the costs on the riders is the fastest way to lose riders. We have had a fare increase 3 times in the last couple years. Enough is enough.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
385	Aim your fare and fee increases at higher-income riders and/or institute new discount programs to help reduce impact on lower-income riders.	English	Title VI Outreach Online
385	I always thought BART could easily have a solution to the trash on trains at the end of lines. I suggest a youth programs for high schoolers to help clean out trains at the end of lines. But to also have the benefit of having a BART Contractor Pass to ride the system for free. To make the program have a more beneficial reason, the program should also include and require homework assistance at that station (maybe in a portable) and help with getting to college. BART, its riders, and the youth would all benefit from this program. BART could move more cleaning crew to BART Stations to keep stations clean, while youth keep the trains clean. Which could encourage more riders if BART was cleaner and knew BART was helping youth thru High School. Riders would love the cleaner BART and mostlikely ride more. The youth could get better grades and know there doing something good for the Bay Area and look good on a job resume or college application. This plan does not mean totally removing professional BART cleaning crew from trains, it just keeps them clean through the day or depending on school hours.	English	Title VI Outreach Online
386	Fire Sr management Fire the Board, hold all bonuses until they perform ABOVE Expectations Set the bar high so all employees contribute more Make people accountable Hold on salary increase coz salary increases and bonuses are to reward performance-that's superior performance NOT SUB par performance as you are now Limit over time and only to perform necessary duties but this too needs to be monitored and shown in the results as necessary Why should we the riders pay for BART's mistakes and mishandling of the budget-make it work and do it right	English	Title VI Outreach Online
387	Round fares to the nearest quarter. Offer discounted pricing for carpools (but increase parking rates based on demand). Additionally work with colleges to promote and provide a student pass that students can take advantage of.	English	Title VI Outreach Online
387	Have more parking options so more people can ride BART.	English	Title VI Outreach Online
388	Cut back operations and employee benefits costs to balance budget instead of raising fares.	English	Title VI Outreach Online
389	Is there any way to know whether an employer pays for someone's transit or what income level a rider has? Charge me for more	English	Title VI Outreach Online
390	Reduce salaries of executives, eliminate bonuses, increase parking 50 cents or fees by 10 cents	English	Title VI Outreach Online
391	I think you guys should team up with the girl scouts. I'm serious, they usually sell their products at bart stations anyway. Maybe you guys could sell their products at some of the bart snack vendors. Everyone wins. People love their cookies, you both could benefit from it too	English	Title VI Outreach Online
392	Bart should spend more effort to catch fare cheaters, to reduce staffing personnel, to change overtime policies like a janitor made more than \$200K/year, and to assign personnel like people working at Warm Springs Station before its open	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
393	Catch the fare cheats. Get rid of the mentally ill homeless in the system so that hours long situations with personnel don't have to take place because yet another person wanders onto the tracks. Don't pay people more than is reasonable.	English	Title VI Outreach Online
394	Tax San Francisco's top 0.5% citizens.	English	Title VI Outreach Online
395	As with any expense, set a budget and stick to it. Restructure the pension program, not every operation needs to be unionized. To raise revenues: Most station are big empty spaces. Besides selling poster space for advertisements, set up retail rental space. Be like MUNI and the buses, and sell advert space on the trains. The floor walkways, that can be used to adverts too. The areas are dirty, the adverts can also have multiple uses as in diverting from the dingy-ness of the stations.	English	Title VI Outreach Online
396	Start laying off management - obviously they are unable to keep their budgets. Stop giving raises to all employees.	English	Title VI Outreach Online
397	Raise price of paper tickets	English	Title VI Outreach Online
398	I think BART needs to take a long hard look at reducing costs. The escalators are out in the San Francisco stations more often than they're available. Take cover them to prevent abuse or take them offline. Curb overtime. Take a serious lean approach, and eliminate all possible waste.	English	Title VI Outreach Online
399	Eliminate overtime! Stop giving out bonuses until BART has balanced its budget. This will solve the majority of your budget problems without impacting your customers. BART needs to hold itself accountable and cut wasteful spending. Aside from this, parking fees can be enforced around the clock or even raised to \$10. I think \$10 is still a fair amount as many of the parking garages by my work are around \$15-20 for daily parking.	English	Title VI Outreach Online
400	Offer a bundle package of BART tickets and a discounted ticket (discounted to the customer but still higher than what you received the ticket for) to a particular event and charge a slight convenience fee. That way you encourage ridership and make a small profit.	English	Title VI Outreach Online
400	Charge more during commuter hours.	English	Title VI Outreach Online
401	Provide more secure bike parking for a small fee. Move to fully automatic trains.	English	Title VI Outreach Online
401	Charge double for bicyclists, since the bikes take up the space of at least one other human if not two.	English	Title VI Outreach Online
401	Reallocate funds from capital improvements. Reduce costs internally before increasing costs to riders. Riders already see parking increases every six months, plus fare increases.	English	Title VI Outreach Online
402	Rush hour/peak fare, better project/contract management so things like the "Fleet of the Future" aren't delayed for dumb reasons.	English	Title VI Outreach Online
403	Televisé all labor negotiations. We want members of the public to oversee future labor negotiations as a means to cut costs since the management likes to bend a knee when the going gets tough. Outrageous demands would not take hold if taxpayers have a seat at the table.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
404	Add BART to the Martinez area.	English	Title VI Outreach Online
406	Try doing additional advertising on the outside of the BART train. Go to various work places and promote people to ride BART. Work with the Legislature and find ways to prevent union workers from going on strike. When union workers go on strike, it costs BART additional money.	English	Title VI Outreach Online
408	n/a	English	Title VI Outreach Online
408	Encourage long-distance commuters with higher fares by increasing parking capacity at outlying stations and adding express trains that make limited stops in inner city stations such as those through Oakland.	English	Title VI Outreach Online
409	Definitely more (tasteful) advertising on trains, platforms and throughout the stations. You see much more of this among subway systems on the East Coast and in Europe.	English	Title VI Outreach Online
410	Stop the waste in money to improve the courtyard at Concord - instead use that money to fix trains so that more people will want to ride.	English	Title VI Outreach Online
413	As I mentioned earlier, I think that working more closely with Caltrain, Muni, and other local public transportation systems so that it's easier to use them together will bring more riders to each system. Using Clipper cards across all three systems is a great first step; I think anything else that makes it easier to transfer from one system to another with minimum hassle would be a huge improvement.	English	Title VI Outreach Online
413	It might be good to allow people who are taking the bus from the Bart station to park there for the same or maybe even a slightly higher fee than Bart riders. Right now, you have to enter the Bart station to pay for parking, but many people who are not riding Bart but only taking the bus from the transit terminal located outside the Bart station might be willing to pay for parking there if it was available.	English	Title VI Outreach Online
414	Cut the salary of high ranking officers.	English	Title VI Outreach Online
415	Sell more ads. Sell train wraps, rotate your ads/billboards more (they stay the same for months). Ask large companies based in SF that benefit greatly from public transit to contribute more (\$35M is basically no money to a company like Salesforce or Google). Allow brands to create experiences in high traffic stations, where bart charges a bunch of money and the brand gets a high touch experience with a captive audience of riders. You guys shuttle 400,000 people a day to some of the wealthiest companies in the world. Take advantage of that.	English	Title VI Outreach Online
416	Work on catching and fining fare jumpers and people littering. They are the ones contributing to an unpleasant commute experience.	English	Title VI Outreach Online
419	Add more parking and increase parking cost - demand still outweighs supply. You can raise rates more at stations that run out of parking every day.	English	Title VI Outreach Online
421	less overtime for workers	English	Title VI Outreach Online
422	Cut labor costs. Try to reduce the amount of union labor when possible. Stop unpaid ridership.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
423	make a kickstarter	English	Title VI Outreach Online
424	more advertisements in BART and stations to generate funds.	English	Title VI Outreach Online
425	cut every employee's pay by 10%	English	Title VI Outreach Online
426	Bart should investing in infrastructure,not transit villages,	English	Title VI Outreach Online
428	Yes, make everyone pay their fare share! Lock those dang 'emergency' exits and get the BART police out there. Just their presence would make folks hesitate to pay their fare share. If not having everyone pay their fare share is some misguided political tactic, at least start a program for subsidized fare. Right now, the message is that it is okay to not pay one's fare and steal from all those that don't have the mindset to steal. When I ask non-paying riders how I can get to ride BART for free, the most frequent coherent response is that they 'don't care' or 'nobody cares.'	English	Title VI Outreach Online
429	Take care of the homeless situation cleaner stations more riders more influence to riders for the increase of pay knowing there ride is clean.	English	Title VI Outreach Online
429	Use the money we as commuters pay more wisely.	English	Title VI Outreach Online
430	Renegotiate the union contract to be market rate -- the labor costs for BART are out of control. Stop paying benefits to people who don't work for BART anymore.	English	Title VI Outreach Online
431	Nope.	English	Title VI Outreach Online
432	Charge a premium for a guaranteed seat.	English	Title VI Outreach Online
433	Get the homeless and all the free loaders out of the stations that never pay while the station agent just looks at them doing nothing	English	Title VI Outreach Online
434	Catch the fare invaders. I see them daily	English	Title VI Outreach Online
435	See my initial comment. Figure out a way to MAKE EVERYONE PAY. Even if you didn't hire new people but actually made our employees pay some attention, I'm guessing you would catch people. Another problem, lots of people who don't want to pay just use the elevators. El Cerrito Del Norte and civic center, my two stations, are perfect examples. People just bypass the turnstiles at these stations by using the elevators. It's so easy it's laughable. and given the number of homeless people at the CC station, I'm amazed I never actually see anyone working at this station. You could also consider firing your janitors. I've never actually seen one at civic center and I've been riding there continually for 8 years. That station ALWAYS smells like pee. Considering what you pay your janitors, you nights consider never hiring another one.	English	Title VI Outreach Online
436	Manage your resources better. In five years I've gone though a strike and multiple fare and parking increases as well as voting for a tax. Figure it out or get more competent people!	English	Title VI Outreach Online
437	Measure RR??	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
438	Try implementing sound management practices, begin by hiring people that can actually do the job. In many ways, it begins at the top and quite frankly, that's where you should begin. Any group who thought it was a good idea to spend \$500 million on that airport connector nobody rides isn't fit to run a Popsicle stand.	English	Title VI Outreach Online
439	Increase commercial services inside stations - coffee, etc to bring in rental income	English	Title VI Outreach Online
440	Surcharge on paper tickets, dynamic pricing to charge more during peak (reduces crowding and impacts revenue), and selling train wraps to advertisers.	English	Title VI Outreach Online
441	Secure the BART station to ensure that EVERYONE pays a fare.	English	Title VI Outreach Online
442	Seek sponsorship from local ecommerce businesses	English	Title VI Outreach Online
445	Crack down on fare cheaters across the system -- including parents with children and via the elevators.Reduce service hours on weekends -- if ridership is low.Figure out how to get by with fewer gate agents, who all seem to stand around chatting about 50% of the time.Make the system more reliable and cleaner to attract more riders. (And if you could better exclude some of the really messed up riders and homeless folks who use the trains as their bedrooms and bathrooms, that would help too -- hey, maybe those "extra" or bored gate agents could actually do something about watching the riders coming into and hanging out around the stations.)	English	Title VI Outreach Online
446	Decrease employees salary; decrease station agents but more police security patrolling.	English	Title VI Outreach Online
447	revamp all employee benefits!	English	Title VI Outreach Online
448	Put solar panels on top of all the trains. Sell vending items and snacks in a "food car". Make Bart a tourist destination with a centrally located gift shop-- maybe even a booth that sells model trains, historic photos, mugs, etc. Allow nearby concerts and events to include subsidized pricing on Bart tickets included during checkout (Stubhub, Ticketmaster). Offer a season pass to get to all warriors games, sf giants games, etc. for a one time yearly fee.	English	Title VI Outreach Online
450	Better accountability for labor cost controls. As said on page 1, BART has a time-of-day/day of week capacity issue and should seek to raise revenue during off-peak times by notably lower fares at those weekend days and weekday off-peak times. I do not object to increased systemwide advertising which is safe and in good taste, but no wrap-around ads which cover windows should be allowed. SF Muni wrap-around ads impair outward window viewing significantly and should not be copied by BART.	English	Title VI Outreach Online
451	Monitor fare cheaters.	English	Title VI Outreach Online
452	If riders found it more safer to ride and at ease to ride without the distractions that happen daily on a commute, there would not be any issues on your plan.	English	Title VI Outreach Online
453	1) Use the money that you received from the last ballot 2) realistic salaries for employees that actually work on the job	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
454	Maybe you should monitor the emergency gates better. I see SO many people walking thru the emergency gates, jumping turnstiles or pushing me thru so when I use my card to get out and they jump thru on my dime. Put a system in place where if someone is getting a free ride they need to be issued a card or something to get thru the emergency gates or the turnstiles like everyone else. If there was a true emergency the station agents who chit chat and make you wait to ask your question can get off their butt and push a button to release that locks before they leave so everyone else can escape. They currently just watch everyone freely go thru. No one monitors the back gate at del Norte. It's always teens and you can see them looking back and slightly running to make sure they don't get caught.	English	Title VI Outreach Online
454	reduce employee overtime, and possibly change benefit structure.	English	Title VI Outreach Online
455	Tax the advertising. Increase advertising. Start a BART bonds program with \$5 to \$50,000 ranges. Provide sidewalk space for CA cottage vendors and tax them gently. Allow big corporations to buy pools of BART fare for employees. Encourage spare change donations at stations. Look to schools, churches and civic organizations for bulk clipper purchasing. Don't pass on increases to seniors, students and the poor. Be progressive please.	English	Title VI Outreach Online
456	Improve service. Riding BART is not a pleasant experience anymore. I ride it as a last resort, but used to enjoy riding it when the trains ran frequently and were less crowded.	English	Title VI Outreach Online
458	None at this time, but again, PLEASE do not implement another increase.	English	Title VI Outreach Online
462	Cut salaries, pensions, benefits and overtime expenses.	English	Title VI Outreach Online
463	Crack down on fare evaders. Make BART more attractive to ride by putting back the seats you removed and cracking down on homeless people who camp out on the trains. Maybe clean the stations occasionally. At Castro Valley station I recently noticed the same vomit splat near the entrance for weeks.	English	Title VI Outreach Online
465	Place a cap on overtime. Hire enough employees at a base rate and avoid overtime altogether. Decrease benefits for new employees.	English	Title VI Outreach Online
466	Open eBart to get more passengers in the system, increase monthly parking slots at packed stations like bay point, so you get paid even when people aren't using their pass, increase the paid parking hours to 4pm,	English	Title VI Outreach Online
467	Fire the board of directors.	English	Title VI Outreach Online
468	see original comments. Cut some of the employee benefits.	English	Title VI Outreach Online
469	Cut pay of overpaid employees, Jesus ... 70k to sit in a booth all day, wtf!	English	Title VI Outreach Online
470	Commercial advertising in and on cars	English	Title VI Outreach Online
472	Start a fundraiser or a charity event .	English	Title VI Outreach Online
473	Stop giving raises to management.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
475	Perhaps you should stop grossly overpaying your executives and inflating employee pay. You should have tighter control over how your employees are clocking in and out of work appropriately and not abusing the system.	English	Title VI Outreach Online
476	<p>Bart employees shouldn't be working more than 8 hour shifts to reduce costs on O/T if possible. O/T should be approved by managers. Bart employees should pay to ride bart.</p> <p>Bart gets funded by the government and they get funds from the riders. That's double-dipping as it is.</p> <p>Maybe the funds aren't allocated properly. Is Bart paying for parties for their employees (Christmas, Thanksgiving)? Are there bonuses given out when there's a surplus? Is Bart paying for the higher ups visa cards? drinks? meals? hotel stays? other entertainment? uber? gas? car wash? dry cleaning? When was the last audit done? Perhaps use the Bart cars as a means to make money from advertising.</p> <p>You should look internally before asking to increase fines.</p>	English	Title VI Outreach Online
477	1. Fare enforcement! Especially at Pittsburg Bay Point station. 2. Add vendor booths at busy stations to collect rent. 3. Charge fares for bicycles since they take up significantly more space on a train than a person does. 4. Stop overtime except in cases of emergency or unusual circumstances.	English	Title VI Outreach Online
478	If you won't better revenue better service stop paying your employees janitorial people so much hire more people I would work for you if you pay me good wages not lying you can see what going on he made to much better higher up bosses that is my offering	English	Title VI Outreach Online
478	If ridership is down on the weekends, possibly operate fewer trains on the weekends.	English	Title VI Outreach Online
479	Reduce your employees' salaries by 10%; cut off free rides for employees & DEPENDENTS (ridiculous); no more OT; conduct parking audits; more oversight for fare evaders.	English	Title VI Outreach Online
480	Citing fare evaders, people eating, smoking on trains and platforms, citing bicyclists for being on escalators. Further slashing overtime (the janitor who made over \$200,000 and was found to be not work comes to mind), asking labor to give back part of their raises	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
481	I've read in the paper that BART loses millions each year from people who jump turnstiles and try to skip out on their fares. It can also be rather unpleasant when the homeless population of the Bay Area is allowed to use BART as its homeless shelter. I don't mean to sound callous but it severely upsets me when people abuse public goods. We end up with situations like we have now. Most people who ride BART are hard working tax paying citizens who not only pay their way every morning to and from work but also pay taxes to support BART. I think that BART needs to severely crack down on people who abuse the system like fare jumpers and people who sleep on the trains. If you end up at the end of the line you should be kicked off and made to board another train. As for fare jumpers, I recognize that hiring more BART Police is a counter productive budget balancing solution. So one of my thoughts has been to locate the ticket agents, ticket purchasing areas, turnstiles, etc. at the VERY entrance to a BART station (i.e. you have to buy a ticket to even enter a station). This way, most would be thieves would have to no choice but to pay or walk on and people wouldn't be able to loiter in the stations or sleep on the trains without paying first.	English	Title VI Outreach Online
482	Charge 1.00 to use bathrooms. This will keep the riff-raff out and will help keep bathrooms cleaner so there's less money needed to pay janitors to clean them and stock supplies. Of course make it so you can pay with the Clipper card or your BART ticket. Install wi-fi on the trains that works and charge a nominal fee to use it. Maybe .50-\$1.00 for a round trip. Luggage surcharge for people that bring more than one piece of luggage per person. When a person pays the luggage surcharge, the machine would print out a sticker that could be affixed to the extra luggage. What is defined as luggage could be difficult to determine.	English	Title VI Outreach Online
483	Yep. Internal audits, streamlining, better management of internal costs and salaries. Junk the damn new cars. Stop looking to us to solve your issues. Manage your own damn self, and start looking for ways to take care of your riders, and not just making us despise you for taking advantage of us. Oh and one other thing. I have a clipper card. You know why I use your stupid paper cards? Because I cant figure out how to pay for parking with my clipper card. I know it involves a credit card, and I actually have one of those. Why do you make it so damn hard to pay for parking with a clipper? Why cant we just tap that circle thing and pay for parking that way? Why do we have to bounce it off a credit card and carry a balance to pay for parking? What the hell? I have trouble figuring it out, and I am a professional. Imagine how your average citizen feels. I buy the paper tickets because I can run them through the machine and pay for parking that way. You want to charge me extra for that? Its DIRECTLY because of your stupid system that I do that and I KNOW I'm not the only one. You dont even GET how much of this is your fault. You are alienating the very people who give you jobs.	English	Title VI Outreach Online
483	Have concessions at the stations. More leased out space to retailers. Sell designer clipper cards at a premium.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
484	Reduce the salaries of the OVERPAID Top management and some positions don't warrant what they get paid just to name a few....	English	Title VI Outreach Online
486	Why not a general rate increase? Why not increase service on the weekends to encourage more people to use BART?	English	Title VI Outreach Online
487	The company needs to look within their our business model to reduce expenses to cover budget shortfall. During California's budget shortfall, state employees were forced to cutback with reduced work schedules. Lay out a detail plan showing which adjustments were made internally to reduce budget shortfall.	English	Title VI Outreach Online
488	Put officers out in the crossing areas during morning commute hours to issue tickets to the MANY drivers that go through the crosswalk while pedestrians are crossing.	English	Title VI Outreach Online
489	REALLY go after those fare cheaters!	English	Title VI Outreach Online
490	Hire private contractors to replace 50% of your incompetent staff and leadership.	English	Title VI Outreach Online
491	Uber and Lyft tax for pick ups and drop offs at the station?	English	Title VI Outreach Online
492	REVIEW TIMESHEETS EFFICIENTLY SO THAT MONEY IS ALLOCATED EFFECTIVELY	English	Title VI Outreach Online
493	More parking enforcement. More fare evasion enforcement.	English	Title VI Outreach Online
494	Increase the amount of commercial options in and around stations. I'm surprised that there aren't more spots to get coffee or refreshments in stations. Focus any dollars on core improvements that can increase capacity. Aesthetic enhancements should be the lowest priority. The reason people aren't taking BART isn't because it doesn't look nice. People aren't taking BART because its uncomfortable and unreliable.	English	Title VI Outreach Online
495	Manage labor negotiations better. At the very least negotiate for more flexibility. Having hired Warm Springs personnel months before Station opened does not foster confidence in management. Bart has to get its personnel and labor costs under better control instead of giving away the farm and then pleading poverty to its users. While the capital costs are real and need funding, Bart undermines its support with less than scrupulous management of its expenses.	English	Title VI Outreach Online
496	PLEASE introduce a monthly pass option. It could cost equivalent to the longest ride x 22 days, for example, and would raise a level amount of money across the whole year, helping offset low ridership months / times of the week. This could also help guide more people to Clipper cards.	English	Title VI Outreach Online
497	Yeah, they could fire all the staff that are paid to highly, and stop with the overtime costs. Perhaps actually managing out the losers from their teams, stop with the free fares and the multiple pensions set up. Why not actually cut some costs, and stop giving into the union demands. Why can you not fire these idiots who do nothing. Janitors who get paid in the hundred of thousands, why not do something about that instead of just finding ways to steal money from passengers, and manage out the staff who are just shit,	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
498	See above	English	Title VI Outreach Online
498	<p>1) Clean up stations and trains and more people would pay to use BART.</p> <p>2) Stop people from passing through the security gates without paying for a ticket. 9 times out of 10 these are undesirables who are one of the reasons why more honest paying travelers aren't using BART.</p> <p>3) If you're going to overpay cleaners, make sure they're actually doing their job. Other than the tourist stations (e.g., Powell) most stations are filthy and disgusting. Civic Center is a disgrace.</p>	English	Title VI Outreach Online
499	Again, address fare evasion - it is rampant at many stations; I see it daily at the 14th Street exit gates at Oakland City Center, and again at El Cerrito del Norte elevators, which exit directly to the streets. Don't turn a blind eye to this opportunity to address collecting revenue. It is unfair for BART to allow fare evaders to ride for free and often, while raising fares for its paying customers. For years, I watched riders evade fares at the 16th and Mission Station; now that I've moved, it still happens, probably even more at El Cerrito del Norte. Check it out.	English	Title VI Outreach Online
500	Get rid of at least two of the 7 vice presidents you have sitting around. Do not let the union go on strike and force costs raises, and Bart needs a competitor if you did you would manage your money better!	English	Title VI Outreach Online
501	Perhaps have ridership counters a la the bicycle counters that exist in a few spots in the city, which perhaps are tied to fare gates for instantaneous feedback, and show up at the fare gates, but also up at street level, by tunnel entrances. They could count ridership counts, miles travelled, smog reduced, etc. The hope being that this would be good marketing for BART, and increase ridership over time by encouraging it -- and reinforcing it directly by people being able to see their use of the fare gates bump up the numbers (which, at that location, might be separated out on a per-location basis, as well as showing system-wide). I have no idea if/how this would work, or what it would cost to put in place... but it's an idea. :)	English	Title VI Outreach Online
501	Decrease the salaries that are over \$100,000 by 10%.	English	Title VI Outreach Online
502	<p>Yes - you people need to implement more oversight in how much you pay your employees (A JANITOR SHOULD NOT BE MAKING \$200,000 WITH EXTENDED LUNCHES IN A CLOSET!!!)</p> <p>Less money to Executives, and less power to the union. I'm sorry that we have an idiot President and a worthless administration in the White House, but I think you poeple need to start sacrificing some of your own money to benefit the public! D</p> <p>What happened to the person that replaced Zachary Mallet? She seems useless!! What is she doing for service to West Contra Costa?</p>	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
503	Sell ad space on the outside of train cars. Have vending machines or some other kiosks that provide some kind of service at BART stations where BART gets a cut of the revenue. Doesn't even have to be snacks and sodas...like a Redbox or other similar "vending machine".	English	Title VI Outreach Online
504	<p>Get only as many new rail cars that you can afford. Don't blow the budget on a lot of new rail cars, and based on the test performance of the last one, have braking problem issues.</p> <p>Stop the program of giving unlimited free BART tickets to family members or to the board members. That is a huge expense that is shouldered by regular commuters. Why is this even a benefit? Or limit free BART tickets to a certain amount every month.</p> <p>Focus more on stopping fare cheaters. Those piggyback riders who scoot out of the station behind an honest fare-paying passenger. Make it harder for them to exit the station. Some of them have gotten more brazen with their cheating - essentially jumping over the turnstiles in full view of the station agent. Or walking out of the exit gates without paying. Those exit gates should be alarmed or locked.</p> <p>What is BART doing to stop employees from gaming the system in order to get excessive overtime pay? Limit overtime and that would reduce your costs.</p> <p>BART should not treat the paying public as a never ending source of revenue. Households try to hold to a budget. BART should learn to do the same.</p>	English	Title VI Outreach Online
504	Encourage more off-peak and weekend ridership, when there is capacity. Parking is free already, and that encourages ridership. Advertise a weekend discount or off-peak discount to encourage additional riders. Make BART a more integral part of people's lives. Right now it is simple, functional transport and no fun. Partner with businesses near Bart stations to increase people's bart integration. Reduce the barriers to go shopping near the bart, like fix pedestrian access issues, and in return ask businesses to give a discount when we show a clipper card. Ask businesses to have booths selling goods at the bart stations, ask businesses to work up a program to deliver things to people as they get off the bart. All that could integrate bart into people's daily lives, and get them out of cars and onto Bart.	English	Title VI Outreach Online
505	Allow vendors inside the BART stations and rent out the space. Get rid of the union.	English	Title VI Outreach Online
506	Are you really policing the garages for parking fare payers? How about getting elevators and escalators that don't keep breaking down?	English	Title VI Outreach Online
507	No	English	Title VI Outreach Online
509	Please don't pursue the increase on parking fee. The increase of \$3 is too much for us. Fare and parking fee increases are double whammy for us!	English	Title VI Outreach Online
510	Stop giving the employees' raises	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
512	Yes, please catch those who cheats for not paying going in and out of the station. Start posting a station agent around the clock rotating the shift, and make they pay. If commuters have to pay, why don't they.	English	Title VI Outreach Online
514	I think it would be reasonable to charge extra for a paper ticket, but not based on the fare amount. Like NYC, if you need a new ticket, or a paper one in our case, you are charged an extra 25 cents for printing that ticket. This is reasonable and ultimately reduces waste as more people convert to reusable clipper cards.	English	Title VI Outreach Online
517	how about management pay reductions	English	Title VI Outreach Online
521	In addition to raising parking fees, implement a small 20% rush-hour increase during morning and evening rush hours. Don't balance the budget on the backs of the poor, disabled and elderly.	English	Title VI Outreach Online
523	Bart has a HUGE ridership. Your fares are high AND you charge your paying customer to pay for parking too! You need to pay CLOSER ATTENTION to the DAILY CHEATERS! STOP punishing your honest riders and go after the CROOKS! Half the time, the station agents don't pay attention, or aren't even in the booth!	English	Title VI Outreach Online
524	Stop fare evaders. I would say you are losing millions of dollars a year to this problem. Also, I know you will not like this, but your workers are very highly compensated for what they do. I know you cannot just lower salaries and benefits but the increases they receive, and the bonus they received last year for record ridership, (not thanks to their hard work but for the fact that traffic in the Bay Area is horrendous) is way out of whack with what workers in the private sector earn.	English	Title VI Outreach Online
525	There have been many stories about overtime pay for employees and clean that stations. This needs to reduced to save fare costs and parking costs	English	Title VI Outreach Online
526	Pay more attention to fare hoppers, esp when station is crowded and in the middle turnstiles. I have had people practically shove me off my feet to sneak in behind me as I pay my fare. The station gates are bleeding money.	English	Title VI Outreach Online
527	Loose the homeless, I bet more people would ride if the trains were cleaner! I know I would	English	Title VI Outreach Online
528	Have staff really pay attention to people who just run through the gates without payment. I see it all too often. That's where you're losing money	English	Title VI Outreach Online
529	Not pay janitors a huge salary? I think oversight of monies paid would be a very good idea.	English	Title VI Outreach Online
530	(1) A good start is to make it more difficult to "jump the gate" (this is a euphemism for individuals who ride BART without paying). (2) When not working, charge BART workers a minimal amount to ride so that everyone contributes toward the solution. (3) Stop BART workers' family members from riding BART for free because it is a lost opportunity for revenue. (4) Charge for parking at all BART stations where parking is available, and charge the same amount.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
531	Bart has been know to pay it's employees a very high pay. Operating the trains, cleaning the stations, assisting patrons with ticket issues are not hard tasks. But yet Bart still feels that it's employees especially it's management deserve HIGH PAY. If the patrons did not use Bart as much as they do then Bart employees would not be paid such salaries. The fact of the matter is for the fares we patrons have paid over the years we deserve to ride in clean and decent trains. BOTTOM LINE STOP ABUSING THE SYSTEM.	English	Title VI Outreach Online
532	nope	English	Title VI Outreach Online
533	Charge for weekend parking. Why should people who have to take BART to work five days a week bear the entire burden of parking fees? If you only charged \$1 a day for weekend parking, it should raise a chunk of money. Reduce revenue - already made suggestions about reducing payroll. Bonuses paid to each and every employee when ridership increases was a really stupid idea from the viewpoint of not having enough money to maintain and repair an aging system. Get real about your salaries and bonuses.	English	Title VI Outreach Online
536	Reduce some payroll. When an article leaks showing that a janitor pulls in \$75k a year, that's crazy!	English	Title VI Outreach Online
538	More advertising on trains to raise revenue. Freeze BART hiring to reduce costs to balance its budget.	English	Title VI Outreach Online
539	I wish there was a way that companies who depend on bart for their workforce could pay an extra public transit tax of some sort. Salesforce, AirBnB, and even SF based retail and food chains all depend on bart for their workforce. I understand it is much easier to raise fares than public investment in transit infrastructure...I don't have any more useful comments.	English	Title VI Outreach Online
540	HOW ABOUT MAKE EVERYONE PAY MORE FOR TICKETS. Regardless of the format. Like an "x" percentage increase on all tickets. How is this not an option being considered?????????!	English	Title VI Outreach Online
541	Raise revenue by throwing fundraising events like other businesses do. Reduce costs by assessing your needs in house instead of using expensive consultants.	English	Title VI Outreach Online
543	Increase cost of fares during rush hour.	English	Title VI Outreach Online
543	The fraudulent OT was a bad look and makes people wonder what other kinds of things are going on undiscovered.	English	Title VI Outreach Online
546	How about work force and overtime management, for a start?	English	Title VI Outreach Online
547	I think some of the station maintenance, such as escalator maintenance, should be outsourced to other companies.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
549	<p>1) Solicit more paid advertisements to be shown on the outside of BART trains.</p> <p>2) More platforms with those large flat screens showing digital ads, like the Montgomery Station platform. Note: If BART could display crucial announcements on those flat screens, such as the one several weeks ago when all BART trains going to West Oakland were stopped for an indefinite time, would make truly worthwhile and help people with hearing loss (and not just for generating money for BART) because the overhead announcement system on the platform is horrendous.</p> <p>3) Do something about fare evaders! BART's own estimates say that fare evaders costs BART between \$15 to \$25 million per year! That's 80% of the \$31 million budget shortfall BART expects (note: that number was prior to the millions BART is getting from the state). I am surprised that BART hasn't done anything about that but instead decided previously, as well as considers yet again, to raise fares for disabled people and seniors.</p>	English	Title VI Outreach Online
550	<p>-How about selling swag? Sell BART clipper card holders/lanyards</p> <p>-Instead of having validated parking, how about having validated tickets for using BART to get to events. -Offer a discounted fare for all on weekends to encourage more ridership during the weekends.</p> <p>-Instead of using mag readers, what about using nfc paper tickets (like MUNI). Those tickets can be used on the clipper tags to enter and exit. I don't know the cost of those tickets vs mag stripe tickets, but BART would be able to just use the clipper card readers for both types of tickets, thus wouldn't need to maintain the mag readers.</p>	English	Title VI Outreach Online
552	I suggest BART consider not raising employee salaries, look for grants or federal funds to assist.	English	Title VI Outreach Online
553	Pay cuts for the executive team(s)	English	Title VI Outreach Online
554	Why are you building more parking lots like the one at west Dublin? That has to be costing millions of dollars. Maybe before those types of projects are underway make sure there is enough money in the budget to accommodate them without bilking your loyal customers. Make your financial employees do their jobs by balancing your budget just like the rest of us have to do in order to make our lives run properly.	English	Title VI Outreach Online
558	Cut bart operator salary, renew tracks so you can reduce maintenance feel in the long run	English	Title VI Outreach Online
559	Yes, lower the fares and get more riders. Very simple. Don't be stupid.	English	Title VI Outreach Online
560	More advertising is fine with me. More small business opportunities - coffee stands, newsstands, flower stands... like european train stations. How about a rush hour premium express lane? (Or high volume surcharge, like the bridge.) Make money from the rich, don't take it from the poor.	English	Title VI Outreach Online
561	Crack down on fare evaders.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
562	Make corporations pay their fare share of taxes and funnel this to BART. Freeze salaries of top BART management. Have BART run later. Have BART run with greater frequency at night and on weekends. Review budget of BART police.	English	Title VI Outreach Online
563	Develop parking lot land. Ask Uber for money.	English	Title VI Outreach Online
564	NO OVERTIME - EVER. Where I work we could use the overtime to get work done, but it is not allowed so enforce no overtime. (and if the work cannot get done- fire them hire one who can get it done) if they know they can work slow and get overtime. do you really think they would pass on that opportunity???Catch and fine the fare evaders. (way too many on a daily basis) I see the same ones every day Lots of them every day. Also the homeless using the cars as their personal hotel room. They use the 4 square seat for their "luggage" and lay across the whole area to sleep. I get on at Pittsburg. when the "empty" trains come in each car has at least two to three.	English	Title VI Outreach Online
564	Bart could consider to charge parking for weekends, it will still bring in some revenue and not impacting us as much. Bart employees are well known as high-paid workers. It is not fair to give us the burdens to bare the 40% increase parking cost plus other increases in to order support bart's staffs.	English	Title VI Outreach Online
565	1) Master time travel.... 2) Go back to the '70s and make different decisions...	English	Title VI Outreach Online
566	Your system has many fare-cheaters. I see them on a daily basis with the same cheaters. You don't have a good monitoring system to catch these cheaters. Your station agents are useless when it comes to catching cheaters. They are either away from their stations or too busy doing other things including chitchatting. If you catch more cheaters and impose stiff penalties, you may be able to increase revenues instead of losing revenue. Stop paying overtime or cut back on benefits. Your employees are getting too much benefits and overpaid.	English	Title VI Outreach Online
567	Bart should get up with technology and allow the customer to use their cell phone to pay, elimating the need to issue cards and cut down on paper, Paying for parking should be the same.	English	Title VI Outreach Online
568	1. Reduce your overtime costs by doing more efficient scheduling, 2. In offpeak hours cut number of rail cars dynamically by 1 or 2 based on real time ridership data which should be available to you thru your computers 3. Take action to penalize people who are riding BART for free and jump over exits and do not pay their fare. This increases the burden on every one else. Do unannounced random police action at various stations 4. Reduce your costs for such low skill services as cleaning the stations by subcontracting them 5. Thje money you are spending on building plazas (such as on Berkeley downtown station) should be used for rolling stock improvement. I dont see any great need for building plazas.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
569	BART in the Del Norte station has a parking lot that it does not use. This lot can be used for permit people only. There are many people on the wait list for parking.	English	Title VI Outreach Online
570	Gate jumpers is a BAD problem. I see it all the time. At Del Norte the elevator is outside of the fee zone so people skip paying all the time. You should put a fare collector there: you pay the fare and the elevator will work.	English	Title VI Outreach Online
570	Monthly passes that offer a reasonable discount may be a way to increase ridership and overall raise revenue.	English	Title VI Outreach Online
570	No	English	Title VI Outreach Online
571	You are a public agency BART...your mission is to serve the public, your customers and your paycheck providers...How bout keeping the trains operating, clean, and affordable to the public. How about reducing some of the executive level positions and using the salary savings to provide trains that operate, in a clean environment, and that are affordable to the public that you serve. Looking from the inside, out...a culture change is needed at BART to raise revenue or reduce costs to balance its budget. Youve gotten multiple rate changes over the years, but seemed to invest little of this in improvements over time.	English	Title VI Outreach Online
572	There is a chronic homeless problem riding trains - they are used as public restrooms, hotel rooms, storage lockers. Manage your homeless fare evader problem, that would twofold, increase your revenue and reduce operating costs for repairing damage done. Manage your non-homeless problem on BART - I see people regularly exit without paying - in fact, have seen station agents call out to people that they need to pay their fares just like everyone else.	English	Title VI Outreach Online
573	Do more to stop the people that steal rides.	English	Title VI Outreach Online
574	<ol style="list-style-type: none"> 1. Reduce all executive salaries by 20%. 2. Cut middle management or reduce salaries by 15%. 3. Remove BART benefit of allowing employee families to ride BART free. Riders and tax payers are subsidizing BART employee families. 3. Forget about updating the cars. Cars are fine as is. 4. Increase # of trains. I have to wait 15 minutes for the next train on a week day while traveling to work and getting back home, which is ridiculous. In NYC, the longest wait is 5 - 10 minutes, and it is cheaper than BART. 5. Board members are not to receive a salary. All work is voluntary. 6. Dismiss BART police force and contract with city/county police force. 7. Have direct supervisors/managers of front line employees work alongside employees to create a sense of partnership and teamwork to minimize distrust. This would allow for supervisors/managers to retain their skills, be available for emergencies, have a better grasp of workloads to approve overtime, and to perform operations instead of giving overtime. 	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
576	Stop fare evaders. This cost BART tons of money. Watch what your employees make. Watch the overtime and make sure it is valid. Other corporations watch their overtime expenses, BART should do the same thing.	English	Title VI Outreach Online
577	monitor employee's overtime (i.e. janitor incident) / increase gate security---so many fare evaders, homeless on the train.	English	Title VI Outreach Online
578	Increase fees for parking	English	Title VI Outreach Online
578	Taxes	English	Title VI Outreach Online
578	Hire more ticket checkers as you guys plan to do. That may help increase revenue. Hire more competent help at stations, so if a fare gate breaks down people are able to pay instead of walk through because no one was around to help.	English	Title VI Outreach Online
579	Cut management pay and benefits as well as get rid of all the union workers and make them actually pay for their retirement and healthcare like everyone else!!!	English	Title VI Outreach Online
580	See above. There just seems to be a lot of people stealing using different methods. I am sure there is money out there that can be recouped if bart just cracked down on the cheating.	English	Title VI Outreach Online
581	Stop paying ridiculous amounts to your board of directors, bart police that do not do anything.	English	Title VI Outreach Online
582	BART should look inwards to find ways to reduce costs. When fares go up too much, many commuters would prefer driving to work instead of using BART.	English	Title VI Outreach Online
583	Increase the service frequency and quality will drive more people to use bart for their transportation needs.	English	Title VI Outreach Online
584	Manage operating costs better. Deliver better service to increase ridership/ fares.	English	Title VI Outreach Online
585	Of course, pay the Bart Employees based on their job performance and not the overly inflated pay structure currently in place	English	Title VI Outreach Online
586	Reduce costs: No more salarybenefit increases. BART has a lot of nerve trying to raise revenue/reduce costs without having BART employees bear some of the brunt.	English	Title VI Outreach Online
587	Use some of your capital money to increase parking, which will in turn, increase your ridership. When planning future stations, you need to increase onsite parking.	English	Title VI Outreach Online
588	Stop paying your lazy workers ridiculous wages that are no where near in line with other major transit systems. Stop caving in to workers unreasonable demands and take away their right to strike and shut down the system. Until you get wages and benefits in line you will NEVER have a balanced budget.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
589	Perhaps create a way to raise revenue by turning stations (that can do it) into commercial hubs. Perhaps keeping the fares as is or even reducing them to attract more riders off the highways. And there's always streamlining the operation by cutting unnecessary overtime by both management and employees (perhaps actually negotiate a fairer contract that corrects overtime rules.) and perhaps maybe having BART's board actually explore other alternatives (basically do their jobs as boardmembers.) What you are doing here in Pleasant Hill and plans for Walnut Creek is a start. But before you raise fees and raise fares, start considering actually the reasons why ridership has fallen (especially on weekends). Perhaps the constant delays, crime, and general dissatisfaction with the riding experience are the real factors on why BART's budget is out of whack (in addition to inefficient operations and governance).	English	Title VI Outreach Online
591	Learn how to budget! Where is this taxpayer money going? None of it is visible to a BART rider.	English	Title VI Outreach Online
592	Increasing ridership in the non rush-hours is a clear path to revenue generation, but you will have to address the issues of parking availability after rush hour on weekdays. For weekend trips, we used to routinely use BART until the rider experience became so unpleasant with screeching rails (so bad that we have to plug our ears), unsanitary conditions in the cars and stations, inoperable escalators, and uncertain security. The recent student mob robbery raises concerns about BART's emergency preparedness to ensure a safe trip. While addressing these issues takes money, not addressing them costs you revenue as well. One final suggestion: why is there no provision for luggage on the SFO bound trains? I have traveled all over Europe and without exception the Europeans provide for luggage on airport transport. You've just ordered new cars to begin replacing your aging fleet, and if I understand the configuration correctly, there is no luggage rack or other provision for suitcases. Many of the challenges facing BART have been solved in cities like Paris. Can't you examine their work practices and fee structure to see whether any of their solutions could be applied to BART?	English	Title VI Outreach Online
594	BART has to do more about fair evasion than it has been doing. It also needs to provide more parking and more access to parking at stations that have it. If BART patronage increases without the parking availability increasing, people will find alternate ways to commute. Increasing the amount people pay for parking will cause more of them to choose to drive and congestion on the roads will increase.	English	Title VI Outreach Online
595	Stop paying your moronic employees so much. Your union should be dissolved. Stop the overtime and monitor people to make sure they are actually working. Eliminate your waste before hurting everyone else.	English	Title VI Outreach Online
596	Stop abuse of overtime, assess employee performance so that bonuses/raises aren't given to employees that take advantage of the lack of supervision, improve security so that ridership doesn't drop. Reinforce/rethink the gates/entry points and have a more visible police presence so that people can't easily jump over the gates and ride for free!!	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
597	<p>BART needs to make riding it safer and more secure. Last Saturdays train robbery at Coliseum station only reinforces the "tax paying public" that it is not safe to ride the system on weekend evenings. It also further discourages people from using the airlink to OAK when their departing or return flight is after dark.</p> <p>The stations in SF need to be steam cleaned to eliminate the stench of urine. BART needs to stop beggars and pan handlers from disturbing passengers. You also need to roust the homeless who sleep on the trains and take up seats. There is such fear that people move to different cars.</p> <p>If safety, security, and civilized hygiene are not increased dramatically, then a way to save costs is to cut weekend service. BART is so expensive now that people I know of means only take it for commuting and going to SFO.</p>	English	Title VI Outreach Online
598	Get more trains more often on the popular lines like the Pittsburg/Bay Point line and drop the fares to a reasonable amount. Raising fares will discourage riders from riding BART, this BART will loose more money and have to charge more. Also Not being able to find a seat at 6:00 AM from Concord is very frustrating.	English	Title VI Outreach Online
601	Get rid of over priced management. They are useless and costly. No ROI.	English	Title VI Outreach Online
602	Lowering salaries across the board. People will flock to government jobs no matter what	English	Title VI Outreach Online
603	Kick the bums off bart	English	Title VI Outreach Online
604	Fire everyone, get rid of the union and start over.	English	Title VI Outreach Online
605	Take a freeze in pay increase for a year or two.	English	Title VI Outreach Online
606	<p>Run a line from Walnut Creek to San Ramon along 680 to get ridership] and divert funds from high speed rail for it.</p> <p>Build housing above your parking lots so that people are there with the transit as well as having income from the rental of the units.</p>	English	Title VI Outreach Online
607	<p>stop overtime pay, limit the bonuses/large wage increases to BART employees. This makes me sick, complete mismanagement:</p> <p>http://www.mercurynews.com/2016/11/01/bart-janitor-grossed-270k-in-pay-and-benefits-last-year/</p>	English	Title VI Outreach Online
608	that's not MY job.	English	Title VI Outreach Online
609	Charge for parking on Saturdays (keep Sundays free). Charge for parking until 5:00 p.m. instead of only until 4:00 p.m. Folks traveling to San Francisco, Berkeley or other places for the evening should have to pay just like commuters. Folks heading to Oakland or San Francisco for sporting events should pay as well.	English	Title VI Outreach Online
610	Groups to reserve BART trains for special events; BART would go straight to event(not stopping in stations).	English	Title VI Outreach Online
611	Consider reducing salaries of those who manage the system.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
612	Not necessary to hire more staff to check riders' fare-- as it's a way to increase the cost of BART. We just need a couple staff/cops there to catch people who jump off the gate, or go out through the swing door. Especially at the Oakland stations.	English	Title VI Outreach Online
613	Yes. Get people, companies, etc who benefit from having BART, but don't use it to contribute toward it. The tech companies in SF in particular get tax breaks and don't have to pay toward BART, yet all their employees take BART. Look for other ways to raise revenue besides raising fares. Also have BART police stop killing people so you don't have to cover million dollar lawsuits. Think of all the money you would have saved from Oscar Grant's family.	English	Title VI Outreach Online
614	Seriously? It's common knowledge that BART wastes money, pads management's pockets, and is really trying to refund the retirement system that the manager EMBEZZLED.	English	Title VI Outreach Online
615	Increase fares with deep discounts for locals who qualify for Medi-Cal.	English	Title VI Outreach Online
616	Offer different volume discounts for large priced tickets. Offer combined Muni/Bart tickets.	English	Title VI Outreach Online
617	If the service was more reliable or maintained better, more people would actually want to ride.	English	Title VI Outreach Online
618	What happened to those BONDS! And how about not letting the Unions and unionized staff steel the money that should be going to infrastructure and better experience for BART riders????	English	Title VI Outreach Online
619	Offer monthly tickets	English	Title VI Outreach Online
620	Renegotiate your labor contracts.	English	Title VI Outreach Online
621	Get a better handle on fare skippers. I see them all the time. Run more trains at rush hour (and the tail edges of rush hour) to improve the riding experience and allow more people to use your trains.	English	Title VI Outreach Online
622	Cut the pay of your overpriced employees! Especially management!	English	Title VI Outreach Online
623	Trim the fat the top. Freeze salaries...the fat cats will move onto other jobs, then don't replaces the beuacratic/administrative bullshit jobs. Seriously monitor what employees are surfing on the net when the should be working, and the. Get rid of the dead weight. cut the overtime nonsense with the janitors, yes everyone saw that news story.	English	Title VI Outreach Online
624	BART has a history of mismanaging its money and it is a mistake for BART patrons to have to come up with the money to fund this mismanagement. I feel that BART should undergo a full audit of its books and cover any shortfall by making wiser decisions, i.e. not paying janitors 100K in overtime.	English	Title VI Outreach Online
625	Look at all of your bart employees salaries and Pensions especially your bart janitors who make 100,000 per year which is 120% of an normal janitors salary and is unreasonable with over time. Let's give them 60,000 per year. Clean up your own house before raising the prices on the people that support you by taking public transportation to work, schools and universities.	English	Title VI Outreach Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
626	Honestly, I don't. I appreciate your concern for the public's opinions, but as professionals, BART should not even be in a predicament like this in the first place. Go talk with the New York subway where they pay \$2.50 to go anywhere in the subway lines. Their trains do not come every 15-20 minutes either. When the bus is late and I miss the BART train by one minute and have to wait 20 minutes and pay ridiculous amounts of money to even ride the train and then have my train come late (so I am waiting even more then the 15-20 minutes I should be), I AM NOT HAPPY. I am a very, very unsatisfied customer and user of BART. If I had an electric car and rush hour was not a problem I would hands down drive over taking a shitty BART train any day. And it is not because I don't like public transportation. I do. I just do not like BART. I apologize for the tangent but I am very disappointed with the downhill direction that BART has taken over the last year or two.	English	Title VI Outreach Online
627	Set up things for people to dump spare change in maybe	English	Title VI Outreach Online
628	Stop overtime, hire more people. Use the tax revenue that was just passed. This is shameful given I vetoed for this. I'd hoped increases would be avoided.	English	Title VI Outreach Online
629	See ABOVE!	English	Title VI Outreach Online
630	Stop the people from jumping the fare gates. You apparently already know what you need to do to prevent these violations from occurring. I don't understand why you haven't already done it.	English	Title VI Outreach Online
631	Re-evaluate your contracts and make sure you give the projects to the best bidders.	English	Title VI Outreach Online
632	Can you add a surcharge to auto load because people and companies that pay for it could probably afford a little more? Is there a way to increase or dedicate a tax on secondary beneficiaries like land developers or companies close to BART? Could there be a more robust and innovative department to raise revenue from advertising? Is everything possible being done to improve sustainable practices like energy efficiency and streamlining systems?	English	Title VI Outreach Online
634	Fight the UNION... cut salaries by 30% or more... and make your lazy employees work harder. I'm a state employee that came from the private sector. I work very hard everyday AND get WAY more than "just what's needed". I think BART needs to look at how the "real" world works.	English	Title VI Outreach Online
635	Make the initial clipper card purchase more expensive (but discount the fare for clipper card users) Decrease BART fares on weekends to encourage more ridership. Partner with MUNI to offer a monthly pass that covers both systems.	English	Title VI Outreach Online
637	I think Bart needs to look internally to see where costs can be cut within their own resources. I know that a part time station agent starts at approximately \$30/hour. This seems like a fairly high starting salary for a starting/part time employee. Also, Janitors should not make \$250,000/year.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
638	How can a janitor make \$280,000 in one year with no one noticing? Where's the management? Where are the checks and balances? Manage your labor expense better.	English	Title VI Outreach Online
707	Cut salaries, fire the BART board and start over again with new members who have the public's interest in mind and act as responsible leadership for the public benefit, not people whose only goal is to line their own pockets at rider and taxpayer expense! REDUCE salaries and benefits across your organization in a labor market that does not require such outrageous compensation packages for highly unskilled workers without college degrees.	English	Title VI Outreach Online
707	Go back to the bargaining table and make tough choices with unions!	English	Title VI Outreach Online
707	Build more monthly parking. BART is losing an incredible amount of potential revenue.	English	Title VI Outreach Online
707	Stop expanding! The trains and workers are already overwhelmed.	English	Title VI Outreach Online
707	Reduce the overhead in terms of salaries. The janitor who made a ton in OT but was sleeping in the closets? Why was he not noticed sooner? The agents at a station that hadn't been opened on time? The crazy rampant OT pay that is not necessary but there are no controls to watch over how it's racked up?	English	Title VI Outreach Online
707	Police the fare gates. Make people feel safer at night. Get money from drivers crossing the bridge - part of the bridge toll. Get more gas tax money. Fare increases put people in cars - so go after the cars.	English	Title VI Outreach Online
707	Manage your internal expenses - salaries, OT, benefits	English	Title VI Outreach Online
707	Bump up the cost of a Clipper Card and create themed cards that cost even more.	English	Title VI Outreach Online
707	stop giving in to the unions on every contract.	English	Title VI Outreach Online
707	Yes: It amazes and disgusts me that BART does not even indicate the POSSIBILITY of charging monthly account holders considerably more, considering how many of them don't use their parking spots while actively denying them to others. People with regular high-paying jobs that presumably buy the monthly parking spaces are making enough money to afford higher payment for their privileged parking. Charge the people who make more money, more money to park -- and leave the rest of the parking at \$3 a day.	English	Title VI Outreach Online
707	The top ten people in the administration take a pay cut, higher fines and greater scrutiny of people who jump turnstiles, and income based transportation cost adjustment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Reduce costs by not paying your useless janitors 6 figures. (Seriously, at coliseum Bart there was a pile of vomit that was not cleaned for four days straight. People are doing crack in Civic Center Bart and their needles are left everywhere. Why are these people paid so much?)Crack down on fare evaders, or don't employ any station agents or BART police since they don't address those issues. Don't build new stations until you can address the issues you already have. Add more trains later at night during the weekends so people don't have to spend \$50 to uber across the Bay--or drive drunk. Do a fundraiser. Hire a better financial advisor. Don't raise fares because we already hate having to pay this much for a service that doesn't serve us.	English	Title VI Outreach Online
707	Stop paying your employees overtime. It would be cheaper to hire a part time person than paying an employee time and a half. Upper management probably make a lot of money, give them a big pay cut or eliminate top positions. They are normally not the ones doing all the work anyway.	English	Title VI Outreach Online
707	I'm wondering if some of the weekend and off-peak rider usage that is down has to do with Lyft and Uber. Can BART campaign with City officials and City residents to get the state to change how Lyft and Uber and overseen, to make it the same as taxi cabs? Maybe a per ride City transit fee (I often see those drivers blocking MUNI stops and turning in the way of buses). I take BART regularly peak and also off-peak, although it is a drag on Sundays and evenings when there is a 15 or more minute wait time. Having staff regularly in station booths or another staff free could stop the gate hoppers I regularly see. There is no usually one to stop people from walking through the gate at 16th & Mission or Civic Center.	English	Title VI Outreach Online
707	Fight the Union HARDER!!! Give the overpaid employees less... a lot t les at bargaining time. Force them to work harder, not lazier.	English	Title VI Outreach Online
707	BART needs to do a better job of controlling costs. This should include managing overtime and labor costs. In addition BART should eliminate free rides for anyone who is not an duty employee. Instead employees and others currently receiving this benefit should get discounted rides when off duty.	English	Title VI Outreach Online
707	Go back to the labor unions. Use every political power you can to pressure them. Bart could also sell ad space on the exterior of trains and add more ad space throughout stations and along fences that face the freeway	English	Title VI Outreach Online
707	Cut the salaries of the personnel. Expect more from the personnel. Many of them are barely working!	English	Title VI Outreach Online
707	- Corporate taxes. - Subsidies from cities that BART services - Higher fare cars that guarantee a homeless-free, odor-free experience.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	<p>Help governments find ways to make driving more expensive for those who have the option.</p> <p>Help corporations encourage workers to use public transit.</p> <p>Get Trump to put some money into the infrastructure, and tighten up operations. Subcontract maintenance.</p>	English	Title VI Outreach Online
707	To reduce lost revenue with respect to individuals not paying their fare. In light of the latest incident of patrons getting "robbed" at Oak coliseum last week...I suggest BART hire "fare Inspectors," like SF Muni has, have them directly work with BART police. that would decrease your lost revenue of 9 million to 15 million annually..... also that would demonstrate to the "public" that BART is serious about this issue. .. Also would show a public a "healthy safety" environment when taking BART especially for tourists.	English	Title VI Outreach Online
707	Cut salaries, overtime and bonuses for board members. I'm sure they're insane.	English	Title VI Outreach Online
707	Make everyone who rides BART pay for their ticket.	English	Title VI Outreach Online
707	Sorry. I get a VERY tiny salary increase from my employer, and am not in a position to pay higher fares.	English	Title VI Outreach Online
707	I'm a 3rd generation native of SF, residing in the east bay for 25 yrs now (I'm 57 yrs of age). There have been so many problems with Bart these past 15 yrs, and it saddens me. I now ride from Embarcadero station up to 16th St station during evening commutes. Not even civic ctr station is helpful to get a seat or just get a good standing position. Bart has not been able to handle the overwhelming number of riders these past 15 yrs. The equipment is old, always broken down and simply dirty. And the excuse for not having available restrooms in the stations in the city is just deplorable. Yet, the employees are making money hand over foot as my grandmother likes to say. Cut out all the pay raises, bonuses and such for management. Start at the top and then work your way down to the customers. Bart police should give up their cars and ride bart trains more often. I rarely, if ever, see an office on the trains during commute hours.	English	Title VI Outreach Online
707	It doesn't really matter what we as riders think. You take survey after survey on the trains and we see not results. How about the board members not have a raise for a few years and they pay for their own benefits.	English	Title VI Outreach Online
707	I think bart should open the same time on weekends as the weekday at 4 am everyday. I agree people should use the clipper card more instead of paper Bart cards. so I agree paper Bart tickets might go up but clipper card bart tickets should stay the same.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Advertisement on the outside of Bart cars. Less money spent on Bart police. Charge the Christian organization that gets to set up flyers inside Bart stations (or charge them more if they are already being charged. Also, why are they the only organization that gets to be in there?). Have people 'buy a shout out' from a train conductor (people could pay \$10 to have a conductor tell a friend happy birthday!). Ok, that probably wouldn't make much money, but it would be fun!	English	Title VI Outreach Online
707	A new analysis of employee compensation for BART workers has found that some make almost three times their base salary in overtime annually, particularly if they are repairmen. Quit paying out so much overtime. https://cbssanfran.files.wordpress.com/2016/05/copy-of-bart_-2015-compensation_benefits.pdf	English	Title VI Outreach Online
707	Put people in charge who know how to manage the budget and stop caving into the unions. BART seems to be consistently asking for more money - fare increases, the bond measure, asking for toll increases - but the situation never gets any better.	English	Title VI Outreach Online
707	Add more parking at El Cerroto del Norte. The garage is full by 8am, so there is clearly additional demand and each space earns \$3 per day.	English	Title VI Outreach Online
707	The fact that the workers are allowed to strike against a public conveyance is contrary to the principles of such an entity.	English	Title VI Outreach Online
707	I think the BART system is poorly managed any changes are years overdue. work more visibly with the communities you serve to get people to BART who can't afford overpriced parking. Show some pride in the stations and cars by keeping them clean or at least not disgustingly filthy. People might be more inclined to pay a small increase if riding wasn't so distasteful and uncomfortable.	English	Title VI Outreach Online
707	I hear Bart parking is cheaper at other location so why not charge the same in all the locations? Why should Concord be cheaper then Pittsburg since we all have to pay for parking? There is some revenues to be made out of that.	English	Title VI Outreach Online
707	Give people more amenities. Charge a nominal amount for good wi-fi. Stop packing cars like sardines. Makes people not want to ride.	English	Title VI Outreach Online
707	Maybe BART could save money by having the BART police ride on trains and not drive everywhere. BART should run extra trains for events and after events (like Warriors games) for increased revenue.	English	Title VI Outreach Online
707	Reduce salary costs - BART workers are overpaid.	English	Title VI Outreach Online
707	charge more for parking, charge tech shuttles to park at BART, sell parking lots for development	English	Title VI Outreach Online
707	See my opening comment.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	<p>Here are some suggestions:</p> <ul style="list-style-type: none"> -reduce wages for the highest paid employees -apply for a grant -fundraise -cut it's own cost-- look into how BART is using its money within the company and cut out waste -reach out to a college or some business school and ask if students can do some sort of business case to help BART figure out how to not make things worse for passengers but at the same time reduce costs 	English	Title VI Outreach Online
707	<ol style="list-style-type: none"> 1. Enforce fares - I can't imagine how many free rides BART gives every single day (just based on my observation - it is a ton). Your revenue would increase simply by forcing everyone to pay to ride. 2. Get SF to fork over some of their homeless budget to help BART. The majority of homelessness I see is in and around BART. 3. Did I mention you should ENFORCE THE PAYMENT OF FARES?? 	English	Title VI Outreach Online
707	Adding in a "peak traffic" fare surcharge during periods when higher number of folks go through the BART system	English	Title VI Outreach Online
707	Personnel costs are very high, like for many other government employees. Hard to stomach more ticket costs when already paying salaries via taxes for employees who are paid much more than me.	English	Title VI Outreach Online
707	Pay cuts for BART employees, including train operators and BART Police. Stop all extensions of the BART system.	English	Title VI Outreach Online
707	Reduce the wages paid to employees. I don't understand why sometimes there are 6 ticket agents in a station doing nothing but chatting. And in stations like civic center during rush hour there isn't anyone in the booth. I've heard that one janitor is paid more than 90k, I don't see how this makes any sense. I can't fathom how much money is spent on the administration if this is the case.	English	Title VI Outreach Online
707	Build more parking spaces and charge \$5 for these new spaces only.	English	Title VI Outreach Online
707	<p>Monitor the carpool parking better. Not sure of the disability parking but there seems to be an outrageous number of cars that require them. Those spaces seem to fill up the earliest in the morning too. Is this vetted properly?</p> <p>Offer better service and security if you want more off-peak and weekend riders. Focus on cutting internal costs with salaries and pensions. Cut out the fat.</p>	English	Title VI Outreach Online
707	BART needs someone who can manage money. The people managing the finances now are a joke.	English	Title VI Outreach Online
707	Establish a fare policy and enforce fare evasion through education, awareness, a visible BART presence, and citations that return money to the District. BART may find that enforcement of fare evasion improves the passenger experience in stations and on-board vehicles.	English	Title VI Outreach Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
707	Ultimately, the unionized employees need to give up some of their benefits. I recommend that pensions be funded through employee payroll with employer matching to help growth. Medical, dental, and vision benefits should have some employee contribution. Eliminate loopholes that allow any BART employee, including management, from earning higher pension payouts due to increased overtime pay. Retirement benefits should be factored only by base salary.	English	Title VI Outreach Online
708	Regional fees/transit tax, congestion pricing, increase bridge toll	English	16th St BART Station Outreach
710	Funding from cities in Bay for operation expenses	English	16th St BART Station Outreach
712	Sell off parking real estate for housing and grow demand	English	16th St BART Station Outreach
712	Automate drivers	English	16th St BART Station Outreach
713	Open Bart coffee kiosk	English	16th St BART Station Outreach
714	don't increase ticket price	English	16th St BART Station Outreach
715	Reduce OT	English	16th St BART Station Outreach
717	already receive government assistance	English	16th St BART Station Outreach
719	Tax increases	English	16th St BART Station Outreach
720	Payroll cuts	English	16th St BART Station Outreach
721	Have trains run 24/7 with less frequency at off hours. Freeze salaries for 5 yrs	English	16th St BART Station Outreach
723	Stop people from jumping the gates, would pay to reserve seat on Bart, rent space to vendors in more stations	English	16th St BART Station Outreach
723	Have trains run later on Fri and Sat and charge higher rate.	English	16th St BART Station Outreach
724	Efficiency focused management	English	16th St BART Station Outreach
725	Tax the rich	English	16th St BART Station Outreach
726	Offer clean, affordable services and monthly passes at discount = more riders/revenue	English	16th St BART Station Outreach
727	Increase fare price during peak hours	English	16th St BART Station Outreach
727	Not at this time	English	16th St BART Station Outreach
728	Yearly fee for fare discounts on Clipper	English	16th St BART Station Outreach
729	Advertising, less office staffing	English	16th St BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
731	Lease platforms to vendors selling coffee,breakfast in morning or snacks/newspapers	English	16th St BART Station Outreach
732	higher charge peak hrs/congestion, vmt tax	English	16th St BART Station Outreach
736	All access Bart pass	English	16th St BART Station Outreach
737	Fix the escalators so they work consistently. Premium pass for express train straight to Embarcadero.	English	16th St BART Station Outreach
739	More bond measures. Need new cars, another tube, less breakdown	English	16th St BART Station Outreach
740	Sliding scale rates so tech workers pay more (\$10 a ride)	English	Bernal Heights Community Center
742	Keep as is	English	Bernal Heights Community Center
743	Pay less to Bart police	English	Bernal Heights Community Center
744	Maybe some fundraisers or donations. Help communities and they will reciprocate	English	Bernal Heights Community Center
745	No	English	Bernal Heights Community Center
747	Public donations/sponsors. Better service/environment so ppl want to use BART	English	Bernal Heights Community Center
748	Spending too much money. So called improvements are joke	English	Bernal Heights Community Center
749	none	English	Bernal Heights Community Center
749	no	English	Bernal Heights Community Center
750	stop wasting money	English	Bernal Heights Community Center
751	Better service!	English	Bernal Heights Community Center
752	Fundraisers or donations	English	Bernal Heights Community Center
753	More paid service provided at station	English	CBO
754	Hire station agents that enforce fare evaders	English	CBO
755	Needs more pay services, police	English	CBO
758	Increased fares for working adults	English	Castro Senior Center
759	Less pay for management	English	Castro Senior Center
760	Don't give your employees such large raises	English	Castro Senior Center
761	Manage staffing to decrease worker OT and no raises for Bart mgmt. Don't pass on cost to elderly, disabled, youth	English	Castro Senior Center
763	You pay people to come up with an answer to these issues	English	Castro Senior Center
765	no	English	Castro Senior Center
766	Spend money in an effective manner	English	Daly City BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
768	Students should be able to use Bart for almost no cost	English	Daly City BART Station Outreach
769	Most Bart stations are dirty/smelly. A lot of crazy people on the Bart at night time.	English	Daly City BART Station Outreach
770	Follow Muni in having a disabled/low income rate	English	Daly City BART Station Outreach
770	Make the restrooms cleaner	English	Daly City BART Station Outreach
771	Make "tourist" tickets, charge more for temp passes in the city. Make student passes	English	Daly City BART Station Outreach
774	Look at employee staffing and plan better	English	Daly City BART Station Outreach
775	E-mail Invitation checks for fares. Maybe require monthly permit charge for those riding bikes	English	Daly City BART Station Outreach
777	Need funds from federal and state	English	Daly City BART Station Outreach
777	Don't pay employees so much	English	Daly City BART Station Outreach
779	If Bart were cleaner/safer/faster, perhaps people would be willing to ride it = more revenue	English	Daly City BART Station Outreach
781	Cut some unnecessary OT, decrease excessive bonuses	English	Daly City BART Station Outreach
781	Charge significantly more for BART ads i.e. tech companies/start ups	English	Daly City BART Station Outreach
782	Reduce top heavy management and reorganize management structure	English	Daly City BART Station Outreach
782	Consider fare increase while considering what Bart can do to help riders. Enforce fare avoiders and control homeless drug dealing	English	Daly City BART Station Outreach
783	Discount greater than 50% on fares are excessive	English	Daly City BART Station Outreach
785	Cut workforce to reduce costs	English	Daly City BART Station Outreach
787	Charge corporate interests/companies that Bart riders work for	English	Daly City BART Station Outreach
790	Bart could charge \$10 for parking. Lots are always full during weekdays	English	Daly City BART Station Outreach
791	Cut back on excessive use and waste paper/supplies	English	Downtown Oakland Senior Center
793	Frequent rider/user card for people as an incentive to ride Bart instead of drive	English	Downtown Oakland Senior Center
794	Reduce the discount to high value tickets.	English	Dublin Senior Center
796	Money appears to be mismanaged by staff/directors, too much money goes towards emp benefits	English	Dublin Senior Center
797	no more salary increases	English	Dublin Senior Center
798	Naming rights to stations like stadiums	English	Dublin Senior Center
799	Secure Bart gate entrances	English	Excelsior Community Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
800	Keep raises to employees and directors reasonable, we ourselves are not getting raises	English	Excelsior Community Center
801	Reduce high salaries of officials	English	Excelsior Community Center
801	Stop overpaying consultants for assistance/advice.	English	Email
802	Have fundraisers. Remedy delays, escalators/elevators to appease commuters	English	Email
803	cut your waste	English	Fax
804	increase fines to fare jumpers; non paying parkers etc.	English	Fax
805	Reduce employee salaries.	Spanish	Fruitvale BART Station Outreach
806	I don't know as I am not an expert.	Spanish	Fruitvale BART Station Outreach
807	Add trains to add more travelers/BART users.	Spanish	Fruitvale BART Station Outreach
809	Provide more security so that some people don't board without paying.	Spanish	Fruitvale BART Station Outreach
809	What they should do is give tickets for bums, resources for mothers.	Spanish	Fruitvale BART Station Outreach
812	Pay board members less	English	Fruitvale BART Station Outreach
813	License deal with Oaklandish brand	English	Fruitvale BART Station Outreach
814	Increase all fares for both Clipper/paper users	English	Fruitvale BART Station Outreach
824	One consistent fare between Bart, bus, and train	English	Fruitvale BART Station Outreach
834	\$4 round trip everywhere would increase Bart revenue	English	Fruitvale BART Station Outreach
840	Fire board of directors	English	Fruitvale BART Station Outreach
841	Charging fares on a sliding scale determined by economic/monetary status	English	Fruitvale BART Station Outreach
849	Restructuring employee wages, selling advertisement on trains/stations, enforcing Bart gate security	English	Fruitvale BART Station Outreach
849	Don't penalize monthly parkers with parking fee increase	English	Fruitvale BART Station Outreach
849	Raise fee to park bike/scooter, increase fare during early commute and weekend night service	English	Fruitvale BART Station Outreach
849	Increase riders by increasing service	English	Fruitvale BART Station Outreach
849	Clean the bathrooms	English	Fruitvale BART Station Outreach
850	More communication with/and community outreach	English	Fruitvale BART Station Outreach
850	Bart management/ceo decrease salary	English	Fruitvale BART Station Outreach
850	Sell concessions at Bart stations	English	Fruitvale BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
851	Have monthly Bart pass	English	Fruitvale BART Station Outreach
853	Clean the bathrooms	English	Fruitvale BART Station Outreach
853	Reduce salaries for Bart employees	English	Fruitvale BART Station Outreach
854	Add more Bart trains to allow more riders	English	Fruitvale BART Station Outreach
855	Stop increasing Bart employee and Board salaries	English	Fruitvale BART Station Outreach
856	Charge more for parking and stop overpaying janitors	English	Fruitvale BART Station Outreach
857	More student discounts for Bart fares	English	Fruitvale BART Station Outreach
858	Reduce upper management salaries	English	Fruitvale BART Station Outreach
859	Pay freeze for upper management until 6 months after Bart breaks even on budget/revenue	English	Fruitvale BART Station Outreach
860	Reducing employee wages, spending problem	English	Fruitvale BART Station Outreach
861	Host flea markets at Bart parking lots, charge rental fees	English	Fruitvale BART Station Outreach
861	Charge transaction fee to reload Clipper cards	English	Fruitvale BART Station Outreach
862	Sell food/concessions at Bart stations. Offer parking/Bart fare deal	English	Fruitvale BART Station Outreach
863	Lower Board salaries	English	Fruitvale BART Station Outreach
863	Agree with parkng increase	English	Fruitvale BART Station Outreach
863	Enforcing fare evaders especially in the city	English	Fruitvale BART Station Outreach
864	Stop fare evasion, see it everyday	English	Fruitvale BART Station Outreach
865	Federal/state funding increase	English	Fruitvale BART Station Outreach
866	Hire more productive employees. Clean up filthy Bart stations	English	Fruitvale BART Station Outreach
867	Only pay workers when working, no OT for those not working	English	Fruitvale BART Station Outreach
868	None	English	Fruitvale BART Station Outreach
869	Discontinue subscription parking, have higher/flat rate for all spaces	English	Fruitvale BART Station Outreach
870	Less management overhead	English	Independent Living Resource Center of San Francisco
871	Payouts	English	Independent Living Resource Center of San Francisco

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
872	BART should use its own profit and surplus of its budget not add burden to customers	English	Independent Living Resource Center of San Francisco
875	Reduce the salaries of overpaid workers	English	Independent Living Resource Center of San Francisco
876	Try to maintain BART by not taking the increase	English	Independent Living Resource Center of San Francisco
877	Help make discounted tickets for Seniors & Person with Disabilities easier to access (reprogram the machines via station agent)	English	Mail
878	Don't waste money on extensions and pretty new stations. Users need basic, clean, functioning system. I would rather see better infrastructure maintenance than prettier stations.	English	Mail

<p>878</p>	<p>1. Prevent fare evasion by providing more police presence at the fare gates during both morning and evening commute hours, at as many stations as possible.</p> <p>2. When the crime has occurred, and if the fare evader doesn't get away before the police arrive at the station, instruct the police officers to arrest every single fare evader and issue the \$250.00 citation; additionally, the fare evaders should not be permitted to leave the station premises until they have paid the fare for the trip they just took, or were about to take. (The fare evaders must have some cash in their wallet- after all, they can afford nice smart phones and cigarettes.)</p> <p>3. Consider hiring community service personnel who are not police officers -- such as active and confident retirees who would be willing to accept a small salary, or receive free BART rides for one year in lieu of compensation, or even volunteer their services. Their job would be to position themselves at the fare gates to witness the crime, enter the incident into a written log, take a photo if possible of the fare evader, and call for police assistance.</p> <p>4. As referenced above, hire community service personnel/volunteers to walk through the train cars while in transit to look for the passengers who are eating, drinking, or smoking on the train. The community service persons would carry a large plastic bag with them (as flight attendants do) to collect the food, cups of coffee, etc. They could explain to the offender that if a crowded train comes to a sudden or hard stop, the people holding large paper cups of hot coffee could easily spill that hot coffee onto the people around them. And even if nobody gets burned, the coffee travels on the floor down the entire length of the train car, causing soiled shoes and a hazardous situation. Assure that these employees/volunteers would be authorized to make a "citizen's arrest" and could present the \$250.00 citation to those people who are eating, drinking, or smoking on the train. The employee/volunteer should also be provided with a company cell phone with a good camera on it to take a photograph of the offender's driver's license or other photo ID.</p> <p>5. Collect on your citations. If the citations issued are not paid by the offenders within a reasonable amount of time, other BART personnel or its Board of Directors could each take a turn, as their schedules permit, at collecting the fines via every legal option available to them. Or, if BART already has its own collection agency, the agency could do the job. Every weekday I commute to and from work on BART, between the Pittsburg/Bay Point station and the 12th Street City Center Oakland station. During the last two years, I have observed more and more occurrences of fare evasion, and it bothers me to see it so often, because it is so unfair to the paying passengers. These are the methods of fare evasion I have observed: 1) The fare evader jumps up and simply hops over the fare gate 2) He jumps up and simply hops over the metal fencing near the fare gates 3) He goes to another part of the station where metal fencing is, and hops over that fencing (such as at the large middle area located within metal fencing between the station exits at Oakland's 12th St/City Center station) 4) He easily walks through the emergency gate 5) As he approaches the fare gates, he positions himself extremely close to the person in front of him who is in the process of going through the turnstile/fare gate. Then the fare evader quickly "piggybacks" and moves through during the</p>	<p>English</p>	<p>Mail</p>
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Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
	<p>seconds the fare gate closes, using the fare evader in front of him. This has happened to me twice. On one evening commute home, a man followed me close behind as I was going through the turnstile at Pittsburg station. I said to him, "what are you doing, did you just use my fare?" He just laughed at me. I then shouted to the station agent to call BART police. The cowardly fare evader ran away. There were no police. The one-way fare from Pittsburg to Lake Merritt St. Oakland is \$4.75. Just inside those two stations, on average I see fare evasion occurring 4 times every single day. So I am unhappily seeing BART lose at least \$19.00 of lost revenue every day, and I am in those two stations only for a few minutes.</p> <p>However, I imagine that many more incidents of fare evasion occur all during the day and night at Pittsburg, Oakland, San Francisco and other stations -- which are not seen, or are seen by the station agents and/or other passengers but the criminals are never caught and cited. I believe it is reasonable to assume that BART is losing thousands of dollars each day due to fare evasion.</p> <p>On May 25, 2016, you hosted an online Town Hall Meeting, and asked the public to submit questions regarding BART's funding priorities in 2017, which would be answered during the meeting. On the topic of fare evasion, Deputy Chief Jeff Jennings stated that the police issue an average of 4,500 citations for fare evasion per year. Has BART followed up to make sure that each citation has been paid, in order to recoup much needed funds? 4,500 citations X \$250.00 each= \$1,125,000.00. Over a million dollars.</p> <p>I truly believe that BART absolutely must make more effort to vigilantly reduce this crime. In my opinion, BART should not worry about being "politically correct" -- doing so doesn't recover your lost revenue. Do whatever it takes and don't be concerned about the whiners crying about so-called 'police brutality'. If you educate the public that fare evasion is not about some silly BART rule, that it is indeed a crime under the California State Penal Code, it might help the public to understand better. You must inform the public that when BART vigorously enforces the law regarding fare evasion, they will see that BART is not only trying to keep the paying passengers safe, but also that BART is doing everything it can to not have to continue asking the paying passengers to foot the bill for rampant fare evasion.</p> <p>Thank you. From a loyal and honest BART patron.</p>		
879	More effectively managing employees, salaries, necessity of positions. Increase Bart operation hours for revenue	English	Lake Merritt BART Station Outreach
880	Decrease high salaries of employees, cut OT	English	Lake Merritt BART Station Outreach
881	Limit overtime for janitors	English	Lake Merritt BART Station Outreach
882	Flat fee ticket like NYC weekly/monthly passes	English	Lake Merritt BART Station Outreach
884	Reduce conference, training, travel trips for admin	English	Lake Merritt BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
885	No need to extend to Livermore, focus on improving current Bart service	English	Lake Merritt BART Station Outreach
885	Give people tickets for littering	English	Lake Merritt BART Station Outreach
886	none	English	Lake Merritt BART Station Outreach
887	Reduce labor costs (janitor) , replace some escalators with stairs, driverless trains?	English	Lake Merritt BART Station Outreach
887	Upper management pay cut, spend more wisely	English	Lake Merritt BART Station Outreach
889	Have more food/concessions at the downtown SF stations	English	Lake Merritt BART Station Outreach
889	No pay raises to execs, catch non-paying individuals	English	North Berkeley Senior Center
890	Catch people who don't pay. Vastly reduce salaries paid to Bart employees	English	North Berkeley Senior Center
891	Set aside money for additional repairs	English	North Berkeley Senior Center
892	Fines for fare evaders	English	North Berkeley Senior Center
892	Reduce security footprint. Bart police is too large, highly paid, over equipped	English	North Berkeley Senior Center
893	Don't raise salaries, find more efficient ways to do things. Ads on Bart	English	North Berkeley Senior Center
894	Slightly raise the Bart fares every other month to slowly ease customers into	English	North Berkeley Senior Center
897	Bart budget analyzed where expenses are too high	English	North Berkeley Senior Center
899	Stop removing seats	English	North Berkeley Senior Center
903	Offer monthly passes for students or seniors	English	North Berkeley Senior Center
904	Reduce/enforce fare cheaters	English	El Cerrito del Norte BART Station Outreach
905	More garbage cans, allowed to drink water	English	El Cerrito del Norte BART Station Outreach
906	No	English	El Cerrito del Norte BART Station Outreach
907	No	English	El Cerrito del Norte BART Station Outreach
909	Sales taxes could be used for operating expenses	English	El Cerrito del Norte BART Station Outreach
910	Executives should take a pay cut	English	El Cerrito del Norte BART Station Outreach
910	Salaries are ridiculously high, reduce	English	El Cerrito del Norte BART Station Outreach
911	Top officials take pay cuts	English	El Cerrito del Norte BART Station Outreach
914	Pay employees less, cut benefits to those retired	English	El Cerrito del Norte BART Station Outreach
914	Clean the bathrooms	English	El Cerrito del Norte BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
915	More trains=more riders	English	El Cerrito del Norte BART Station Outreach
916	Stop increasing employee salaries	English	El Cerrito del Norte BART Station Outreach
917	More seats and more upgrades	English	El Cerrito del Norte BART Station Outreach
918	Plan accordingly	English	El Cerrito del Norte BART Station Outreach
919	no	English	El Cerrito del Norte BART Station Outreach
922	increase gas tax	English	El Cerrito del Norte BART Station Outreach
923	Don't let employees work ridiculous OT without actual work. No strikes, better management decisions	English	El Cerrito del Norte BART Station Outreach
924	We already passed measure X?	English	El Cerrito del Norte BART Station Outreach
925	Advertising, better connections with local communities to encourage use of BART	English	El Cerrito del Norte BART Station Outreach
926	no	English	El Cerrito del Norte BART Station Outreach
927	no	English	El Cerrito del Norte BART Station Outreach
929	Solar panel	English	El Cerrito del Norte BART Station Outreach
930	Cuts from the top down	English	El Cerrito del Norte BART Station Outreach
931	Taxes on driving/car sales	English	El Cerrito del Norte BART Station Outreach
932	Better enforcement of fare gate jumpers	English	El Cerrito del Norte BART Station Outreach
935	Have you considered higher fares at stations like those in financial district, and lower fares for folks going reverse commute? Or lower off peak fares?	English	North Richmond District Advisory Committee
936	Raise prices during rush hour	English	North Richmond District Advisory Committee
936	Title VI test: What mitigation would be put in place? How about we reduce discounts during off peak.	English	North Richmond District Advisory Committee
937	Salary decreases. Work furloughs. Lay offs. Decrease employee benefits. Get rid of the unions	English	North Richmond District Advisory Committee
938	Yes, BART can have retail stores inside BART Station	English	North Richmond District Advisory Committee
939	Ask AC Transit and CCCT to make more BART only Shuttles	English	North Richmond District Advisory Committee
940	More advertising, more state/local subsidy or tax rather than fare increase.	English	North Richmond District Advisory Committee
940	Employee salaries and overtime	English	The Open House Senior Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
941	Shouldn't increase salaries so much	English	The Open House Senior Center
942	Quit giving raises, would vote to make it so BART employees cannot strike	English	The Open House Senior Center
943	Government/ Big Business etc. need to pay some amount	English	The Open House Senior Center
944	I would like more security	Spanish	Pittsburg/Bay Point BART Station Outreach
948	For me everything is fine, no problems.	Spanish	Pittsburg/Bay Point BART Station Outreach
949	Don't allow bums on BART, these people dirty the cars, cleaning costs go up.	Spanish	Pittsburg/Bay Point BART Station Outreach
950	Changes for bathrooms, vendor booths at stations, additional buses to Bart stations	English	Pittsburg/Bay Point BART Station Outreach
956	Add different measure on the ballot, checks and balances on spending	English	Pittsburg/Bay Point BART Station Outreach
957	Reduce executive pay, reduce litigation costs/damages for deaths/injuries, better trained cops.	English	Pittsburg/Bay Point BART Station Outreach
958	Capital improvements, increase train service, reduce executive pay	English	Pittsburg/Bay Point BART Station Outreach
960	Tax the city and government	English	Pittsburg/Bay Point BART Station Outreach
961	stop charging for parking	English	Pittsburg/Bay Point BART Station Outreach
967	Spend it more wisely	English	Pittsburg/Bay Point BART Station Outreach
969	Outside venture capitalist funding	English	Pittsburg/Bay Point BART Station Outreach
971	<p>Reduce your incredible operational expenses. There's a german saying that goes something like "Organization before technology before concrete"; you should be able to make the service better with just organizational changes.</p> <p>I saw a report from forever ag, I think 1997, that mentioned a number of concepts BART offered to reduce costs. I recall that some of the huge ones were permanent-magnet motor conversions to trains and overhauls of the heating and cooling systems on the trains. It would be interestingto know which of those plans has actually been upgraded.</p> <p>Get those new trains running, ffs. It is truly ASTONISHING how long it has taken. Tesla Motors went from nothing to being worth more than Ford and GM in less time than it has taken for BART to evenstart replacing its fleet.</p> <p>At this rate, it probably would be faster and cheaper to just give Tesla a no-bid contract to design and build the new cars from the ground up, including the traction motor system, automatic train control, etc.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
981	I witnessed too many people skipping fares, in particular your Downtown Berkeley station. There's your lost revenue, why should others paying for their fares? People are eating and drinking on BART causing a mess, homeless and other uneducated people mistken train stations and trains as a public restroom. The need for hiring people for clean up must be astronomical (\$271,000 per janitor). Why should we pay for it when your agents failed to do their job. Spending reserve funding as bonus and then charging iders more to make up for the misused of funding is unacceptable. We will vote NO for any further fundings until such above issues are improved.	English	E-mail Invitation Online
981	Charge people who jump the fair gates	English	E-mail Invitation Online
981	premium charge for riding during rush hour (this should exclude seniors/children/people with disabilities, and there should be a "low income" payment option that is also excluded from this premium charge).	English	E-mail Invitation Online
982	N/a	English	E-mail Invitation Online
983	Talk the people in Marin and Sonoma counties into paying taxes? lol	English	E-mail Invitation Online
984	Force people to stop driving within the city so much by making what are now car lanes into all bike/driverless car lanes; impose tolls on roads within the city. There are way too many people driving - and poorly - in this city!	English	E-mail Invitation Online
985	Use the money you have more wisely. I read that BART has over 400,000 daily commuters. With 400,000 commuters five days a week (minus 2 weeks of vacation) with an average of \$7 for a round-trip commute into SF, BART makes over \$700 million each year befor tax whatevers. That's outrageous. BART pays train operators and station agents around \$30 an hour. I don't know too much about the position but I know that you don't need a college degree to do the work and I barely see the operators or station agents do any work. I agree that station agents and operators deserve to make a living wage but as a college graduate working in the city I was making \$15/hour. Not only for train operators and station agents but the director and manager salaries also should get cu.	English	E-mail Invitation Online
987	Invest is long term technology so that bart stops wasting money on obsolescence. Take out half the seats to accommodate more people and reduce maintenance	English	E-mail Invitation Online
988	Bart should look at operational schedules and instead of every 15 minutes, do every 30 minutes during off peak hours in a day and weekend. Also open retail shops and charge rent. Allow commuters to have a subway experience. Be on time so reliability increases and commuters know when to get on and off. That way having less frequent but more full trains will make sense. Lastly, cultivate experience at college level. Ask students to come up with technology and ideas to shape the future. You will be surprise by the solutions that come out of those brilliant minds. Have an annual contest. Don't close anything.. from HR, recruitment, to technology .. put everything on the table	English	E-mail Invitation Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
988	All profit based companies look at the profit lines , if you do not take in enough money you need to cut in other areas and payroll is always the first place to start. Raises should be on merit basis not a given...	English	E-mail Invitation Online
988	Control the unions.	English	E-mail Invitation Online
990	Do better, so that more people will want to ride Bart more often.	English	E-mail Invitation Online
992	Personally - I think Bart management should earn less or at least take a pay hit until Bart can balance the budget. Stop blaming the Bart workers.	English	E-mail Invitation Online
993	I feel like Bart should charge more for parking and add fare to paper tickets.	English	E-mail Invitation Online
993	Raise price on tolls on Bay Bridge and other bridges where traffic is alleviated by people taking BART. Also, put a transit tax on gas in the counties/cities where BART is an alternative to driving. People should be paying for the road space that is created by others who are not driving and taking BART. If everyone who rides BART were to drive the roads would be in gridlock, as seen during the BART strike. Therefore for those people who insist on driving should be paying to upgrade BART in order for other people to still continue to use BART and encourage more people to take BART as the population of the Bay Area increases.	English	E-mail Invitation Online
995	Reduce employee compensations! Stop paying your unskilled labor so much in salaries.	English	E-mail Invitation Online
996	Charge for weekend parking and nominal amt after 4 on weekdays. Also you can get a lot more revenue if current parking is reinforced.	English	E-mail Invitation Online
997	Maybe some kind of business assessment taxes since employees use it to go to work. I don't know if more bonds are the answer, but possibly more bonds. Probably property taxes get passed on to renters in some cases. Maybe charge for advertising on the trains more or using electronic screens on the new bart cars. Get sponsors for Bart Cars or wrap a few in advertisements.	English	E-mail Invitation Online
998	Pay employees market-rate and lower the pension to something reasonable. Private companies hardly ever offer pensions anymore. Raise the price of fines for littering or for hopping over or for parking without paying.	English	E-mail Invitation Online
999	Pay employees market-rate and lower the pension to something reasonable. Private companies hardly ever offer pensions anymore. Raise the price of fines for littering or for hopping over or for parking without paying.	English	E-mail Invitation Online
1003	reduce pay to top managers, not the riders...you've been gouging us enough I the past 2 years...	English	E-mail Invitation Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1004	Nicer train cars	English	E-mail Invitation Online
1005	Cut and reduce Bart board of Directors and senior management Salaries.	English	E-mail Invitation Online
1007	Reduce the un-wanted trips, like decrease frequency during the non-peak hours from 15 mins to 25 mins	English	E-mail Invitation Online
1008	Cut salaries and the fluff	English	E-mail Invitation Online
1010	Increase ridership. Make the system more reliable. Clean up the cars, and make them more comfortable.	English	E-mail Invitation Online
1011	I think that if BART creates a more pleasant experience (which, as far as I'm concerned, primarily means cleanliness), more people will take BART.	English	E-mail Invitation Online
1012	Charge more after 9 pm.	English	E-mail Invitation Online
1013	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1016	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1017	The parking fees should be increased more. There should be better enforcement of pet policies and higher fines for violations. Allow more vendors at BART stations and charge a higher rent for each stall.	English	E-mail Invitation Online
1017	Stop caving into the union when they threaten to strike. Mgmt should have made them take a lower wage or give their jobs to someone else if they won't return to work. Also reduce pension benefits for all new hires.	English	E-mail Invitation Online
1017	Stop caving into the union when they threaten to strike. Mgmt should have made them take a lower wage or give their jobs to someone else if they won't return to work. Also reduce pension benefits for all new hires.	English	E-mail Invitation Online
1018	I'm sure you know, but WMATA in DC has eliminated paper tickets altogether. All riders must use their equivalent of Clipper. If you don't have a card, the fare machine will sell you one for \$2.	English	E-mail Invitation Online
1019	BART could partner with corporations with a big amount of employees who use the system to get to work. BART can also launch a capital campaign geared towards donors who have an invested interest in conducting business in the Bay Area.	English	E-mail Invitation Online
1021	Pressure civic and political leaders to make the top 1% pay the difference.	English	E-mail Invitation Online
1022	Labor negotiations MUST consider the operating budget and not rely on free increases to cover those costs. Why the shortfall? That is a HUGE budget oversight. Who is responsible for that? They should be fired. Bring in financially responsible people to beter manage the EXISTING budget so that these shortfalls do not exist.	English	E-mail Invitation Online
1023	Cheaper fares during non commute times	English	E-mail Invitation Online
1024	Not increase prices too much, give discounts	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1025	One of the things that I can think of is to introduce balance the frequency of the trains from peak hours to no peak hours.eg: Fremont-Richmond runs without commuters in the peak hours while as Fremont-SanFrancisco train is almost full.May be a careful cosideration might help.	English	E-mail Invitation Online
1025	possibly charge for parking on holidays and weekends	English	E-mail Invitation Online
1025	I don't. I'm sure it's a very complicated balancing act.	English	E-mail Invitation Online
1025	I wish Pleasant Hill BART did not have a commercial entity that blocks most of the pedestrian walkway. Reduce the retirement costs and the benefits to BART staff - very few Californians have such good benefits	English	E-mail Invitation Online
1026	watching labor costs, especially overtime	English	E-mail Invitation Online
1026	Pay their damn employees less	English	E-mail Invitation Online
1027	Put on a ballot for all areas that Bart serves increasing tobacco and or alcohol taxes to off set the budget.	English	E-mail Invitation Online
1028	See above, possible reduced weekend parking collection	English	E-mail Invitation Online
1029	Maybe keep seniors at regular rate at non-rush hours.	English	E-mail Invitation Online
1031	Stop paying costly overtime. Hire staff accordingly so there are more employees working normal hours to clean, and keep clean, the stations instead of having to seek individuals who will take overtime. No bonuses/ Lower salaries of the executives.	English	E-mail Invitation Online
1032	A single 2am train just on Friday and Saturday that runs between Powell and Lake Merritt, charging \$5 (or some higher than usual price). Sell more ad space in the station or platform.	English	E-mail Invitation Online
1033	cut the directors salary	English	E-mail Invitation Online
1034	lower fares for non-commute hours would increase the number of people who use BART during those hours.	English	E-mail Invitation Online
1035	donations that are tax deductible. incentivize travels (e.g. if you spend more than 60 dollars per month on bart travel you get a certain amount of credit), CLEAN BART STATIONS so people would like to use them!, less delays, take a deposit for clipper cads the same way they do in japan for swica metro cards. return the deposit when someone returns their cards.	English	E-mail Invitation Online
1036	Eliminate free rides for Bart employees. Discount okay.	English	E-mail Invitation Online
1037	None come to mind. Would need some time to think about that one	English	E-mail Invitation Online
1037	I believe BART is the largest owner of parking west of the Mississippi. Raise parking rates at all 47,000 parking spaces across 33 parking lots. A \$0.25/day increase would raise over \$3 million dollars/year.	English	E-mail Invitation Online
1039	Stop the high salaries and fire the unions.	English	E-mail Invitation Online
1040	Cut back on overtime. Hire more workers.	English	E-mail Invitation Online
1041	I think areas of destination such as downtown SF, and airports should have primary increase of fares.	English	E-mail Invitation Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1044	Reduce employment. It i pretty much self service when taking bart.	English	E-mail Invitation Online
1045	Yeah, BIG TIME ! Cut Executive salaries by double-digit% ,get rid of the Do-NOTHINGS on every level !	English	E-mail Invitation Online
1046	I noticed that some people parked their cars @ Bart station and nobody check if they pay or not, would be good if Bart have someone checking on this, this may help.	English	E-mail Invitation Online
1046	Enforce struck sick leave abuse policies, freeze wages until Bart begins to show financial responsibility. Cleanse your damn trains, they smell of urine, and quit allowing vagrant s ride all day long,for 1 fee.	English	E-mail Invitation Online
1047	Revisit pay and benefits. Use non-unionized labor. Bring in a private-sector consultant who has expertise in Six Sigma-type of programs to improve operations and streamline costs. Increase advertising fees and improve and expand channels (in-car electric igns). Offer paid seating for those who would like to sit & work but who are not old or disabled.	English	E-mail Invitation Online
1049	The Bay Area is rolling in money. Raise taxes on corporations and developers to pay operating expenses.	English	E-mail Invitation Online
1051	Setup and rent spaces to established vendors within the BART stations (e.g., coffee shops and cafes, laundry, dry cleaning, and shoe repair services, small gift/souvenir, and flower shops, to increase BART revenues.	English	E-mail Invitation Online
1052	IMPROVE PARKING STRUCTURES EVERYWHERE YOU WILL INCREASE RIDERSHIP THROUGHOUT THE DAY ESPECIALLY FOR PART TIME WORKERS WHO CAN'T USE BART AFTER 8AM BECAUSE ALL THE PARKING LOTS ARE FULL	English	E-mail Invitation Online
1053	Lower entry level wages from \$30hr!!!! For sweeping and sitting in a box playin on their phones 80% of the time! Monitor fare evaders to prevent lost income, ie) Bayfair Bart has an elevator completely separated from the station and goes straight to theplatform, no ticket?? No problem! I go there 5days a week and no exaggerating, i see an easy 5-10 people a day doing this. And im there 20-30mins@ most. Rockridge does too	English	E-mail Invitation Online
1054	Lower entry level wages from \$30hr!!!! For sweeping and sitting in a box playin on their phones 80% of the time! Monitor fare evaders to prevent lost income, ie) Bayfair Bart has an elevator completely separated from the station and goes straight to theplatform, no ticket?? No problem! I go there 5days a week and no exaggerating, i see an easy 5-10 people a day doing this. And im there 20-30mins@ most. Rockridge does too	English	E-mail Invitation Online
1055	Not sure at this time	English	E-mail Invitation Online
1056	Bart should invite major or local businesses to provide foods coffee at all stops, a starbucks or bagel shop with % going to bart. some stations have these however. bart could also offer items for sale at every location, including hand sanitizer, disinfectant wipes, mints, gum, water, paper fans, coloring books and other knick knacks for kids.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1059	1. Reduce no of employees nominally to win public sympathy 2. Run few cars and reduce frequency in off peak period. 3. Increase reserved parking spaces and charge higher fee for those. 4. Build more parking and charge accordingly 5. Run special 4/5 bogis Express trains for certain high demand trips like San Francisco, Silicon Valley etc at special higher fee added to the tickets.	English	E-mail Invitation Online
1060	stop increasing employers pay so often	English	E-mail Invitation Online
1062	Refuse the high paying management salaries.	English	E-mail Invitation Online
1063	Have you considered looking at the salary structure? I know you don't want to incur another strike, but you could start talking about it early, and include the salaries of management in the discussion, and something beneficial might emerge.	English	E-mail Invitation Online
1064	Sell or lease the air rights over parking lots for development.	English	E-mail Invitation Online
1065	No.	English	E-mail Invitation Online
1066	Cut employee related costs.	English	E-mail Invitation Online
1067	Start collecting from the scofflaws who don't pay any fares	English	E-mail Invitation Online
1068	Charge mroe during commute hours	English	E-mail Invitation Online
1068	increase more parking spots than increasing the prices.	English	E-mail Invitation Online
1070	How about fining people for listening to music without headphones?	English	E-mail Invitation Online
1071	Reduce overhead costs, de-layer unessential bureaucratic elements from the organization. Increase ad-generating revenue. Provide more space for more ads, and improved ads. Add trains with WiFi built-in and offset that service with increased costs. Find soe other new services or products that you can provide that improve the customer experience, then offset those new costs with higher prices. Customers will feel less insulted by charging more if they feel they're getting more, even if you charge slightly mre than the cost of the actual improvement.	English	E-mail Invitation Online
1072	Reduce overhead costs, de-layer unessential bureaucratic elements from the organization. Increase ad-generating revenue. Provide more space for more ads, and improved ads. Add trains with WiFi built-in and offset that service with increased costs. Find soe other new services or products that you can provide that improve the customer experience, then offset those new costs with higher prices. Customers will feel less insulted by charging more if they feel they're getting more, even if you charge slightly mre than the cost of the actual improvement.	English	E-mail Invitation Online
1075	Raise the prices of tickets in tourist places, so that tourists have to pay an increased price and not the locals who live here.	English	E-mail Invitation Online
1076	I am a strong believer that we should be more eco friendly. I think one of solution is that we implement a recycling use tickets problems where riders can get some sort of money back from their tickets. So if we decide to add that extra \$0.50 to each tickt, by the end of the trip, if they recycle the ticket (instead of throwing it on the floor or anything), it will reward them with \$0.25 to \$0.50.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1076	Avoid paying BART employees huge amounts for overtime. Limit increases in benefits. Limit terminal leave benefits for managers to something reasonable.	English	E-mail Invitation Online
1080	I would check with the vendors and suppliers to see if better prices could be negotiated. I would go over the time line of construction and improvements to see if those time lines could be improved so that the needed product is obtained in less time and fr less money.	English	E-mail Invitation Online
1081	no	English	E-mail Invitation Online
1082	reduce labor costs	English	E-mail Invitation Online
1083	Start treating your customers better by providing a better service and fire all of your high paid three letter acronym employees	English	E-mail Invitation Online
1085	Increase fares by an additional amount across the board?	English	E-mail Invitation Online
1086	BART has a lot of public space inside and outside of it's stations, these areas could be put to very good use in generating revenues for the system.	English	E-mail Invitation Online
1088	Pay your executives less, and plan your personnel better to decrease higher overtime pay.	English	E-mail Invitation Online
1089	Advertising. People are staring at the walls for 20+ minutes. Have changing advertising panels.	English	E-mail Invitation Online
1089	Personal! People should be working when they are on the clock. Don't pay people full salary to be on standby. I was told I should get a job with BART because you only work 4 hours, get paid for 8 plus overtime. I am an union electrician. I am retired.	English	E-mail Invitation Online
1090	BART and the unions need to get serious about pension reform and labor contracts. While I'm sympathetic to BART employees' needs to earn a living wage, salaries (as reported in the media) certainly outpace other transit districts and other jobs in the Ba Area. Yet, despite the higher salaries, service has declined significantly, and the system has become unreliable (to the point I will not ride BART if I have a critical meeting). BART can not continue increasing fares and fees in the face of worsening ervice and expect commuters to continue to pay. Focus on the basics - reliable transit, good service, and a well-maintained system and have a backbone when it comes to negotiating salaries, bonuses (including management) and pensions. Perhaps the ship hs already sailed on that one, but many BART riders, who used to be supporters of BART, are getting tired of paying more and getting less.	English	E-mail Invitation Online
1091	Multi-million dollar businesses along the BART line should be tapped as community advisors to see how to a) clean up the BART, b) reduce costs by way of using their specialized services to better the communication infrastructure, c) reduced fares during on-peak times, d) family passes at a combined rate that you pay a large lump sum online, yet get the benefit of in/out privileges (where you can take BART w/o getting charged more) for two days out of the week of your choice, e) weekend fares cost less ifyou pay for a bunch of weekends ahead of time online, f) get a free Peet's specialty coffee after a certain amount of rides (or other benefits, based on when and/or how much you travel/use BART), g) make those benefits for local businesses around where peple travel to/from the most	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1092	cut overtime.	English	E-mail Invitation Online
1093	More people would ride if the bad experiences didn't stand out so much in people's minds. One delayed trip to SFO (or six bucks to shuttle to OAK) one stinking car, one bunch of fence hoppers...have you guys ever seen some of the newer metro trains in th US?	English	E-mail Invitation Online
1095	Catch the fare jumpers. Seeing them more often now. Charge more during peak hours to also help reduce congestion. Advertise on the outside of the cars more (wraps).	English	E-mail Invitation Online
1096	Don't need increase need reliable workers to do their jobs cut back on overtime especially when they're not doing their job in the first place	English	E-mail Invitation Online
1100	Bart could offer overnight parking rates for people who have to travel to the airport and want to leave their car at a station rather than going to the airport to park. This could increase Bart riders.	English	E-mail Invitation Online
1101	Look outside of low income commuters and maybe employees of big tech companies who commute should pay more.	English	E-mail Invitation Online
1102	Increase advertising costs	English	E-mail Invitation Online
1103	This would be a good project for an MBA or Masters in Public Policy student team. Create a contest between local universities (Mills, Haas, etc.) and offer unlimited Clipper card or scholarship to the winning team.	English	E-mail Invitation Online
1104	you know how SF buses have the random fare checks with high dollar tickets for violators? The same should be done for the mid-day dancers and pan-handlers. There are ALWAYS some on the 2-3 o clock trains from civic center to east bay, and I have seen the ancners jump the toll gates.	English	E-mail Invitation Online
1105	More policing of BART and fine people who break the rules such as eating and drinking on the trains and in the stations. Need waste containers in the stations for trash.	English	E-mail Invitation Online
1107	don't let employees work overtime.stop increasing pay at such a high rate for employees	English	E-mail Invitation Online
1108	Stop increasing benefits for employees and keep raises to a minimum like the rest of the civilized world. Not everyone gets 3-5% raises a year and when we don't we are going behind paying your increases to commute to jobs that cost us money.	English	E-mail Invitation Online
1110	I see nothing here about reducing costs. Given how many more people seem to be riding Bart, I don't understand how the budget deficit can be so large.	English	E-mail Invitation Online
1111	Stop over paying your employees	English	E-mail Invitation Online
1112	Increase fares for everyone not just seniors and the disabled.	English	E-mail Invitation Online
1113	Do a better job developing in and around your stations. Why is there no high-opportunity retail at MacArthur BART?! Or at West Oakland?! You could be better landlords!	English	E-mail Invitation Online
1115	Sell naming rights to the stations and more advertising. Director Lateefah Simon said she supports advertising, but wants to make sure it doesn't "start looking like Target." Give me a break! I wish the Bart stations started looking like a Target! Targetsare clean and smell nice - the Bart stations....not so much.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1116	I think BART should offer more services in the station, such as a coffee and bakery at each station. In Europe they have 7 Elevens or other vendors. BART should also monitor people who are taking advantage of the system and riding BART for free.	English	E-mail Invitation Online
1118	stop offering time and a half to employees, they end up making more than doctors in a year with all the overtime you pay. Why not just hire more people.	English	E-mail Invitation Online
1120	New Management	English	E-mail Invitation Online
1123	Ridership might increase if you could keep the bathrooms clean and the derelicts off BART. My last two trips I was accosted 5 times in the train. And 3 times at my destination points. Without a breakdown of true expenditures, salaries, benefits, etc. we cn't really know where to say.	English	E-mail Invitation Online
1125	More people would take BART if the trains ran on time.	English	E-mail Invitation Online
1126	How about charging more for passengers going to and from SFO? Taking BART to the airport saves people a lot already compared to taking a cab or driving and paying for parking at the airport, so additional buck or two would be justifiable.	English	E-mail Invitation Online
1129	No raise increases for your management.	English	E-mail Invitation Online
1130	Allow people to pay more for premium (closer) parking spaces, sell BART-themed merchandise (mugs, shirts, etc.)	English	E-mail Invitation Online
1134	Allow people to pay more for premium (closer) parking spaces, sell BART-themed merchandise (mugs, shirts, etc.)	English	E-mail Invitation Online
1135	1. Using BART's access to Government, work TIRELESSLY to defeat Trump and the sociopathic Republicans who cut funding for transportation projects. Work to get energy-friendly dems or independents like Bernie in power, who care about sustainable public trnsportation. 2. Sell a dedicated WIFI service on board.	English	E-mail Invitation Online
1136	I'm not sure if this would affect the budget much but I would really like to see more enforcement of fare evasion.	English	E-mail Invitation Online
1138	Start cutting salaries. BART police do not deserve \$100,000+/year. Nor do bureaucratic managers.	English	E-mail Invitation Online
1140	make sure homeless people don't get on the bart and make it so dirty because now a day they always go into the bart and asked the customers money and make the whole bart stink	English	E-mail Invitation Online
1141	When the station are closed after the last trains , turn off the lights!!	English	E-mail Invitation Online
1142	How about using the BART mobile app to buy tickets and use a QR scanner at the station.	English	E-mail Invitation Online
1143	No	English	E-mail Invitation Online
1144	Yes, BART employees both Exempt and Non-Exempt should have their salaries reduced to cover whatever is lacking in your Operating Expenses. I am sick of BART crying poor every year when their employees make more money than any other Transit System I know f. Shame on you for putting the burden on the public when it's your own fault for being so incompetent.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1145	<p>I'm a huge BART fan. The service is vital and pretty comfortable and reasonably reliable. The management has made great choices over the years.</p> <p>My *big beef* with BART involves fares--too high--and budget--too little benefit to the system from large and rowing expenditures. Transit workers and management deserve excellent salaries--especially in the high-cost Bay Area. Station maintenance and upgrades are understandably expensive. The infrastructure sorely needs expensive upgrades--now, before things get worse.</p> <p>But the outpour of funds for these needs does not strike this user as commensurate with the benefits we are seeing. But whether it's a failure of PR, errors in budget planning, lack of supplementary funding from government sources that should be helping to maintain and build BART, we commuters are paying too much in fares and seeing too little benefit.</p> <p>BART needs to try harder--by tightening budget leaks and by seeking outside supplementary funding.</p>	English	E-mail Invitation Online
1147	<p>flat rates rather than distance-based fares. Discounts for commuters who buy monthly or annual passes. Adopt Costco's pay model - ask your high-level employees, who make over \$300k/yr, to take a pay cut and stop trying to offset every cost through consumes. I know \$300k/yr doesn't sound like much in the Bay, but you work in transit, not tech (where these inflated salaries are predominantly happening). I know, it won't happen, but the fact that BART is debating foisting costs onto the disabled and elderly s ...its so disgusting and abominable I am struggling to find words for it. Can we appeal to the humanity of higher income people, or are we taking it for granted that they don't care about anyone else?</p> <p>Other ideas - increase advertising space and take cut? Ask tech for sponsorship in exchange for advertising, and/or ban the private tech busses that use public space/resources. Make them take BART+Caltrain like the rest of us. Increase vendors/vendor spaces and take a cut of that.</p>	English	E-mail Invitation Online
1148	<p>I think it would be great for BART to examine the salaries and compensation packages for individuals not working on trains or in the stations. There are executives making ridiculous amounts of money and banking vacation days in a way that places more burdn on ordinary riders. It seems inappropriate to focus on ways to get more money out of folks who are already trying to make responsible transportation choices rather than examine possible cost reductions through more reasonable compensation packages.</p>	English	E-mail Invitation Online
1148	No.	English	E-mail Invitation Online
1148	enforce the rules more often; there are too many panhandlers, druggies, and people playing bad music ssuper loud on bart.	English	E-mail Invitation Online
1149	If BART can't get its house in order, maybe an independent consultant needs to take a look at BART's budget.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1151	Hire skilled workers on salary, not hourly, and manage not to pay overtime. This will keep the cost down.	English	E-mail Invitation Online
1152	Bring your salary demands closer to reality.	English	E-mail Invitation Online
1153	no	English	E-mail Invitation Online
1154	BART should look for other areas to reduce costs such as employee incentives and benefits.	English	E-mail Invitation Online
1154	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue. 1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1156	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue. 1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1157	One option would be to hire a concessions provider who could sell coffee, etc to passengers. This provider would, as part of the contract, also be required to clean trains. This could reduce BART costs, improve passenger satisfaction, and raise money atthe same time. While it would certainly add to trash levels on trains it could be managed.	English	E-mail Invitation Online
1158	Seems like the simple solution but probably not the best. BART appears to be a poorly managed operation in many areas. I can't understand why surging ridership does not equal surging revenue. 1) Crack-down on fare evasion 2) Lease BART-owned propertyfor development 3) Control wages 4) End paper tickets completely 5) Sell wi-fi service	English	E-mail Invitation Online
1160	Can Bart convert their parking structures to condos or apartments with underground parking structures? This would help with the housing crisis, give Bart a source of income and people would be living near transit.	English	E-mail Invitation Online
1161	The changes mentioned don't reduce operating expenses. It's just seems that BART is passing the cost of poor management to the consumer.	English	E-mail Invitation Online
1163	Reduce the salaries of your employees. Reduce overtime!	English	E-mail Invitation Online
1164	There are very many fare jumpers. Having someone at turnstiles would prevent this.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1165	The fare is already extremely high. The fact that there is no pass option is still a major problem for most, if not all, riders. Increasing fare once again without providing better services would anger the users so much again. You should revise the pay structure of the employees (who at the booths have never once actually provided me with useful information/help) and crack down on people not paying fares/parking. People will be forced to stop or drastically reduce their use of the bart system and find alternatives if this is passed. You should pay the employees less and train them better. If they cannot provide help to people, then the stations should be unmanned and have the security agents also help out. Spend less on new cars and more on new tracks and functioning cars. Reorganise cleaning, make every employee be more efficient and streamlined and reduce the inflated workforce as the services provided are not what they should be.	English	E-mail Invitation Online
1167	Why not raise ticket prices across-the-board? Or, why not make suburbia-to-SF trips disproportionately more costly? How bout 'surge pricing' during rush hours? It could be a clearly-posted flat fee increase to certain destinations within a certain time frame. I understand there'd be perverse incentives and unexpected entailments, but it seems messed up to penalize people who (perhaps need to) use paper tickets instead.	English	E-mail Invitation Online
1168	In all my years riding BART, I have never once witnessed disruptive, dangerous, or non-rule abiding passengers get a ticket, with which a fine might be associated. Loud speaker phones blasting music; rowdy, wild, unpredictable and dangerous passengers giv women traveling alone anxiety and stress; folks eating and drinking against the rules; riders vandalizing car interiors - all are opportunities for BART to ticket and fine violators. I realize this would require human resources to dole out said tickets, ut it would also improve the riding experience and theoretically make BART as a transportation option feel safer.	English	E-mail Invitation Online
1169	N/A	English	E-mail Invitation Online
1171	No	English	E-mail Invitation Online
1171	How about a cut in wages and benefits for the employees and management ~	English	E-mail Invitation Online
1171	Stop paying your employees to damn much	English	E-mail Invitation Online
1171	Reduce costs by keeping top grade executives' pay capped under \$200,000 annually and eliminating incentivized bonuses, which have been shown in studies to have little to no effect on performance in an office environment.	English	E-mail Invitation Online
1174	Reevaluate the annual salaries of employees to determine whether or not taxpayer money is being squandered and riders are left to pay for the difference. Janitors should not be paid six figure salaries regardless of how much overtime they are working. Be ure that employees are taking fair breaks (30 minutes for an 8-hour shift or 1 hour for overtime shifts) and are not abusing the system. This is merely one example of wasted taxpayer money that could go to meaningful projects like replacing old tracks andbrakes, adding more cars to trains, and expanding the BART system.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1175	BART should take away free rides perks from its executives and upper management. Ever heard of leading by an example??? I am sure they make enough money, and BART pays them pretty well to afford their own fare.	English	E-mail Invitation Online
1176	Don't pay employees for a station that isn't open yet. Maybe some more oversight of where money is being spent.	English	E-mail Invitation Online
1176	Operate 24 hours like other major metro areas, earn more \$.	English	E-mail Invitation Online
1177	No	English	E-mail Invitation Online
1179	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1180	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1181	- Add retail space to bart station, like 19th st subway - lease out space for weekly farmer markets outside stations - charge more for parking - make sure all riders pay -	English	E-mail Invitation Online
1184	See my comment above.	English	E-mail Invitation Online
1185	No.	English	E-mail Invitation Online
1186	If Bart was a pleasant safe ride. I might agree with the increase. Being that your station agents are lazy, rude. I get on at Castro valley in the morning and get on at Montgomery in the evening and don't get a seat. I have been riding Bart to the City fr 20years and each year the service gets worse. Figure out how give better service. If I was able to drive work I would. That is not an optyfor me.	English	E-mail Invitation Online
1187	No	English	E-mail Invitation Online
1188	Have a grand jury review the efficiency of BART's use of current revenue. Let this review include employee salaries (regular hours and overtime), pension and health contributions by BART--are these sustainable, and system maintenance (cars and infrastructre). Assuming there's waste that can be trimmed and contributions sized properly, this ought to help the revenue stream.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1189	<p>Can each train car have more space for advertising? The NY subway system is covered in ads. Even Muni buses have more available ad space. That could help revenue.</p> <p>It seems like the system wastes a lot of money trying to maintain escalators. They seem to e regularly malfunctioning in busy stations (embarcadero, Montgomery). Diverting more money to Elevator maintenance helps disabled riders, and the rest of us can just walk up stairs.</p> <p>The emergency exit system at fare gates makes it way to easy to leave without paying. I think Bart can recover lots of funds in lost fares due to people ducking out emergency exits. Just reduce the number of emergency exits, or redesign them to require unlatching. If it's more conspicuous to use the emergency exit, then less eople will casually cheat.</p>	English	E-mail Invitation Online
1191	<p>Can each train car have more space for advertising? The NY subway system is covered in ads. Even Muni buses have more available ad space. That could help revenue.</p> <p>It seems like the system wastes a lot of money trying to maintain escalators. They seem to e regularly malfunctioning in busy stations (embarcadero, Montgomery). Diverting more money to Elevator maintenance helps disabled riders, and the rest of us can just walk up stairs.</p> <p>The emergency exit system at fare gates makes it way to easy to leave without paying. I think Bart can recover lots of funds in lost fares due to people ducking out emergency exits. Just reduce the number of emergency exits, or redesign them to require unlatching. If it's more conspicuous to use the emergency exit, then less eople will casually cheat.</p>	English	E-mail Invitation Online
1196	How do you check that people on the Bart have paid? I've seen a couple of people jump the turnstile. Maybe increase parking tickets or provide an incentive for carpoolers?	English	E-mail Invitation Online
1197	Improve car layouts to fit more people and reduce bottlenecks at doorways.	English	E-mail Invitation Online
1200	Focus on the way the budget is balanced and on the people who are responsible for balancing the budget. If people in the Bay Area were willing to pay more income tax, more of it could go toward funding public transit.	English	E-mail Invitation Online
1200	Focus on the way the budget is balanced and on the people who are responsible for balancing the budget. If people in the Bay Area were willing to pay more income tax, more of it could go toward funding public transit.	English	E-mail Invitation Online
1200	How about you reduce the amount of overtime pay your janitorial staff makes.....	English	E-mail Invitation Online
1202	cut back on personnel expenses and benefits. These costs are WAY out of line,.	English	E-mail Invitation Online
1203	Grow a spine and stop overpaying the unions.	English	E-mail Invitation Online
1204	reduce the overtime to the janitors, reduce the salary of the Bart board and make them ride Bart a minimum of 3 times a month during commute hours from one end of Bart to the other end	English	E-mail Invitation Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1205	see last answer	English	E-mail Invitation Online
1206	Actually ticket fare hoppers, etc	English	E-mail Invitation Online
1207	Charge more for advertising space, rotate advertisements more frequently.	English	E-mail Invitation Online
1207	implement a bike only train like caltrain and eliminate seats entirely to increase space and room for customers. Seats should ONLY be for the elderly and/or injured/disabled	English	E-mail Invitation Online
1208	How it the new train design. Is it maximized for energy efficiency and durability. Goal is to maximize ridership and that goes down with rate increases. Initial Charge for a clipper card, then the cheaper rate.	English	E-mail Invitation Online
1210	you could round fair trips up and keep the change for the difference. Basically only sell tickets in whole dollar amounts (would probably also save time in the ticket lines). So a trip costing \$4.90 would now cost \$5.00 and the extra .10 goes to Bart. It could force people to either buy clipper cards in large amounts or add more to their initial paper ticket.	English	E-mail Invitation Online
1211	PAY EMPLOYEES LESS!!!!!! SOME DO NOT DESERVE IT STATION PEOPLE....WHAT DO THEY REALLY DO I HAVE SEEN SOOOO MANY PEOPLE GETTING OUT WITHOUT PAYING...THEY JUST JUMP OVER - WHY? BECAUSE STATION PERSONNEL DON'T DO ANYTHING...THEY DO NOT KEEP AN EYE HAT'S WHERE BART NEEDS TO REINFORCE...KEEP AN EYE ON COMMUTERS WHO DO NOT PAY!! I SEE THIS EVERYDAY....PIGGY BACK FREE RIDE	English	E-mail Invitation Online
1211	Raising prices on parking structures at stations is a good idea as a majority of vehicle owners work in a revenue heavy company in San Francisco or as professors for Berkeley. Of course, this will affect riders who aren't of the majority but that should oly be a slim percentage opposed to the latter who predominantly use such services to park their vehicle	English	E-mail Invitation Online
1212	Spend more wisely! I'm sure your employees can find a way to be 2.7% more productive!	English	E-mail Invitation Online
1214	My initial suggestion to increase taxes on the rich would be beyond the jurisdiction of BART, but I still believe the BART Board could advocate for this with the State and Federal government, perhaps in coalition with other transit and public infrastructue agencies.	English	E-mail Invitation Online
1215	If Bart can organize more public events where the public can meet and participate with Bart staff to understand better all changes for our safety, security, health in our community as well as all visitors from other states/countries. As a Bart user, and fiend of Bart friend users, I also would like to suggest to open up " volunteer work" or " teen/adult students" or "ex-convict" or "disabled" involved in activities, training with Bart to open up volunteered or part time jobs experiences in order to increae more funds and fun.	English	E-mail Invitation Online
1217	Put up New York style turnstyles to keep vagrants out and make BART more palatable to more customers.	English	E-mail Invitation Online

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Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1219	See my comment about BART cops and issuing citations for bad acts - from previous. comment at start of survey.	English	E-mail Invitation Online
1220	Don't you have a department dedicated to analytics, finances, and budgeting? I pray that the answer is yes so DO BETTER BART.	English	E-mail Invitation Online
1223	how about a cut on those on the higher up positions! crazy fees, and wouldn't it make more sense to hire bart employees then to pay OT...	English	E-mail Invitation Online
1224	Perhaps train some of your own employees to do the work that contractors do, plus you could force the use of the clipper card and get rid of paper tickets all together! Maybe charge only a \$1 more for parking instead of \$5!	English	E-mail Invitation Online
1225	<p>The improvements being made to the tracks and stations will help. Newer and quieter cars will appeal to more people. Reducing crowding will encourage more people to ride and riders to do more than commute to and from work or school. Scheduling extra trins or cars during special events or political events might not increase revenue, but increases goodwill. Better coordination with AC or other transit agencies could facilitate taking BART. Advertise the convenience of taking BART to downtown Oakland an San Francisco. Run trains more often. Improve safety. I observe that people, including myself, tend to gravitate to the middle cars on trains. This is due in large measure to the location of stairs and elevators in relation to where the trains stop i the stations. I was also told that the cameras in the middle cars are more likely to function and that the middle cars are generally safer. Quieter tracks and cars will make BART rides less unpleasant. Advertise BART connections to MUNI and other tranit systems. It is almost impossible to drive through SF and find parking during commute hours or on weekends. Co-marketing of public transit should be a priority. Install kiosks with connecting transit routes readily available. This may be unnecessarywith smartphones. However, it does serve to orient new riders, tourists, and those who are trying public transit to travel to places that they otherwise would drive.</p> <p>I would need to see the BART budget to make suggestions about reducing costs. Reducingcosts often backfires.</p>	English	E-mail Invitation Online
1227	Administrative costs always seem to be excessive.	English	E-mail Invitation Online
1228	Why don't you raise the cost of clipper card (3\$ to 5\$)	English	E-mail Invitation Online
1229	None. Again....riders have no choice to what Bart wants to do.	English	E-mail Invitation Online
1230	INCREASE ON OTHER THINGS NOT ON FAIRS	English	E-mail Invitation Online
1232	Parking fees should be increased to the highest amount that demand will allow for. Fares should be reduced. In this way, the subsidy is going to those who need it (transit riders), and the fare increase goes largely to those who can afford it (drivers).	English	E-mail Invitation Online
1234	Make fare evaders pay. Have those who don't fined. Have those who harass other passengers arrested.	English	E-mail Invitation Online
1237	Arrest people who avoid paying fares	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1238	As my suggestion, you need to learn feedbacks and advices from Hong Kong Motor Transit Railway (MTR) system and services. It is the best service in Hong Kong. All train cars are neat, and plenty spaces for all passengers standing.	English	E-mail Invitation Online
1239	Either increase BART fares or parking but not both.	English	E-mail Invitation Online
1240	No	English	E-mail Invitation Online
1241	The counties in which BART operates should institute a tax on purchase and registration of luxury cars. Is there a payment option for Clipper cards that would incur less than the 3% surcharge typical of credit cards?	English	E-mail Invitation Online
1242	Stop paying the custodians \$200,000! All of the BART employees make a lot of money in overtime. Figure out how to budget with your employees so that you do not have to spend so much money in overtime. Hire enough people to cover the shifts. If you have to hire some more employees to overlap with existing employees, that way when they go out for sick or vacations there is still adequate coverage and no overtime required. Try hiring some per diem, non-benefited positions to cut down on costs.	English	E-mail Invitation Online
1243	Price the parking fees by hours used to increase turnover.	English	E-mail Invitation Online
1245	Set up an easy permit/fee system where food trucks or other vendors can pay fees to set up next to BART stations to sell food or other goods and services during commute hours.	English	E-mail Invitation Online
1246	-Figure out a way to have to pay more for a seat. I'd pay for that... -Sorry to say, the BART station employees have NEVER been able to answer a BART question...e.g., where can I park w/long-term parking, what time is the lot full, which parking spot will be available during the construction--maybe you could reduce their pay or reduce to only one person who cannot answer questions.	English	E-mail Invitation Online
1247	You need to learn how to cut your budget. You need to be audited and told how to save money. The rest of us have to struggle to live within our means. You do too!	English	E-mail Invitation Online
1249	Would it be possible to charge more/less based on WHEN Bart is used, as opposed to distance?	English	E-mail Invitation Online
1252	It's time to reduce the pay to all Bart employees. Especially to all executives.	English	E-mail Invitation Online
1254	Put a moritorium on raising salaries.	English	E-mail Invitation Online
1255	I don't know enough about California or Bay Area property tax determination, but properties in areas well-served by BART should pay more (to BART) for that benefit.	English	E-mail Invitation Online
1256	I like higher parking fees.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1257	Consider a focus group on how you can benefit form our growing technology. This is important. Note that Blockbusters went out of business simply because they thought they were at the top of their game with no competitors ... didn't bother to listen to employee suggestions ... including the suggestion from their then employee who left after multiple attempts to bring his idea forward fell on deaf ears and started his own company NETFLIXS. How did AAA (mapping service, roadside service, etc.) not become Gogle Maps? Yellow Cab ... Uber or Lyft? Quit doing things the way they always been done ... unless ... if you like where you are, keep doing what you are doing ... this will guarantee you will remain stagnant.	English	E-mail Invitation Online
1258	I would charge more for parking.	English	E-mail Invitation Online
1259	What about bike tickets? Someone has to declare they are bringing a bike which would have a 15 percent upcharge. While its great that people use bikes it also takes away space from other riders.	English	E-mail Invitation Online
1261	higher charge for lost tickets..	English	E-mail Invitation Online
1262	Reduce excessive employee benefits and overtime.	English	E-mail Invitation Online
1262	Evaluate productivity of staff to ensure you are running a lean organization. Implement LEAN management.	English	E-mail Invitation Online
1263	Please consider options like building retail buildings (like shopping mall) on top of the BART stations, as well as developing a community/town around BART stations so that the people will gather around stations. All the major train companies in Japan do hat to keep increasing users and revenue.	English	E-mail Invitation Online
1264	<p>Put Retail in the stations (newsstand, candy store, etc). Yes I know you're not supposed to eat on BART, but let's be honest, you can't control that anyway. NYC subway has had this forever and the world did not end.</p> <p>Do a MUCH better job at preventing far evasion. I don't think there is a single BART trip I take where I don't witness some form of it, and I use BART 5 days a week roundtrip.</p> <p>Rotate the advertising in stations more frequently, perhaps using "ad rotators" so commonly seen in Europe.</p> <p>Find was to boost ridership during off-peak hours, eg fare *discounts* to encourage people to BART rather than drive.</p> <p>During off-peak hours, run less service, or suspend direct service (eg Daly City/Fremont) in favor of service with timed transfers. At 12 noonthere are trains coming through Glen Park every 4 minutes and most are pretty empty. BUT make the service *frequency* better, eg every 15 vs every 20. I frequently don't use BART at night because 20 minutes is not a service interval that says "rapid trasit". I'd be happy to make transfers rather than wait 20 minutes for a one-seat ride.</p> <p>Pick one line to 100% automate. Pretty sure NYC is trying this with the L train and Paris has done it with Metro Line 1. I guess the trick is finding a line that doesnt share trackage with other lines.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1265	Please see my first answer. Current management doesn't have any ideas so they're asking the riders? I don't crowdsource how to do my job; I wouldn't have one if I did.	English	E-mail Invitation Online
1267	I don't know	English	E-mail Invitation Online
1269	Hire more employees and don't pay janitors over 200 thousand in overtime	English	E-mail Invitation Online
1269	Make a slight increase to all fares.	English	E-mail Invitation Online
1270	Charge more for parking!	English	E-mail Invitation Online
1270	My suggestion would be to review salary allocation. It's been in the news that BART is paying too much overtime, but the BART patrons do not see a difference in quality of service. Management should be held accountable for misallocating funds.	English	E-mail Invitation Online
1271	Trim the trees from the top (upper management)	English	E-mail Invitation Online
1271	Lower salaries of overpaid employees. Ridiculous!	English	E-mail Invitation Online
1274	Management skills	English	E-mail Invitation Online
1275	The Clipper addfare/ticket purchase machines at new stations should not eat money without returning putting it on the Clipper card at new stations such as happened at the Warm Springs station on opening ceremony day.	English	E-mail Invitation Online
1277	get rid of overpaid management	English	E-mail Invitation Online
1278	Reduce pensions and worker pay.	English	E-mail Invitation Online
1280	Employees take a pay cut	English	E-mail Invitation Online
1281	no	English	E-mail Invitation Online
1285	REDUCED BIG SALARIES FROM THE UPPER MANAGEMENT. ENTERPRISING MEMOBILIA OF BART ISSUES, SINCE WE HAVE SO MANY TOURISTS RIDING BART.	English	E-mail Invitation Online
1286	Stop fare gate skippers.	English	E-mail Invitation Online
1287	Charge bike riders. 50% premium for riding during rush hours	English	E-mail Invitation Online
1289	Has the option of controlling personnel cost been considered? Would peak pricing (higher prices at rush hour) help?	English	E-mail Invitation Online
1291	Bart already makes extra money by offering whole priced tickets. Fro example, some puts \$5 on a card to go to Powell but gets rid of the card with \$0.05 on it. Bart keeps the money that person didn't use. I suggest upgrading the trains to use less energy ut keep ticket prices the same. Reduction in energy means smaller energy bill for you guys and a benefit to the environment for everyone else.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1292	Have your lazy grossy overpaid and underworked employees pay for their benefits instead of making the taxpayer and fare payers to pay for it in addition to their own retirement benefits. Make management do their jobs and make sure employees are doing thei jobs. Ex. A janitorial employee claims to have worked 17 hours a day for 18 straight days, this is physically impossible unless that employee is sleeping on the job and management not checking up on them to make sure they are in fact working. DO YOUR JOB!!! Fire the BART General Manager and hire a QUALIFIED GENERAL MANAGER not a CROOK like GRACE CRUNICAN! Make the Board of Directors do their jobs and make BART management do their jobs!	English	E-mail Invitation Online
1293	Clean up the stations and maybe even more people would use BART,	English	E-mail Invitation Online
1296	I don't know much about BART's financial situation. Provide more bike lockers and charge for them Providing more frequent, consistent, and reliable service with more destinations and cleaner cars will get more people to use BART. Lease more space to onste vendors, lease land to developers	English	E-mail Invitation Online
1297	Try charging for parking on the weekends for a start. Maybe increase fares during certain hours like non commute times.	English	E-mail Invitation Online
1299	Try charging for parking on the weekends for a start. Maybe increase fares during certain hours like non commute times.	English	E-mail Invitation Online
1300	Run longer trains more often. This would reduce overcrowding, too.	English	E-mail Invitation Online
1301	Improve administration and look at where you can improve efficiencies, just like any other business. Agents and train operators (those we as riders see) generally deliver lackluster performance. I don't know to what degree reports of overtime abuse are tre, but look internally FIRST.	English	E-mail Invitation Online
1303	Parking is so tight and you want to charge more? You're scalping Bay Area BART riders.	English	E-mail Invitation Online
1305	increase only bart parking charges	English	E-mail Invitation Online
1308	Crowdfunding, State Gov, Fed Gov	English	E-mail Invitation Online
1308	.I think TRUMP should just write a personal check for it.	English	E-mail Invitation Online
1309	It is a big picture. Don't feel qualified to answer. Have travelled in other countries in my youth, and transportation was affordable, comfortable and respected by citizens.	English	E-mail Invitation Online
1310	Cut overtime. Remember the janitor?	English	E-mail Invitation Online
1311	Already mentioned in the first page. It may be hard to achieve in cutting down the current staffing salary due to strong union support but to the general public, they are definitely overpaid. If their salary level can be adjusted, the amount is even greatr to help fund the Bart's maintenance and improvement needs.	English	E-mail Invitation Online
1312	Fire lazy staff. Stop overtime. Outsource operations. Increase operating hours.	English	E-mail Invitation Online
1313	well start from the top and see what you can do about the overpaid salaries 1st	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1313	I think that Bart needs to take a better look at employee costs.	English	E-mail Invitation Online
1314	Besides lower salaries? Revenue should come from an increase in taxes for gas or statewide increase in corporate taxes. How about development taxes? With all the new development in BA, developers do not have to pay for the externalities associated with 100s of new people trying to get from the city or mid-peninsula to the south bay, etc. Why should those people who can't afford cars, city parking, etc. pay for this increase.	English	E-mail Invitation Online
1315	in the Hayward parking structure remove all of the current sodium lighting and replace them with energy efficient led lighting. At both the Hayward and Balboa Park stations get the BART police to stop the fare gate cheaters who jump over the gates or wal thru the swinging gate daring the station agent to try and stop them.	English	E-mail Invitation Online
1317	Wages are too high.	English	E-mail Invitation Online
1319	That answer is too broad to answer because there are no specific's as to where Bart is falling short. Maybe hire an independent auditor who can explain where you can figure out where to cut cost. Bart already isn't safe for riders and there are train delas everyday. Making customers pay more justhan to get your budget in order instead making Bart better and safer for us is wrong.	English	E-mail Invitation Online
1323	Cut the salaries of everyone in charge.	English	E-mail Invitation Online
1324	no	English	E-mail Invitation Online
1325	Automate as many functions as possible, eliminate pension contributions and convert to 401(k) plans like everyone else, substantially increase employees' share of benefits.	English	E-mail Invitation Online
1326	I wonder if bart could increase ridership by offering people a 1st month free pass. If people understood or could prove to themselves whether or not Bart can be truly reliable and help them get to work on time, more riders may chose to get to work via bar. And once they've established they have a pay check they can rely on they may choose to sign up for a clipper card with auto deposit. I'm guessing major employers may be willing to partner with such a project and "sponsors' new employees. I already knowmany employers contribute to monthly fees.	English	E-mail Invitation Online
1327	Stand up to the unions and stop paying out golden parachutes to management (cough, Grace Crunican, cough). Stop letting employees abuse the overtime system.	English	E-mail Invitation Online
1328	I think when things are raise, less people will take Bart, so even if you raise the fare. A few people are the only ones that will ride it so it won't raise fund.	English	E-mail Invitation Online
1329	Hold wages steady for two years. Contract out janitorial services so you don't have millionaire janitors paid for by the public. Offer a plan, fares will increase but BART will not strike, ever, so riders feels that they are getting something for the increased fares.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1330	Service reductions? Also, maybe have better, more fiscally prudent overtime rules for your employees? Don't pay janitors hundreds of thousands of dollars to sleep on the job?	English	E-mail Invitation Online
1331	Service reductions? Also, maybe have better, more fiscally prudent overtime rules for your employees? Don't pay janitors hundreds of thousands of dollars to sleep on the job?	English	E-mail Invitation Online
1332	Unfortunately decertify the union lower wages for long time employees raise wages for young employees	English	E-mail Invitation Online
1334	yes stop paying employees unnecessary overtime	English	E-mail Invitation Online
1334	Go out of business	English	E-mail Invitation Online
1335	Why don't Bart workers hold fundraiser's of some sort. Cut back on overpaid worker's & cost like other company's do to make budget. I work for a start-up, so believe I know about cut-backs. They shouldn't always reach to the consumer for bail-outs.	English	E-mail Invitation Online
1336	Stop wasting money on Overtime when you should bring in more headcount/employees.	English	E-mail Invitation Online
1337	Have volunteers get together to clean stations? Bart museum? There's a rich history there.	English	E-mail Invitation Online
1340	sell space in your stations for retail. offer bundled bart tickets / parking/ for events like ball games, etc. offer discounts during certain times of day to encourage spreading out peak travel charge for bikes (they take up 2x space) monitor fare skipprs more closely partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass) work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses. sublet your parking lot onweekends for local events like farmers markets, art fairs, education events partner with local museums to promote "bart to art" venues.	English	E-mail Invitation Online
1341	sell space in your stations for retail. offer bundled bart tickets / parking/ for events like ball games, etc. offer discounts during certain times of day to encourage spreading out peak travel charge for bikes (they take up 2x space) monitor fare skipprs more closely partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass) work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses. sublet your parking lot onweekends for local events like farmers markets, art fairs, education events partner with local museums to promote "bart to art" venues.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1342	<p>sell space in your stations for retail.</p> <p>offer bundled bart tickets / parking/ for events like ball games, etc.</p> <p>offer discounts during certain times of day to encourage spreading out peak travel</p> <p>charge for bikes (they take up 2x space)</p> <p>monitor fare skipprs more closely</p> <p>partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass)</p> <p>work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses.</p> <p>sublet your parking lot onweekends for local events like farmers markets, art fairs, education events</p> <p>partner with local museums to promote "bart to art" venues.</p>	English	E-mail Invitation Online
1343	<p>sell space in your stations for retail.</p> <p>offer bundled bart tickets / parking/ for events like ball games, etc.</p> <p>offer discounts during certain times of day to encourage spreading out peak travel</p> <p>charge for bikes (they take up 2x space)</p> <p>monitor fare skipprs more closely</p> <p>partner with moscone center / hotels to encourage bart riders for conventions (offer a 2 day pass)</p> <p>work with corporations to offer discount bart tix so they can ride to a better pick up place for commuter buses.</p> <p>sublet your parking lot onweekends for local events like farmers markets, art fairs, education events</p> <p>partner with local museums to promote "bart to art" venues.</p>	English	E-mail Invitation Online
1344	<p>try making the folks who have the most money pay more, not the ones who can afford it least.</p> <p>i e the guy who has a McMansion in Walnut Creek, and takes BART to his corner office on Montgomery St</p>	English	E-mail Invitation Online
1344	<p>Hire two people to monitor the exit stalls at Pittsburg during rush hour. You are loosing so much money on fare jumpers. It really upsets me to see so many people get away with fare jumping. You'd save a fortune.</p>	English	E-mail Invitation Online
1345	<p>maybe figure out how to buy used cars or ways</p>	English	E-mail Invitation Online
1346	<p>no</p>	English	E-mail Invitation Online
1350	<p>Don't pay CEO's so much. Don't pay executives so much. Don't give out bonuses.</p>	English	E-mail Invitation Online
1351	<p>Surge pricing. If you use BART during commute or large event/busy times, then you pay an additional percentage, say 5 to 10%. You could exempt Clipper Card users. This would affect tourists, infrequent BART riders and anyone who uses a paper ticket. Fie people who litter or vandalize the trains or stations.</p>	English	E-mail Invitation Online
1355	<p>Most companies cut salaries.</p> <p>Cut marketing.</p>	English	E-mail Invitation Online
1355	<p>I say pray about it and see what the Lord says.</p>	English	E-mail Invitation Online
1356	<p>Make the cities with the worst station conditions pay to improve their conditions or increase prices to those stations in order to create revenue to do so.</p>	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1356	Don't know if implementing fare gates that are harder to hop (like Chicago or NYC) would pay for itself.	English	E-mail Invitation Online
1356	Add a super high end BART club car on some trains. Access is only available to BART supporters who pay \$1K a year for the privilege. This "first class" section gives the rich an incentive to subsidize the rest of the system.	English	E-mail Invitation Online
1356	Yes, make the mega rich corporations pay!	English	E-mail Invitation Online
1356	Get rid of the management you have.	English	E-mail Invitation Online
1357	PLEASE do not add any pricey fancy touches to new BART cars. CLEANLINESS and REALIABILITY are more important. Cars should be capable of being hosed down. I've seen this on other subway systems.	English	E-mail Invitation Online
1359	Stop paying your employees overtime . Run your business like other business and not pay employees for 16 hour shifts .	English	E-mail Invitation Online
1360	Yes fire management and getvpeople who know how to run system	English	E-mail Invitation Online
1361	Charge everyone who brings a "companion" animal a \$10 surcharge. Bring-your-dog-on-BART is completely out of control and BART is doing nothing -- that's NOTHING -- to address this problem. Show a little concern for the vast majority of riders who don't cae to share train space with dirty dogs.	English	E-mail Invitation Online
1362	See initial comments.	English	E-mail Invitation Online
1363	Not now, let me think and I'll let you'll know.	English	E-mail Invitation Online
1364	I think extended hours on Friday and Saturday nights would be beneficial. Why cutoff service when a lot of major events happen on these days. Also providing transportation to those who have been out and drinking would be beneficial, less drunks on the roas.	English	E-mail Invitation Online
1365	Fix the restroom and keep them clean. As well make the stations feel more safe with better lighting.	English	E-mail Invitation Online
1367	Stop the exorbitant pay increases from the Board of Directors down to the janitors. The salaries and benefit packages are out of line with the median income of the ridership that it serves.	English	E-mail Invitation Online
1374	Put a freeze on hiring. They may need to reduce staffing a little. We've had to do this in corporate settings at times and it puts everyone on notice that everyone needs to do a little more with a little less. The people that are left still get all thework done as they become more efficient since they don't want to loose their job. When hiring new people, BART should also reduce benefits, retirements, etc. from a certain date going forward. This does not have an impact on those who are already employes, but new employees will then have a different, less expensive set of standards to work with. Look for ways to reduce costs on purchasing by putting things out to bid. Hold suppliers accountable for keeping costs down otherwise they will lose BART's bsiness to other companies who can reduce costs.	English	E-mail Invitation Online
1375	Reduce overtime pay to workers, and/or create a system that can be audited to ensure non-train driver worker productivity and compensation are maximized.	English	E-mail Invitation Online
1376	Not currently.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1377	Eliminate overtime for employees. Hire more people if necessary instead of paying absurd overtime amounts to ineffective employees. (No one is effective 100 hours a week!)	English	E-mail Invitation Online
1378	Increase the frequency of the service. You need more people taking the BART, not the same loyal people paying more money.	English	E-mail Invitation Online
1379	Raise parking fees for commuters and build a multi story parking lot at North Concord so that off peak riders can ride Bart without worrying about parking Add more trains to accommodate commuters	English	E-mail Invitation Online
1380	Lower retirement benefits. The employees have better benefits than private employers provide.	English	E-mail Invitation Online
1381	I think you guys should raise your fares by 10-25 cents like you've always done and you guys will be good to go. Also get the fucking crack heads off after you raise prices ok	English	E-mail Invitation Online
1382	BART could sell off the parking lots in high-value neighborhoods, or neighborhoods well-served by local transit, e.g. around the Ashby station. This would only be a one-time cash infusion, however.	English	E-mail Invitation Online
1383	Control over time	English	E-mail Invitation Online
1385	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1386	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1387	Bart needs to clean house within before passing costs to riders. Take a look at the outrageous salaries and overtime that is being paid. Stop the fare evaders that ride the system for free would also be one step to raise revenue.	English	E-mail Invitation Online
1388	Not at this time.	English	E-mail Invitation Online
1392	None	English	E-mail Invitation Online
1395	None.	English	E-mail Invitation Online
1397	Reduce salaries (i.e. The janitor making \$200,000). Stop fare crashes / gate jumpers.	English	E-mail Invitation Online
1397	Reduce salaries (i.e. The janitor making \$200,000). Stop fare crashes / gate jumpers.	English	E-mail Invitation Online
1398	Peak hour surcharge? Fare increases during weekdays, during normal commuting hours? I'd assume that more resources are deployed at that time. I'm also hoping that the number of people who'd be affected by this would be large enough that the per fare increase would be largely diluted on an individual basis.	English	E-mail Invitation Online
1401	Reexamine the inflated wages of Station Managers, who give the attitude of not caring when I report fare jumpers. If self-driving cars can negotiate the complexities of urban streets, why can't BART have self-driving trains on train tracks?	English	E-mail Invitation Online
1402	Stop paying employee so much! Reduce overtime!	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1403	Reduce salaries of senior management, reduce overtime costs by hiring more staff	English	E-mail Invitation Online
1406	Maybe charge more off/on peak hours.	English	E-mail Invitation Online
1406	reduce overtime pay. Also reduce ridership benefits for retired employees and their families, why should they have all life time of free rides? Perhaps the employee should pay the senior and disabled rates when using bart but their family should not receive the benefit.	English	E-mail Invitation Online
1406	Charge more for advertising in stations and offer mor ad space inside the cars.	English	E-mail Invitation Online
1409	BART has to rain in its labor costs. The time of generous compensation packages has passed long time ago.	English	E-mail Invitation Online
1411	Yea! Manage your labor costs and don't give away ridiculous benefits that the rest of us don't even come close to enjoying.	English	E-mail Invitation Online
1412	The toilet paper dispensers in the bathrooms are circa 1970s-- that can't be an efficient use of paper! What about an app that allows people to let BART know non-police events: trash on the train car, bathroom needs service, etc? This might allow better jst-in-time servicing.	English	E-mail Invitation Online
1414	Find ways to add more paid advertising perhaps, to take the cost burden off the consumer. Also on the weekends run the trains until 3am and even charge more for that late night service- I'd rather pay an increased bart fare than have to pay for a Lyft fro the East Bay back to SF	English	E-mail Invitation Online
1414	Unfortunately, I don't know enough about Bart's operating budget, but I now intend to learn more.	English	E-mail Invitation Online
1418	Decrease employees salaries and put the extra money into the budget	English	E-mail Invitation Online
1419	pay your workers less they don't do anything	English	E-mail Invitation Online
1421	Solicit more business sponsors.	English	E-mail Invitation Online
1422	You should consider changing your fare structure in a way to encourage more people to ride BART. For example, I don't want to do a bunch of short trips because it actually costs me more than driving. If I get off to do a little shopping, I have to pay mre for two trips. A transfer or zone based fare structure might help with that. The system is becoming so unpleasant to use, though, (dirty, old broken down cars, constant homeless people and panhandlers) that it might be hard to get more people to ride. You should work on increasing ridership by making a more pleasant experience. Instead, you're on a downward spiral. People only ride because the traffic is so bad and because they want to do the environmentally friendly thing.	English	E-mail Invitation Online
1424	May not reduce costs but trash cans in underground station might keep them a bit cleaner. There is no place to get rid of trash in some of the station. Notice that at Powell Station.	English	E-mail Invitation Online
1426	Continue to decrease operational costs	English	E-mail Invitation Online
1428	Stop the fare evasion	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1428	Stop paying ridiculous salaries. Hire the homeless or less fortunate to clean the stations and trains. To offset the cost of WiFi (which seems to be an issue), offer a low use-fee ex. \$5/month. Reduce costly employee/contractor turn-over by allowing them to improve and update processes.	English	E-mail Invitation Online
1429	Review infrastructure for more efficient operations. Research best practices in the industry. Update systems as needed.	English	E-mail Invitation Online
1431	Charge more for one-time / non-clipper purchases, or to special events.	English	E-mail Invitation Online
1432	I honestly don't know but I don't think my hard earned money is the answer.	English	E-mail Invitation Online
1433	One idea would be to raise fares on shorter trips. People are likely to accept higher % changes on smaller fares. Long Bart trips are already quite pricey.	English	E-mail Invitation Online
1434	YES, let your Management Team/Executive Committee Team, monitor all your Staff's time/paychecks on a monthly basis to prevent excessive pay, i.e. your JANITORS.	English	E-mail Invitation Online
1436	no	English	E-mail Invitation Online
1437	Need to find a way to not increase ticket prices everytime Bart needs money	English	E-mail Invitation Online
1438	The new cars with less seating shouldn't be funded. Planning for track work should be managed better. Lean out the project management process so less money is spent on the work.	English	E-mail Invitation Online
1440	Eliminate free riders.	English	E-mail Invitation Online
1442	city/state funds	English	E-mail Invitation Online
1443	Something needs to be done to protect the escalators from rubbish and waste from people living in the stations.	English	E-mail Invitation Online
1444	Work more and give up all your undeserved perks!	English	E-mail Invitation Online
1445	Stop paying your janitors over \$200,000 a year. Put in safeguards so this stops happening. Bart employees and their families should have to pay to ride bart	English	E-mail Invitation Online
1445	Stop increasing employee salaries or be more responsible when managing related expenses.	English	E-mail Invitation Online
1446	Why not eliminate systemic waste and the bloated pension program for Bart employees?	English	E-mail Invitation Online
1449	Apply more attention to condition of cars. More people would ride if trains weren't so filthy. Perhaps create some kind of time limit to train enter/exit tickets. That way there wouldn't be riders "living" on the train. They only pay once and ride all day using Bart as a hotel.	English	E-mail Invitation Online
1451	Bart can increase advertising in both Bart cars and at stations. Possibly having stations sponsored by companies in order to have either all or parts of cleaning and upkeep of said station	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1453	<p>Conduct an audit to identify operational efficiencies and cost savings opportunities within the business side</p> <p>Potential fee hikes for parking lots will be a burden to riders and could decrease ridership or, at a minimum, create additional ill will. Consider partnering with rideshare companies like Lyft and Chariot to get riders to Bart w/out having to leave their car. Could consider different partnership methods like Bart capturing a certain % of Bart station destination fares, or flat partnership fee from the outset, or they would get high value ad space/time but would have to front money for the campaign.</p> <p>Increase fees for vendors operating in Bart stations</p> <p>Better incentivize Clipper card - monthly pass discounts on clipper, discounted fees for every day rides (as suggested already in survey). Run ad campaigns about how much waste paper cards create over clipper cards ahead of fee hikes to paper cards.</p>	English	E-mail Invitation Online
1457	N/A	English	E-mail Invitation Online
1458	cut down salary spending	English	E-mail Invitation Online
1459	Bart could do a regular fair increase	English	E-mail Invitation Online
1463	Partnership with scoop, what is Bart gaining? Exploring options to sustain, selling booths in each station like Starbucks, breakfast	English	E-mail Invitation Online
1464	It feels like elevators go out of service every week. Investing in well-performing systems would avoid the ongoing maintenance fees and commuter hassle.	English	E-mail Invitation Online
1465	My solution is to go after fare evaders, increase fines, and or, fare evaders clean up Bart by increasing more Bart police, as well as cut some high salary earner(s). These people make twice or more per hour than the average rider.	English	E-mail Invitation Online
1466	My solution is to go after fare evaders, increase fines, and or, fare evaders clean up Bart by increasing more Bart police, as well as cut some high salary earner(s). These people make twice or more per hour than the average rider.	English	E-mail Invitation Online
1468	<p>Lobby for transport funds (part of proposed gas tax). Part of road maintenance is reduction of wear and tear.</p> <p>Hold initiatives for sales or property tax increases, or part of car registration cost.</p> <p>Put expansions on hold to get through current shortfall</p>	English	E-mail Invitation Online
1469	New car license fee.	English	E-mail Invitation Online
1469	Please increase the BART fares a lot more. BART is awful and it needs money to be better.	English	E-mail Invitation Online
1470	<p>BART could partner with charities, nonprofits and/or Bay Area tech companies to sponsor/subsidize ridership by a small percentage for seniors, disabled and/or lower income riders.</p> <p>And/or BART could offer riders the option to pay an additional .20 or .25 when purchasing a BART card that would go toward a pool to subsidize tickets for seniors etc.</p>	English	E-mail Invitation Online
1471	Drop BART Police. Hire a private firm to do the policing for a lot less (benefits, etc.). Micro-manage what money is spent on and cut back. Treat the business with a family budget in mind.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1471	Sell advertising space: have you seen the subway trains in Tokyo? Not only are ads posted on the upper walls of trains, but they're also hanging from the ceiling and playing on TV screens above the doors.	English	E-mail Invitation Online
1472	Increase fees for adults at all times or during peak commutes (congestion pricing)	English	E-mail Invitation Online
1472	Not only raising revenue, should consider to reduce the expenditure.	English	E-mail Invitation Online
1473	Get rid of all that overtime on janitors.	English	E-mail Invitation Online
1474	Limit C-Suite bonuses and salaries. Bart is supposed to serve the community, not the other way around. Take a page from social entrepreneurship and focus on the people (customers). Consider investing in coaches to move people from currently unserved areas(SF Sunset / Richmond / Presidio) to Bart. Expand volume = expand revenues	English	E-mail Invitation Online
1476	Stop promising such excessive benefits including family healthcare for free and bloated pensions. Begin within the agency to reduce costs. Stop passing BART excesses onto commuters. I park at Castro Valley and Bay Fair. I have never seen a ticket on vehicle. I believe the parking charge is similar to the fake cameras.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1476	<p>- Stop encouraging people to use BART for weekday, non-commute excursions, like shopping, going to museums, or getting to the airport. I see signs all the time, encouraging people to use BART for this or that. If the system is overloaded during the weekda commute, why is BART encouraging more people to get on the train during commute hours?</p> <p>- Charge for parking on the weekends. If BART is going to increase the cost of parking, leave commuters alone and collect more parking fees during non-commute times,like weekends.</p> <p>- Charge flat rate fees for trips. Other public transit systems operate this way. More money will be collected on short trips and lower-income commuters, who have been forced to commute from further away due to the housing market, aren't freed to pay such high prices.</p> <p>- Stop paying security/law enforcement, etc. to enforce low-level infractions like ticket fare evasion. If someone has to "steal" a BART trip, they are likely doing so because they are lower-income, don't have a car, and hav to get to important places even if they can't afford public transit. They can't pay BART fair nor your ticket. So stop wasting money trying to ticket them.</p> <p>- Figure out a way to allow people to make tax-deductible donations to BART and spread the word.People of a certain income are always interested in tax breaks. I would donate to BART if I could get a tax deduction for doing so - like when I donate to charities.</p> <p>- Make BART friendlier. Tell the operators to stop yelling at people for having bikes onthe "first train". No one understands/ is paying attention to where the first train begins and ends, so hearing the operators yell at these cyclists is annoying. If more effort were spent trying to make BART feel like a friendly institution that respects ts customers, customers like me would be more supprtive of the agency. When people like government agencies, they don't mind paying for those services.</p>	English	E-mail Invitation Online
1477	Going after the people that don't pay their fares. Richmond station has many people walking through the gate, jumping the fare gates, and walking behind people who are inserting their tickets at the gate fares. bart employees never care that people are nt paying their fares.	English	E-mail Invitation Online
1478	have weed smoking cars on ever train. Allow mj smokaing on trains	English	E-mail Invitation Online
1479	Stop paying the employees too much. The increases should be used to maintain the system and nothing should go to paying the employees more. If I saw changes then I would be ok with the rate increases but it's been the same excuse and nothing changes	English	E-mail Invitation Online
1479	Cut down on Bart's faulty "bart police" wouldn't have so many issues if you didn't have to pay all the lawsuits caused by a broken and incompetent police department	English	E-mail Invitation Online
1480	Solve internal management issue. Deal with BART admin expenses	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1481	<p>Advertising, advertising, advertising. There is soo much unused real estate on the train. The largest and most visible open space - especially on a crowded subway car - is on the ceiling. I've often wondered why things like the fire extinguisher decals an other important messages aren't put on the ceiling. Increased visibility of these things are a major plus, and on a crowded car you can't even see the walls of the train...but the ceiling is there...bare....</p> <p>Also, why not go use the outside of the trainas well? The trains do go above ground, along freeways, and stops on crowded subway platforms...all potential opportunities for someone to pay handsomly to reach millions of people a day - even better than a billboard.</p>	English	E-mail Invitation Online
1483	Stronger surveillance of all the fare evaders might help.	English	E-mail Invitation Online
1485	Ballot measures for tax increases	English	E-mail Invitation Online
1489	You could try managing the "system" correctly. Apparently ridership has fallen since the recent highs. That is because the system is so bad, so dirty, so crowded and so unreliable. If you make it work, ridership will increase. People will do almost anything to avoid it in its current state.	English	E-mail Invitation Online
1490	The public consensus is that the salary and benefits for Bart employees is beyond what is reasonable. Bart should be training a non union back-up on call team for next time the union threatens to strike. There are thousands of people in the bay area wh would love the pay and benefits Bart offers. Bart can reduce cost by not allowing salary increases and having Bart employees pay more into their benefits. I don't know how Bart employees got the right to strike. Most public employees don't. Bart employees have the most cushy deal ever. Next time they threaten to strike, let them and hire a trained back up crew.	English	E-mail Invitation Online
1491	Please look into a similar business model adopted by other countries and take advantage of the fact that the BART is a centerpiece of livelihood. I see a lot of empty space in the SF bart stations, small shops could open up there. I hope that one day, BAR can be a mini-mall of sorts. Restaurants, quick bites, small shops that you can browse while you wait for your train to arrive. (Would be helpful to have train arrival times in the area before you buy tickets.)	English	E-mail Invitation Online
1492	Vending Machines?	English	E-mail Invitation Online
1494	Salary freezes, expanded hours for certain lines.	English	E-mail Invitation Online
1495	N/a	English	E-mail Invitation Online
1496	Aren't there models in other cities that have clean, functioning subways. How do they raise revenue?	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1497	This relates to making the Clipper cards available at each station...I recommend making more varieties of commemorative cards (i.e., in addition to the Golden Gate Bridge Clipper Card, which I proudly have), making them available for a higher premium, and MAKING SURE THEY ARE SOLD RIGHT ALONGSIDE THE REGULAR CLIPPER CARDS AT EACH STATION. People will definitely pay more for a cool commemorative card if they have a chance, but you have to get them when they are buying their first card, because only the most diehard are going to give up a perfectly working card to get a new one with a cool design. Licensing deals would be great, too, to bring more revenue to BART, but also to expand brand awareness and create a sense of belonging with Bay Area cultural institutions, Some ideas: SF Giants/ Oakland As cards, 49ers and other local sports team cards; SF MOMA cards, UC Berkeley Alumni Cards, city/region specific cards (Oakland, Berkeley, SF); even just more iconic designs (like the Golden Gate card) celebrating Bay Area events, locals, and institutions. I honestly love my special edition Clipper Card, and I think you'd be crazy not to expand on this idea!	English	E-mail Invitation Online
1498	Have the government help out bart with a program that helps people like us cause everything is high and it hurt us the "little people" i wish things could go back the way it was cause its just going maje people sneak on and off bart more	English	E-mail Invitation Online
1499	Could additional advertising/company station sponsor ships or concession sales be used to increase revenues?	English	E-mail Invitation Online
1500	Could additional advertising/company station sponsor ships or concession sales be used to increase revenues?	English	E-mail Invitation Online
1501	One way to increase revenue would be to undertake an aggressive marketing campaign, but at this point it seems like BART is at capacity for the number of riders. Another idea is to make BART more appealing. The stations are not welcoming, the trains are uclean, there are always delays, etc. If you undertook a campaign to clean up BART and make it more hospitable and efficient (I know this costs money in the short term), then in the long run people would be more inclined to use BART. Another way to increas revenue would be to provide incentives to large companies who might have employees commuting on BART. Many tech companies have moved their headquarters to Oakland so they have a lot of employees commuting from SF and BART is the fastest way.	English	E-mail Invitation Online
1506	Get a better person to assist with fundraising for bart.	English	E-mail Invitation Online
1508	Without seeing BART's budget and expenditures, it is hard to propose ways to reduce costs.	English	E-mail Invitation Online
1510	no	English	E-mail Invitation Online
1511	You charge more for parking and the parking is already limited. You have all these wasted parking spaces open for car poolers. If you had a time limit for those spaces you could make more money. For example car pool parking is from 5:00am - 8:00 am. Afte 8:00 those stalls are open to all Bart riders.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1513	<p>I really like that they got rid of the cloth seats, and am also a fan of the removal of seats to make more standing room. That seems like it would cut down on cleaning costs. Maybe it could be cheaper to pay for parking with clipper, as an incentive to top pay by cash parking, and receipts could be sent by email, to reduce paper receipt waste, and cash removal and processing.</p> <p>Maybe there is a better manufacturer of escalators that could be contracted, as it seems like a lot of man power is spent repairing escalators. Maybe lower paid, customer service centric bart representatives (think Trader Joe's, or trendy hotel greeters) could be in charge of asking people not to poop in the escalators and pee in the elevators, instead of high paid police officers, who could focus on the bomb threat and safety emergencies. Maybe wealthy donors would be more inspired to donate if there were friendlier station agents, and cleaner stations, and more art installations. Maybe there are aspects of the station agents job that can be modified, so that the job is more palatable, and they don't take out their frustrations on passengers. Maybe they don't like being in that cage, or maybe there can be an opening so the interactions are more personable.</p> <p>Thank you for taing the time to do this survey</p>	English	E-mail Invitation Online
1514	no other ideas	English	E-mail Invitation Online
1515	<p>1) Fare jumpers cost the system much money. Start installing barriers/gates that eliminate this problem. 2) The system is automated enough that train drivers are not needed. Not only do you save the salary of the driver but decrease your overall retireent plan costs as well.</p> <p>3) I don't think the system is reliable enough for the following suggestion, but you could have premium seating in one car (or half a car) at increased fare. That car would be clean, comfortable and with assigned seats.</p>	English	E-mail Invitation Online
1516	push for community service fulfillments in order to provide cleaning and other low skill services to the system. Save on contracting.	English	E-mail Invitation Online
1518	Start over. You're doing something wrong. Maybe contact Thailand and ask them what to do.	English	E-mail Invitation Online
1519	I bring my bicycle on BART I would pay for very secure parking at 24th Street BART. I also see way to many fare cheats using the elevators and then the emergency gates to exit avoiding paying a Fare.	English	E-mail Invitation Online
1519	Tighter budgetary controls with regards to salary and operating costs, stiffer punishment for those abusing the system (e.g. the janitor who slept in a closet while claiming overtime), management and staff restructuring, increase parking permits for those with reserved spots.	English	E-mail Invitation Online
1520	close BART at night when it's not operating guys!! all people do is wander down there and piss on things.	English	E-mail Invitation Online

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1521	Pay the surly and useless staff less. Easier said than done I know. But seriously, these are some of the highest paid transit workers in the world, and I have yet to see a station agent who isn't playing candy crush on their phone or chatting to other Bar employees.	English	E-mail Invitation Online
1522	Better fare gate design. Evader's fares would yield much more than all these increases.	English	E-mail Invitation Online
1523	Private BART cars for events or VIP and charge for that service?	English	E-mail Invitation Online
1524	Lower employee pay	English	E-mail Invitation Online
1525	Stop the people who are not paying. Issue tickets to people sleeping on trains and taking up 2 seats.	English	E-mail Invitation Online
1526	No, I don't. But why don't you ask someone who has actual expertise in this area rather than a random stranger? Are you beginning to understand my frustration with BART?	English	E-mail Invitation Online
1527	Bart needs to manage its money better	English	E-mail Invitation Online
1531	No I don't	English	E-mail Invitation Online
1532	Reduce your operating expenses by reducing your salaries. Many of your employees make far more than other regions with comparable cost of living expenses, i.e. New York city, Washington, D.C.	English	E-mail Invitation Online
1533	Only change the parking prices if you are bulding additional parking, as it is now nobody can ride the sysytem during the non commute times due to sold out parking lot. If you use the buses it adds additional time to your commute.	English	E-mail Invitation Online
1534	Stop wasting money! Start by tightening your belts and show the public you are serious about cost management.	English	E-mail Invitation Online
1535	Sell more ad space above the seats like the subway trains in NYC.	English	E-mail Invitation Online
1536	Bart Board of Directors should take pay cuts. Quit being selfish money grubbers and do something that will assist people that are living paycheck to paycheck.	English	E-mail Invitation Online
1537	Raise ridership by making riding BART much more affordable than driving a car.	English	E-mail Invitation Online
1538	None	English	E-mail Invitation Online
1539	The federal government has all of the money already. I have no suggestions, but one option would be to cut employee raises and increase their contributions to benefits.	English	E-mail Invitation Online
1540	Don't pay Janitors overtime	English	Richmond Senior Center
1541	Prevent ticket sharing and provide a safer/cleaner/quieter service	English	San Bruno Senior Center
1541	Stronger evader deterrents	English	San Bruno Senior Center
1542	Reduce Management salaries, C.E.O etc. and reduce retirement pay	English	San Bruno Senior Center
1549	Overtime pay can be cut	English	San Bruno Senior Center
1550	BART has some seats being used for sleeping by homeless at all hours	English	San Bruno Senior Center
1552	no idea	English	San Francisco Senior Center

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1553	Increase sales tax	English	San Francisco Senior Center
1554	better management	English	San Francisco Senior Center
1555	Better management	English	San Francisco Senior Center
1557	no raises	English	San Francisco Senior Center
1558	Maintain a consistent schedule, avoid breakdowns, expand Bart buses	English	San Francisco Senior Center
1558	Salary freeze for all Bart execs	English	San Francisco Senior Center
1559	Rent space out in stations, cut staff	English	San Francisco Senior Center
1560	Bart needs volunteers in their system	English	San Francisco Senior Center
1561	no	English	San Francisco Senior Center
1563	Millionaires should pay more / others pay a fee based on income. Tier level payments	English	San Francisco Senior Center
1565	None for now	English	San Pablo Senior Center
1565	Bart needs to manage their budget with the available funds, reduce pensions and salaries, have Bart employees be courteous and helpful	English	Walnut Creek Seniors' Club
1566	Instead of increasing fares, reduce overpaid salaries/pensions	English	Walnut Creek Seniors' Club
1567	Reduce fares to A's games	English	Walnut Creek Seniors' Club
1567	Pay employees/upper management salaries that are reasonable! i.e. reduce them	English	Walnut Creek Seniors' Club
1567	Have Bart trains run 24/7 like NYC. Have no workers work OT, especially ridiculous janitor pay	English	Walnut Creek Seniors' Club
1569	Bosses take less salary, put money back into system	English	Walnut Creek Seniors' Club
1570	Cut salaries	English	Walnut Creek Seniors' Club
1570	none	English	Walnut Creek Seniors' Club
1572	You are all overpayed and your salaries won't save raising the prices of a ticket	English	Walnut Creek Seniors' Club
1573	reduce salaries	English	Walnut Creek Seniors' Club
1574	Lower Bart employee salaries	English	Walnut Creek Seniors' Club
1580	Reign in benefits, limit bonuses	English	Walnut Creek Seniors' Club
1581	none	English	Walnut Creek Seniors' Club
1582	Stop paying employees so much	English	Walnut Creek Seniors' Club
1583	Reduce staff, not using company vehicles for personal use	English	Walnut Creek Seniors' Club
1584	none	English	Walnut Creek Seniors' Club
1586	Discounts for groups/young children	English	Walnut Creek Seniors' Club
1606	Tax high revenue companies, not the people	English	16th St BART Station Outreach
1607	Hire more workers to reduce overtime costs	English	16th St BART Station Outreach
1609	Raise rate as needed	English	16th St BART Station Outreach
1610	Watch gate crashers, enforce fare payment	English	16th St BART Station Outreach
1611	For me it would be good for them to use the budget for what it's for as much money is stolen from all the programs.	Spanish	16th St BART Station Outreach

Do you have any suggestions for other ways BART could raise revenue or reduce costs to balance its budget?			
Response ID	Response to Question 4, Comments	Language	Outreach Event (2017)
1612	High fines for those who board BART without paying or those who litter.	Spanish	16th St BART Station Outreach
1614	Pulic transportation shouldn't be for profit	English	16th St BART Station Outreach
1615	Improve/train police force to reduce risk of lawsuits	English	16th St BART Station Outreach
1617	SF residents should have discount. Increase in price should reflect increase in quality	English	16th St BART Station Outreach
1595	You need to take money from manager salaries	English	West Oakland BART Station Outreach
1596	Prosecuting fare jumpers who do it multiple times a day	English	West Oakland BART Station Outreach
1596	Tax the Warriors	English	West Oakland BART Station Outreach
1617	No, that's not my job	English	West Oakland BART Station Outreach
1617	Find a way to most costs to higher earners. Taxes on businesses?	English	West Oakland BART Station Outreach
1618	Use capital to repair rather than retrofitting cars to allow more passengers	English	16th St BART Station Outreach
1619	Put credit card vending machines nside stations, create express trains	English	16th St BART Station Outreach
1620	Fire/use money from Bart admin salaries	English	16th St BART Station Outreach
#N/A	Rush hour price increase	English	16th St BART Station Outreach
#N/A	Consider reducing salaries of its upper management/highest level of org	English	16th St BART Station Outreach
#N/A	Re-evaluate how money is spent. Increase employees, regulate janitor OT	English	16th St BART Station Outreach
#N/A	Fundraisers, tax tech companies/buses	English	16th St BART Station Outreach
#N/A	Not pay janitors to work excessive OT, prevent gate hoppers	English	16th St BART Station Outreach
#N/A	Tax cars in Bart service areas, add toll	English	16th St BART Station Outreach
#N/A	Bart should add cars, trains too crowded, stations dirty. Lower Bart emp salaries	English	16th St BART Station Outreach
#N/A	Paper tickets should increase	English	16th St BART Station Outreach
#N/A	Manage their budget better, fix homeless issue	English	16th St BART Station Outreach
#N/A	Review/analyze cost structures for projects	English	16th St BART Station Outreach
#N/A	Advertisements, grants, government funding	English	16th St BART Station Outreach
#N/A	Enforce the ticketing gate. Monthly Bart disc passes	English	16th St BART Station Outreach

APPENDIX G

List of Contacted CBOs

Appendix G List of Contacted CBOs

Alameda County

1000 Mothers to Prevent Violence	Berkeley Chamber of Commerce	Chinese Community United Methodist Church
1200 Foundation (Strive for Change)	Berkeley Chinese Community Church and Senior Center	Chinese Independent Baptist Church
A Jewish Voice for Peace	Berkeley Zen Center	Chinese Presbyterian Church
Academy of Chinese Culture	Beth Eden Baptist Church of Oakland California	Christian Church Homes
Adventist Homeless Action Team	Beth Israel Congregation	Church of Jesus Christ of Latter-Day Saints
Afghan Coalition	Brighter Beginnings	City of Fremont - Family Resource Center
Alameda Alliance for Health	Brothers on the Rise	Community of Grace
Alameda County Community Food Bank	Buddhist Temple of Alameda	Community Resources for Independent Living
Alameda County Social Services Agency	Buena Vista United Methodist Church	Community Resources for Independent Living Tri-Valley Branch
Scotlan Youth & Family Center	Building Opportunities for Self Sufficiency (BOSS)	Corporation for Supportive Housing
Alameda Korean Presbyterian	Calico Center	Cypress Mandela Training Center, Inc.
Albany Senior Center	Castro Valley United Methodist Church	Davis Street Family Resource Center
Allen Temple Baptist Church	Cathedral Christ of Light	Downs Memorial United Methodist Church
Alternatives in Action	Catholic Charities of the East Bay	Downtown Berkeley Association
American Indian Child Resource Center	Causa Justa: Just Cause	Downtown Berkeley YMCA
American Muslim Alliance	Center for Elders Independence	Downtown Oakland Association
Asian Employees Association at the Port of Oakland	Center for Independent Living	Downtown Oakland YMCA
Asian Health Services	Center for Independent Living: Downtown Oakland	Dublin Senior Center
Asian Imigrant Women Advocates	Center for Lesbian and Gay Studies in Religion and Ministry	East Bay Asian Youth Center
Asian Pacific Environmental Network	Centro de Servicios	East Bay Community Law Center
Asian Pacific Islander Legal Outreach	Centro de Vida Independiente	East Bay Housing Organizations
Bay Area Community Services	Change to Come	
Bay Area Telugu Association	Chinatown Chamber of Commerce	

East Bay Korean-American Senior Service Center	Greater New Beginnings Youth Services, Inc.	Lao Family Community Development Inc.
East Oakland Youth Development Center	Greenlining Institute	Lavender Seniors
EASTBAY Works, Inc	Gujarati Cultural Association of the Bay Area	Legal Assistance for Seniors
Echo Housing	Harbor House Ministries	Lincoln Neighborhood Center
Economic Council for West Oakland Revitalization	Hayward Day Labor Center	Livermore Downtown Inc.
Ed Roberts Campus	Hayward Islamic Center	Livermore Senior Services Center
Eden Housing, Inc.	Hayward Senior Center	Lutheran Church of the Cross
Eden I&R Inc.	Hindu Community and Cultural Center	Martin Luther King Jr. Freedom Center
Emeryville Chamber of Commerce	Homeless Action Center	Masjid Abubaker Siddiq
Emeryville Community Action Program	Housing Rights Inc.	Masjid Muhajireen
Emeryville Senior Center	Iglesia Luz Del Valle	Mastick Senior Center - Alameda
Epworth United Methodist Church	Independent Living Skills Program	Matt Jimenez Community Center
Family Bridges, Inc	Indigenous Nations Child & Family Agency	Museum on Main Street
Family Paths	Intertribal Friendship House	National Network for Immigrant and Refugee Rights
Family Service Counseling and Community Resource Center	Islamic Center of Alameda	Newark Senior Center
Family Violence Law Center	Islamic Center of Fremont	Nichiren Buddhist International Center
Filipino Advocates for Justice - Oakland	Islamic Society of East Bay	North Berkeley Senior Center
First Samoan United Church of Christ	Japan Pacific Resource Network	North Oakland Senior Center
First United Methodist Church of Hayward	Japanese American Services of the East Bay	Oak Grove Senior Housing
Forward Together	Jewish Community Center of the East Bay	Oakland Asian Cultural Center
Foundation for Rehabilitation and Development of Children and Family	Jewish Family Children's Services East Bay	Oakland Housing Authority
Fred Finch Youth Center	Ken Aitkens Senior Center	Ohlone College Foundation
Fremont Senior Center	Kids First Oakland	Operation Dignity
Fundamental Gospel Baptist Church	Epworth United Methodist Church	Our Lady of the Rosary Parish
	Korean Grace Presbyterian Church	Peacemakers, Inc.
	Korean Oakland United Methodist Church	Pleasanton Cultural Arts Council
		Pleasanton Senior Center
		Prescott-Joseph Center for Community Enhancement

Prospera	South Hayward Parish	Tri-Valley Housing Opportunity Center
Purple Lotus Buddhist School and Temple	South Hayward United Methodist Church	Tri-Valley One-Stop Center
Rebuilding Together Oakland	Southern Alameda County Buddhist Church	Trinity Lutheran Church
Resurrection Lutheran Church	Spectrum Community Services	Trinity Lutheran Church
Saint Clement Catholic Parish	St. Mary's Garden Senior Center	Ujamaa Youth Education Foundation
Salvation Army Hayward Corps	St. Paul Lutheran Church	United Roots Oakland
San Antonio Senior Center	St. Paul United Methodist Church	United Seniors of Oakland
San Leandro Hebrew Congregation - Temple Beth Shalom	Taylor Memorial United Methodist Church	Unity Council
San Leandro Senior Center	The Men of Iron	Urban Habitat
San Lorenzo Village Community Hall	The Salvation Army	Urban Strategies Council
Satelite Senior Homes	Through the Looking Glass	Urojas Ministry Center
Satellite Affordable Housing Associates	TransForm	Vietnamese Alliance Church of Union City
Senior Support Program of the Tri-Valley	Tri-City African Methodist Episcopal Church	Vietnamese American Community Center of the East Bay
Serra Center	Tri-City Volunteers	We Lead Ours
Sikh Temple	Tri-Valley Chinese Bible Church	Women of Faith Recovery Home
South Berkeley Senior Center		

Contra Costa County

A Better Chance Programs	Community Housing Development Corporation	First Baptist Church
Ahmadiyya Muslim Community	Concord Family Service Center	First Christian Church
Antioch Chamber of Commerce	Concord Senior Center	First Lutheran Church
Antioch Church Family	Concord United Methodist Church	First Presbyterian Church
Antioch Church on the Rock	Congregation Beth Chaim	Fred Finch Youth Center
Antioch Salvation Army Church	Contra Costa ARC	Good Shepherd Lutheran Church
Asian Community Mental Health Services	Contra Costa Child Care Council	Grace Presbyterian Church
Asian Family Resource Center	Contra Costa County Community Development Division	Greater Richmond Interfaith Program (GRIP)
Asian Pacific Environmental Network	Contra Costa County Employment and Human Services Dept.	Hilltop Family YMCA
Bay Area Crisis Nursery	Contra Costa County Workforce Development Board	Holy Shepherd Lutheran Church
Bay Area Legal Aid	Contra Costa County Workforce Services	Independent Living Resources
Bay Area Rescue Mission	Contra Costa Economic Partnership	Iron Triangle Neighborhood Council
Bay Area Sikh Center	Contra Costa Health Services	Islamic Center of Contra Costa
Boys and Girls Club of Diablo Valley	Contra Costa Interfaith Supporting Community Organization (CCISCO)	Islamic Center of San Ramon
Boys and Girls Club of El Sobrante	Contra Costa Transportation Authority (CCTA)	Japanese American Religious and Cultural Center
Brighter Beginnings	County Connection	Jewish Family and Children Services of the East Bay
Buddha Gate Monastery	Crescent Park Multicultural Family Resource Center	La Clinica
Building Blocks for Kids	Dar-ul-Islam Mosque	La Clinica Monument
C.O.P.E. Family Support Center	East Bay Neighborhood Housing Services	Lafayette-Orinda Presbyterian
CASA of Contra Costa County	Easter Hill United Methodist Church	Lao Family Community Development
Catholic Charities of the East Bay	Envirojustice	Los Rancheros Market
Center for Human Development	Familias Unidas	Lynn Center
Christ Lutheran Church		Martinez Senior Community Center
Christ the King Catholic Church		Monument Impact
Church of the Good Shepherd UMC		Mt. Diablo Unitarian Universalist Church
City of Pittsburg Planning Department		Native American Health Center
Community Health for Asian Americans		North Richmond Family Service Center

Opportunity Junction	Richmond Police Activities League	St. Michael and All Angels Episcopal Church
Our Lady Queen of the World Parish	Richmond Senior Center	St. Paul's Episcopal Church
Our Savior's Lutheran Church	Richmondworks	St. Paul's Trinity Center
Pacific Community Services	Rivertown Resource Center	St. Peter Martyr Catholic Church
Pittsburg Baptist Church	Rubicon Programs	Stewart Memorial CME
Pittsburg United Methodist Church	Saint Cornelius Catholic Church	STS Academy
Planned Parenthood Community Services & Education Center	San Ramon Valley Islamic Center	Tabernacle Baptist Church
Pleasant Hill Senior Center	Shelter Inc. of Contra Costa	Temple Isaiah of Lafayette
Plumber and Steamfitters Local Union No. 159	SparkPoint Contra Costa	The Interfaith Council of Contra Costa County
Providence Baptist Church	St. Agnes Catholic Church	The Latina Center
Queen of All Saints Church	St. Andrews Presbyterian Church	The Stride Center
Rainbow Community Center	St. Bonaventure Catholic Church	Walnut Creek United Methodist Church
Reach Project, Inc.	St. George's Episcopal Church	We Care Services for Children
Richmond Annex Senior Center	St. Ignatius of Antioch Church	West County Toxics Coalition
Richmond Art Center	St. Jerome Parish	Workforce Development Board of Contra Costa County
Richmond Chamber of Commerce	St. John the Baptist Parish	Ygnacio Valley Presbyterian Church
Richmond Community Foundation	St. John's Lutheran Church	Youth Enrichment Strategies
Richmond Main Street	St. Mark's Lutheran Church	Youth Leadership Program - RYSE Youth Center
	St. Mary's Catholic Church	
	St. Matthew Lutheran Church	

San Francisco County

A. Philip Randolph Institute SF	Chinese Chamber of Commerce	Mission Council
African American Art & Culture Complex	Chinese Consolidated Benevolent Association	Mission Dolores Basilica
Arriba Juntos	Chinese for Affirmative Action	Mission Economic Development Agency
Asian Neighborhood Design	Chinese United Methodist Church	Mission Education Project, Inc
Asian Pacific American Community Center	Coming Home Project	Mission Housing Development Corporation
Asian Women's Shelter	Compass Family Services	Mission Neighborhood Centers, Inc
Asian-Pacific Islander Legal Outreach	Donaldina Cameron House	NEMS Noriega Street Clinic
Asian, Inc.	Episcopal Community Services	North of Market / Tenderloin Community Benefit District
AsianWeek Foundation	Excelsior Family Connections	North of Panhandle Neighborhood Association
Bay Area Legal Aid	Family Service Agency of San Francisco	North Peninsula Neighboord Services Center
Bay Area Women's and Children's Center	Filipino Community Center	OMI/Excelsior Beacon Center
Bayanihan Community Center	Glide Memorial Church	Portola Family Connections
Bayview Hunters Point YMCA	Good Samaritan Family Resource Center	Richmond Torah Center
Boys & Girls Club, Tenderloin Clubhouse	Grace Urban Ministries, INC.	Richmond Village Beacon
Buddhist Church of San Francisco	Homies Organizaing the Mission to Empower Youth (HOMEY)	Russian American Community Services
Canon Kip Senior Center	Huckleberry Youth Programs	San Francisco Health Plan
Cathedral of St. Mary of Assumption	Independent Living Resource Center	San Francisco LGBT Center
Catholic Charities CYO	Islamic Society of San Francisco	San Francisco Living Wage Coalition
Causa Justa: Just Cause	Jewish Vocational Services	San Francisco Senior Center
Centro Latino De San Franscico	Jones Memorial United Methodist Church	San Francisco Southeast Asian Community Center
Chinatown Community Children's Center	Korean American Association of San Francisco & Bay Area	San Francisco Zen Center
Chinatown Community Development Center	Lao Seri Association	Self Help for the Elderly
Chinatown Merchants Association	Larkin Street Youth Services	Senior Action Network
Chinatown Transportation Research and Improvement Project	Manilatown Heritage Foundation	Shih Yu-Lang Central YMCA
	Mission Beacon Center	SOMCAN
	Mission Community Council	SparkPoint San Francisco
		St. Anthony Foundation

Appendix G

St. Marks Lutheran Church
St. Patrick Parish of San
Francisco
Sunset Neighborhood Beacon
Center
Swords to Plowshares
Temple United Methodist
Church

Tenants Together
The Arc San Francisco
United Way of the Bay Area
Up on Top
Veterans Equity Center
Vietnamese Community Center
of San Francisco

Vietnamese Youth Development
Center
West Bay Pilipino Multi-Service
Center
Wu Yee Children's Services
YMCA Bayview/Hunters Point

San Mateo County

Daly City Community Service Center

El Concilio of San Mateo

First 5 San Mateo

Hillsdale United Methodist Church

Holy Angels Catholic Parish

Hope Lutheran Church

Legal Aid Society of San Mateo

Liwanag Kultural Center

Masjid Ul Haqq

North Peninsula Food Pantry and Dining Center of Daly City

Our Lady of Mercy Parish

Our Lady of Perpetual Help

Pacifica Resource Center

Pilipino Bayanihan Resource Center

Saint Bruno's Catholic Church

Samaritan House

St. Andrew Parish

APPENDIX H

Senior Center Survey Drop-Off Locations

Appendix H Senior Center Survey Drop-Off Locations

Alameda County

North Berkeley Senior Center
Dublin Senior Center
Fremont Multi-Service Senior Center
West Oakland Senior Center
Downtown Oakland Senior Center
Fruitvale- San Antonio Senior Center
Vietnamese American Community Center
of the East Bay
East Oakland Senior Center
Pleasanton Senior Center
San Leandro Senior Community Center

Contra Costa County

Concord Senior Center
The Open House Senior Center
Pittsburg Senior Center
Pleasant Hill Senior Center
Richmond Senior Drop-In Center
San Pablo Senior Center
Walnut Creek Seniors' Club

San Francisco County

Veterans Equity Center
Rosa Parks Senior Center
Mission Neighborhood Centers
Excelsior Community Center
San Francisco Senior Center (Downtown)
Bernal Heights Community Center
Richmond Senior Center
Castro Senior Center

San Mateo County

Doelger Senior Center
Millbrae Senior Center
San Bruno Senior Center
South San Francisco Senior Services:
Magnolia Senior Center

APPENDIX I

Ethnic Newspaper Advertisements

Appendix I Ethnic Newspaper Advertisements

BART 希望聽取您的意見

BART 現正積極研究捷運票價選項，以因應明年營運預算預計短缺情況。

請在下列日期下午 4:00 至晚上 7:00，親臨這些 BART 車站 提出您的想法：

4 月 4 日星期二	Daly City BART
4 月 5 日星期三	16th Street Mission BART
4 月 6 日星期四	West Oakland BART
4 月 12 日星期三	Lake Merritt BART
4 月 13 日星期四	Fruitvale BART
4 月 18 日星期二	El Cerrito del Norte BART
4 月 19 日星期三	Pittsburg/Bay Point BART

若要了解更多關於票價和外幣活動，並進行線上問卷調查，請上網至 bart.gov/faresurvey。



Chinese Newspaper Advertisement

BART WANTS TO HEAR FROM YOU!

BART is studying fare options to help address next year's projected operating budget shortfall.

Come tell us what you think, 4:00-7:00pm at these BART stations:

Tuesday, April 4	Daly City BART
Wednesday, Apr 15	16th Street Mission BART
Thursday, April 6	West Oakland BART
Wednesday, Apr 17	Lake Merritt BART
Thursday, Apr 12	Fruitvale BART
Tuesday, April 18	El Cerrito del Norte BART
Wednesday, Apr 19	Pittsburg/Bay Point BART

For additional information on fares and outreach, and to take the survey online, please go to bart.gov/faresurvey.



Filipino Newspaper Advertisement

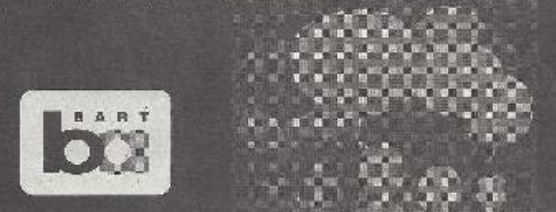
BART는 여러분의 의견을 듣고자 합니다!

BART는 내년에 예상되는 운영 예산 부족 문제를 해결하기 위한 요금 옵션을 연구하고 있습니다.

오후 4:00-7:00에 다음 BART 역을 방문하여 귀중한 의견을 들려 주시기 바랍니다.

4월 4일 화요일	Daly City BART
4월 5일 수요일	16th Street Mission BART
4월 6일 목요일	West Oakland BART
4월 12일 수요일	Lake Merritt BART
4월 13일 목요일	Fruitvale BART
4월 18일 화요일	El Cerrito del Norte BART
4월 19일 수요일	Pittsburg/Bay Point BART

요금 및 지역봉사부에 대해 자세히 알아보고, 온라인 설문 조사에 응하려면 bart.gov/faresurvey로 이동하십시오.



Korean Newspaper Advertisement

¿A BART LE GUSTARÍA CONOCER SUS OPINIONES!

BART se encuentra estudiando las opciones referentes a las tarifas para ayudar a hacer frente al déficit presupuestario operativo proyectado para el año entrante.

Acuda a darnos sus opiniones de 4:00 a 7:00pm a estas estaciones de BART:

Martes 4 de abril	Daly City BART
Miércoles 5 de abril	16th Street Mission BART
Jueves 6 de abril	West Oakland BART
Miércoles 12 de abril	Lake Merritt BART
Jueves 13 de abril	Fruitvale BART
Martes 18 de abril	El Cerrito del Norte BART
Miércoles 19 de abril	Pittsburg/Bay Point BART

Para obtener información adicional sobre la campaña de tarifas que se realiza dentro de la comunidad, y para participar en la encuesta en línea, por favor vaya a bart.gov/faresurvey.



Spanish Newspaper Advertisement