



# Title VI Program Update

San Francisco Bay Area

Office of Civil Rights

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## Introduction

The San Francisco Bay Area Rapid Transit District (BART or the District), as a federal grant recipient, is required by the Federal Transit Administration (FTA) to conform to Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Executive Orders issued in 2025 have not been applied to the Triennial Program update as the Circular has not been updated to reflect any referenced Executive Orders that have now been rescinded (i.e. Executive Order No. 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations; Presidential Executive Order No. 13166 "Improving Access to Services for Persons with Limited English Proficiency" addresses services to those individuals with Limited English Proficiency (LEP)). The District awaits further FTA guidance on future Program updates resulting from the rescission of these Executive Orders.

The District is committed to enforcing the provisions of Title VI and all applicable laws and regulations that affect the District and those organizations—both public and private—which participate in or benefit from its programs. To assure conformance with the Act, BART is required to conduct a triennial assessment and document that services and benefits are provided on a nondiscriminatory basis.

This report includes the required updated assessment of BART's Title VI Program that demonstrates compliance with the Act as defined by FTA Circular 4702.1B, dated October 1, 2012, entitled **TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS**. This triennial report covers the period January 1, 2022, to December 31, 2025.

## General Requirements and Guidelines

### Notification to Beneficiaries of Protection Under Title VI

To comply with 49 CFR Section 21.9(d), BART provides information to the public regarding its Title VI obligations and apprises members of the public of the protections against discrimination afforded to them by Title VI ([Appendix 1A](#)). BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form ([Appendix 1B](#)) are available upon request from the Office of Civil Rights and on [bart.gov/titlevi](http://bart.gov/titlevi).

### Title VI Complaint Procedures and Complaint Form

BART is committed to ensuring that no person is discriminated against on the basis of race, color, or national origin, as prohibited by Title VI of the Civil Rights Act of 1964. To ensure compliance with 49 CFR Section 21.9(b), BART developed procedures for investigating and tracking Title VI complaints filed. Any person who believes that they are a victim of such discrimination may file a complaint with BART's Office of Civil Rights within one-hundred and eighty (180) calendar days of the last alleged incident.

BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form ([Appendix 1B](#)) are available upon request from the Office of Civil Rights and can be downloaded from [bart.gov/titlevi](http://bart.gov/titlevi). Both the Title VI Complaint Form and Title VI Complaint Procedures have been translated into the 21 languages identified in the Title VI Language Assistance Plan ([Appendix 5](#)). A translation summarizing staff assistance and language assistance availability is included in the Title VI Complaint Procedures.

## Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits

To comply with 49 CFR Section 21.9(b), BART's Office of Civil Rights maintains a list of all active complaint investigations which name the recipient and/or subrecipient that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, lawsuit, or complaint filed; a summary of the allegation(s); the status of the investigation, lawsuit or complaint; and actions taken in response to the investigation, lawsuit, or complaint. [Appendix 1D](#), outlines a list of the District's investigations, lawsuits, and complaints.

## Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and qualitatively consider the viewpoints of minority, low income and Limited English Proficient (LEP) populations in public participation activities. To meet these requirements, in 2011 BART developed the Public Participation Plan (PPP), a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. A copy of the PPP is available to the public and can be accessed online at [bart.gov/titlevi](http://bart.gov/titlevi). BART has continued to follow the methodology for public outreach.

The PPP includes example public participation strategies, designed using the PPP goals, principles, and methods. The PPP guides BART's ongoing public involvement endeavors to ensure the most effective means of providing information and receiving public input on transportation issues, with particular emphasis on involving traditionally underrepresented groups.

BART continues to outreach for inclusive public participation in the following ways:

- Manage two advisory committees: Title VI/Environmental Justice and LEP advisory committees focused on Title VI compliance.
  - BART just completed a recruitment effort to onboard new, additional members to start in 2022-2024.
- Maintain and annually update its database of community-based organizations which has proven helpful for both recruitment and dissemination of information.
  - For example, the collaboration with Metropolitan Transportation Commission and regional operators for the Clipper Bay Pass project and the upcoming Clipper 2.0 review.

- Improved outreach and increase public participation from riders by publicizing events and survey links through station signage and electronic destination signs (DSS), through social media (Twitter, Facebook, BART.gov website), hosting more events at stations, and utilizing staff/interpreters at outreaches during peak commute hours.
- Collect information on riders' demographic data through multi-lingual print and online surveys. Input of such demographic information is optional for the survey respondent.
- Quarterly office hours with the Title VI/environmental Law Committee, Limited English Proficiency Committee, and the BART Accessibility Task Force.

A review of the 2011 PPP determines that it is still relevant and applicable to BART's current public participation practices and policies. The review also determined that it is following FTA Circular 4702.1B Title VI regulations. Accordingly, rather than change the compliant and effective PPP, in October 2015, BART created a condensed document of the PPP, called the Public Participation Procedures (PPPPro), for BART internal use. The PPPPro was designed as a quick reference guide for BART staff when conducting public participation outreach, particularly outreach to the minority, low-income, and LEP communities. The PPPPro continues to add value to BART's PPP and remains a helpful resource for BART staff because the manual ensures and encourages staff to outreach appropriately to the priority communities defined by BART Title VI policies. A recent ongoing review of the PPPPro finds that the content is still applicable. A copy of the PPPPro is provided in [Appendix 2A](#). Prior to the next Triennial Program update, BART staff will continue to perform a comprehensive update to the PPP and PPPPro to capture emerging inclusive public participation best practices.

While there are many projects where staff reached out to the Office of Civil Rights for guidance on public participation, staff compiled a list of BART's Title VI Public Participation activities from January 1, 2023 to December 31, 2025 in [Appendix 2B](#) as examples of inclusive public participation.

## Providing Meaningful Access to LEP Persons

BART supports the goals of Title VI of the Civil Rights Act of 1964, DOT's implementing regulations to provide meaningful access to its services by individuals with Limited English Proficiency (LEP). Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand prior Triennial Updates - Chapter II General Requirements and Guidelines - Page 5 English. BART conducted its four-factor analysis to identify appropriate language assistance measures needed to improve access to BART's services and benefits for LEP persons. BART's updated Language Assistance Plan (LAP) is attached to this report ([Appendix 3](#)).

## Minority Representation on Planning and Advisory Bodies

To comply with 49 CFR Section 21.5(b)(1)(vii), BART's Office of Civil Rights maintains a voluntary list depicting the racial breakdown of the membership of its transit-related non-elected planning boards, advisory councils and committees and descriptions of efforts made to encourage the participation of minorities on its

committees. Each of Title VI team members participate in personal outreach to encourage minority committees include sourcing contact lists from minority committee members, doing outreach to organizations within the BART network that support minority communities, and communicating broadly to the minority contact list of board opportunities during committee meetings and “office hours”. Table 1 illustrates BART’s non-elected advisory councils and committees, followed by a description of each committee’s roles and responsibilities.

**TABLE 1. MINORITY REPRESENTATION ON BART NON-ELECTED ADVISORY COMMITTEES**

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic /Latino	American Indian	White	Unknown	Total # of Members
Accessibility Task Force	9%	9%	0%	0%	63%	19%	16
Bicycle Advisory Task Force	11%	0%	11%	0%	44%	34%	14
Business Advisory Council	20%	40%	0%	0%	0%	40%	12
BART Police Citizen Review Board	0%	10%	0%	0%	0%	90%	10
LEP Advisory Committee	10%	0%	0%	0%	0%	90%	8
Title VI/ Environmental Justice Advisory Committee	33%	50%	0%	0%	0%	16%	11
Transit Security Advisory Committee	66%	0%	0%	0%	0%	33%	5 (1)
Bond Oversight Committee	0%	0%	0%	0%	10%	90%	4

\* Percentages may not add to 100% as several committee members identify as more than one race or ethnicity and numbers are rounded.

\*\* Numbers in parentheses indicate alternate committee members.

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic /Latino	American Indian	White	Unknown	Total # of Members

### BART Accessibility Task Force

The BART Accessibility Task Force 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. All meetings are open to the public. Membership on the BART Accessibility Task Force is by appointment by the Board of Directors.

More information can be found at [bart.gov/about/bod/advisory/accessibility](http://bart.gov/about/bod/advisory/accessibility).

### Bicycle Advisory Task Force

The Bicycle Task Advisory Force is charged with reviewing and working with BART to improve bicycle access to and on BART, including advising on project priorities that affect bicyclists using the BART system. The task force structure allows for fifteen members: three from each of the five counties that BART serves (Alameda, Contra Costa, San Francisco, San Mateo and Santa Clara). Members are appointed by each county’s Bicycle Advisory Committee or its primary bicycle advocacy organization.

More information can be found at [bart.gov/about/bod/advisory/bicycle](http://bart.gov/about/bod/advisory/bicycle).

### Business Advisory Council

The Business Advisory Council (BAC) advises BART in its efforts to ensure that Disadvantaged, Minority, Women, and Small Business Enterprises are afforded opportunities to participate in construction contracts, professional and technical services agreements, and goods and services contracts. The BAC includes representatives from local businesses and community organizations. The BAC looks at contracting and business practices and advises on ways to improve and promote opportunities for small businesses, including minority and women-owned businesses. The Office of Civil Rights looks for representatives from businesses in the areas of professional services, construction, and procurement to ensure a balance of representation in these three areas.

More information can be found at [bart.gov/about/bod/advisory/business](http://bart.gov/about/bod/advisory/business).

### BART Police Citizen Review Board

The BART Police Citizen Review Board (BPCRB) shall have the authority to exercise its duties and responsibilities as outlined in the [BART Citizen Oversight Model](#), with regard to law enforcement and police activities or personnel operating under the authority of the District. The BPCRB consists of 11 members



appointed as follows: Each BART Director appoints one member, the BART Police Managers' Association and BART Police Officers' Association jointly appoint one member, and the Board of Directors appoint one public-at-large member. All appointments or re-appointments are for two-year terms. Members of the BPCRB will work to increase the public's confidence in BART's policing services by reviewing, recommending and monitoring the implementation of changes to police policies, procedures and practices, receiving citizen allegations of on-duty police misconduct, advising Board of Directors, General Manager, Independent Police Auditor and Police Chief, participating in recommending appropriate disciplinary action, meeting periodically with representatives of the BART Police association, and participating in community outreach.

More information can be found at [bart.gov/about/bod/advisory/crb](http://bart.gov/about/bod/advisory/crb).

### **Limited English Proficiency Advisory Committee**

The Limited English Proficiency (LEP) Advisory Committee consists of members of community-based organizations (CBOs) 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 committee consists of members or active participants of CBOs within BART's service area that serve LEP populations. To recruit new members, staff directly contact CBOs to notify them of the application process to participate on the committee.

More information can be found at [bart.gov/about/bod/advisory/lep](http://bart.gov/about/bod/advisory/lep).

### **Title VI Advisory Committee**

The Title VI Advisory Committee ensures the District is taking reasonable steps to incorporate Title VI policy principles in its transportation decisions. It is BART policy that changes to services, capital programs, plans, or policies neither cause a disproportionate share of adverse effects nor deny equal access to benefits to a segment of the population because of race, ethnicity, national origin, or socioeconomic characteristics. Through the committee, the District encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process. Committee members provide input on effective methods to engage with communities impacted by Title VI policies. The committee consists of members or active participants of CBOs within BART's service area that are involved in advancing Title VI issues. To recruit new members, staff directly contact CBOs to notify them of the application process to participate on the committee.

More information can be found at [bart.gov/about/bod/advisory/titleviei](http://bart.gov/about/bod/advisory/titleviei).

### **Transit Security Advisory Committee**

In 2011, Assembly Bill 716 granted BART police officers the authority to issue prohibition orders to offenders who are cited or arrested for certain offenses. In 2017, Assembly Bill 730 made this authority permanent. The goal of prohibition orders is to reduce the number of crime-related disruptions in the BART system. As mandated by law, the BART Transit Security Advisory Committee (TSAC) was created; it meets with BART staff

at least every quarter to ensure nondiscrimination in the administration and enforcement of prohibition orders. Board-appointed members of TSAC are professionals in the areas of mental health, homelessness, public safety, youth advocacy, and cultural awareness. More specifically, TSAC meets to provide recommendations regarding training for individuals with responsibility for issuance and enforcement of prohibition orders; identify services and programs to which persons that are homeless or mentally ill may be referred by BART Police prior to or in conjunction with the issuance of a prohibition order; monitor the issuance of prohibitions orders; and provide an annual report to the BART Board of Directors and the California State Legislature.

More information can be found at [bart.gov/about/bod/advisory/tsac](http://bart.gov/about/bod/advisory/tsac).

### **Measure RR Bond Oversight Committee**

In November 2016, voters passed Measure RR, which authorized BART to issue bonds for \$3.5 billion to rebuild the aging BART system. The overall goal of the rebuilding program is to make the system safer and more reliable and to reduce traffic. Measure RR required BART to establish an independent Bond Oversight Committee (BOC) to verify BART spends the bond revenues as promised.

More information can be found at [bart.gov/about/bod/advisory/bond](http://bart.gov/about/bod/advisory/bond).

### **Assisting and Monitoring Subrecipients**

In accordance with FTA Circular 4702.1B, BART developed procedures to provide assistance to subrecipients, distribute funds in an equitable and nondiscriminatory way, and to monitor subrecipients' compliance with Title VI. BART requires subrecipients to document that FTA funding was distributed in accordance with the requirements of Title VI by submitting an annual self-certification and assurance. The annual review requires subrecipients to demonstrate compliance by asserting whether they: developed Title VI complaint procedures; kept records of all Title VI investigations, complaints, and lawsuits; provided meaningful access to persons with limited English proficiency; and provided notice to beneficiaries under Title VI.

For this triennial reporting period, BART has one subrecipient subject to FTA Circular requirements. For this subrecipient, BART developed a Title VI subrecipient training program and held a Title VI Subrecipient Monitoring Workshop to inform them of their requirements under Title VI as well as a schedule of the due dates for their respective program updates. During the workshop BART provided a subrecipient monitoring checklist which serves to document that the subrecipient has implemented or will be able to implement the required process and procedures.

A copy of the Subrecipient Monitoring Checklist and PowerPoint workshop presentation can be found in appendices [4A](#) and [4B](#). Sample program documents were also provided to subrecipients which included: Title VI Program Updates, Notices to the Public, Complaint form, Public Participation Plan, and Language Assistance Plan.

Once BART receives a subrecipient's Title VI Program Update, BART will inform the subrecipient in writing that BART has received the Title VI Program Update and a review will be completed within 60 days. After a review

of the subrecipient's Program Update, BART will determine if the update is compliant or noncompliant with the FTA Circular requirements. If the Program Update is compliant, BART will send written notification informing the subrecipient of their compliance and the next triennial due date for its Title VI Program Update. If the subrecipient's Program Update is noncompliant, BART will inform the subrecipient in writing of the deficient areas and offer assistance to correct deficiencies.

BART has received completed Title VI Program Updates from its sole subrecipient. A copy of the Title VI Subrecipient Annual Certification form can be found in [Appendix 4C](#). BART will continue to provide its subrecipient with assistance via in-person or conference call meetings to support subrecipients in their compliance efforts.

## **Determination of Site or Location of Facilities**

To ensure compliance with 49 CFR Section 21.9(b)(3), BART is to conduct a Title VI equity analysis for new locations or facilities to ensure locations are selected without regard to race, color, or national origin. BART purchased a new BART Police headquarters, and a siting analysis was completed and approved by the Board of Directors. Appendix 5

## **BART Board Approval of 2025 Title VI Program Update**

To comply with 49 CFR Section 21.9, BART is required to document its Title VI compliance by submitting a Title VI Program to its FTA regional civil rights office once every three years, or as otherwise directed by the FTA. The Title VI Program must be approved by the BART Board of Directors prior to submission to the FTA. [Appendix 6](#) contains BART's Board Materials from the meeting where the Board approved BART's Title VI Program Update.

## I. Requirements and Guidelines for Fixed Route Transit Providers

To efficiently meet the requirements and regulations of the FTA Circular 4702.1B, BART staff have combined the 'System-wide Service Standards and Policies', 'Collection and Reporting of Demographic Data', and 'Monitoring Transit Service' requirements into one section.

### System-wide Service Standards and Policies

In accordance with 49 CFR Section 21.5(b)(2), Section 21.5(b)(7) and Appendix C to 49 CFR part 21, Section (3)(iii), BART shall set service standards and policies for each specific fixed route mode of service provided. Service standards and policies ensure that service design and operation do not result in discrimination on the basis of race, color, or national origin. [Appendix 7](#) contains BART's System-wide Service Standards and Policies as originally approved and adopted by the Board of Directors in 2014. contains BART's Major Service Changes Policy, Public Participation Report, Board Approval Minutes (2016), and FTA Waiver Communication. There are no new service standards or policies for this period. This report considers the Board-adopted policies when monitoring system-wide service.

### Service Standards & Monitoring

BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are currently identified by the following colors and, as of 2025 provide the following basic service: Yellow (Antioch to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Berryessa/North San José), Green (Berryessa/North San José to Daly City), and Red (Richmond to Millbrae/SFO).

FIGURE 1. BART SYSTEM MAP IN 2025



BART uses the BART Ridership Model (BRM), developed in 2015 and based on the results of its Station Profile Study of the same year, to determine station catchment areas. BART performed a new Station Profile Study in 2025, but the results were not available as of the date of this report. BART extended service on the Yellow Line in May 2018 east of the Pittsburg/Bay Point station using standard gauge, diesel multiple unit (DMU) trains. This new service, called eBART, extends service by an additional 9 miles and includes two stations, serving Pittsburg Center and Antioch. While BART is actively monitoring this service, there is currently insufficient data to perform a robust service standard analysis on these two stations. Because eBART uses different systems than standard BART, further review is needed to determine how to collect the appropriate data. BART also extended direct service on the Green and Orange lines in June of 2020 into Santa Clara County, serving stations at Milpitas and Berryessa.

Since BART began providing direct service between Millbrae and San Francisco International Airport (SFO) in 2019, the way it's operated has changed to address various customer and operational needs. This service has been operated as a "shuttle" with a single train traveling back and forth between the two stations. At other times, it operates as an extension of cross-bay service. Trains operating the Red Line serving Richmond now operate to both Millbrae and SFO; when that is not in service, the Yellow Line from Antioch is extended from SFO to Millbrae. When the shuttle is being operated as a separate service from the Red or Yellow Lines, it will be noted as such; otherwise, it will be considered part of the other Lines.

BART also provides shuttle service between the Coliseum station and Oakland International Airport (OAK). This discrete system uses automated guideway transit (AGT) technology and only provides direct service to the airport. As a result, it represents a different service model and, similar to BART to Antioch, further review is needed to determine whether an alternative analysis methodology should be implemented going forward.

## Collection and Reporting of Demographic Data

### Summary of BART Ridership Demographics

BART serves a diverse population within five counties in the San Francisco Bay Area. According to the most recent onboard survey of weekday and weekend passengers, the 2024 BART Customer Satisfaction Survey (conducted in fall 2024)<sup>1</sup>, BART’s customer base is approximately 71% minority. This compares to a service area minority population of approximately 68% (2019-2023 ACS: 5-year estimates for the five-county service area)<sup>2</sup>.

Looking at household income, serves a disproportionate share of low-income riders. In 2024, 28% of BART’s riders could be classified as low-income, compared to 18% of five-county households (2023 ACS 5-year estimates).

BART has adopted a definition of 200% of the federal poverty level to identify low-income households. This definition accounts for the high cost of living in the Bay Area and is consistent with the region’s metropolitan planning organization, the Metropolitan Transportation Commission’s definition. For reference, this threshold defined a four-person household with an annual household income under \$62,400 as low income in 2024.

BART uses this 200% threshold when compiling information about the service area’s low-income population. When compiling information specifically about BART’s ridership using survey data, the low-income definition has been modified slightly to make use of the survey income categories. (BART does not ask riders for their exact household incomes.) For example, a passenger who reports a household size of four and a household income of under \$60,000 (vs. under \$62,400) would be classified as low income in reported Customer Satisfaction 2024 survey data.

**TABLE 2. 2025 POVERTY GUIDELINES: FEDERAL\* AND THE BART SERVICE AREA**

<u>PERSONS IN FAMILY/HOUSEHOLD</u>	<u>POVERTY GUIDELINE (FEDERAL)</u>	<u>200% (BART SERVICE AREA)</u>
<u>1</u>	<u>\$15,650</u>	<u>\$31,300</u>
<u>2</u>	<u>\$21,150</u>	<u>\$42,300</u>
<u>3</u>	<u>\$26,650</u>	<u>\$53,300</u>
<u>4</u>	<u>\$32,150</u>	<u>\$64,300</u>

<sup>2</sup> The ACS data for 2019-2023 are used throughout this report as the 5-year data for 2024 are not expected to be released until 12/11/25.

<u>5</u>	<u>\$37,650</u>	<u>\$75,300</u>
<u>6</u>	<u>\$43,150</u>	<u>\$86,300</u>
<u>7</u>	<u>\$48,650</u>	<u>\$97,300</u>
<u>8</u>	<u>\$54,150</u>	<u>\$108,300</u>
* For the 48 Contiguous States and the District of Columbia Source: U.S. Department of Health & Human Services		

### Ridership Survey Data: 2024 BART Customer Satisfaction Study

BART conducts a system-wide survey of weekday and weekend passengers every two years. BART has conducted 13 of these surveys, the first in 1996 and the most recent in 2024. The primary purpose of the survey is to track key customer satisfaction measures and service attributes, so BART can stay in tune with its customers and focus its resources on key areas with the greatest impact potential. In addition to collecting passengers’ satisfaction ratings, the survey asks passengers to provide some demographic information. This allows BART to compare its passengers’ demographics against the demographics of the five-county service area.

The 2024 Customer Satisfaction questionnaire was available in English, Spanish, and Chinese. Of the 4,687 questionnaires collected, 4,489 were completed in English, 155 in Spanish, and 43 in Chinese.

Unless otherwise stated, the system-wide survey data presented in this report are from the 2024 Customer Satisfaction Study. The full 2024 BART Customer Satisfaction Study report is included in Appendix 9.

### Ridership Survey Data: 2015 BART Station Profile Study

BART conducts an additional large survey of weekday passengers at every station approximately every five to ten years. This survey is designed to have a large enough sample size at each station to facilitate station-level analysis. It gathers data on trip origins and destinations, station access and egress modes, as well as passenger demographics. Data are used for modeling, access planning, and regulatory compliance. Data from the 2015 study directly informed BART’s Ridership Model (BRM), which was used to establish station catchment areas based on home-station information collected through the survey. Station-level analysis, generally, makes use of the BRM.

While the most recent survey was conducted in 2024/2025, the data have not been finalized yet, so the 2015 data are used in this report where station-level data are. The 2015 survey was administered primarily via interviewers using tablet computers. Bilingual interviewers (primarily Spanish or Chinese) were present and print versions of the survey were available in English, Spanish, Chinese, Korean, and Vietnamese.

A total of 43,989 surveys were completed and processed, including 42,893 in English, 622 in Spanish, 281 in Chinese, 6 in Vietnamese, 1 in Korean, and 9 in other non-English languages. (The language in which the survey was conducted was undetermined for 177 surveys).

Unless otherwise stated, the station-level survey data presented in this report are from the 2015 Station Profile Survey. More details about this study, as well as additional data and maps, are available at [bart.gov/stationprofile. https://www.bart.gov/about/reports/profile](https://www.bart.gov/about/reports/profile)

Station-level survey data are not available for five stations that have opened since the 2015 study: Warm Springs/South Fremont, Pittsburg Center, Antioch, Milpitas, and Berryessa/North San José. Placeholder data from adjacent stations have been used in this report until the updated survey data are available. In addition, SFO and OAK airport stations do not have home-based populations, so home-based trip data are not shown for these stations.

## Demographic Maps and Charts

[Appendix 3](#) provides service area and ridership demographic profile maps and charts.

## Minority and Non-Minority BART Lines and Stations

Chapter IV, Section 6.a. of Federal Transit Administration (FTA) Circular 4702.1b defines a minority transit route (or line) as one in which at least one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider's service area. To make this determination, BART has calculated the minority and non-minority populations for the catchment areas for each of its stations using ACS 2019-2023 data.<sup>3</sup> For the purposes of this report, the District used the 2019-2023 ACS data to determine the service area average of 68% as the 'minority' threshold.

Once the demographic composition of station catchment areas has been established, the next step in determining minority lines is to add up the revenue vehicle miles serving minority stations. The results are shown in Table 3, which documents the minority revenue-miles for each of BART's five lines and then compares it to the total revenue miles of those lines. Any line where more than one-third total revenue miles are considered minority is designated as a minority line.

As shown in Table 3, all BART lines are minority lines as their respective minority revenue miles (above BART's systemwide minority average) exceed one-third of their total revenue miles.<sup>4</sup>

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<sup>3</sup> The determination of which Census tracts are assigned to which BART stations was made in the development of the BART Ridership Model (BRM) and is based on the home origin of surveyed BART station users from BART's 2015 Station Profile Study. Please see the description in the Service Standards & Monitoring Section above for the methodology used for new stations.

<sup>4</sup> The FTA Circular suggests that transit providers may supplement the Census determination of minority and non-minority lines with ridership survey data to see if a different demographic profile for a station's ridership exists. Staff completed this alternative analysis in Appendix 3 and found no difference in the minority line designations.

**TABLE 3. MINORITY AND NON-MINORITY BART LINES, US CENSUS ACS 2019-2023**

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles <sup>**</sup>	Revenue Miles <sup>**</sup>		
Green	Berryessa/North San José–Daly City	43.82	50.80	86.26%	Minority
Orange	Berryessa/North San José–Richmond	40.14	51.39	78.11%	Minority
Yellow	Antioch–SFO+Millbrae	28.83	57.27	50.33%	Non-minority
Red	Richmond–Millbrae+SFO	16.85	34.53	48.79%	Non-minority
Blue	Dublin/Pleasanton–Daly City	26.47	35.37	74.83%	Minority

\* TRANSBAY TUBE WAS EXCLUDED.

\*\* REVENUE MILE CALCULATIONS INCLUDE THE ORANGE AND GREEN LINE EXTENSIONS TO BERRYESSA, AND THE YELLOW LINE EXTENSION TO ANTIOCH.

\*\*\* THE YELLOW AND RED LINE WILL BE USED AS NON-MINORITY LINES FOR ALL DISPARATE IMPACT/DISPROPORTIONATE BURDEN TESTS, BECAUSE THEIR MINORITY SHARE OF REVENUE MILES FALLS BELOW THE REGIONAL AVERAGE.

**TABLE 4. MINORITY BART STATIONS**

**(2019-2023 MINORITY POPULATION EXCEEDS 68%)**

Coliseum
Richmond
South Hayward
Bay Fair
Hayward
Balboa Park
Fremont
<i>Warm Springs*</i>
<i>Milpitas*</i>
<i>Berryessa/North San Jose*</i>

Union City
San Leandro
South San Francisco
El Cerrito del Norte
Fruitvale
Pittsburg/Bay Point
<i>Pittsburg Center*</i>
<i>Antioch*</i>
Glen Park
Daly City
Lake Merritt

TABLE 4. NON-MINORITY BART STATIONS

(ACS 2019-2023 Minority Population is Less than 68%)

12th St. / Oakland City Center
Colma
Castro Valley
San Bruno
West Oakland
Millbrae
Powell St.
19th St. Oakland
West Dublin / Pleasanton
Dublin / Pleasanton
El Cerrito Plaza
MacArthur
Concord

North Concord / Martinez
Embarcadero
Civic Center / UN Plaza
Montgomery St.
24 <sup>th</sup> St. Mission
Downtown Berkeley
16th St. Mission
Ashby
Pleasant Hill / Contra Costa Centre
North Berkeley
Rockridge
Orinda
Walnut Creek
Lafayette

The process of assigning Census tracts to stations was based on the home origin stations provided by BART riders surveyed for the 2024 Station Profile Survey. Updated station profile survey information was not available at the time of the report. Where required, 2015 data is used for compliance reporting. The demographics data for these tracts were updated using the American Community Survey 2019-2023 5-year estimates. Note that BART’s systemwide minority threshold increased from 65% to 68% based on the American Community Survey data.

### Disparate Impact Test for 2023 – 2025

The BART Board of Directors approved a Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) in 2013. The policy set thresholds for: across-the-board fare changes, fare type changes, major service changes, and new services and fares. These thresholds have been adapted to evaluate vehicle loads, vehicle headways, on-time performance, service availability, distribution of transit amenities, and vehicle assignment, as described below.

Based on the above analysis of [ACS 2019-2023](#) data and BART’s 2024 Station Profile Study, all BART lines meet the FTA’s definition of ‘minority’ lines. In order to perform Disparate Impact/Disproportionate Burden tests

between lines, the Yellow line will be used as the comparison, non-minority line consistent with BART methodology, because it has the smallest proportion of minority revenue miles.

The new service lines—BART to Antioch and BART to Berryessa/North San José—either have limited data or use alternative technologies. The five (5) stations (Pittsburg Center, Antioch, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José) were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, data from the nearest station was applied. Once updated data is obtained via the ACS and a new Station Profile Study, staff will update the catchment information and classifications as necessary. BART to Antioch, including Pittsburg Center, was accounted for in the minority line determinations and staff have assigned minority status utilizing the Pittsburg/Bay Point station. Similarly, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José were classified utilizing the catchment data of the Fremont station.

## System-wide Service Monitoring

This section details BART’s Service Standards and Policies, as well as the Monitoring Results. It is divided into six sections corresponding to the four standards and two policies established in Circular 4702.1B for service monitoring: Vehicle Load, Vehicle Headway, On-Time Performance, Service Availability, Distribution of Transit Amenities, and Vehicle Assignment. The methodology and standards developed for each of these metrics are described below and are consistent with the standards established in the 2019 Triennial Update unless otherwise noted. BART concludes that there no negative disparate impacts in the levels of service which it provides to minority communities.

## Definitions

Line. For discussions of service, BART defines a “line” as a continuous service between discrete pairs of terminal locations. Many segments of BART’s network are shared by multiple lines of service.

BART lines of service defined by map color are:

<u>Line</u>	<u>Station Range</u>
Green Line	Berryessa/North San José to Daly City
Orange Line	Berryessa/North San José to Richmond
Yellow Line	Antioch to San Francisco Airport (SFO)+Millbrae
Red Line	Richmond to Millbrae via San Francisco Airport (SFO)
Blue Line	Dublin/Pleasanton to Daly City
OAC	Oakland Airport to Coliseum

While most of BART’s lines operate over the central 5’6”-gauge, third-rail electric network from terminal to terminal, we have some exceptions. The Yellow Line from just beyond Pittsburg/Bay Point to Antioch operates

on standard-gauge track with Diesel-electric multiple unit (DEMU) trains. Passengers transfer between the two systems at a platform located just beyond the Pittsburg/Bay Point station. From a service perspective the two operations are considered a single, continuous line of service. In addition, after Red Line service terminates, the Yellow Line continues from SFO to Millbrae, requiring the train operator to change ends within operation of the Line.

The Oakland Airport Connector/OAC uses automated guideway transit (AGT) technology to connect between the Coliseum station and the Oakland International Airport.

Minority Threshold. Using ACS 2019-2023 Census data, the percent of the population that is minority in BART's five-county (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara) service area was determined to be 67.6%. Stations were designated as "minority" when the minority share of their station catchment area exceeded this percentage. Lines were designated "minority" when more than one-third of their revenue miles were considered minority revenue miles.

Peak Direction. While COVID has impacted both total ridership and travel patterns, 54% of weekday travel still occurs during peak periods. BART's morning peak period ridership is dominated by westbound service towards the center of the system in San Francisco and Oakland. In the evening a similar travel pattern occurs in the eastbound direction. The AM peak direction is, therefore, westbound while the PM peak direction is eastbound. One route, the Orange Line, does not cross the Bay, providing north – south service in the East Bay only. Its peak patterns differ from the other routes. In addition to connecting Berryessa and Richmond, it also serves as supplemental service to San Francisco-bound passengers between Richmond and Ashby as there is a timed transfer to Yellow Line trains serving San Francisco. Until 2025, The AM peak on the Orange Line has historically occurred in the northbound direction (peaking at Lake Merritt Station) until 2025 when southbound traffic exceeded northbound, occurring between Ashby and MacArthur Station. Similarly, in the PM peak direction northbound loads exceeded southbound loads for the first time, with peak loads occurring between MacArthur and Ashby Station.

Revenue Vehicle. A revenue vehicle is a single rail car used to transport paying passengers via BART's electric heavy rail, DEMU or AGT services.

Consist of. A consist is a group of rail cars coupled into a train. BART heavy rail cars are coupled most frequently as consists of 10, 9, 8, 6, 5, or 4 cars. Articulated DEMU vehicles operated in eBART service have two passenger compartments and are each defined as 2 cars by FTA. Coupled in consists of up to three DMUs, they comprise trains of 2, 4 or 6-cars. OAC trains are cable-driven sets of three integrally-connected, articulated passenger compartments, run independently as single consists.

#### Vehicle Headways Service Standard

In September 2023, BART adjusted schedules to better match service with changing post-covid ridership. Service shifted from 15-minute headways on weekdays and 30-min Saturday and Sunday service to base 20-

minute headways seven days a week. Hours of service saw slight adjustments with this change across all lines of service. Schedule changes made in 2023 were evaluated but did not meet the threshold for a Major Service Change.

Line	Route	FY23 (to 9/23)			Current (FY24 & Beyond)		
		M-F	Sat	Sun	M-F	Sat	Sun
Green	Berryessa / Daly City	4:30 am to 7 pm	6 am to 6:30 pm	8am to 6:30 pm	4:30 am to 7:30 pm	5:30 am to 7:30 pm	7:30 am to 7:30 pm
Orange	Richmond / Berryessa	5 am to 12:30 am	6 am to 12:30 am	8 am to 12:30 am	5 am to 12:30 am	6 am to 12:30 am	8 am to 12:30 am
Yellow	Antioch / SFO	4:30 am to 8:30 pm	5:30 am to 8:30 pm	7:30 am to 7 pm	4:30 am to midnight	6 am to midnight	7:30 am to midnight
Yellow	Antioch / Millbrae via SFO	8:30 pm to midnight	8:30 pm to midnight	7 pm to midnight	7:30 pm to midnight^	7:30 pm to midnight^	7:30 pm to midnight^
Red	Richmond / SFO via Millbrae	5 am to 8 pm	6 am to 7:30 pm	7:30 am to 7:30 pm	5 am to 9 pm	6 am to 9 pm	8 am to 9 pm
Blue	Dublin / Daly City	4:30 am to 12:30 am	5:30 am to 12:30 am	7 am to 12:30 am	5 am to 1:00 am	6 am to 1:00 am	8 am to 1:00 am
Shuttle^	SFO / Millbrae				9pm to midnight	9 pm to midnight	9 pm to midnight
OAC	Coliseum / OAK	5 am to midnight	6 am to midnight	8 am to midnight	5 am to midnight	6 am to midnight	8 am to midnight

Hours of service are based on trip

^Millbrae-SFO Shuttle integrated into Red Line for all trips starting 3/21. After Red Line service, Yellow Line provided service between Millbrae and SFO until 1/25 when shuttle service was reinstated to allow for

departure times.

**Table 6. Hours of Service**

Line	FY23 (to 9/23)				Current (FY24 & Beyond)		
	Peak Period	Midday	Evening	Saturday & Sunday	Weekday	Saturday & Sunday	7-days a week Evening
Green	15	15		30	20	20	0
Orange	15	15	30	30	20	20	20
Yellow	15	15	30	30	10	20	10
Red	15	15		30	20	20	0
Blue	15	15	30	30	20	20	20
Shuttle^							15
OAC	9	9	20*	9	9	9	20*

^Millbrae-SFO Shuttle integrated into Red Line for all trips starting 3/21. After Red Line service, Yellow Line provided service until 1/25 when shuttle reinstated to allow for construction.

\* After 11 pm

TABLE 7. WEEKDAY AND WEEKEND HEADWAYS

In September 2023, BART shifted from 15-minute weekday service and 30 minute weekend service to provide 20 minutes service on all lines seven days a week. Additional service is provided on the Yellow Line between Pittsburg Bay/Point and SFO weekdays from start of service until 7:30pm<sup>5</sup> to compensate for the fact that that segment of the network is the longest corridor with only one line of service and that peak period ridership is highest on that corridor.

In the core of the BART system, multiple lines operate over common segments and serve through the same stations. Stations in the core of the network therefore see more frequent trains than those in outlying parts of the system, as described in Table 7 above. Beyond these base levels, train lengths may be adjusted to refine the balance among passenger loadings across all lines. As shown in Table 7 Green and Red Line service terminate at 7 pm and 9pm respectively, reducing the composite headways on these lines. Weekday frequencies between MacArthur and 12<sup>th</sup> St are also impacted by the end of 10-minute Yellow Line service, making evening service the same across all days of the week. Orange and Yellow Line service are scheduled to allow for transfers between lines in the MacArthur to 12<sup>th</sup> St segment, operating two minutes apart southbound and in parallel northbound, significantly impacting actual average passenger evening wait times.

Table 7. Weekday and Weekend Headways

Line	FY23 (to 9/23)				Current (FY24 & Beyond)		
	Peak Period	Midday	Evening	Saturday & Sunday	Weekday	Saturday & Sunday	7-days a week Evening
Green	15	15		30	20	20	0
Orange	15	15	30	30	20	20	20
Yellow	15	15	30	30	10	20	10
Red	15	15		30	20	20	0
Blue	15	15	30	30	20	20	20
Shuttle <sup>^</sup>							15
OAC	9	9	20*	9	9	9	20*

<sup>^</sup>Millbrae-SFO Shuttle integrated into Red Line for all trips starting 3/21. After Red Line service, Yellow Line provided service until 1/25 when shuttle reinstated to allow for construction.

\* After 11 pm

<sup>5</sup> 9:30 pm until 1/25 when it shifted to 7:30pm.



**TABLE 8. COMPOSITE HEADWAYS ON THE INTERIOR PART OF THE BART SYSTEM**

(1/2025 SCHEDULE)

Line Section	Lines Serving Section	Weekday	Saturday & Sunday	7-days a week Evening
MacArthur to 12 <sup>th</sup> Street <sup>3</sup>	Yellow Red* Orange	5 minutes (3-7 minutes)	6.67 minutes (3-12 minutes)	19 minutes (18-20 minutes)
Bay Fair to Lake Merritt	Green* Orange Blue	6.67 minutes (3-10 minutes)	6.67 minutes (3-10 minutes)	10 minutes (7-13 minutes)
West Oakland to Daly City	Yellow Red* Green* Blue	4 minutes (2-8 minutes)	5 minutes (2-10 minutes)	5 minutes (2-10 minutes)

**TABLE 9. BRANCH HEADWAYS OF THE BART SYSTEM**

(1/2025 SCHEDULE)

Line Section	Lines Serving Section	Weekday	Saturday & Sunday	7-days a week Evening
Hayward to Berryessa	Orange Green*	10 minutes (6-18 minutes)	10 minutes (6-18 minutes)	20 minutes
Castro Valley to West Dublin/Pleasanton	Blue	20 minutes	20 minutes	20 minutes
Rockridge to Pittsburg/ Bay Point	Yellow	10 minutes	20 minutes	20 minutes
Pittsburg/ Bay Point to Antioch	Yellow DMU	20 minutes	20 minutes	20 minutes

<b>Ashby to Richmond</b>	Orange Red*	10 minutes (8-12 minutes)	10 minutes (8-12 minutes)	10 minutes
<b>Daly City to SFO</b>	Yellow Red*	7 minutes (2-10 minutes)	10 minutes (8-12 minutes)	20 minutes
<b>SFO to Millbrae</b>	Red or Yellow	20 minutes (Red)	20 minutes (Red)	20 minutes (Yellow)

\* No evening Red or Green Line service.

\*\* After 11pm

### Disparate Impact Test for Vehicle Headways

Using BART's DI/DB Policy as guidance, BART applies a 5% threshold to the analysis of its Vehicle Headways. A disparate impact on minority riders would exist when minority lines a different level of service provided by BART's base headways.

As of September 2023, frequencies on all BART lines are the same, except for the Yellow Line, which has 10-minute headways during weekdays. Of the five branches of the BART network, Rockridge to Pittsburg/Bay Point is the longest section that is served by only one line of service. The three branches listed in Table with 20-minute headways combined serve six of 50 total stations (12%) but make up only 6% of total ridership. It also has higher commute ridership than any other branch as illustrated by the loading analysis in the next section. Of the three, Pittsburg/ Bay Point to Antioch and SFO to Millbrae are served by lines defined as non-minority lines. Castro Valley to West Dublin/Pleasanton is served by the Blue Line, which ranks 3<sup>rd</sup> and 4<sup>th</sup> for Peak and Off-peak crowding respectively. Saturday and Sunday ridership trends are fairly similar with higher ridership on Saturdays vs Sundays. Sunday's lower ridership exacerbates the differential between minority and non-minority lines on Sundays, which are presented in Table 11.

**TABLE 10. WEEKDAY PASSENGER FLOW**

**(AVERAGE OF APRIL/MAY FOR 2023-2025)**

Line	Avg Daily Passenger Flow (both directions)	Weekday Headways	Base Train Length	Average Passengers per Train	Average Passengers per Car	Average Passenger Car Load by Stop*	Rank
Green	23,262	20 min	7.5	<b>242</b>	32	11.2	<b>3</b>
Orange	21,377	20 min	6.7	<b>171</b>	25	8.5	<b>5</b>
Yellow	63,600	10 min	8.5	<b>339</b>	40	12.6	<b>1</b>

Red	31,230	20 min	7.9	<b>330</b>	42	14.4	<b>2</b>
Blue	25,797	20 min	7.0	<b>209</b>	30	11.0	<b>4</b>
Total	33,053		7.6	264	35	11.5	
Minority Lines	70,436		7.0	204	29	10.1	
Non-Minority Lines	94,830		8.3	336	41	13.2	
% Difference Minority vs Non-Minority			-16%	-50%	-33%	-27%	

\* Average Passenger Car Load by Stop is defined by the number of passengers on board at each stop the train makes. The same average daily passenger flow could have higher or lower average passenger loads by Stop depending on the number of stops each passenger rides for.

**TABLE 11. SUNDAYS PASSENGER FLOW**

Line	Avg Daily Passenger Flow (both directions)	Base Headways	Average Train Length	Average Passengers per Train	Average Passengers per Car		Average Passenger Car Load by Stop*	Rank
Green	10,196	20 min	7.1	<b>163</b>	23		7.4	<b>3</b>
Orange	10,501	20 min	6.6	<b>112</b>	17		6.0	<b>5</b>
Yellow	23,695	20 min	8.6	<b>227</b>	26		9.3	<b>2</b>
Red	15,518	20 min	7.3	<b>245</b>	34		11.5	<b>1</b>
Blue	12,595	20 min	6.7	<b>142</b>	21		7.4	<b>4</b>
Total	14,555		7.3	175	24	8.2		
Minority Lines	33,366		6.8	135	20	6.8		
Non-Minority Lines	39,554		8.2	233	29	10.1		
% Difference Minority vs Non-Minority			-19%	-56%	-36%	40%		

\* Average Passenger Car Load by Stop is defined by the number of passengers on board at each stop the train makes. The same average daily passenger flow could have higher or lower average passenger loads by Stop depending on the number of stops each passenger rides for.

### *Peak and Off-Peak Vehicle Headway Disparate Impact Test Results*

All lines received scheduled service which matched BART's Peak and Off-Peak Headway standards. Passenger loading on minority lines relative to non-minority lines are lower during weekdays and weekends. While train lengths are shorter on minority lines compared to non-minority lines, both weekday and weekend service provide more service per passenger to minority lines as shown by the greater negative percent difference in passengers per service than base train length between minority and non-minority service.

### *Corrective Actions*

No corrective actions are required.

## **Vehicle Load Service Standard**

BART's vehicle load levels are measured at points on the system where trains are observed to carry the greatest number of passengers in a given direction during the three consecutive hours of greatest throughput for each line.

BART's highest loadings occur during its busiest three hours in the morning and in the afternoon. While ridership can change on a day-to-day basis, and the peak loads on the lines of service can occur over different three-hour periods, the AM Peak typically occurs between 7:00 AM and 10:00 AM, westbound from the East Bay towards Oakland and San Francisco. Since West Oakland is the station from which the highest loads depart in the morning (toward San Francisco), the peak period is calculated from when trains arrive at West Oakland. The PM peak occurs between 4:00 PM and 7:00 PM, eastbound from Oakland and San Francisco to the East Bay. AM and PM peak loads for all Transbay lines (Yellow, Green, Red, and Blue) occur between Embarcadero and West Oakland. Maximum loadings for the Orange Line, operating between Richmond and Berryessa, historically have occurred between 12th St. Oakland and Lake Merritt. In 2024 peak loading started shifting southward with the AM Peak between Fruitvale and Lake Merritt. In 2025 the AM Peak occurred between Coliseum and Fruitvale and the PM peak between Lake Merritt and Fruitvale.

## **Peak Period Peak Direction Vehicle Load Standard**

BART's Vehicle Load standard is expressed in terms of the average number of seated and standing passengers per revenue vehicle (car), averaged over the length of a train.

The Transit Cooperative Research Programs (TCRP)'s "Transit Capacity and Quality of Service Manual" states that 5.4 square feet per standee (2 standees per square meter) represents a comfortable occupancy without body contact, reasonably easy circulation, and similar space allocation as that for seated passengers. BART has used this standard to set its Peak Vehicle Loading standard, which works out to 115 passengers per car (PPC) per train on average across for BART the combined populations of 'D' and 'E' cars. It is important to note that

historically during peak periods, per-car loadings on all lines have regularly exceeded this load standard, although BART hasn't come close that that since the Covid pandemic.

### Off-Peak Vehicle Load Standard

During off-peak periods (early morning, midday, nights), BART aims to maximize seating utilization, while allowing for easy access for passengers with personal mobility devices, bicycles, and luggage. Consequently, the Off-Peak Vehicle Load standard is **85 passengers per car**.

#### BART'S VEHICLE LOAD STANDARD

<u>Period of Service</u>	<u>Load Standard</u>
AM/PM Peak Period / Peak Direction	<b>115</b> passengers per car
Off-Peak	<b>85</b> passengers per car

### Disparate Impact Test for Vehicle Load Levels

Guided by BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Load Levels. During the six hours of daily Peak Periods, a disparate impact on minority passengers would exist when the average per-car passenger loadings on all minority lines in the peak direction is 5% greater, in aggregate, compared to non-minority lines. The same test applies for Off-Peak train runs.

#### *Vehicle Load Service Monitoring*

Actual data on Vehicle Load levels for each of BART's five lines was collected from samples taken between April and May on all weekdays. Prior to September 2023 (in Q1 of FY 24) all routes operated at 15 minute headways during the day. All lines operated with 10-car consists except the Orange Line, which operated with 8-car consists in order to ensure adequate passenger spacing to limit COVID-19 transmission. Starting in September 2023, in addition to significantly changing the schedule to 20-minute service seven days a week with 10-minute service on the Yellow Line during the day, loading standards returned to historic levels of 115 passengers per car during the peak and 85 passengers per car off-peak. Train lengths were reduced to 6-car consist on all lines, except for the Yellow Line where trains operated with 8-car consists. After an initial run with this schedule, specific peak trips on the Green, Red and Blue Lines were lengthened to 8-car consist to keep individual trips below the peak loading standard.

#### *Peak Period-Peak Direction Disparate Impact Test Results*

Table 6 below lists each of the five BART lines, using the Yellow and Red lines as BART's non-minority line for DI/DB calculation purposes. The table summarizes the PPC at the maximum loading point on each line for the six hours of daily peak period over the last three years. Peak vehicle loads include loads from morning westbound trips and evening eastbound trips only; reverse commute trips are considered off-peak. As defined

above, BART uses a Peak Period Vehicle Load Level of 115 passengers per car. Trains lengths vary based on line and time of day. Average Peak Vehicle Loads never exceeded the peak standard of 115 passengers per car on any line during any year of the evaluation.

**TABLE 12. THREE YEAR SUMMARY OF PEAK VEHICLE LOAD LEVELS BY LINE**

**PEAK PERIOD STANDARD IS 115 PASSENGERS PER CAR**

Line	Station Range	Minority	2023	2024	2025	3 year avg.	Rank
Green	Berryessa/North San José–Daly City	Yes	37.8	65.7	74.5	54.3	2
Orange	Berryessa/North San José–Richmond	Yes	20.1	34.7	37.7	28.9	5
Yellow	Antioch–SFO+Millbrae	No	65.5	61.3	69.2	65.2	1
Red	Richmond–Millbrae+SFO	No	38.7	53.4	74.5	51.5	4
Blue	Dublin/Pleasanton–Daly City	Yes	37.8	64.3	64.9	52.7	3
Minority Line			32.3	55.2	59.3	45.7	
Non-Minority Line			52.2	58.9	70.8	60.1	
Difference Minority vs. Non-Minority			-19.9	-3.8	-11.4	-14.5	
% Difference Minority vs. Non-Minority			-38%	-6%	-16%	-24%	

During the six hours of weekday Peak Periods, a disparate impact on minority passengers would exist when the average Vehicle Load Level in the Peak Direction is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 115 PPC Peak Period Vehicle Load standard. As noted in Table 6, over the past three years the average vehicle load level in the Peak Direction was 24% lower on BART’s minority lines than its non-minority lines. At an average of 46, the peak passenger load per car was well below the Peak Vehicle Load standard for minority lines.

***Off-Peak Period (and Reverse Commute Direction during the Peak Period) Disparate Impact Test Results***

A similar calculation of Vehicle Load Levels was conducted with April/May sample data for Off-Peak trips. The results of this analysis are shown in Table 7 below:



**TABLE 13. THREE YEAR SUMMARY OF OFF-PEAK VEHICLE LOAD LEVELS BY LINE**

**OFF-PEAK PERIOD STANDARD IS 85 PASSENGERS PER CAR**

Line	Station Range	Minority	2023	2024	2025	3 year avg.	Rank
Green	Berryessa/North San José–Daly City		13.9	24.4	27.7	20.0	3
Orange	Berryessa/North San José–Richmond		11.9	18.3	19.0	15.7	5
Yellow	Antioch–SFO+Millbrae		24.1	23.9	26.9	25.0	1
Red	Richmond–Millbrae+SFO		18.4	24.5	37.3	24.7	2
Blue	Dublin/Pleasanton–Daly City		13.6	21.7	23.2	18.6	4
Minority Line			13.2	21.2	22.9	18.0	
Non-Minority Line			21.5	24.0	29.6	24.9	
Difference Minority vs. Non-Minority			-8.4	-2.8	-6.7	-6.9	
<b>% Difference Minority vs. Non-Minority</b>			<b>-64%</b>	<b>-13%</b>	<b>-29%</b>	<b>-38%</b>	

Applying the same DI/DB test for Off-Peak train runs, a disparate impact on minority passengers would exist when the average Vehicle Load Level is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 85 passenger per car standard. As shown in Table 7, Off-Peak vehicle load levels for minority lines was 18 passengers per car compared to 25 passengers per car on non-minority lines, a -38% difference. In addition, no line exceeded BART’s 85 PPC Off-Peak Load standard.

No negative disparate impact on minority lines exists because the disparate impact was beneficial to the minority line.

***Corrective Actions***

No corrective actions are needed to address overall Peak and Off-Peak Vehicle Load Levels.

**On-Time Performance Service Standard**

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes after the scheduled arrival time. The Train On-Time Goals stayed steady for 2023-2025 at 91%. Customer On-Time measures when a passenger



arrives at their station relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. For 2023-2025, the Customer On-Time goal stayed steady at 94%.

BART tracks monthly and annual On-Time performance against these two metrics for system-wide performance. BART has historically tracked Train On-Time performance, shown in Table 15. Starting in 2023, BART now has the capacity to store and analyze passenger on-time performance in more detail including by Line as illustrated in **Error! Reference source not found.** Table 14 below presents the On-Time Performance relative to the goals for each year.

### Disparate Impact Test for On-Time Performance

Guided by BART’s DI/DB Policy, BART applies a 5% threshold to the analysis of its On-Time Performance. A disparate impact on minority riders exists when the average aggregate Train On-Time Performance for minority lines is 5% below the average aggregate for non-minority lines and does not meet BART’s On-Time Performance goals. Given that Customer On-Time performance is not evaluated on a line-by-line basis, there is no disparate impact test for customer on-time performance.

### On-Time Performance Service Monitoring

System-wide On-Time Performance goals and actual performance results for each year are documented in Table 10 below. BART struggled with a number of challenges between 2023 and 2025 and did not meet its Train On-Time Performance or Customer On-Time Performance goals during any of the last three years.

**TABLE 14. THREE YEAR SYSTEM-WIDE ON-TIME PERFORMANCE**

Fiscal Year	Customer On-Time		Train On-Time	
	Actual	Goal	Actual	Goal
2023	87%	94%	67%	91%
2024	91%	94%	76%	91%
2025	88%	94%	70%	91%

Train On-Time Performance results shown in Table 154 are based on data from Fiscal Year 2023-2025. While no lines were able to achieve BART’s 91% train on time standard, the Yellow Line had the lowest average Train On-Time performance (67%) over the three-year period and the Blue Line the highest at 75%.

Customer On-Time Performance results shown in **Error! Reference source not found.** are based on data from Fiscal Year 2023-2025. While no lines were able to achieve BART’s 94% train on time standard, the Orange Line had the lowest average Train On-Time performance (87%) over the three-year period and the Blue Line the highest at 91%



It should be noted that the Orange Line schedule is coordinated to hold to allow customers Orange Line customers between Richmond-Ashby to transfer to Yellow Line San Francisco trains. The Orange Line Passenger On-Time performance is worst in the evenings when those trains hold for Yellow Line trains from San Francisco to allow those customers more options to head north toward Richmond. Customers originating on both the Yellow and Orange (or Blue) Line trains exiting between Richmond and Ashby are included as Orange Line customers for purposes on Passenger On-Time. The Orange Line waiting for the lowest On-Time performance Yellow line may lower Orange Line On-Time performance overall.

**TABLE 15. TRAIN ON-TIME PERFORMANCE BY LINE**

Line	Fiscal Year 2023	Fiscal Year 2024	Fiscal Year 2025	Average	Rank
Green	67%	77%	69%	71%	3
Orange	68%	76%	69%	71%	3
Yellow	59%	71%	69%	67%	5
Red	73%	80%	71%	74%	2
Blue	71%	77%	76%	75%	1
Average	67%	76%	70%	71%	
Minority Lines	69%	77%	71%	72%	
Non-Minority Lines	65%	74%	69%	70%	
% Difference Minority vs Non-Minority	4%	2%	2%	3%	

***Train On-Time Performance Disparate Impact Test Results***

As noted in **Table 15** above, the non-minority Yellow Line had the lowest on-time performance on the system. Combined, minority lines had better on-time performance than the non-minority lines by approximately 3%. For passenger on-time performance, the difference between minority and non-minority lines varies up to 1% per year.

The Disparate Impact Test for this standard is that minority lines, in the aggregate, both perform no lower than the system-wide standard and no more than 5% lower than non-minority lines. BART’s minority lines’ aggregate on-time performance is better than BART’s non-minority lines and does not exceed the 5% threshold. While the minority lines’ performance in aggregate are below BART’s On-Time Performance goal of 91%, both provisions of the test must be met for a disparate impact to be found. Similarly for Passenger On-Time Performance, while BART falls below the goal of 94% on-time for all customers, the difference between minority and non-minority lines never exceeds 1%, falling below the 5% discrepancy threshold. BART is working to resolve its on-time performance issues through on-going track maintenance, a new operations control center, and ongoing replacement of the legacy revenue fleet with new rail cars.

***Corrective Actions***

No corrective actions are required.

**Service Availability Service Standard**

BART’s service area includes all census tracts in the five counties which it currently serves (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara). In addition to passenger fares, BART is largely funded



through sales tax and property tax levies imposed in BART District counties (Alameda, Contra Costa, and San Francisco). San Mateo and Santa Clara counties are not members of the BART District. San Mateo County contributes to BART operations within the county’s boundaries through a county-wide sales tax. Santa Clara county, via Valley Transportation Authority (VTA), contributes to BART operations through a direct payment for net operating expenses.

BART’s Service Availability can be represented by the distribution of its 5 lines and 48 stations across this five-county service area. To develop a quantitative measure of this distribution, BART calculates the linear distance in miles from the population-centroid of each Census tract within these five-counties to their nearest BART station.

### Disparate Impact Test for Service Availability

Using as guidance BART’s DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability. A disparate impact on minority riders exists when minority Census tracts have, on average, a 5% greater linear distance to their nearest BART station than non-minority Census tracts.

**TABLE 16. TRAVEL DISTANCE TO NEAREST BART STATION**

Category	Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	716	3.42
Non-Minority Census Tracts	723	4.89
% Difference Minority vs. Non-Minority		-30.01%

#### *Service Availability Disparate Impact Test Results*

A disparate impact on minority riders exists when minority Census tracts have, on average, a 5% greater linear distance to their nearest BART station compared to non-minority Census tracts. Because the average travel distance from minority Census tracts to the nearest BART station is approximately 30% shorter than that from non-minority Census tracts, there is no disparate impact in BART’s Service Availability.

#### *Corrective Actions*

No corrective actions are required.

### Distribution of Transit Amenities Service Policy

Except as noted below or otherwise precluded by station design considerations, the following amenities shall be distributed equitably across all stations on the BART system, and generally be in proportion to each station’s ridership:

- Customer Information Services (a combination of time tables, public address systems, digital information systems, and station agents, in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the security needs of BART patrons and the BART system)
- Platform Area Benches
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Automated Fare Collection Equipment (Ticket and Clipper Vending Machines, Add fares, and Change Machines)
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators)

BART's Service Monitoring Procedure furthermore describes the following methods for analyzing the equity of the distribution of these Transit Amenities:

- BART will produce an inventory of the availability of the following amenities at each of its heavy rail stations (currently 48): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency (or courtesy) telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).
- BART will identify a number of station pairs which have similar ridership levels and locations along the BART system (urban or suburban). One station in each pair will be a minority station and the other will not. The station pairs could, by illustration, include: two low volume suburban stations, two high volume suburban stations, two urban fringe stations, et al.
- BART will provide a detailed description of each station pair and will then conduct a comparison of the station amenities available.

BART determines whether each of its stations serves a predominantly minority population by comparing the station's catchment area demographics to District's service area minority threshold of 68% (ACS 2019-2023), summarized in Table 17.

TABLE 17. MINORITY STATUS BY STATION CATCHMENT AREA  
(AMERICAN COMMUNITY SURVEY 2019-2023)

<u>Station</u>	<u>% Minority</u>	<u>% White</u>
Coliseum	89%	11%
Richmond	87%	13%
South Hayward	84%	16%
Bay Fair	83%	17%
Hayward	83%	17%
Balboa Park	83%	17%
Fremont	82%	18%
<i>Warm Springs*</i>	<i>82%</i>	<i>18%</i>
<i>Milpitas*</i>	<i>82%</i>	<i>18%</i>
<i>Berryessa / North San Jose*</i>	<i>82%</i>	<i>18%</i>
Union City	80%	20%
San Leandro	78%	22%
South San Francisco	76%	24%
El Cerrito del Norte	76%	24%
Fruitvale	74%	26%
Pittsburg / Bay Point	72%	28%
<i>Pittsburg Center*</i>	<i>72%</i>	<i>28%</i>
<i>Antioch*</i>	<i>72%</i>	<i>28%</i>
Glen Park	72%	28%
Daly City	72%	28%
Lake Merritt	69%	31%
12th St. / Oakland City Center	67%	33%
Colma	66%	34%
Castro Valley	65%	35%
San Bruno	65%	35%
West Oakland	65%	35%
Millbrae	62%	38%
Powell St.	61%	39%

<u>Station</u>	<u>% Minority</u>	<u>% White</u>
19th St. Oakland	61%	39%
West Dublin / Pleasanton	60%	40%
Dublin / Pleasanton	60%	40%
El Cerrito Plaza	60%	40%
MacArthur	57%	43%
Concord	57%	43%
North Concord / Martinez	57%	43%
Embarcadero	57%	43%
Civic Center / UN Plaza	57%	43%
Montgomery St.	56%	44%
24th St. Mission	54%	46%
Downtown Berkeley	54%	46%
16th St. Mission	53%	47%
Ashby	53%	47%
Pleasant Hill / Contra Costa Centre	47%	53%
North Berkeley	45%	55%
Rockridge	43%	57%
Orinda	43%	57%
Walnut Creek	38%	62%
Lafayette	34%	66%
Total Five-County Average	68%	32%

\* The five stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.

This table shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2019-2023. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts within the five-county area. Stations where the minority percentages exceed the five-county average of 68% are highlighted.

Including the five newer stations where minority percentages were estimated, BART has 21 stations which can be categorized as minority stations. Disparate Impact Test for Station Amenities

A disparate impact on minority riders would exist when, considering station design limitations, the majority of minority stations sampled have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. BART has 24 amenity categories included in this analysis, so a disparate impact would exist if the minority stations had fewer amenities than non-minority stations in 13 or more categories.

### Station Amenities Service Monitoring – Analysis of Station Pairs

Any methodology for comparing transit amenities between the 50 stations in the BART system will have shortcomings as no two BART stations are identical. Built over a span of approximately 40 years, they were designed by different architects to fit into different sites and to serve different topographic and community conditions.

#### *Methodology*

In accordance with the Service Monitoring Procedures, BART has attempted to conduct a meaningful comparison of transit amenities by identifying eight station pairs with similar ridership levels and locations along the BART system (urban or suburban). One station in each pair is a minority station and the other is not.

TABLE 18. BART STATION PAIRS FOR TRANSIT AMENITIES ANALYSIS

Pair #	Minority Station	Non-Minority Station
1	San Leandro	Rockridge
2	Bay Fair	Walnut Creek
3	Union City	El Cerrito Plaza
4	South Hayward	Orinda
5	South San Francisco	Lafayette
6	Pittsburg/Bay Point	Concord
7	Hayward	North Berkeley
8	Lake Merritt	Downtown Berkeley

Twenty-four amenity categories were analyzed for each station pair. In order to compare amenities between minority and non-minority stations, the analysis of each station pair tabulates the number of categories in which the minority station has fewer transit amenities than the non-minority station. A disparate impact exists

when, considering certain limitations, minority stations have fewer amenities than non-minority stations in a majority (at least 9 out of 24) of the categories evaluated.

*Findings*

As shown in Table 19 below, there were no cases among the eight station pairs analyzed where minority stations had fewer transit amenities than non-minority stations in more than 9 of the 24 Transit Amenity Categories. For detailed results of the Station Pair Analysis, see Appendix 11.

**TABLE 19. RESULTS SUMMARY OF STATION PAIRS ANALYSIS**

Station Pair	Minority Station	Non-Minority Station	# of Categories with Fewer Amenities at Minority Station
1	San Leandro	Rockridge	4
2	Bay Fair	Walnut Creek	6
3	Union City	El Cerrito Plaza	3
4	South Hayward	Orinda	3
5	South San Francisco	Lafayette	4
6	Pittsburg/Bay Point	Concord	7
7	Hayward	North Berkeley	4
8	Lake Merritt	Downtown Berkeley	2
<b>Average</b>	Minority	Non-Minority	4.12

Some variances may appear to favor some stations, particularly for escalators/elevators, parking spaces, bicycle spaces, and bicycle lockers. However, upon closer examination, the variances were proportionate to each station’s ridership needs attributable to station location or design considerations. These variances are described below.

*Escalator/Elevator Amenities*

Some stations have more elevators/escalators because of station design constraints. Center platform stations, which constitute about half of the District’s non-subway stations, will generally require a single elevator and often a single escalator to serve their passenger demand. Side platform stations have two platforms, one serving the inbound direction and one serving the outbound directions, flanking a double trackway in the

center of the station. These stations will generally require two escalators and two elevators (one set for each platform) to serve their passengers.

### *Parking Space Amenities*

BART's 36 parking facilities at stations vary in terms of type of parking facility (i.e. garage, lot, or on-street curb) and number of spaces. The variance in the number of parking spaces among stations is due to the station location and design considerations, funding constraints, and varying demand for parking by station.

In June 2016, the BART Board adopted the Station Access Policy (<http://www.bart.gov/about/planning/station-access/policy>) that guides access practices and investments through 2025. A station typology was developed as part of this policy, where stations were categorized as auto dependent (with more auto mode share), intermodal – auto reliant, balanced intermodal, urban with parking, and urban (with less auto mode share). Stations that are auto dependent, such as Dublin/Pleasanton, generally have a greater number of parking spaces than stations that are urban with parking, such as Ashby.

### *Bicycle Spaces and Lockers*

Another amenity category where measurable variation exists is for bicycle parking. In most cases, negative variances in bike racks and lockers are the result of riders' access mode to the station. The San Leandro (minority)/Rockridge (non-minority) and the 12th St. (minority)/Downtown Berkeley (non-minority) station comparisons are examples. As documented in BART's Bike Program Capital Plan (June 2017), bicycle parking is allocated to stations based on the current and projected demand for such facilities. The availability of local funding can influence the type and quantity of bicycle parking at individual stations. As such, bicycle parking facilities are generally more robust at stations where demand is strong.

### *Station Amenities Disparate Impact Test Results*

A disparate impact on minority riders would exist when, considering the limitations identified above, the majority of minority stations sampled have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. There was not a single case out of the 8 station pairs analyzed in this report where a non-minority station had more amenities than a minority station in a majority (13) of the 24 categories. Accordingly, BART finds that Transit Amenities at its stations are distributed equitably and consistent with the District's standards for station amenity distribution.

### *Corrective Actions*

No corrective actions are required.

## Vehicle Assignment Service Policy

A homogeneous fleet of revenue cars, designated 'D' (control cab) and 'E' (non-control), are operated on the main (5'6" gauge, third rail) BART network, having replaced the legacy fleet of 'A', 'B' and 'C' cars. The D and E cars all have similar performance characteristics, amenities, and interior space. Starting in 2018, the first of these

cars, called the 'Fleet of the Future' (FOTF), began to be delivered and placed in service, replacing the older 'A', 'B', and 'C' cars.

Legacy cars were operated in revenue service for the last time in September of 2023; enabling BART to provide uniform service, undifferentiated by types of vehicles, for the life of the D and E car fleet. Maintenance requirements and differences in the number of trains used per line made it challenging to maintain equitable distribution of the new and old trains throughout the service, with the percent of FOTF on a given line at a given time may have varied as much by as much as 85%, efforts were made to adjust balance the availability of FOTF on each line over time. Overall, Minority Lines had a higher percent of new FOTF trains than non-minority lines in FY23 and there was an equal distribution in FY24 before all of the old trains were replaced.

**TABLE 20. DISTRIBUTION OF FLEET OF THE FUTURE VEHICLES**

Line	2023	2024 through 9/11/23	Weighted Average	Rank
Green	37%	44%	38%	4
Orange	69%	75%	70%	1
Yellow	59%	86%	63%	2
Red	46%	47%	46%	5
Blue	58%	89%	62%	3
Average	54%	73%	57%	
Minority Lines	54%	71%	57%	
Non-Minority Lines	52%	71%	55%	
% Difference Minority vs Non-Minority	2%	1%	2%	





## IV. Appendices



# Appendix 1. Title VI Protections

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections



## A. Title VI & Environmental Justice Policies



## TITLE VI NON DISCRIMINATION POLICY

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The San Francisco Bay Area Rapid Transit District (District) is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of race, color, national origin or language proficiency. This commitment includes an intention to avoid or minimize any disproportionately high and adverse effects on minority or low-income populations.

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### **Statement of Policy:**

The District, as a federal grant recipient, must ensure that all its programs and activities comply with federal law known as Title VI of the Civil Rights Act of 1964 and its related regulations<sup>i</sup>. Title VI requires, in part, that the District consider the impacts of its decisions on minority and low-income populations, including any decisions related to fare changes, major service changes, service standards, or service policies. The District intends to ensure that, while neutral on their face, its decisions do not have a disproportionately high and adverse effect on minority or low-income populations without substantial legitimate justification.

Pursuant to federal and state law, the District is committed to ensuring that important programs and activities normally provided in English are accessible to persons who have a limited ability to speak, read, write, or understand English.

The District's commitment to non-discrimination extends to informing the District's funding recipients and contractors that they are also subject to applicable federal and state non-discrimination laws in all of their programs, activities and services for the District.

The District's Office of Civil Rights is responsible for providing leadership, direction, and policy to ensure compliance with Title VI. To request additional information regarding the District's non discrimination obligations or to file a complaint, please contact the District's Office of Civil Rights. Retaliation against any party filing a discrimination complaint is prohibited by law, and such retaliation may result in legal action.

**Office of Civil Rights  
2150 Webster St.  
Oakland, CA 94612  
(510) 874-7333  
(510) 464-7587 (fax)  
[officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov)**

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<sup>i</sup> This policy adheres to the regulations set and enforced by Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendment Act of 1972, Age Discrimination Act of 1975, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19.

## B. Title VI Complaint Form and Procedures



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT TITLE VI  
COMPLAINT FORM**

Name of Complainant			Home Telephone
Home Address Street		City, State	Zip
Race/Ethnic Group		Sex	Work Telephone
Person discriminated against (if other than Complainant)			Email Address
Home Address Street		City, State	Zip
			Work Telephone

1. SPECIFIC BASIS OF DISCRIMINATION (Check all that apply):  
 Race     Color     National Origin     Sex     Age     Disability

2. Date of alleged discriminatory act(s): \_\_\_\_\_

3. RESPONDENT (individual complaint is filed against)

Name	
Position	Work Location

4. Describe how you were discriminated against. What happened and who was responsible? For additional space, attach additional sheets of paper.

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5. Did you file this complaint with another federal, state or local agency, or with a federal or state court?

Yes     No

If answer is yes, check each agency where complaint was filed:

Federal Agency     Federal Court     State Agency     State Court     Local Agency

Date Filed: \_\_\_\_\_

6. Provide contact information for the additional agency or court:

Name		
Address Street		City, State
		Zip
Telephone		

Sign complaint in the space below. Attach any supporting documents.

Signature	Date
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## **Your Rights Under Title VI of the Civil Rights Act of 1964**

This document outlines the Title VI complaint procedures related to providing programs, services, and benefits. It does not, however, deny the complainant the right to file formal complaints with the California Department of Transportation, the Secretary of the US Department of Transportation, Equal Employment Opportunity Commission (EEOC), Federal Highway Administration (FHWA), Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation or retaliation of any kind that is prohibited by law.

The San Francisco Bay Area Rapid Transit District, in compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA), the Federal Highway Administration (FHWA), and applicable federal and state laws and regulations, is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services or programs on the basis of **race, color, national origin, sex, age, or disability**. Two Executive Orders extend Title VI protections to Environmental Justice, which also protects persons of low income, and Limited English Proficiency (LEP).

### **Title VI Complaint Procedure**

1. Any person who believes that they have been subjected to discrimination may file a written complaint with the San Francisco Bay Area Rapid Transit District's Office of Civil Rights. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.
2. The complainant may download the complaint form from [www.bart.gov](http://www.bart.gov) or request the complaint form from the Office of Civil Rights (OCR). The complainant may also submit a written statement that contains all of the information identified in Section 3, a through g below.
3. The complaint will include the following information:
  - a. Name, address, and telephone number of the complainant.
  - b. The basis of the complaint (race, color, national origin, sex, age, or disability).
  - c. The date or dates on which the alleged discriminatory event or events occurred.
  - d. The nature of the incident that led the complainant to feel discrimination was a factor.
  - e. Names, addresses and telephone numbers of persons who may have knowledge of the event.

- f. Other agencies or courts where complaint may have been filed and a contact name.
- g. Complainant's signature and date. If the complainant is unable to write a complaint, OCR staff will assist the complainant. If requested by complainant, OCR will provide a language or sign interpreter.

The complaint may be sent or faxed to the following address:

**Office of Civil Rights**  
**2150 Webster St, Suite #0414**  
**Oakland, CA 94612**  
**(510) 874-7333**  
**(510) 464-7587 (fax)**

The complaint may be sent via email to [officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov).

Complainants also have the right to complain directly to the appropriate federal agency. Complaints must be filed within one-hundred eighty (180) calendar days of the last alleged incident.

- 4. OCR will begin an investigation within fifteen (15) working days of receipt of a complaint.
- 5. OCR will contact the complainant in writing no later than thirty (30) working days after receipt of complaint for additional information, if needed. If the complainant fails to provide the requested information in a timely basis, OCR may administratively close the complaint.
- 6. OCR will complete the investigation within ninety (90) days of receipt of the complaint. If additional time for investigation is needed, the Complainant will be contacted. A written investigation report will be prepared by the investigator. This report shall include a summary description of the incident, findings and recommended corrective action.
- 7. A closing letter will be provided to the complainant. The respondent or respondent department will also receive a copy of the closing letter. Each will have five (5) working days from receipt of the report to appeal. If neither party appeals, the complaint will be closed.
- 8. If required, the investigation report with recommendations and corrective actions taken will be forwarded to the appropriate federal agency, the complainant and the respondent.

## C. Title VI Notices and Stations Confirmation

# Your Rights under Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 requires that no person in the United States on the ground of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

Any person who believes that they have been excluded from or denied the benefits of the San Francisco Bay Area Rapid Transit District (BART)'s service or programs, or been subjected to discrimination on the basis of race, color or national origin may file a written complaint with the BART's Office of Civil Rights. Federal and State law requires complaints be filed within one-hundred eighty (180) calendar days of the last alleged incident.

To request additional information on BART's non-discrimination obligations or to file a Title VI Complaint, please submit your request to:

San Francisco Bay Area Rapid Transit District (BART)

ATTN: Office of Civil Rights

2150 Webster Street, Suite #0414

Oakland, CA 94612

(510) 874-7333 • Fax (510) 464-7587

[officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov)

Complaint Forms can also be obtained on BART's website at

[www.bart.gov/titlevi](http://www.bart.gov/titlevi)

## Title VI is the Law



FEDERAL TRANSIT ADMINISTRATION

## Sus derechos según el Título VI de la Ley de Derechos Civiles de 1964

El Título VI de la Ley de Derechos Civiles de 1964 establece que ninguna persona de los Estados Unidos será excluida de participar en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negará los beneficios de dichos programas o actividades, ni será discriminado en ellos, por causa de su raza, color o nacionalidad. El decreto presidencial 12898 aborda la justicia del medio ambiente en las poblaciones de minorías y de bajos ingresos. El decreto presidencial 13166 aborda el tema de los servicios para aquellas personas que tienen conocimientos limitados del idioma inglés.

Toda persona que crea haber sido excluida, que se le negaron los beneficios, o que fue discriminada puede presentar una queja por escrito a la Oficina de Derechos Civiles del Distrito de Tránsito Rápido del Área de la Bahía de San Francisco. La legislación federal y estatal exige que las quejas sean presentadas dentro de los ciento ochenta (180) días calendario del último supuesto incidente.

Para obtener información adicional sobre las obligaciones de no discriminación de BART o para presentar una queja de Título IV, por favor comuníquese con:

San Francisco Bay Area Rapid Transit District (BART)  
ATTN: Office of Civil Rights  
2150 Webster St., Suite #0414  
Oakland, CA 94612  
(510)874-7333 • Fax (510) 464-7587  
officeofcivilrights@bart.gov

Los formularios de queja también están disponibles en la página web de BART: [www.bart.gov/titlevi](http://www.bart.gov/titlevi)

El Título VI es la ley



## 1964 年《民權法案》 第六篇(Title VI)

根據 1964 年《民權法案》(Civil Rights Act) 第六篇規定，美國任何人在參加可獲得聯邦財務補助的方案或活動時，均不得因為種族、膚色或國籍而被排除或被拒絕為其提供福利或遭受歧視。第 12898 號總統行政令有關於弱勢族群和低收入人口的環境正義規定。第 13166 號總統行政令有關於為英語能力有限人士提供服務的規定。

如認為受到排斥、被剝奪權益或遭到歧視，任何人可向舊金山灣區捷運局 (San Francisco Bay Area Rapid Transit District) 的民權辦事處 (Office of Civil Rights) 提交書面投訴。聯邦和州法律要求，投訴應在最後指控事件發生後的一百八十 (180) 日 (曆日) 以內提交。

若想索取更多資訊，了解 BART 有哪些反歧視義務，或要提出法案第六篇投訴，請向以下機構提出要求：

**San Francisco Bay Area Rapid Transit District (BART)**

**ATTN: Office of Civil Rights (民權辦事處)**

**2150 Webster St., Suite #0414**

**Oakland, CA 94612**

**(510) 874-7333 ● 傳真 (510) 464-7587**

**[officeofcivilrights@bart.gov](mailto:officeofcivilrights@bart.gov)**

投訴表亦可從 BART 網站取得：

**[www.bart.gov/titlevi](http://www.bart.gov/titlevi)**

**第六篇即為法律**



BART Line & Stations	Minority/Non-Minority	Title VI Notices Posted (Y/N)	LEP Notices Posted (Y/N)	"I Speak" Cards
<b>Red/ Orange</b>				
Richmond	Minority	Yes	Yes	Yes
El Cerrito del Norte	Minority	Yes	Yes	Yes
El Cerrito Plaza	Non-Minority	Yes	Yes	Yes
North Berkeley	Non-Minority	Yes	Yes	Yes
Downtown Berkeley	Non-Minority		Yes	Yes
Ashby	Non-Minority	Yes	Yes	Yes
<b>Red/ Orange/ Yellow</b>				
MacArthur	Non-Minority	No	Yes	Yes
19th Street/Oakland	Minority	Yes	Yes	Yes
12th Street/Oakland	Non-Minority	Yes	Yes	Yes
<b>Green/ Orange/ Blue</b>				
Lake Merritt	Minority	No	Yes	Yes
Fruitvale	Minority	No	Yes	Yes
Coliseum	Minority	No	Yes	Yes
San Leandro	Minority	No	Yes	Yes
Bay Fair	Minority	Yes	Yes	Yes
Hayward	Minority	Yes	Yes	Yes
South Hayward	Minority	Yes	Yes	Yes
Union City	Minority	No	Yes	Yes
Fremont	Minority	No	Yes	Yes
Warm Springs/South Fremont	Minority	Yes	Yes	Yes
Milpitas	Minority	Yes	Yes	Yes
Berryessa/North San Jose	Minority	Yes	Yes	Yes
<b>Yellow</b>				
Antioch Station	Minority	No	Yes	Yes
Pittsburg Center	Minority	No	Yes	Yes
eBART Transfer Platform		Yes	Yes	Yes
Pittsburg/Bay Point	Minority	No	Yes	Yes
North Concord/ Martinez	Non-Minority	No	Yes	Yes
Concord	Non-Minority	No	Yes	Yes
Pleasant Hill	Non-Minority	No	Yes	Yes
Walnut Creek	Non-Minority	No	Yes	Yes
Lafayette	Non-Minority	No	Yes	Yes
Orinda	Non-Minority	No	Yes	Yes
Rockridge	Non-Minority	No	Yes	Yes
<b>Blue</b>				
Castro Valley	Non-Minority	No	Yes	Yes
West Dublin/ Pleasanton	Non-Minority	No	Yes	Yes
Dublin/ Pleasanton	Non-Minority	No	Yes	Yes
<b>Yellow/ Red/ Green/ Blue</b>				
West Oakland	Minority	No	Yes	Yes
Embarcadero	Non-Minority	No	Yes	Yes
Montgomery	Minority	No	Yes	Yes
Powell	Non-Minority	No	Yes	Yes
Civic Center	Non-Minority	No	Yes	Yes
16th Street Mission	Non-Minority	No	Yes	Yes
24th Street Mission	Non-Minority	No	Yes	Yes
Glen Park	Minority	No	Yes	Yes
Balboa Park	Minority	No	Yes	Yes
Daly City	Minority	Yes	Yes	Yes
<b>Yellow/ Red</b>				
Colma	Non-Minority	No	Yes	Yes
South San Francisco	Minority	Yes	Yes	Yes
San Bruno	Minority	No	Yes	Yes
SFO Airport		Yes	Yes	Yes
Millbrae	Non-Minority	No	Yes	Yes

## Garrett Stanton

---

**From:** Raymond Pascual  
**Sent:** Thursday, November 20, 2025 12:44 PM  
**To:** Garrett Stanton  
**Subject:** Re: Response requested: Title VI Report

There are no such lawsuits.

---

**From:** Garrett Stanton <garrett.stanton@bart.gov>  
**Sent:** Thursday, November 20, 2025 12:39:46 PM  
**To:** Raymond Pascual <RPascua@bart.gov>  
**Subject:** RE: Response requested: Title VI Report

Hi Raymond,

Thank you for the quick response and for confirming that there are no active Title VI transit-related lawsuits or administrative complaints at the moment. You are absolutely right that Title VI complaints and investigations are maintained within our Title VI/OCR unit, and we will handle compiling that portion of the information internally. Where I am hoping to get Legal's assistance is with the *lawsuits* piece of the requirement. For the Title VI triennial report, 49 CFR 21.9(b) asks us to report *all* Title VI investigations, *lawsuits*, and administrative complaints for the current reporting period, not just those that are currently active. That includes any matters that were filed and resolved during the period, even if they are now closed, and that:

- Name BART and/or a BART subrecipient, and
- Allege discrimination based on race, color, or national origin.

Could you please confirm whether, during the current Title VI reporting period, there were any such Title VI transit-related lawsuits involving BART or its subrecipients?

- If there truly were none during the period, a brief confirmation of that would be perfect.
- If there were any, even if closed, it would be extremely helpful if you could either provide a short list with the filing date, brief summary of the allegation, current/closing status, and any actions taken, or point me to any existing log or report your office maintains that captures this information.

This will allow us to complete Appendix 1D of the Title VI Report accurately.

Thank you again for your help with this.

Best,

**Garrett Stanton**

Senior Administrative Analyst, Office of Civil Rights  
San Francisco Bay Area Rapid Transit District (BART)  
2150 Webster St., 4<sup>th</sup> Floor, Oakland, CA 94612



OFFICE OF  
CIVIL RIGHTS

---

**From:** Raymond Pascual <RPascua@bart.gov>  
**Sent:** Thursday, November 20, 2025 10:33 AM  
**To:** Garrett Stanton <garrett.stanton@bart.gov>  
**Subject:** RE: Response requested: Title VI Report

Hi Garrett: The information you're looking for would typically reside with your Title VI or EEO unit. The legal department wouldn't keep any Title VI complaints. At the moment, there are no active lawsuits or admin complaints that are Title VI and transit-related. -Raymond

---

**From:** Legal Assignment <[legalassignment@bart.gov](mailto:legalassignment@bart.gov)>  
**Sent:** Wednesday, November 19, 2025 1:10 PM  
**To:** Legal SP <[legal@spmail.bart.gov](mailto:legal@spmail.bart.gov)>  
**Subject:** FW: Response requested: Title VI Report

Forward from Legal Assignment

---

**From:** Garrett Stanton <[garrett.stanton@bart.gov](mailto:garrett.stanton@bart.gov)>  
**Sent:** Wednesday, November 19, 2025 9:08:46 PM  
**To:** Legal Assignment <[legalassignment@bart.gov](mailto:legalassignment@bart.gov)>  
**Subject:** Response requested: Title VI Report

Good afternoon,

I'm working on the current  [Title VI Report](#) and need your assistance with the section on "Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits," in order to comply with 49 CFR Section 21.9(b).

Specifically, could you please provide a list of all complaint investigations, lawsuits, and administrative complaints that:

- Name BART and/or any BART subrecipient, and
- Allege discrimination on the basis of race, color, or national origin.

For each matter, please include:

- Date the investigation, lawsuit, or complaint was filed
- A brief summary of the allegation(s)
- Current status (open/closed, stage of proceeding, etc.)
- Actions taken in response (e.g., findings, resolutions, corrective actions)

This information will be used to populate Appendix 1D of the Title VI Report, which outlines the District's investigations, lawsuits, and complaints related to Title VI.

If there is an existing log or report that already captures this information, I'm happy to work from that instead.

Thank you in advance for your help.

 [Title VI 2025 DRAFT.docx](#)

**Garrett Stanton**

Senior Administrative Analyst, Office of Civil Rights  
San Francisco Bay Area Rapid Transit District (BART)  
2150 Webster St., 4<sup>th</sup> Floor, Oakland, CA 94612



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## List of Investigations, Lawsuits, and Complaints

	Date (Month, Day, Year)	Summary (include Basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				
<b>Complaints</b>				
1. Case #0001	6/6/22	Complainant submitted a formal Title VI complaint on June 6, 2022 alleging discrimination on the basis of race and national origin. An advertisement issued by the Metropolitan Transportation Commission (MTC) and published on a Bay Area Rapid Transit District (BART or District) train about the Clipper START Program (Clipper START), the Bay Area's Regional Means-Based Fare Discount Program, was published in Spanish. The English version of the advertisement was not published on the same BART train car.	CLOSED	Investigation into alleged discrimination . Said investigation yielded findings that illustrated there was no discrimination. BART confirmed that there were 140 car cards (train advertisements) for this program in English systemwide in July 2020 and then a total of 140 car cards total (Spanish, Chinese, and English) systemwide in January 2022.
2. Case #0002	9/30/22	The complainant alleges that on September 20, 2022, at Balboa Park station, a station agent allowed minority patrons to access District facilities without paying. The complainant further asserts that the station agent enforced payment for the complainant (a non-minority patron). He insists he was discriminated against on the basis of race, color, national origin, and sex.	CLOSED	OCR performed a thorough investigation into the incident. This included: interviewing station agents present at the time of the incident, reviewing video footage (did not capture incident), and reviewing independent evidence.. There was nothing uncovered during the OCR investigation to substantiate the claims made by the complainant.
3. Case #0003	5/11/2023	The complainant alleges that on April 30, 2023 a male was allowed to snort crack in Powell Station. Additionally the complainant alleges that another male was blasting his music in violation of BART policies. Lastly, the complainant alleges on May 9, 2023 safety signs on a train were not available in English. This claims were made on the basis of national origin discrimination.	CLOSED	The Office of Civil Rights (OCR) conducted an investigation into the alleged discrimination. The result of the investigation is that the provisions of Title VI of the Civil Rights Act of 1964 were not violated by these advertisements and/or notices.

## Appendix 2. Public Participation

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections



# BART Resources and Forms

## Appendix D

Public Participation Procedures - 2015 | 34







**6. Will there be a need for any signage for this project?**  Yes  No  
*To the greatest extent practicable, signs in English should be accompanied with either translations or pictograms that permit universal language access.*

**7. Will BART riders and/or the community be impacted by this project?**  Yes  No  
 If yes, how will they be affected?

**8. Do you anticipate any public participation for this project?**  Yes  No

**9. Are you planning any changes to current station amenities for this project?**  Yes  No  
 If yes, what are they?

Please email the completed form to [TitleVIOCR@bart.gov](mailto:TitleVIOCR@bart.gov).  
 If you have any questions, please contact Javieree PruittHill at [JPruitt2@bart.gov](mailto:JPruitt2@bart.gov).

**Section below to be completed by Title VI Team**

**Recommended Title VI Processes**

**Equity Analysis (Service or Fare)**  Yes  No

**Public Participation**  Yes  No

**Language Assistance Measures**  Yes  No

If yes, what are they?

**Other Comments**

<b>Title VI Team Member Name</b>		<b>Date</b>	
----------------------------------	--	-------------	--

### Public Participation Outreach - Meeting Cost Estimates

Item	Cost Description	Cost Estimate
Meeting Notice Production	Design and production of a two-sided flyer by third party consultant. Includes client correspondence and consulting, layout, project management of language translation, and proofing through final production and PDF.	\$1300
Meeting Notice Translation	Flyer translation into Chinese, Korean, Spanish and Vietnamese	\$800 (\$200/per language)
Project Material Production	Management and production of project survey and meeting materials (agenda, project boards, etc.) in each of the four core languages. Includes client correspondence, layout/production, translation management and proofing through final production and PDF. Work completed by third party consultant.	\$3,000
Project Material Translation	Meeting survey and materials translated into four core languages	\$2000 - \$2500 (\$500 - \$625 per language)
Direct Mail	Mailing within ¼ mile radius of project area - includes mailing list, full service copying, USPS preparation, delivery to post office, and postage	\$1,200
Ethnic Media Advertisements	Starting advertisement cost: The Post (African American) - \$600 El Mundo (Spanish) - \$922 El Mensajero (Spanish) - \$857 World Journal (Chinese) - \$275 Sing Tao (Chinese) - \$225 Korea Daily New - \$250 SF Kyocharo Korean News - \$250 Vietnam Daily News - \$150	\$3,529 (all 8 publications)
Public Participation Summary Report	Report on public participation activities, community input, and survey data analysis by third party consultant.	\$3,000 (\$150/hour average 20 hours)
<b>Other Variable Costs (dependent on number of meetings and requests)</b>		
Facility Fee	3-5 hour rental, chairs, tables, utilities, set-up, etc.	\$500 - 1,000/meeting
Meeting Interpretation Services	Language interpreter American Sign Language Interpretation	\$110 - \$115/hour \$90 - \$100/hour
Note Taking	Graphic recorder/note taker	\$36/hour
Translation of Survey Comments	Translation of survey comments received in other languages	\$150 (minimum)
Childcare	Certified childcare provider	\$200/meeting
Refreshments	Snacks and water	\$50/meeting

# Interpretation and Translation Services Request

Office of Civil Rights (OCR)

## A. Request Information

1. Date of Request: \_\_\_\_\_
2. Name/Contact: \_\_\_\_\_
3. Request Deadline: \_\_\_\_\_

Contact OCR at least **five (5) business days** in advance of your request.

## B. Project Funding

4. Have funds been identified for this project?  
 Yes (Go to B5)       No (Go to C)
5. If yes, is this a capital-funded project or an operating-funded project? \*  
 Capital       Operating

\* OCR will cover the cost of interpretation services for operating-funded projects. Projects must cover translation costs if it is a capital-funded project (e.g., Fleet of the Future, extension projects).

## C. Target Language(s)

6. What language(s) or dialect(s) are you requesting for interpretation or translation?  
 Spanish       Korean  
 Vietnamese       Tagalog  
 Chinese Interpretation  
     Mandarin       Cantonese  
 Chinese Translation  
     Simplified       Traditional  
 Other: \_\_\_\_\_  
 Not sure/Unknown (Ask OCR for assistance)

## D. Project/Event Staff Contact Information

7. Name: \_\_\_\_\_
8. Email: \_\_\_\_\_
9. Mobile Phone: \_\_\_\_\_

## E. Interpretation Request Details

10. Event Date: \_\_\_\_\_
11. Time: \_\_\_\_\_
12. Location: \_\_\_\_\_
13. Event format: \_\_\_\_\_
14. Number of interpreters/languages: \_\_\_\_\_
15. Type of Interpretation (pick one):  
 Consecutive (Presenter and interpreter alternate.)  
 Simultaneous (All present at the same time.)
16. Equipment:  
 Headsets \*      How many? \_\_\_\_\_  
 Other equipment: \_\_\_\_\_

\* Extra cost of **\$5-\$10** per person.

GCR Rep: See Lisa Moland for headsets/transmitters

## F. Translation Request Information

17. Delivery Date: \_\_\_\_\_
18. Time: \_\_\_\_\_
19. Format(s): \_\_\_\_\_
20. Word count (if known): \_\_\_\_\_
21. Number of pages/slides: \_\_\_\_\_
22. Formatting and Access:  
 Formatting (InDesign, PDF, etc.)  
 Digital Access (ADA Section 508 Compliance)

## G. Supporting Documents

23. If available, please provide source documents for interpretation or translation:  
 Surveys       Slides       Talking Points  
 Flyers       Other: \_\_\_\_\_

## Other Comments



Email completed form and supporting documents to [TitleVIOCR@bart.gov](mailto:TitleVIOCR@bart.gov).

Submit your request to OCR at least **five (5) business days** in advance of your deadline.

If you have any questions, please contact Jay Jackson at ext. 6752.

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# Appendix 3. Language Assistance Plan (LAP)

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections



# **BART**

**San Francisco Bay Area Rapid Transit District**

## **Limited English Proficiency & Language Assistance Plan**

**Updated November 2025**



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## Acronyms and Abbreviations

ACS	American Community Survey
BART	Bay Area Rapid Transit District
CBO	Community-Based Organization
CDE	California Department of Education
District	San Francisco Bay Area Rapid Transit District
DOL	U.S. Department of Labor
FTA	Federal Transit Administration
LAP	Language Assistance Plan
LEP	Limited English Proficient
LWIA	Local Workforce Investment Area
TIC	Transit Information Center
USDOT	U.S. Department of Transportation

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## EXECUTIVE SUMMARY

Federal regulations require that recipients of federal funds take reasonable steps to ensure meaningful access to their services and benefits for persons with limited English proficiency. Under these regulations, programs and activities normally provided in English must be accessible to persons who have a limited ability to speak, read, write, or understand English. Otherwise, English-only services may be discriminatory on the basis of national origin, in violation of Title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations.

The San Francisco Bay Area Rapid Transit (BART or the District) supports the goal of Section V of the U.S. Department of Transportation LEP Guidance (USDOT 2005) to provide meaningful access to its services by LEP persons. This Language Assistance Plan (LAP), which updates the LAP previously approved by the Federal Transit Administration (FTA) in January 2017, assesses language needs in the five-county<sup>1</sup> BART service area (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties).

### BART Self-Assessment

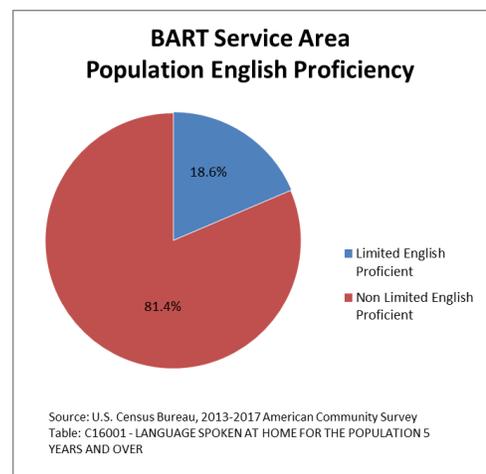
The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons. The four-factor analysis involves the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART’s programs, activities, and services;
- Gauging the importance to LEP persons of BART’s programs, activities, and services; and
- Assessing the current resources available and the costs to provide language assistance services.

This four-factor analysis identifies appropriate language assistance measures needed to improve access to the San Francisco Bay Area Rapid Transit District (BART or District) services and benefits for limited English proficient (LEP) persons.

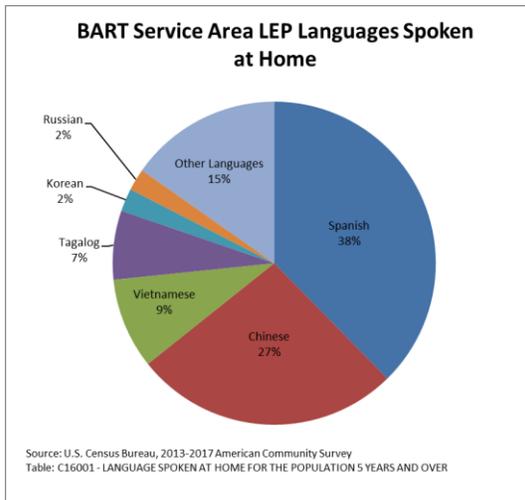
### Identification of LEP Individuals

For the first step of the four-factor needs assessment, the LEP population was defined as those persons 5 years of age and older who reported to the U.S. Census Bureau that they speak English less than “very well.” The total eligible population, as estimated by the U.S. Census Bureau’s 2013 to 2017 American Community Survey (ACS), for the five-county BART service area is 5,924,477. The LEP population was estimated at 1,101,847, or 18.6% of the eligible population. The primary languages spoken in the BART service area are Spanish and Chinese (Cantonese



---

<sup>1</sup> Note that since BART’s last LAP the service area has expanded to include Santa Clara County, in addition to the previous four-counties served.



and Mandarin)<sup>2</sup> and there are a total of 12 “safe harbor” languages with more than 1,000 estimated LEP persons.<sup>3</sup> The analysis shows that 47.4 % of LEP persons live within 1 mile of a BART line, which increases the likelihood that they will use BART’s services.

### Frequency of Contact by LEP Persons with BART Services

For the second step of the four-factor analysis, BART reviewed its Language Line Services requests for language assistance services, examined website page views, and reviewed its in-person LEP encounters. These reviews disclosed that BART personnel come into contact with LEP persons

frequently.

Station agents, customer information clerks, and other frontline staff reported that Spanish and Chinese were the most frequently encountered languages at BART stations, based on encounters reported on the BART Transportation and Station Intranet (and at BART’s telephone customer helpline, Transit Information Center).

### Importance to LEP Persons of BART’s Programs, Activities, and Services

The third step involved identifying critical services and using input from CBOs to identify ways to improve these services for LEP populations. BART engaged its Title VI/Environmental Justice and LEP advisory committees, who represent community-based organizations (CBOs) that serve minority, low-income, and LEP populations across a diverse spectrum of ethnicities residing in the Bay Area. Staff met with the Title VI/Environmental Justice Advisory Committee, who represent 8 CBOs, on August 5, 2019 and the LEP Advisory Committee, who represent 7 CBOs, on August 28, 2019.

The principal theme of access emerged from this effort. Access to public transportation continues to be a primary need of the LEP population. Anecdotally, LEP persons, who do not generally have private transportation, rely on public transportation for mobility to access employment, health and governmental services and recreational activities.

### Available Resources and Costs of Language Assistance Services

The final step in the four-factor LEP needs assessment was intended to weigh the demand for language assistance, including the needs identified in the third step of the factor analysis, with BART’s current and projected financial and personnel resources. BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services.

<sup>2</sup> In addition, the ACS estimates that 33.5% of the five-county BART service area population are foreign born. Data from 2013-2017 American Community Survey, foreign born: 2,104,954.

<sup>3</sup> Under USDOT Guidance, recipients seeking assurance that they comply with written translation requirements are directed to the federal “safe harbor” threshold. USDOT “safe harbor” guidance (USDOT 2005) says that BART may provide “written translation of vital documents for each eligible LEP language group that constitutes 5 % or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” Note that since the last FTA update, there has been a change in language codes and how ACS aggregates language data to the most common languages for privacy concerns and small sample sizes.

BART continuously evaluates how to consolidate its language assistance measures to deliver the most cost-effective services. For example, in July 2016 the BART Board approved an Agreement with a contractor, Language Line Services, to provide all language assistance services for the District. Since costs were standardized through the sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation. BART will continue to track and monitor expenditures and language assistance requests in accordance in order to better serve customers through targeted outreach and materials.

### Language Assistance Measures

BART is committed to full compliance with Title VI and its implementing regulations to provide meaningful access and reduce barriers to services and benefits for LEP persons. BART currently provides oral language assistance through its bilingual transit information representatives, Language Line Services for over the phone interpretation, and through BART's own dedicated language assistance line. The District's written language assistance includes the translation of vital documents posted on the BART website and at all stations, and the translation of meeting notices and surveys. For most public meetings, BART translates meeting notices and includes instructions for requesting translation services and/or meeting interpreters.

The District established the LEP Advisory Committee in 2011. BART is currently recruiting for additional members for 2020. In addition, the District is planning new language assistance services that include trainings, such as cultural sensitivity, for frontline personnel and bilingual staff. Trainings will be developed by BART staff and generally provided by Language Line Services, the District's primary language assistance contractor.

### Vital Documents Guidelines

As part of its commitment to ensuring that LEP persons receive reasonable access to language assistance, BART has established guidelines for the translation of "vital" written materials, or Vital Documents. These Vital Documents are either critical for obtaining services and/or benefits or are required by law. The District has established a three-tier system for identifying, prioritizing and translating Vital Documents.

Tier 1 documents are the most important documents, critical for safety, access to the BART transit service, and awareness of legal rights, including the right to language assistance. Tier 1 documents are the first translation priority for the District. Tier 2 documents enhance or facilitate the customer experience, such as information about promotional events. Based on language requests, the District will evaluate whether full translations are needed for Tier 2 documents. Tier 3 documents provide information so that all riders regardless of language ability can participate in long-term transportation decisions made at BART. Oftentimes these documents are long and technical. Translation of Tier 3 documents may be determined on a case-by-case basis; a translated, abbreviated summary document may be sufficient.

### Frequently Encountered Languages & Safe Harbor Languages

Based on the results of the updated four-factor analysis, Spanish and Chinese are the most frequently encountered languages at BART. Vital Documents will be translated into these languages, pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis with feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified additional "safe harbor" languages for BART. Pursuant

to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into the additional "safe harbor" languages.

USDOT "safe harbor" guidance (USDOT 2005) says that BART should provide "written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered."

#### [Plan Monitoring and Updating](#)

BART has established procedures to monitor the effectiveness of the LAP. These procedures reflect an ongoing process to solicit feedback from BART employees, LEP persons, the LEP Advisory Committee, and CBOs serving LEP populations. BART will continue to use a combination of qualitative and quantitative approaches to monitor whether the LAP effectively meets the needs of LEP persons.

#### [LEP Training](#)

The USDOT recommends LEP training for employees in public contact positions. BART has developed both an LEP training video and handbook for these employees. Interactive, in-person training is available for BART's station agents, operations supervisors, transit information clerks, customer service representatives, police personnel, survey takers and new hires. LEP training will be provided again at recertification training every two (2) years for train operators and operations foreworkers and every three (3) years for station agents.

## 1.0 INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or the District) is a rapid transit system that travels through five counties in California: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties (see Figure 1). BART operates five service lines covering 122 miles, connecting 48 stations, and serving an average weekday ridership of over 400,000 passengers.

The District supports the goal of the U.S. Department of Transportation's (USDOT) limited English proficient (LEP) guidance to provide meaningful access to its services by LEP persons. The Federal Transit Administration (FTA) notes that transit agencies that provide language assistance to LEP persons in a competent and effective manner will help ensure that their services are safe, reliable, convenient, and accessible to those persons. These efforts may attract riders who would otherwise be excluded from using the service because of language barriers and, ideally, will encourage riders to continue using the system after they are proficient in English and/or have more transportation options.

### 1.1 Authority and Guidance

Title VI of the Civil Rights Act of 1964, 42 United States Code 2000d, provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity that receives federal financial assistance.

Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," issued on August 16, 2000, directs each federal agency to publish guidance for its respective recipients in order to assist with its obligations to LEP persons under Title VI. The Executive Order states that recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. Providing English-only services may constitute national origin discrimination in violation of Title VI and its implementing regulations.

The FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" (2012), reiterates this requirement. Chapter III states that "FTA recipients must take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient" (page III-6).

The FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (2007b) suggests that addressing the needs of LEP persons may also help increase and retain ridership. The USDOT LEP Guidance notes that effective implementation plans typically include the following five elements: (1) identifying LEP individuals who need language assistance, (2) providing language assistance measures, (3) training staff, (4) providing notice to LEP persons, and (5) monitoring and updating the plan.

BART's plan also complies with Federal Highway Administration (FHWA) guidelines for a Limited English Proficiency Plan. The FHWA "Title VI Implementation Plan Checklist"<sup>4</sup> asks, "Does the [Title VI] Plan explain how LEP populations are identified statewide and per project as well as how

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<sup>4</sup> <https://www.fhwa.dot.gov/civilrights/programs/docs/Title%20VI%20Implementation%20Plan%20Checklist.pdf>

the four-factor analysis is applied to each in determining what translations are appropriate?” A review of this current plan update shows that it is applicable and responsive to both the FHWA and FTA requirements.

## 1.2 **BART Four-Factor Analysis**

The USDOT LEP Guidance identifies four factors that recipients of federal funds, including BART, should consider when determining what reasonable steps should be taken to ensure meaningful access for LEP persons.

The four-factor analysis includes the following:

- Identifying the number and proportion of LEP persons served or encountered in the eligible service population;
- Determining the frequency with which LEP individuals come into contact with BART’s programs, activities, and services;
- Gauging the importance to LEP persons of BART’s programs, activities, and services; and
- Assessing the current resources available and the costs to provide language assistance services.

This document describes BART’s four-factor analysis and summarizes its LEP outreach efforts.

**BART** **BART FIVE (5) COUNTY SERVICE AREA**  
EGIS - Enterprise Geographic Information System

**FIGURE: 1**  
Date: 10/29/2025



## 2.0 FACTOR 1: LIMITED ENGLISH PROFICIENT POPULATION

The first step of the four-factor needs assessment analyzes the number and proportion of persons with limited English-speaking proficiency likely to be encountered within BART’s five-county<sup>5</sup> service area. The LEP population is those persons who reported to the Census Bureau that they speak English “less than very well.”

The five-county BART service area, shown in Figure 1, includes Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara Counties. Within this area, the most recent census data from the American Community Survey (ACS) estimate that 1,101,847 or 18.6% of the population age 5 years and older is LEP. The ACS data shows approximately 12 languages with 1,000 or more LEP persons, the threshold for a “safe harbor” language.

### 2.1 Evaluation Methods and Data Sources

Service providers should consider languages spoken by the populations within their service areas to determine whether language barriers exist. In accordance with the FTA’s policy guidance, the initial step for providing meaningful access to services for LEP persons and maintaining an effective LEP program is to identify LEP populations in the service area and their specific language characteristics. Determining the presence of LEP populations in the BART service area was completed through an analysis of several data sources, including:

- U.S. Census Bureau, Census 2010
- U.S. Census Bureau, 2013 to 2017 ACS 5-Year Sample
- California Department of Education (CDE), English Learner Data

There are 918 census tracts in the service area. The San Francisco Airport (SFO) census tract has no population, which results in 917 tracts with population.

#### Census 2010

Census 2010 does not provide language proficiency data as it is a short form with ten questions about “resident population,” “race,” and “housing occupancy status.” As a result, the Census Bureau’s American Community Survey (ACS), 2013-2017, is a more useful data source for identifying LEP persons.

#### American Community Survey (ACS) U.S. Census Bureau (2013-2017)

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau and is the most geographically-detailed available dataset. It is intended to measure changing socioeconomic characteristics and conditions on a recurring basis. It provides census tract level data on the regional distribution of specific languages. As mentioned above, Census 2010 does not provide the necessary language data, so the sample data, historically collected on the “long form” in the census, is now collected throughout the decade in the ACS. 5-year samples are used to produce comparable estimates to the 2000 Census long form. It is important to note that the ACS does not provide official counts of the population between each decennial census, but instead provides weighted population estimates. This report follows the FTA Handbook to use the ACS data to provide an estimate of the number and distribution of LEP persons.

In addition, since the last Triennial update, there was a change in language codes and how ACS aggregates language data to the most common languages for privacy concerns and small sample sizes. The data has been changed to reflect the most commonly spoken languages in the United States. For a detailed explanation of the changes, see Appendix A. Fewer languages are now captured for the “safe harbor”

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<sup>5</sup> Note that BART’s last Language Assistance Plan only covered four counties and an additional county, Santa Clara, has been added for this LAP.

language requirement. To be as inclusive as possible, and since BART’s Title VI notices and complaint forms have already been translated in 21 languages, we will continue to keep these current translations up and available on our website at [www.bart.gov/titlevi](http://www.bart.gov/titlevi). These 21 languages include the languages in the updated ACS languages. Should ACS decide to change how they breakdown languages to identify more languages, BART will update accordingly.

### California Department of Education English Learners Data

FTA also recommends using public school enrollment data from the CDE to identify LEP populations and the types of languages spoken in the BART service area. The data provides information on the language spoken at home by students who are classified as English learners. English learners receive special services from the school districts to improve language proficiency and meet education requirements. This category includes both primary and secondary school students ranging from kindergarten to high school. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

There are 93 primary, secondary, and unified school districts within the BART service area.

## 2.2 LEP Population Identification

### American Community Survey 2013-2017 (ACS 2013-2017)

For this Factor 1 LEP analysis, the ACS 2013-2017 5-year sample was used to determine English proficiency by population, language category, and county, to determine linguistic isolation and primary languages spoken at home, and to identify the geographic distribution of these languages.

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, LEP is defined as those members of the population age 5 years and older who reported that they speak English less than “very well” – meaning “well”, “not well”, or “not at all”. The total population age 5 years and older was estimated to be 5,924,477. The LEP population was estimated at 1,101,847, or 18.6% of this eligible population. Table 1 shows English proficiency by county for the BART service area. San Francisco and Santa Clara counties have higher percentage LEP populations than the service area.

**Table 1 ACS 2013-2017 English Proficiency, by County**

County	Total Population Ages 5 and Over	Speaks English			Percentage Less than Very Well
		Only	Very Well	Less than Very Well	
Alameda	1,531,853	849,252	400,659	281,942	18.4%
Contra Costa	1,058,105	690,049	218,432	149,624	14.1%
San Francisco	825,057	464,061	190,955	170,041	20.6%
San Mateo	718,121	386,107	202,785	129,229	18.0%
Santa Clara	1,791,341	851,966	568,364	371,011	20.7%
<b>Service Area</b>	<b>5,924,477</b>	<b>3,241,435</b>	<b>1,581,195</b>	<b>1,101,847</b>	<b>18.6%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME, POPULATION 5 YEARS AND OVER

The ACS 2013-2017 data, based on a sample of the population, include the number of persons ages 5 and older who self-identified their ability to speak English as “very well,” “well,” “not well,” and “not at all.” Table 2 displays the data on English language proficiency for the five-county BART service area by the

linguistic categories identified by the U.S. Census Bureau, which include Spanish, Indo-European, Asian or Pacific Islander, and All Other Languages.

**Table 2 Service Area English Proficiency, by Language Category**

English Proficiency (Ability to Speak English)	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
	Population	Percentage of Total Population	Population	Percentage of Total Population	Population	Percentage of Total Population	Population	Percentage of Total Population
"Very Well"	580,570	58.3%	332,097	75.8%	616,396	52.5%	52,132	69.9%
<b>Limited English Proficient</b>								
"Well"	192,021	19.3%	70,362	16.1%	296,354	25.2%	14,244	19.1%
"Not Well"	162,455	16.3%	28,370	6.5%	187,477	16.0%	6,166	8.3%
"Not At All"	60,472	6.1%	7,551	1.7%	74,299	6.3%	2,076	2.8%
<b>LEP Subtotal</b>	<b>414,948</b>	<b>41.7%</b>	<b>106,283</b>	<b>24.2%</b>	<b>558,130</b>	<b>47.5%</b>	<b>22,486</b>	<b>30.1%</b>
<b>Total</b>	<b>995,518</b>	<b>100.0%</b>	<b>438,380</b>	<b>100.0%</b>	<b>1,174,526</b>	<b>100.0%</b>	<b>74,618</b>	<b>100.0%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

When considered exclusively for persons 18 years and above, the data in Table 3 suggest that approximately 20.7% of the adult population residing in the BART service area (approximately 1,028,668 persons in total) spoke English “well,” “not well,” or “not at all” in 2013-2017.

**Table 3 Limited English Proficient, Speaks English Less than Very Well, by Language Category, 18 Years and Above**

	Spanish	Indo-European	Asian and Pacific Islander	All Other Languages	Total 18 Years and Above LEP Population
<b>Alameda</b>	97,643	27,819	127,734	7,954	261,150
<b>Contra Costa</b>	74,987	17,438	41,987	3,352	137,764
<b>San Francisco</b>	32,693	11,665	116,677	1,776	162,811
<b>San Mateo</b>	55,632	10,496	53,231	1,846	121,205
<b>Santa Clara</b>	118,542	32,535	189,220	5,441	345,738
<b>Service Area</b>	379,497	99,953	528,849	20,369	1,028,668
<b>Total Population Ages 5 and Over</b>	<b>4,970,50</b>				<b>20.7%</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

Additionally, the ACS 2013-2017 data provide information on linguistically isolated households. “A linguistically isolated household is one in which no member 14 years old and over (1) speaks only English and (2) speaks a non-English language and speaks English less than “very well.” In other words, all

members 14 years old and over have at least some difficulty with English.” In total, the ACS 2013-2017 data identified 2,209,686 households in the five-county BART service area. The entire membership of a linguistically isolated household would be considered LEP. Table 4 details data for linguistically and non-linguistically isolated households.

**Table 4 Linguistically Isolated Households, by Language Category**

Category	Spanish		Indo-European		Asian or Pacific Islander		All Other Languages	
	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households	Households	Percentage of Total Households
<b>Linguistically Isolated</b>	63,847	2.9%	23,005	1.0%	122,886	5.6%	4,973	0.2%
<b>Not Linguistically Isolated</b>	264,111	12.0%	176,902	8.0%	334,671	15.1%	26,369	1.2%
<b>Total</b>	<b>327,958</b>	<b>14.8%</b>	<b>199,907</b>	<b>9.0%</b>	<b>457,557</b>	<b>20.7%</b>	<b>31,342</b>	<b>1.4%</b>
<b>Total Households</b>	<b>2,209,686</b>							

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16002 - HOUSEHOLD LANGUAGE BY LIMITED ENGLISH SPEAKING STATUS "VERY WELL"

Table 5 shows the top five non-English languages spoken in the BART service area in 2013-2017 among the total population ages 5 years and older (includes both LEP and non-LEP populations). Although respondents to ACS 2013-2017 identified a variety of languages spoken within the BART service area, Spanish, Chinese, Tagalog, Vietnamese, and Russian/Polish/other Slavic languages were the primary languages.

**Table 5 Primary Languages Spoken in the BART Service Area, ACS 2013-2017**

Language	Population Speaking Non-English Language	Margin of Error	Percentage of Total Population
<b>Spanish</b>	995,518	± 12742	16.8%
<b>Chinese (incl. Mandarin, Cantonese)</b>	530,711	± 13171	9.0%
<b>Tagalog (incl. Filipino)</b>	217,634	± 11056	3.7%
<b>Vietnamese</b>	167,419	± 7905	2.8%
<b>Russian, Polish, or other Slavic languages</b>	65,296	± 6011	1.1%
<b>All Other Languages</b>	706,464	± 44513	11.9%
<b>Total Speaking Non-English Languages</b>	<b>2,683,042</b>	<b>± 95398</b>	<b>45.3%</b>
<b>Total Population</b>	<b>5,924,477</b>		

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME, POPULATION 5 YEARS AND OVER

Figure 2 identifies LEP census tracts where the proportion of the population speaking English less than “very well” is greater than or equal to the service area average. 47.4% of the LEP population lives in a census tract within 1 mile of a BART line. A Spanish language map is provided in the following section. The study team did not prepare maps showing “Indo-European” and “Asian or Pacific Islander” due to the large number of languages within these broad categories and geographic distribution would be inconclusive.

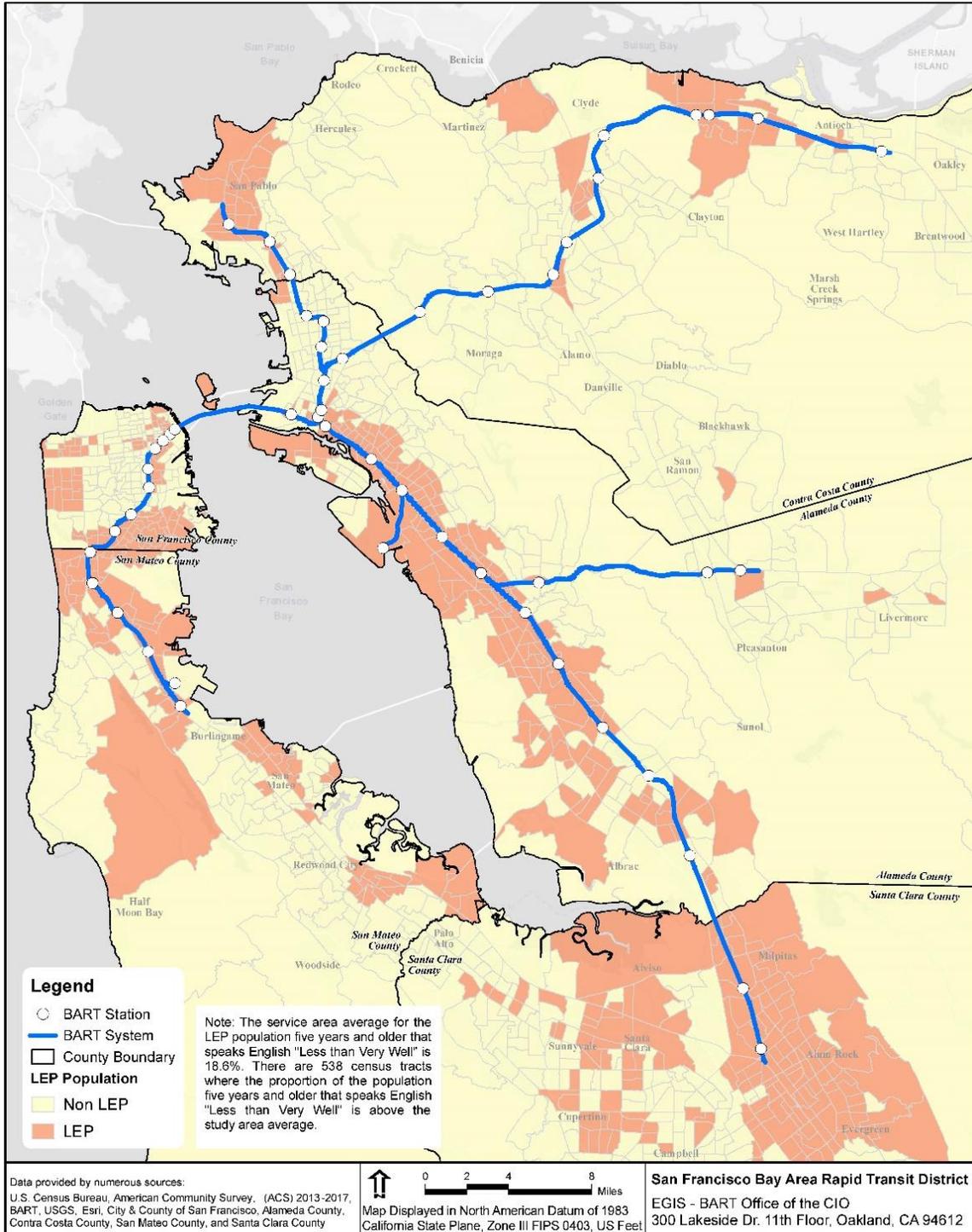


# LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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### FIGURE: 2

Date: 9/27/2019



USDOT “safe harbor” guidance (USDOT 2005) says that BART should provide “written translation of vital documents for each eligible LEP language group that constitutes 5% or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.” As mentioned previously, in 2016 ACS aggregated their languages (see Section 2.1 for more detailed explanation). The consolidation of certain languages has limited staff’s ability to apply the USDOT “safe harbor” guidance the way it has in the past to determine the “safe harbor” languages (from 21 identifiable languages to approximately 12 languages within 9 languages groups). Table 6(a) below shows the new breakdown of approximately 12 languages with more than 1,000 estimated LEP persons.

**Table 6 (a) ACS 2013-2017 Languages Spoken by LEP Persons Age 5 and Older**

<b>Languages Spoken at Home</b>	<b>LEP Population Estimates</b>	<b>Margin of Error</b>	<b>Percentage of Total Population</b>
<b>Spanish</b>	414,948	± 10860	7.00%
<b>Chinese (incl. Mandarin, Cantonese)</b>	293,301	± 9615	4.95%
<b>Vietnamese</b>	100,120	± 5232	1.69%
<b>Tagalog (incl. Filipino)</b>	75,999	± 5823	1.28%
<b>Korean</b>	25,211	± 3143	0.43%
<b>Russian, Polish, or other Slavic languages</b>	24,268	± 3148	0.41%
<b>Arabic</b>	9,328	± 2308	0.16%
<b>French, Haitian, or Cajun</b>	4,503	± 1129	0.08%
<b>German or other West Germanic languages</b>	2,927	± 833	0.05%
<b>Other</b>	151,242	± 13330	2.55%
<b>Total LEP Population</b>	<b>1,101,847</b>	<b>± 55421</b>	<b>18.60%</b>
<b>Total Service Area</b>	<b>5,924,477</b>		

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Table 6(b) below shows the ACS 2010-2014 languages spoken. This table is from the last LAP (included in the January 1, 2014-December 31, 2016 FTA update). It is more inclusive than Table 6(a) and, accordingly, BART will continue to keep its Title VI notices, complaint form, and brochures translated into these 21 languages on its BART.gov/titlevi website and consider this more inclusive list of languages when translating other vital documents. It's important to note that the top 5 languages in both tables are the same.

**Table 6 (b) ACS 2010-2014 Languages Spoken by LEP Persons Age 5 and Older**

<b>Languages Spoken at Home</b>	<b>LEP Population Estimates</b>	<b>Margin of Error</b>	<b>Percentage of Total Population</b>
<b>Spanish</b>	291,838	± 9,205	40.53%
<b>Chinese</b>	207,472	± 6,055	28.81%
<b>Tagalog</b>	53,721	± 4,414	7.46%
<b>Vietnamese</b>	27,547	± 3,137	3.83%
<b>Korean</b>	16,721	± 2,544	2.32%
<b>Russian</b>	13,393	± 1,886	1.86%
<b>Persian</b>	9,644	± 1,777	1.34%
<b>Japanese</b>	9,354	± 1,604	1.30%
<b>Arabic</b>	8,195	± 1,880	1.14%
<b>Hindi</b>	7,547	± 1,481	1.05%
<b>Portuguese</b>	4,517	± 1,183	0.63%
<b>French</b>	3,693	± 1,165	0.51%
<b>Thai</b>	3,157	± 1,011	0.44%
<b>Cambodian</b>	2,809	± 1,050	0.39%
<b>Italian</b>	2,735	± 822	0.38%
<b>Gujarati</b>	2,230	± 786	0.31%
<b>Laotian</b>	1,924	± 810	0.27%
<b>German</b>	1,837	± 598	0.26%
<b>Urdu</b>	1,785	± 747	0.25%
<b>Serbo-Croatian</b>	1,242	± 642	0.17%
<b>Armenian</b>	1,100	± 571	0.15%
<b>Greek</b>	876	± 388	0.12%
<b>Polish</b>	709	± 364	0.10%
<b>Hungarian</b>	552	± 370	0.08%
<b>Hebrew</b>	414	± 288	0.06%
<b>Scandinavian</b>	373	± 315	0.05%
<b>Hmong</b>	336	± 321	0.05%
<b>Yiddish</b>	46	± 120	0.01%
<b>Navajo</b>	20	± 93	0.00%
<b>Other</b>	44,275	± 10,317	6.15%
<b>Total</b>	<b>720,062</b>	<b>± 29,574</b>	<b>18.17%</b>

Source: U.S. Census Bureau, 2010-2014 American Community Survey

Table: B16004 - LANGUAGE SPOKEN AT HOME, ABILITY TO SPEAK ENGLISH, POPULATION 5 YEARS AND OVER

Table 7 shows the geographic distribution of the LEP population by county within the BART service area for the top six languages spoken at home.

**Table 7 ACS LEP Population, by County**

	Spanish	Chinese	Vietnamese	Tagalog	Korean	Russian	Other	LEP Population	Total Population Ages 5 and Over
<b>Alameda</b>	107,952	78,116	14,949	18,789	6,999	3,174	51,963	281,942	1,531,853
	7.0%	5.1%	1.0%	1.2%	0.5%	0.2%	3.4%	18.4%	100.0%
<b>Contra Costa</b>	83,084	18,031	4,316	11,075	3,361	3,746	26,011	149,624	1,058,105
	7.9%	1.7%	0.4%	1.0%	0.3%	0.4%	2.5%	14.1%	100.0%
<b>San Francisco</b>	34,760	96,338	6,049	8,989	2,958	6,593	14,354	170,041	825,057
	4.2%	11.7%	0.7%	1.1%	0.4%	0.8%	1.7%	20.6%	100.0%
<b>San Mateo</b>	60,453	28,367	1,346	15,944	1,647	3,618	17,854	129,229	718,121
	8.4%	4.0%	0.2%	2.2%	0.2%	0.5%	2.5%	18.0%	100.0%
<b>Santa Clara</b>	128,699	72,449	73,460	21,202	10,246	7,137	57,818	371,011	1,791,341
	7.2%	4.0%	4.1%	1.2%	0.6%	0.4%	3.2%	20.7%	100.0%
<b>BART Service Area</b>	414,948	293,301	100,120	75,999	25,211	24,268	168,000	1,101,847	5,924,477
	7.0%	5.0%	1.7%	1.3%	0.4%	0.4%	2.8%	18.6%	100.0%

Source: U.S. Census Bureau, 2013-2017 American Community Survey  
Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

Shown in Figure 3 below, more than 41.7% of the Spanish language speaking population is LEP in the five-county BART service area. Figure 3 shows the census tracts where the proportion of the LEP Spanish speaking population is greater than or equal to the 41.7% of the Spanish language average. It highlights that this LEP population is clustered primarily around the BART system, underscoring the importance of BART’s services as an important means of increasing mobility.

As shown in Figures 5 and 8, Vietnamese and Russian are similarly concentrated near to the BART lines. While census tracts along the BART lines have higher than average populations of Korean and Tagalog, Figures 6 and 7, these populations also have large concentrations in more rural areas who may be less dependent on public transit for their general mobility needs.

### Discussion

As shown in Tables 6(a) and 6(b), the top six languages spoken by LEP persons age 5 and older in the BART service area are: Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese, Korean, and Russian. These top six languages are consistent between the four-factor analysis performed in 2016 using 2010 Census data and 2010-2014 ACS data. While BART generally provides language assistance services in its top two frequently encountered languages, Spanish and Chinese, taglines are usually provided on translated documents in the additional languages and any other languages as identified by the population and as necessary to the project. For example, when doing outreach at the Silicon Valley/Berryessa Project, an underserved population not generally

included in our language measures was Hindi, and accordingly language assistance measures such as translation into Hindi documents was provided.

The following maps show BART's top languages: Spanish, Chinese (Cantonese and Mandarin), Tagalog, Vietnamese, Korean, and Russian.

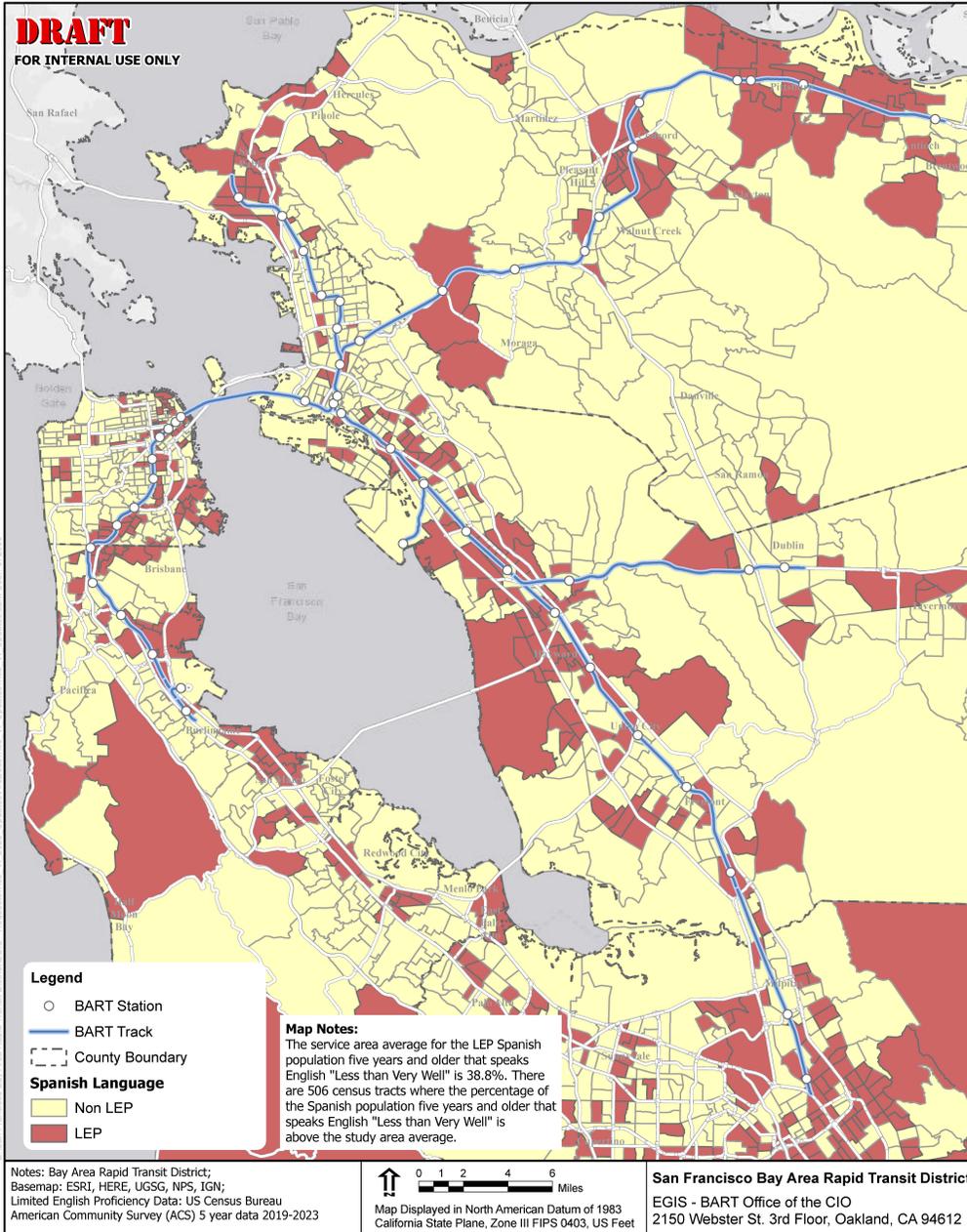


# SPANISH LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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### FIGURE 3

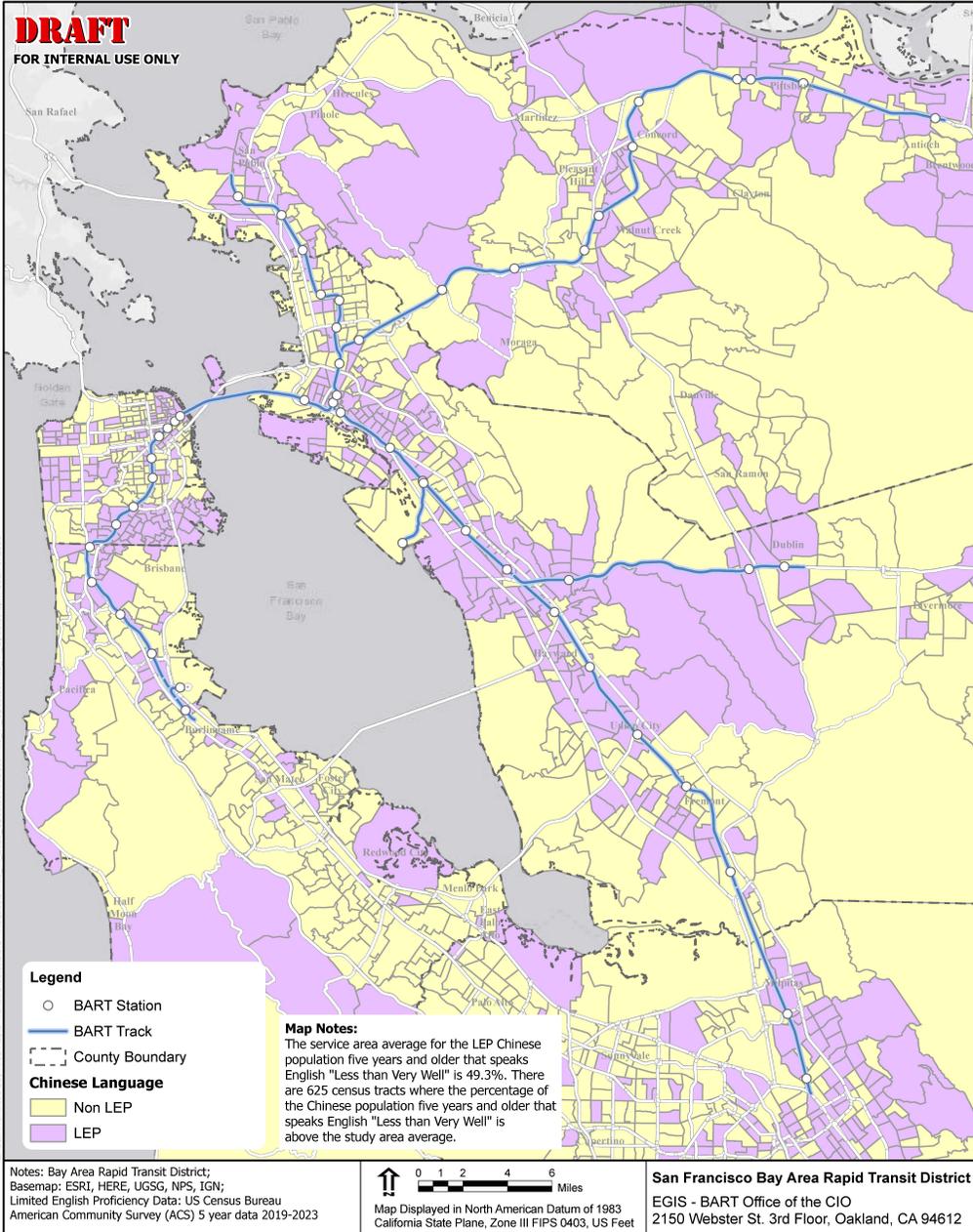
Date: 10/29/2025





**CHINESE LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

**FIGURE 4**  
Date: 10/29/2025

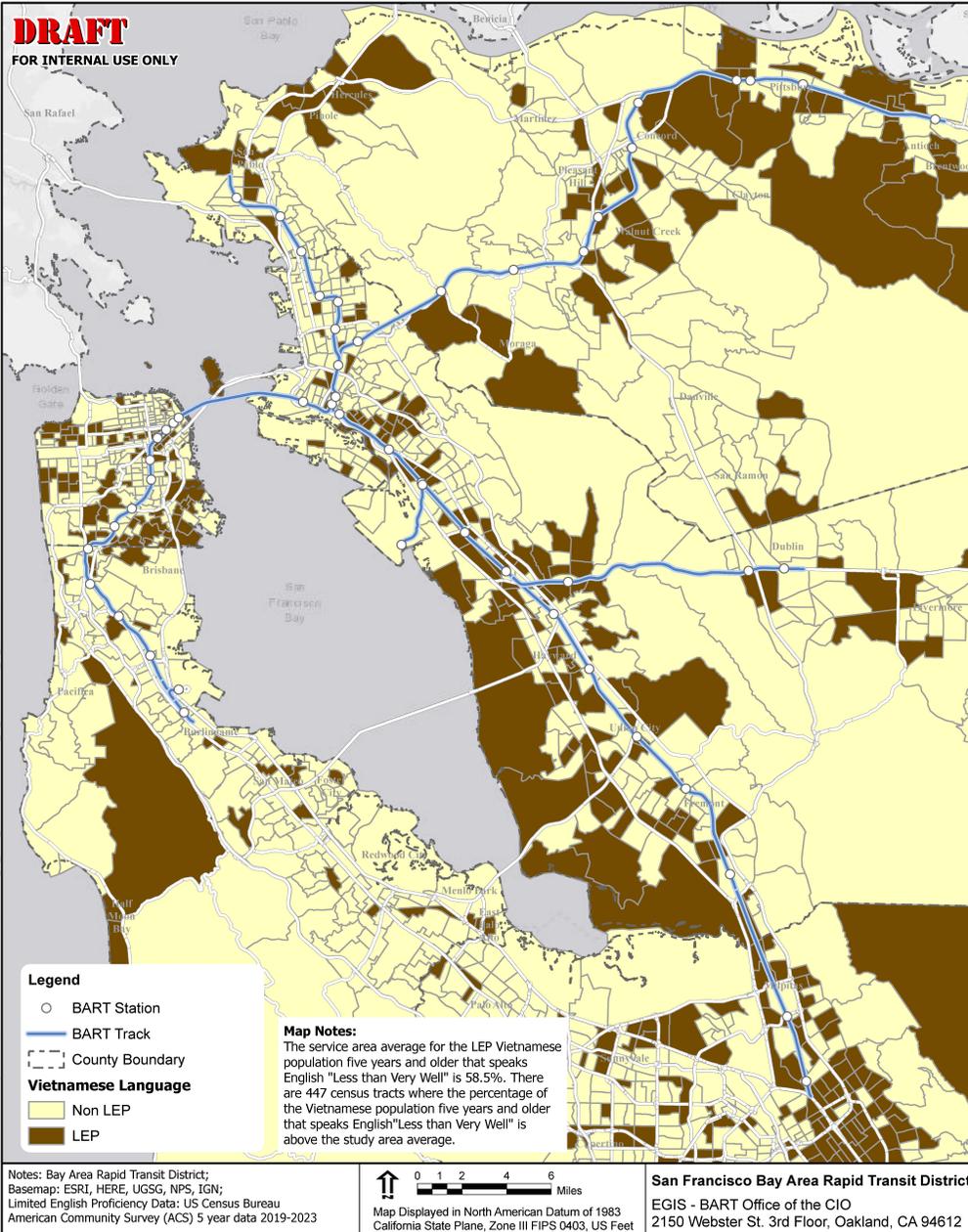




**VIETNAMESE LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS**  
EGIS - Enterprise Geographic Information System

**FIGURE: 5**

Date: 10/29/2025



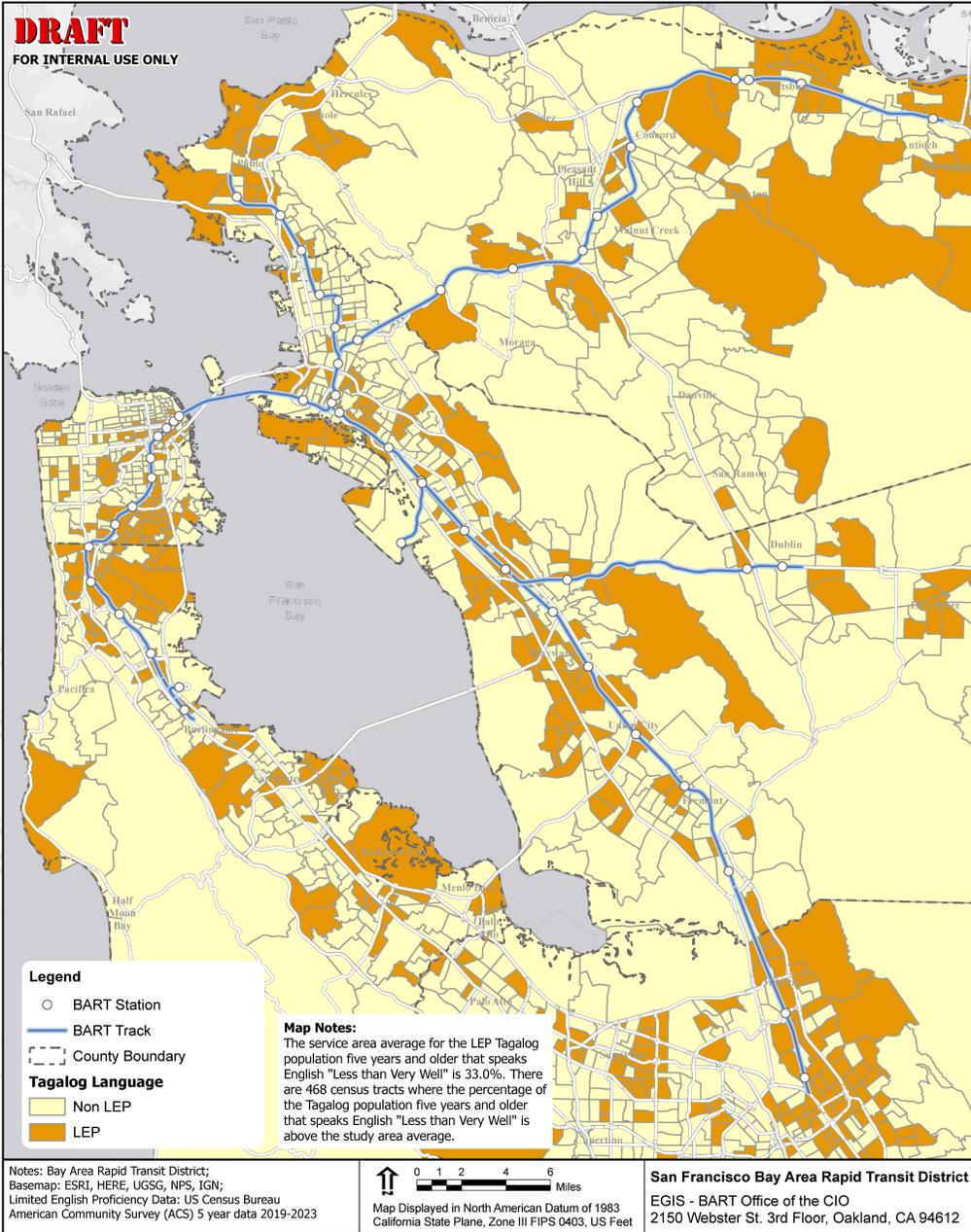


# TAGALOG LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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FIGURE 6

Date: 10/29/2025



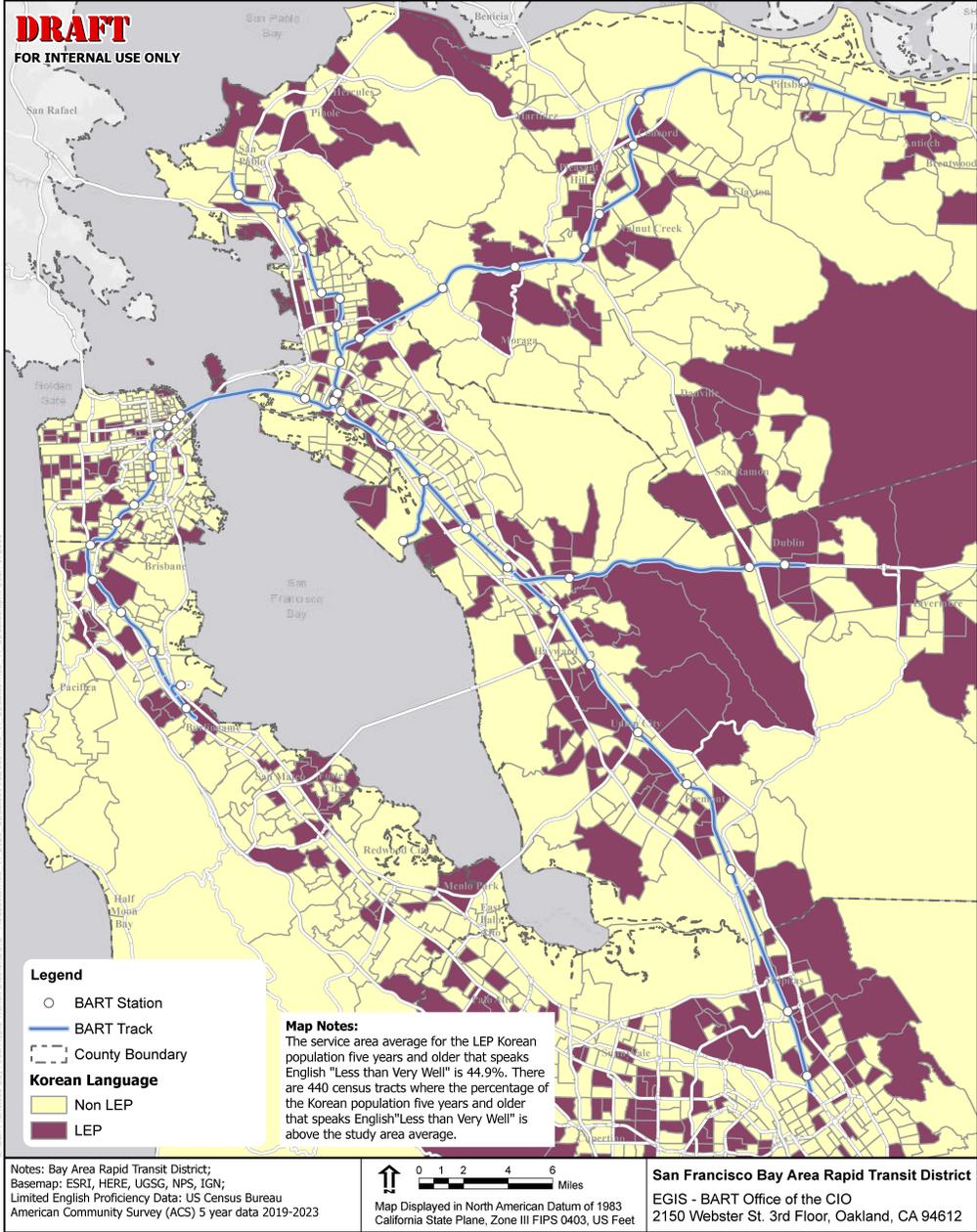


# KOREAN LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

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FIGURE: 7

Date: 10/29/2025



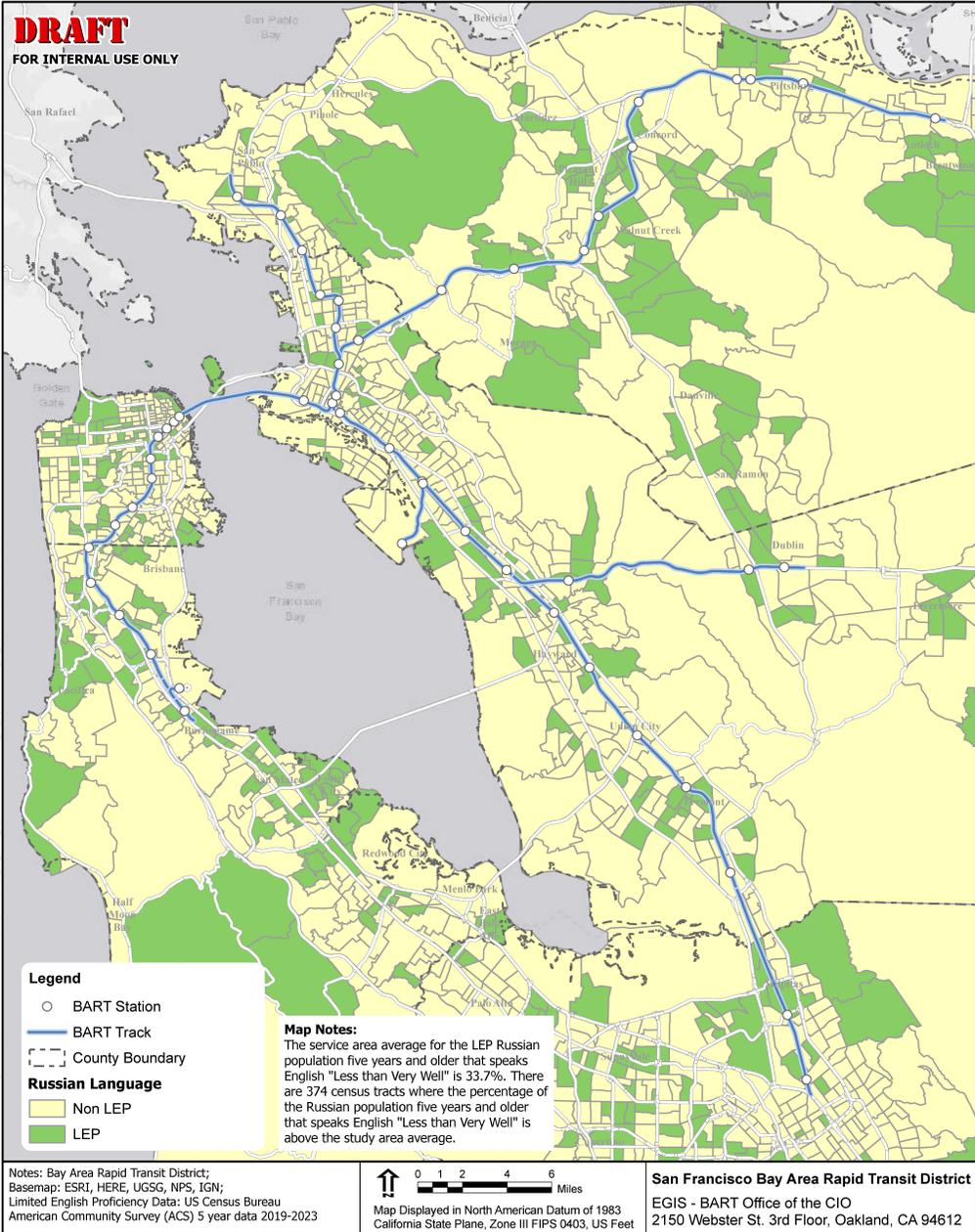


# RUSSIAN LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

EGIS - Enterprise Geographic Information System

### FIGURE: 8

Date: 10/29/2025



## California Department of Education

In addition to considering the 2013-2017 ACS, the Factor 1 analysis considered language data from the California Department of Education (CDE) English Learners Database. The database is another tool for identifying potential LEP populations based on recent public-school enrollment data.

This data includes statistics on the language spoken at home by students who are “English Learners.” The data includes information on primary and secondary school students ranging from kindergarten to high school. It is assumed that if children are identified as speaking a language other than English and are considered “English Learners,” their parents or adult guardians are likely to speak the same language at home. While this dataset will not identify the number of people above the school age range that speak a language other than English, it can be helpful in determining concentrations of the population speaking a similar language.

CDE reported a 2018-2019 enrollment of 828,662 students within the 93 primary, secondary, and unified school districts in the five-county BART service area. Table 8 shows the breakdown for 20 languages that are spoken by more than 500 English learners. The CDE language data reported 64 separate languages spoken by students in the service area.

**Table 8 English Learners, by Language Spoken at Home**

Language	English Learners	Percentage of Total Enrollment
Spanish	108,794	13.1%
Vietnamese	8,330	1.0%
Cantonese	8,036	1.0%
Mandarin (Putonghua)	6,685	0.8%
Filipino (Pilipino or Tagalog)	5,017	0.6%
Arabic	3,749	0.5%
Japanese	1,831	0.2%
Hindi	1,805	0.2%
Russian	1,728	0.2%
Korean	1,721	0.2%
Punjabi	1,718	0.2%
Telugu	1,699	0.2%
Farsi (Persian)	1,524	0.2%
Portuguese	1,161	0.1%
Tamil	1,015	0.1%
Urdu	752	0.1%
Hebrew	603	0.1%
French	580	0.1%
Pashto	514	0.1%
Tongan	504	0.1%
Other Languages	11,916	1.4%
<b>Total ELL Population</b>	<b>170,104</b>	
<b>Total Enrollment</b>	<b>828,662</b>	

Source: 2018-2019 Number of English Learners by Language, California Department of Education DataQuest  
2018-2019 English Learners by Language and Grade, California Department of Education DataQuest

Table 9 shows the distribution of English learners by county, based on CDE’s data. This analysis provides a second point of reference on the overall geographic distribution of languages within the BART service area. For this analysis, enrollments of primary schools were grouped and combined by secondary school district.

**Table 9 English Learners, by County**

	<b>Total Enrollment</b>	<b>English Learners</b>	<b>Percentage of English Learners</b>
<b>Alameda</b>	228,125	45,423	19.9%
<b>Contra Costa</b>	177,940	28,982	16.3%
<b>San Francisco</b>	61,139	17,088	27.9%
<b>San Mateo</b>	94,234	20,227	21.5%
<b>Santa Clara</b>	267,224	58,384	21.8%
<b>Service Area</b>	828,662	170,104	20.5%

Source: 2018-2019 Number of English Learners by Language, California Department of Education DataQuest  
2018-2019 English Learners by Language and Grade, California Department of Education DataQuest

### Discussion

The CDE data provides a similar picture of the mosaic of languages spoken within the BART service area shown by the 2013-2017 ACS data (Table 6), with some slight differences. These results are consistent with the ACS findings when Chinese languages are combined. Spanish is by far the most prevalent language, then Chinese (including Cantonese and Mandarin), and then Vietnamese. While the BART five-county service area still has Tagalog, Korean, and Russian ranked as the next 3 languages after Spanish, Chinese, and Vietnamese, in the list of languages with more than 500 English learners (Table 8), Korean and Russian are different in ranking compared to the ACS data set.

### 2.3 Summary

This Factor 1 analysis used two sources of data recommended by FTA to describe the LEP population within the five-county BART service area. These sources are the 2013-2017 ACS 5-year sample and the CDE 2018-2019 data. The descriptions of these data sources above include tabular material showing the languages spoken at home by LEP persons as well as graphics showing the geographic distribution of languages.

These sources reflect both the evolution of the population over the past decade as well as differences in data collection methods. The ACS data are estimates based on data gathered from a sample of the population (approximately 1 in 40 households) rather than the full population, which invariably may undercount the actual number of people who speak English less than very well. ACS estimates are published with their margins of error at the 90% confidence level. Similarly, the CDE data does not count household size, so does not provide a count of the total LEP population in the service area.

### 3.0 FACTOR 2: FREQUENCY OF CONTACT WITH LEP PERSONS

Through its analysis of available census and school district data, the Factor 1 analysis identifies significant LEP populations within the five-county BART service area. The second step of the four-factor LEP needs assessment is an evaluation of the current frequency of contact between LEP individuals and BART programs, activities, and services. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

*Recipients should assess, as accurately as possible, the frequency with which they have or should have contact with LEP individuals from different language groups seeking assistance, as the more frequent the contact, the more likely enhanced language services will be needed. The steps that are reasonable for a recipient that serves an LEP person on a one-time basis will be very different than those expected from a recipient that serves LEP persons daily.*

*Additionally, in applying this standard, recipients should consider whether appropriate outreach to LEP persons could increase the frequency of contact with LEP language groups.*

Following this guidance, BART reviewed its encounters with LEP individuals and requests for language assistance service through the Transportation and Station Intranet System and Language Line Services, reviewed the number of translated website page views, and reviewed its 2018 on-board Customer Satisfaction Survey. From these reviews, BART determined that its frontline personnel are in frequent contact with LEP persons.

The language groups with the highest frequency varied depending on the data source. At the Transit Information Center (TIC), Spanish and Chinese (including Cantonese and Mandarin), were most frequently reported. Japanese speakers have a high frequency of contact with the BART website, likely because of the large number of tourists from this country.

For purposes of estimating the frequency of contact with LEP individuals, BART has reviewed the relevant programs and services and has collected and analyzed data from the following sources:

- Transportation and Station Intranet System
- Transit Information Center
- Language Line Services
- BART’s website page views
- BART’s 2018 Customer Satisfaction Survey
- BART’s 2015 Station Profile study

#### [LEP Contacts through the Transportation and Station Intranet](#)

In July 2010, BART implemented the LEP Language Specific Counter to track contact with LEP persons. Frontline BART personnel – police officers, community service officers, station agents, operations supervisors, and operations foreworkers – access this counter through the Transportation and Station or TSIWeb intranet system (TSI). Personnel are required to complete the LEP Language Specific Counter after assisting each LEP customer. From January 2017 through September 2019, 10,341 contacts with non-English and limited-English speaking individuals were documented through TSI.

Table 10 provides a summary of the contacts recorded by BART personnel from January 1, 2017 to September 30, 2019. Spanish and Chinese are the language groups most frequently encountered by frontline staff.

**Table 10 LEP Encounters through the Transportation and Station Intranet January 1, 2023 – September 30, 2025**

Language	LEP Encounters
Spanish	976
Chinese*	721
French	22
Hindi	10
Portuguese	12
Korean	13
Tagalog	1
Punjabi	14
Tongan	0
Japanese	2
Bengali	1
Vietnamese	39
Italian	2
German	3
Other Languages**	98
<b>Total</b>	<b>1,914</b>

Source: BART Transportation and Station Intranet January 1, 2023 – September 30, 2025

\*Chinese languages the following dialects: Cantonese, Mandarin, and other Chinese dialects

\*\*Includes 54 additional languages

### [Calls to the Transit Information Center](#)

The Transit Information Center (TIC) is staffed between 8:00 am and 6:00pm Monday through Friday. It employs 6 transit information representatives and 1 supervisor who speak the following languages: English (6) and Spanish (1). From January 1, 2023 to September 30, 2025, the TIC documented 155 encounters with non-English and limited-English speaking individuals. LEP individuals who call the TIC have direct access to the Spanish speaking transit representative. For other languages, LEP individuals can be connected to the Language Line Services.

Table 11 shows calls received from LEP contacts into the TIC. Spanish is the most frequently encountered language.

**Table 11 BART LEP Contacts January 1, 2023 to September 30, 2025**

Language	LEP Encounters
Spanish	152
Chinese*	3
Russian	0
Tagalog	0
Korean	0
<b>Total</b>	<b>155</b>

Source: BART Transit Information Center, Transportation and Station Intranet January 1, 2023 – September 30, 2025

\*Chinese languages the following dialects: Cantonese, Mandarin, other Chinese dialects

### LEP Contacts through the Language Line Service

BART contracts with Language Line Services to assist frontline staff in providing accurate and complete interpretation to LEP customers. Language Line Services provides over-the-phone telephone interpretation services in over 170 languages twenty-four hours a day, seven days a week. From January 1, 2023 to September 30, 2025, Language Line Solutions received 1,175 calls from non-English and limited-English speaking individuals.

Table 12 shows the information assistance provided in multiple languages through Language Line Services. Again, Chinese and Spanish are the top two most frequently encountered language groups.

**Table 12**      **Calls to Language Line Services**  
**January 1, 2017 – September 30, 2019**

<b>Language</b>	<b>LEP Encounters</b>
<b>Spanish</b>	572
<b>Chinese*</b>	409
<b>Vietnamese</b>	25
<b>Russian</b>	21
<b>Korean</b>	18
<b>Japanese</b>	18
<b>French</b>	16
<b>Arabic</b>	13
<b>Mongolian</b>	10
<b>Italian</b>	10
<b>Other Languages**</b>	63
<b>Total</b>	<b>1175</b>

Source: Language Line Services January 1, 2017 - September 30, 2019

\*Chinese includes Cantonese, Mandarin and other Chinese dialects.

\*\*Includes 20 additional languages

### BART Website

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: French, German, Italian, Japanese, Korean, Chinese, and Spanish. Table 13 shows the page views of the translated pages on BART's website from 2017-2019. However, these page views do not reflect all translations of the bart.gov website. Customers frequently translate other pages of the site using third-party services, such as Microsoft Translator and Google Translate.

Table 13 shows that 29% of the translations were for Japanese pages, 17.3% for Chinese pages, 15.7% for French pages and 15.6% for Spanish pages. The high numbers for Japanese, French, and German translation requests are not proportional to the size of these language groups relative to the Chinese and Spanish speaking groups in the BART service area. These higher numbers could be attributable to tourist language groups, since BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau (2017), the top 5 international markets for Bay Area travel are Mexico, China, the United Kingdom, Canada, and Germany.<sup>6</sup>

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<sup>6</sup> <https://www.sftravel.com/sites/sftraveldev.prod.acquia-sites.com/files/San%20Francisco%20Fact%20Sheet%202017.pdf>

**Table 13 BART Website Translated Page View Summary**

Language	Number of Page Views	Percentage of Page Views
Japanese	33,930	30.3%
Chinese	14,827	13.26%
French	12,714	11.37%
Spanish	22,276	19.92%
German	17,514	15.66%
Italian	8,261	7.39%
Korean	2,319	2.07%
<b>Total Translated Page Views per Year</b>	<b>98,572</b>	

Source: BART, January 1, 2023 - September 30, 2025

The basic BART transit information pages includes airport and transit connections used by visitors to the San Francisco Bay Area. BART has not collected statistics for standalone files such as the ‘pdf’ brochures in Spanish and Chinese at [www.bart.gov/guide/brochures.aspx](http://www.bart.gov/guide/brochures.aspx).

**BART Customer Satisfaction Survey**

This on-board survey is conducted every 2 years to track customer satisfaction and is available in Spanish and Chinese, in addition to English. In 2018, a total of 5,197 completed questionnaires were collected, including 52 in Spanish and 45 in Chinese.

The 2018 questionnaire included questions regarding English proficiency. As outlined in Table, 41% of respondents speak a language other than English at home – 73% report that they speak English very well, and approximately 24% report they speak English “Well,” “Not Well,” or “Not at all.” (The remaining 4% did not answer the question regarding English proficiency.)

**Table 14 English Language Proficiency**

Speak only English at home	57%
Speak another language at home	41%
<i>Speak English “very well”</i>	73%
<i>Speak English “well”</i>	18%
<i>Speak English “not well”</i>	5%
<i>Speak English “not at all”</i>	<1%
<i>Don’t know/No answer</i>	4%
<b>No response re: language spoken at home</b>	2%

Source: BART 2018 Customer Satisfaction Study

**BART 2015 Station Profile Study**

In 2015, BART administered its largest customer survey, the Station Profile Study, of nearly 44,000 weekday customers to assess station access modes, origin and destination locations, and demographics. Table 15 shows an estimate of LEP riders using the BART system produced using 2013-2017 ACS data in combination with select percentages from the BART 2015 Station Profile Study, 2018 Customer Satisfaction Survey, and Fiscal Year 2019 (FY19) average weekday ridership. For each of the five counties in the BART service area, the total population and LEP population were obtained from the ACS 2013-2017 database. Next, the number of home-based BART riders originating from each of the five counties was estimated using BART’s internal data.

An estimate of potential LEP encounters in each county was created by applying a little more than half the percentage (53%) of the LEP population in that county, based on 2013-2017 ACS data, to the FY19 BART ridership originating from that county. Based on this analysis, it is estimated that on an average weekday about 9% of BART’s total riders are LEP.

**Table 15 Estimated LEP Ridership, by County**

County	Total Population Ages 5 and Over	Speak English Less than Very Well	Percentage LEP	FY 2019 Avg. Weekday Home-Based Riders <sup>a</sup>	Percentage LEP Riders <sup>b</sup>	LEP Riders
Alameda	1,531,853	281,942	18.4%	86,417	10%	8,453
Contra Costa	1,058,105	149,624	14.1%	41,392	8%	3,111
San Francisco	825,057	170,041	20.6%	27,366	11%	2,997
San Mateo	718,121	129,229	18.0%	21,528	10%	2,059
Santa Clara	1,791,341	371,011	20.7%	4,947	11%	545
<b>Total</b>	<b>5,924,477</b>	<b>1,101,847</b>	<b>18.6%</b>	<b>181,650</b>	<b>9%</b>	<b>17,165</b>

Source: U.S. Census Bureau, 2013-2017 American Community Survey

Table: C16001 - LANGUAGE SPOKEN AT HOME FOR THE POPULATION 5 YEARS AND OVER

<sup>a</sup> Assumes 45.8% of weekday trips originate from home, based on 2015 Station Profile Survey (weekdays). Percentages by county based on 2018 Customer Satisfaction Survey (weekdays).

<sup>b</sup> LEP population rides subway/rail at about half (53%) of the rate of general population per 2013-2017 ACS data.

### 2019 Employee Survey

In August 2019, BART conducted a Districtwide online and paper survey of its staff, including frontline staff, station agents, police personnel, transit information representatives and administrative staff to determine the frequency of contact with LEP persons, as well as the language spoken by the LEP groups. A copy of the survey is included in Appendix C.

Based on the 162 responses received online (151) and in paper (11), about 6% of the respondents answered that they encountered a customer seeking assistance who was unable to communicate well in English “many times a day.” About 7% reported encounters a “few times a day.”<sup>7</sup> Employee respondents identified Spanish (49%) and Chinese, including Cantonese, Mandarin, and other Chinese dialects, (42%) as the most commonly encountered languages used by LEP customers.<sup>8</sup> Tables 16-18 show a breakdown of the employee survey results.

**Table 16 Question 3: How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?**

	Total	Percentage
Rarely or never	38	23%
Less than once a month	25	15%
A few times a month	23	14%
A few times a month	17	10%
A few times a day	12	7%
Many times a day	10	6%
<b>Total Responded</b>	<b>129</b>	<b>75%</b>
<b>Total Skipped</b>	<b>33</b>	<b>25%</b>
<b>Total Surveyed</b>	<b>162</b>	<b>100%</b>

Source: BART 2019 Employee Survey

<sup>7</sup> It’s important to note that 30% of respondents responded that they “rarely or never” interact with BART customers.

<sup>8</sup> Percentage may not add up to 100% because participants can select multiple options.

**Table 17 Question 8: Based on your contact with BART Limited English Proficient (LEP) customers, which of the following languages are most commonly encountered? Select all that apply.**

	<b>Total</b>	<b>Percentage</b>
<b>Spanish</b>	80	69%
<b>Chinese-Cantonese</b>	58	42%
<b>Chinese-Mandarin</b>	53	54%
<b>Tagalog</b>	9	16%
<b>Vietnamese</b>	10	15%
<b>Korean</b>	5	11%
<b>Not Applicable</b>	36	7%
<b>Other Language</b>	16	6%
<b>Total Responded</b>	102	63%
<b>Total Skipped</b>	60	37%
<b>Total Surveyed</b>	162	100%

Source: BART 2019 Employee Survey

**Table 18 Question 6: In general, describe your experience(s) communicating with Limited English Proficient (LEP) customers?**

	<b>Total</b>	<b>Percentage</b>
<b>Very difficult</b>	6	4%
<b>Somewhat difficult</b>	44	27%
<b>Somewhat easy</b>	33	20%
<b>Very easy</b>	7	4%
<b>Not applicable – I don't encounter these customers</b>	5	3%
<b>Total Responded</b>	1016	62%
<b>Total Skipped</b>	61	38%
<b>Total Surveyed</b>	162	100%

Source: BART 2019 Employee Survey

#### Assessment of BART Outreach Efforts

BART shows its consideration for LEP populations by providing the numerous outreach efforts outlined above. BART also has conducted additional efforts to reach frequently encountered LEP populations. For example, when conducting Title VI outreach, BART always translates surveys into its 2 most frequently encountered languages, Spanish and Chinese, with additional taglines for other languages to ensure that we are capturing input from these populations. To ensure our language assistance measures are effective and meet the needs of LEP persons, BART also relies on its LEP Advisory Committee for input. For example, prior to the BART to Antioch Stations' revenue service beginning, input was gathered from the LEP Advisory Committee on appropriate signage for LEP persons who needed assistance at the stations, since stations agents would not be present at the stations. BART has continued to follow up with the LEP Advisory Committee, as some members live in that area, to ensure that the signage is still effective.

## Conclusion

The Factor 2 analysis showed that there is frequent contact between LEP individuals and BART personnel. Language Line Services calls, Transit Information Center website page views, and the employee TSI LEP encounter data all show a frequent use by LEP persons of BART programs.

## 4.0 IMPORTANCE OF BART SERVICES TO LEP PERSONS

The third step in the four-factor LEP needs assessment is an evaluation of the importance of BART services to persons with limited English proficiency. The first component of the Factor 3 analysis was to identify critical services. Next, input received from community organizations and focus groups was used to identify ways to improve these services for LEP populations. The USDOT “Policy Guidance Concerning Recipients’ Responsibilities to Limited English Proficient (LEP) Persons” (USDOT 2005) advises that:

*The more important the activity, information, service, or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services are needed. The obligations to communicate rights to an LEP person who needs public transportation differ, for example, from those to provide recreational programming. A recipient needs to determine whether denial or delay of access to services or information could have serious or even life-threatening implications for the LEP individual . . . providing public transportation access to LEP persons is crucial. An LEP person’s inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, education, or access to employment.*

Pursuant to this guidance, the assessment of the importance of BART’s activities, programs, or services to LEP persons relies on input directly solicited from LEP communities.

### 4.1 Critical Services

Public transit is a key means of mobility for LEP persons. Nationally, according to Census 2010 data, more than 11% of LEP persons 16 years or older use public transit as the primary means of transportation to work. In contrast, about 4% of English-speaking persons use public transit for their journeys to work, illustrating that BART’s services are critical to LEP persons.

BART currently offers language assistance services at its stations and through its TIC and website. The TIC provides direct access to a Spanish speaking transit information representative for BART riders and Language Line Services translations for an additional 170 languages.

The BART website provides basic BART transit information (e.g., service hours, tickets, trip planning, airport and transit connections, parking, bicycles, and services for persons with disabilities) in seven languages: Korean, Chinese, Spanish, French, German, Italian, and Japanese. BART’s Basics Guide, Fare & Schedule, and Safety Guide are in print and PDF format in English, Spanish, and Chinese at BART stations and are available in English, Spanish, Chinese, Korean, and Vietnamese on the BART website.

BART additionally rolled out a free official BART mobile app in November 2018. Note that the app is not a replacement for the BART website, which is still the recommended go-to for

comprehensive BART information. However, the app offers convenient services for BART riders, such as end-to-end trip planning, real-time departures with data straight from BART, service advisories, and the ability to save favorite trips and stations. The most exclusive feature to the BART app (that isn't available on any other third-party app) is BART's new Trip Planner offering end-to-end multi-modal trip itineraries. It allows BART riders, public transit users, and those who walk, bike or drive to our stations to plug in their starting point and destination to get the most transit-friendly and fastest route. The new Trip Planner includes 31 transit operators and provides interactive, personalized itineraries using the many modes of transportation and transit the Bay Area offers. The app is currently available in Spanish and Chinese.

## 4.2 Community-Based Organization Surveys

### Community-Based Organization Surveys

Staff met with BART's Title VI/Environmental Justice Advisory Committee on August 5, 2019 and the LEP Advisory Committee on August 28, 2019 to better understand how to increase access to the BART system by LEP persons. The Title VI/Environmental Justice Advisory Committee represents 8 CBOs and the LEP Advisory Committee represents 7 CBOs (see Appendix B for a list of CBOs represented on the Advisory Committees).

An LEP questionnaire was provided to all members. The questionnaire asked a series of recommended questions from the FTA handbook "Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (FTA 2007b). A copy of the survey is in Appendix D.

The Advisory Committee members' CBOs typically deal with populations living in the immediate vicinity of their offices, but they also serve greater Bay Area populations. The size of populations served by CBOs respondents' range from 100 to over 40,000 persons. Most CBOs also reported that in the past 5 years there has been an increase in size of populations served. The CBOs indicated that they serve populations speaking a broad range of languages, including Spanish, Chinese, Vietnamese, Korean, Arabic, and Tagalog.

Committee members indicated that their service population rely on public transportation to access employment, school, medical appointments and for recreation, and expect efficient and reliable service.

According to the Advisory Committee members, the expressed needs of LEP populations regarding language assistance include the following:

- **Access to public transportation:** LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.
- **Affordable public transportation:** Families are moving further away from the city center, and rely on BART and buses. Long commute and wait times are a concern because of people living farther away from the core.
- **Safety and security:** Safety and security should be prioritized.
- **Repair of Elevators:** Senior LEP populations have expressed concerns about difficulty accessing BART when elevators are inoperable.

## **5.0 AVAILABLE RESOURCES AND COST OF LANGUAGE ASSISTANCE SERVICES**

The last step in the four-factor LEP needs assessment is intended to weigh the demand for language assistance with BART's current and projected financial and personnel resources. The first component of the Factor 4 analysis was to identify current language assistance measures and associated costs. The next step was to determine what additional services may be needed to provide meaningful access. The USDOT "Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons" (USDOT 2005) advises that:

*A recipient's level of resources and the costs imposed may have an impact on the nature of the steps it should take in providing meaningful access for LEP persons. Smaller recipients with more limited budgets are not expected to provide the same level of language services as larger recipients with larger budgets. In addition, 'reasonable steps' may cease to be reasonable where the costs imposed substantially exceed the benefits.*

*Large entities and those entities serving a significant number or proportion of LEP persons should ensure that their resource limitations are well substantiated before using this factor as a reason to limit language assistance. Such recipients may find it useful to be able to articulate, through documentation or in some other reasonable manner, their process for determining that language services would be limited based on resources or costs.*

BART is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available. While BART currently does not break down all cost expenditures related to providing language assistance, these expenditures are continuously monitored as part of this LAP. BART also actively evaluates how to consolidate its language assistance measures to deliver the most cost-effective services.

### **5.1 Current Measures and Costs**

Costs incurred by BART for the language assistance measures currently being provided to implement these Factor 4 goals include:

- Staff costs attributable to Title VI compliance, including language assistance measures.
- Premium paid for bilingual employees.
- Third-party contract/agreement for translation and interpreters.

### **5.2 Cost-Effective Practices**

BART will continue to evaluate ways to improve the cost-effectiveness and the quality of its language services. Additional strategies for saving costs or improving quality may include developing internal and external language services.

Strategies for consolidating the District's language assistance measures to achieve efficiencies may include:

- Continue the one-stop LEP information center for BART employees.
- Exploring opportunities to train bilingual staff to act as interpreters and translators.
- Sharing information with transit and other public agencies to pool translation resources and standardize common documents.
- Using a sole language assistance vendor to keep costs low and quality high. Working with one company ensures consistency of translations and service (see section 5.3 below).

### **5.3 Funding Availability**

BART monitors and tracks all language assistance requests and costs. To date, there has not been an incident where BART has had to limit its language assistance measures. BART has been able to fund essential language assistance measures to ensure that LEP persons receive the services that are needed. For example, interpreters are consistently provided when there are service impacts which may also impact LEP riders. While these costs can be substantial, through these efforts, BART ensures that our riders have equitable access to our transit system.

### **5.4 Projected Costs**

BART is committed to providing resources, to the extent funding is available, to reduce the barriers encountered by LEP persons in accessing its services. As mentioned previously, the BART Board approved an Agreement with a contractor in July 2016 to provide all language assistance services for the District. Since costs were standardized through the sole contractor, the Agreement so far has allowed the District to save on expenses related to translation and interpretation. Since all the proposers went through a rigorous qualifications process, the District was also able to maintain and ensure quality of translation and interpretation services while receiving cost-savings on language assistance measures. BART will continue to monitor and track all language assistance requests and costs.

## 6.0 LANGUAGE ASSISTANCE MEASURES

BART is committed to full compliance with Title VI and Executive Order 13166 to provide meaningful access and reduce barriers to services and benefits for persons with limited English proficiency.

### 6.1 Current Language Assistance Measures

As discussed earlier in this LAP, BART currently provides both oral and written language assistance. Oral language assistance includes a Spanish bilingual transit information representative that staffs the TIC. Language Line Services provide interpreters for 170 languages over the telephone. This service is available at each of the 48 stations in the District's system, the Transit Information Center, and BART's Administrative Office. BART also provides interpreters at public meetings and outreach events as necessary. Taglines are provided in Spanish, Chinese, Korean, Vietnamese, and Tagalog which say, "If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event." The 72-hour window gives BART notice to book an interpreter accordingly. This does not prohibit BART from providing same-day service in the event of an emergency.

Written language assistance includes:

- Translations of Vital Documents.
- Language Line Services identification ("I Speak Card") available at all 48 stations.
- Third-party website translation services (such as <[www.microsofttranslator.com](http://www.microsofttranslator.com)> and <[translate.google.com](http://translate.google.com)>) available to translate content on bart.gov.
- Usage of pictograms or other symbols present in stations.
- Provide interpreters as requested, free of charge, at outreach events, community meetings, and public meetings.
- Most meeting notices and survey/questionnaires translated in at least two languages (Spanish and Chinese) and other languages, as necessary or upon request.
- Biannual Customer Satisfaction Surveys translated into Spanish and Chinese and other languages as necessary or upon request.
- Inclusion of a document translation request tagline added to reports and flyers, and also translated in Spanish, Chinese, Tagalog, Korean and Vietnamese. The tagline reads: "If you need language assistance services, please call (510) 464-6752."

## **7.0 VITAL DOCUMENTS GUIDELINES**

In accordance with Title VI and Executive Order 13166, BART will take reasonable steps to ensure that LEP persons receive the language assistance necessary to allow them meaningful access to BART programs and services. Under this Guidance, an effective LEP Plan includes the translation of “vital” written materials or Vital Documents into the languages of frequently-encountered LEP groups. Federal funding recipients must determine which vital documents should be translated.

The purpose of the BART Vital Documents Guidelines is to determine which documents are vital for translation. Vital documents are defined either as (1) any document that is critical for obtaining services and benefits, and/or (2) any document that is required by law. The “vital” nature of a document depends on the importance of the information or service involved, particularly the consequence to the LEP person if the information is neither accurate nor timely.

### **Frequently Encountered Languages & Safe Harbor Languages**

Based on the updated four-factor analysis, Spanish and Chinese are the two most frequently encountered languages at BART. Vital Documents will be translated into these frequently encountered languages pursuant to BART's Vital Documents Guidelines. BART will also endeavor to consider translating its Vital Documents into additional languages, if needed and practicable, to be determined on a case-by-case basis, due to the feedback from the LEP Advisory Committee and BART's desire for consistency throughout its currently planned system expansion. In addition to the frequently encountered languages, the four-factor analysis identified approximately 12 "safe harbor" languages for BART. Pursuant to its Vital Documents Guidelines, BART has translated its Title VI Complaint Form, Notice to Beneficiaries of Protection under Title VI, Vehicle Emergency & Safety Instructions (Car Card), and Notice of Language Assistance into its 12 "safe harbor" languages, as well as the additional 9 languages identified in the previous LAP for inclusiveness.

### **7.1 Document Prioritization**

These Guidelines determine, over time and across the District's various activities, which documents are vital. Because not all documents have the same importance, the District categorizes Vital Documents into three tiers according to their importance, with Tier 1 documents representing the highest level of importance. The District will continue to evaluate the importance of these documents looking at the totality-of-circumstances and based on its own Four-Factor Analysis, listed in section 1.2.

Finally, it should be noted that the designation of a document as “vital” may not mean that a word-for-word translation of that document will be required. In some cases, a vital document may be translated by providing a summary of the key information in the document. In other cases, notice of language assistance services may be sufficient.

At each triennial review, the District will reevaluate frequently encountered languages based on its LEP tracking data so that it corresponds to the language groups the District frequently encounters.

### Tier 1: Critical documents

BART defines Tier 1 as documents (a) which would have life-threatening consequences, if not translated, or (b) that, without translation, would seriously impede access to BART transit service, or (c) that, without translation, would deprive riders of an awareness of their legal rights, particularly rights to language assistance.

Tier 1 documents include customer information important to accessing BART's transit services. Such information may include emergency and general safety information, general descriptions of BART fares and schedules, and how to buy a ticket or a fare card. Tier 1 also includes basic information necessary to understanding legal rights that can be exercised by riders or by persons impacted by BART construction activities. This includes information on Title VI and the right to file a complaint under Title VI. For construction projects, this includes information on construction safety and impacts; it may also include tenant relocation rights.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of available language assistance may be sufficient.

### Tier 2: Documents that will enhance access to BART services and benefits

Tier 2 includes information that will enhance or facilitate the customer experience. This could include some promotional events, which offer benefits to riders like free or discounted tickets. It may also include information, presented in different formats or media, to enhance access to BART information. Information categorized as Tier 2 includes information such as service alerts which can be found in Passenger Bulletins and survey questionnaires.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

### Tier 3: Documents that will enhance transportation decision-making at BART

Tier 3 includes information that will enhance the role that all riders, regardless of language ability, may play in long-term transportation decisions made at BART. It may include information related to the District's long-term strategic plans or information communicated in complex, public documents like Environmental Impact Reports.

The form that these translations take should be determined on a case-by-case basis, as these documents are published. In many cases, translation of an abbreviated summary document may be the most appropriate. In some cases, notice of language assistance may be sufficient.

For each tier, the District will examine documents against available resources or alternatives. In the Bay Area, where there are many different languages spoken, written translations may not be the most effective method of reaching all LEPs or rendering transit information accessible. For example, in some cases, pictograms can be more effective than translated text in communicating vital information in multiple languages. In other cases, providing a translated notice of available language assistance may be better than actually translating the document.

## 7.2 Vital Document Identification

The determination of the “vital” status of a document is an ongoing process. Documents will evolve and so will their importance. Thus, document classification into the three tiers will need to be reevaluated on a periodic basis. In order to maintain continuity in this process, the Office of Civil Rights will coordinate the review process, with relevant departments, for vital documents.

At least once prior to the Federal Transit Administration’s triennial review, input from LEP persons will be sought on the effectiveness of these Guidelines. In December 2019, BART met with its LEP and Title VI/EJ and LEP Advisory Committee members and requested feedback from the members. Members were supportive of BART’s approach to vital document identification.

## 7.3 Translation Review Process

To the greatest extent practicable and considering applicable time constraints, the District shall use a thorough translation process to ensure the accuracy, quality, and accessibility of the translations. To do so, the following steps shall be taken for each translation:

**Assign the Translation:** District staff and subject matter experts should thoroughly discuss with the translators the purpose of the materials and the characteristics of the target population. Staff and translators should review and discuss any terminology that is confusing to the translator or does not exist in their language. Department staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators. Pictograms may be used, if appropriate.

**Second Translator:** The translation should be proofread by a second translator. Possible errors and/or suggested revisions should be discussed in detail with the original translator. If necessary, the second translator can provide a back translation from the other language into English to ensure equivalency in underlying message. If there are disagreements about the revisions and changes, the two translators should discuss the issues and negotiate the changes. If an agreement cannot be reached, District staff will decide whether a third party should be consulted. Throughout the process, translators should be encouraged to ask department staff any questions about the meaning of the original message.

**Focus Group:** When appropriate and feasible, as determined by the District, some translations should be verified by a group of individuals that speak the same language as those who will be receiving the translated materials. Given time, resources, and/or the nature of the document, this step will not always be feasible, although it is a highly recommended procedure to ensure the comprehension of translated materials. This step should be used as a final verification of appropriate translation. This step may also provide helpful information to the District on how to enhance ridership and participation from different linguistic populations.

## 7.4 Translation of Written Script for Pre-Recorded, Automated Audio Announcements

To the greatest extent practicable, OCR staff will work with relevant BART departments to explore technology or other options to translate written scripts for pre-recorded, automated audio announcements which inform riders on safety and security announcements and how to navigate the BART system.

For example, for BART track work projects starting from 2016, pre-recorded announcements in Chinese and Spanish (the top two languages most frequently encountered in BART's service area) inform passengers of station weekend shut-downs and of the bus bridges being provided.

Additionally, after receiving feedback from LEP communities, BART is implementing audible and translated Ticket Vending Machines (TVMs). The TVMs will initially provide English, Spanish, and Chinese written translation and audio directions. Once technical issues have been worked out, and upon monitoring and review, additional languages (up to 9 more) could be implemented, as necessary.

## 8.0 MONITORING AND UPDATING THE LANGUAGE ASSISTANCE PLAN

The USDOT LEP Guidance (2005) recommends the following for monitoring and updating the plan:

*Recipients should, where appropriate, have a process for determining, on an ongoing basis, whether new documents, programs, services, and activities need to be made accessible for LEP individuals, and they may want to provide notice of any changes in services to the LEP public and to employees.*

*In addition, recipients should consider whether changes in demographics, types of services, or other needs require annual reevaluation of their LEP plan. Less frequent reevaluation may be more appropriate where demographics, services, and needs are more static. One good way to evaluate the LEP plan is to seek feedback from the community. . . Effective plans set clear goals, management accountability, and opportunities for community input and planning throughout the process.*

BART has established procedures to evaluate the effectiveness of its LAP on an ongoing basis to ensure meaningful access to BART's programs and services to LEP communities. These procedures will include an on-going process to solicit feedback from BART staff, LEP persons, and CBOs serving LEP populations.

BART will review the following information:

- Changes in demographics.
- Changes in the types of services.
- Changes in the frequency of encounters with LEP language groups.
- Nature and importance of programs, services and activities to LEP persons.
- Changes in resources, including new technologies, additional resources, and budget availability.
- The effectiveness of current language assistance measures in meeting the needs of LEP persons.
- Staff knowledge and understanding of the LAP and how to implement it.
- Feedback from LEP persons on the effectiveness of current language assistance services.

BART will use a combination of the following qualitative and quantitative approaches to determine if the LAP is effective and meets the needs of the LEP community:

- On a triennial basis, BART will review new demographic data from the U.S. Census, ACS and English Learner Data for the CDE and update its LAP accordingly.
- As needed and on an annual basis, BART will measure the frequency of LEP contacts from the following sources:
  - LEP Language Specific Counter,
  - Language Line and/or translation service usage, and
  - BART Website page views.
- On a quarterly basis, BART will meet with its LEP Advisory Committee. The LEP 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 LEP persons.

- BART will assess its Vital Documents inventory annually. New Vital Documents will be translated and obsolete documents will be removed from circulation. The determination of the “vital” status of a document is an ongoing process and will need to be reevaluated on a periodic basis. In order to maintain continuity in the review process, the Office of Civil Rights will coordinate with relevant departments. Directors of departments will provide, on an annual basis, a Vital Documents Report which will include a summary of all new documents and any documents that have been deleted or changed by their departments. At least once, prior to the FTA’s triennial review, input from LEP persons will be sought on the effectiveness of the District’s Vital Documents Guidelines.
- A qualitative analysis of BART’s language assistance measures will be conducted, at least, once every three years. The analysis will assess survey input from the following stakeholders:
  - (1) Station agents, police personnel, transportation supervisors, transit information clerks, and customer service representatives, to measure changes in the quantity and quality of LEP encounters, specifically how employees communicate with LEP customers and employees’ awareness and understanding of BART’s LAP and implementation measures.
  - (2) Advisory Committee members, especially those representing CBOs serving LEP populations, to assess and update the nature and importance of BART activities including awareness and use of BART’s language assistance services and/or of BART transit services. BART will meet with the members to obtain periodic feedback on the effectiveness of current language assistance services.
- BART staff will be contacted on an as-needed basis to update the District’s list of volunteer bilingual staff.

## 9.0 LEP TRAINING

The USDOT LEP Guidance (2005) recommends training for employees who come in contact with the public:

*Staff members should know their obligations to provide meaningful access to information and services for LEP persons, and all employees in public contact positions should be properly trained.*

BART provided LEP training from 2017 to 2019 for station agents, operations supervisors, operations foreworkers, transit information clerks, customer service representatives, BART police personnel, survey administrators and new hires. BART continues to provide LEP training to all new hires and to station agents, operations foreworkers, and other front-line employees during their recertification training.

BART utilizes a LEP training video that includes information on:

- Title VI of the Civil Rights Act of 1964;
- National Origin Discrimination;
- Statement by the BART General Manager on the importance of providing customer service to LEP persons;
- Description of available language assistance measures;
- How employees can obtain these services; and
- Scenarios on how to respond and assist LEP persons.

In addition to the LEP video, BART utilizes a training handbook which is provided to new hires and front-line employees. The LEP training handbook includes information on:

- Type of language services available;
- How staff and/or LEP customers can obtain these services;
- How to respond to LEP callers;
- How to respond to correspondence from LEP customers;
- How to respond to LEP customers in person;
- How to document LEP needs;
- How to respond to civil rights complaints; and
- LAP guidelines and procedures.

In 2018, BART staff developed (with the guidance and assistance of its language assistance contractor) two separate online trainings for both TIC and BART to Antioch staff. The BART to Antioch staff required specialized training because the BART to Antioch's two stations, Pittsburg Center and Antioch, currently do not have station agents at the faregates. Therefore, staff had to be trained on how to provide specialized assistance to LEP customers (including providing Language Line Services cards to supervisors and "I Speak" cards for all BART to Antioch vehicles). BART additionally worked with its Title VI/EJ and LEP Advisory Committees to develop signage to assist LEP customers at these two stations. To date, the measures developed are working well. A member of BART's LEP Advisory Committee who lives and works by the stations has repeatedly told staff that she is very happy with the system and has not experienced or heard of any issues with the LEP measures BART implemented.

BART will continue to explore opportunities to provide interpreter/translator and cultural sensitivity training to volunteer bilingual employees and frontline staff. The contractor who provides all the language assistance services for the District will provide the training in a format that will be developed by BART staff.

## 10.0 References

Federal Transit Administration (FTA):

2007a. *Circular 4702.1B: Title VI and Title VI-Dependent Guidelines for Federal Transit Administration Recipients.*

2007b. *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons: A Handbook for Public Transportation Providers.*

U.S. Department of Transportation (USDOT):

2005. *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons.* 70 *Federal Register* 74087. December 14, 2005.

The White House:

2000. *Executive Order 13166. Improving Access to Services for Persons with Limited English Proficiency.* August 11, 2000.

# Appendix 4. Subrecipient Monitoring

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections



## A. Subrecipients Monitoring Checklist



**Bay Area Rapid Transit (BART)  
Sub-Recipient Pre-Authorization/Assurance Checklist  
2023-2025**

**Name of Sub-grant recipient:** \_\_\_\_\_

Title 49 CFR Section 21.9(b) states that if “a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part.” As a subrecipient of BART, you are required to provide general reporting requirements under the Department of Transportation (DOT).

This assurance checklist must be completed, signed, and returned to BART’s Office of Civil Rights as part of your sub-grant recipient funding process. In order to receive federal financial assistance, sub-grant recipients must agree to provide the following information when required. This checklist also serves to document that the sub-grant recipient currently has in place, or will be able to implement, where applicable, the required processes and procedures.

This checklist covers the most recent reporting period of 2023 through 2025. A “No” answer does not necessarily mean that the sub-grant recipient is “non-compliant,” but a written explanation must be provided for any “No or “N/A” responses. A compliance or non-compliance determination will be made by BART after submittal of the checklist and the narrative explanations relative to “No” or “N/A” responses. Copies of this information along with a copy of your agencies Affirmative Action Plan and Title VI Plan must be provided with this checklist.

**EMPLOYMENT**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
1.	Does the sub-grant recipient employ 50 or more transit related employees and receive capital operating assistance in excess of 1 million dollars?				
2.	Does the sub-grant recipient receive planning assistance in excess of \$250,000?				
3.	Can the sub-grant recipient produce a current copy of its Annual EEO-4 Report on employees?				
	a. Is equal opportunity considered when appointments are made?				
4.	Can the sub-grant recipient produce a current copy of its Affirmative Action Plan?				
	a. Does the documentation include the race and sex of applicants?				
	b. Does the documentation include the race and sex of the persons hired or promoted?				
	c. Are recruitment efforts made to hire minority or female applicants?				
	• If yes, are these efforts documented?				
	d. Are vacancies advertised both internally and externally?				



**TITLE VI PLAN, ASSURANCES, AND POLICY STATEMENT**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
5.	Does the sub-grant recipient have a written Title VI Plan?				
	a. Can the sub-grant recipient provide documentation demonstrating dissemination of the Title VI Plan both internally to employees and externally to the public?				
	b. Does the sub-grant recipient have a Title VI Coordinator?				
	c. Is the Title VI Coordinator's name, address, phone number and email address posted both internally and externally?				
	d. In consideration of the demographics in the sub-grant recipient's service area, is the Title VI Plan posted in languages other than English?				
6.	Can the sub-grant recipient produce a list showing members of commissions, councils, boards or committees, by race and sex?				
	a. Does the list show if the members are appointed or elected?				

**LIMITED ENGLISH PROFICIENCY (LEP)**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
	b. Can the sub-grant recipient provide documentation demonstrating that the agency's Title VI policy is disseminated in languages other than English?				
7.	Does the sub-grant recipient have a written Limited English Proficiency (LEP) Plan?				
8.	Using the most current data (US Census), can the sub-grant recipient provide the population demographics within their service area?				
	Resources: <ul style="list-style-type: none"> <li>• See <a href="http://factfinder2.census.gov">http://factfinder2.census.gov</a> for decennial Census data and American Community Survey (ACS) data.</li> <li>• The ACS collects information such as age, race, income, commute time to work, home value, veteran status, and other important data annually and provides 1-year estimates for geographic areas with a population of 65,000 or more and 3-year estimates annually for geographic areas with a population of 20,000 or more.</li> <li>• See <a href="http://www.lep.gov">www.lep.gov</a>. Click on "Resources by Subject" for numerous planning tools, specifically "Accessing and Using Language Data from the</li> </ul>				



	Census Bureau” and “Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs.				
	a. Has the sub-grant recipient conducted any activities and/or studies that provide data relative to minority persons, neighborhoods, income levels, physical environment and travel habits within the sub-grant recipient’s service area(s)?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation?</li> </ul>				
	b. Has anyone else conducted a study that covers the sub-grant recipient’s service area?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation?</li> </ul>				

**PUBLIC OUTREACH**

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
9.	Can the sub-grant recipient provide documentation describing any public outreach activities related to activities conducted for federally funded transportation project(s)/programs undertaken during the reporting period? (For example: public announcements and/or communications regarding meetings, hearings, and project notices directed by a sub-grant recipient representative?)				
	a. Were special language needs assessed?				
	<ul style="list-style-type: none"> <li>If yes, can the sub-grant recipient provide documentation listing the special language needs assessment(s) conducted and examples of those assessment(s)?</li> </ul>				
	b. Were outreach efforts made to insure that minority, women, elderly, individuals with disabilities, low income, and LEP population groups were provided an equal opportunity to participate in outreach activities? (For example, provided written materials in languages other than English, met with local social services agencies, or advertised in a minority publication.)				
	c. When special languages services are requested, can the sub-grant recipient provide a list of these services to include: the service provided, date, number of persons served, and any other relevant information?				
	d. Are demographics gathered from attendees at public meetings, hearings, etc.?				
	e. Can the sub-grant recipient provide documentation regarding the demographics gathered?				
	f. Do public meeting ads, public notices, or posters have a contact person and number, for attendees to contact, when accommodations are needed?				



	g. Is an effort made to hold meetings in ADA compliant facilities?				
	h. Are offices from which sub-grant recipient services are provided ADA compliant?				

**MONITORING AND COMPLIANCE**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
10.	Does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities for their organization?				
	a. Does the sub-grant recipient have sub-grant recipient(s) of federal aid transportation funds?				
	<ul style="list-style-type: none"> <li>If yes, does the sub-grant recipient have monitoring and compliance procedures in place to monitor Title VI activities and responsibilities of its sub-grant recipient(s)?</li> </ul>				

**TITLE VI COMPLAINTS**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
11.	Does the sub-grant recipient have a Title VI complaint form and procedure for filing a complaint?				
	a. Can the sub-grant recipient describe how the complaint form and procedures are disseminated to employees and the public?				
	b. Does the sub-grant recipient maintain records of Title VI complaint investigations and lawsuits, including Title VI complaint logs, which list and describe any Title VI related complaints as a result of transportation activities, projects and programs?				
	c. Do the Title VI complaint logs contain information regarding: Name and address of complainant, status of complainant (race, color, national origin, income status), nature of complaint, date filed, date investigation completed, recipient (processor of complaint), date of disposition, and disposition?				



**TRAINING**

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
12.	Have sub-grant recipient employees received Title VI training?				
	<ul style="list-style-type: none"> <li>If no, is training planned within the next 3 months?</li> <li>If yes, list any Title VI training taken by or provided to staff: Attendee's Name, Name of Training, and Date of training.</li> </ul>				

**Person(s) who submitted information for the checklist, please indicate by signing below. By signing this document, you are stating that the answers above are true and accurate.**

\_\_\_\_\_  
Name Title Date

\_\_\_\_\_  
Name Title Date

## B. Subrecipients Monitoring Workshop



# San Francisco Bay Area Rapid Transit District Title VI Subrecipient Workshop

Office of Civil Rights



# Overview



- Title VI
- Title VI Requirements
- BART's Title VI Process
- Subrecipient Compliance
- Title VI Subrecipient Requirements
- BART's Title VI Subrecipient Monitoring
- Next Steps/Questions

# Title VI



Title VI of the Civil Rights Act of 1964 requires that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

- Executive Order 12898 (1994) “Addressing Environmental Justice in Minority Populations and Low-Income Populations.”
- DOT Order 5610.2 (1997) “To Address Environmental Justice in Minority Populations and Low-Income Populations.”
- Executive Order 13166 (2000) “Improving Access to Services for Persons with Limited English Proficiency.”
- FTA Circular 4702.1B (2012) “Title VI Requirements and Guidelines for Federal Transit Administration (FTA) Recipients.”

# Title VI Requirements

## Title VI requires BART to:

- Evaluate equity impacts of its decisions related to fare changes, major service changes, service standards, and service policies, on minority and low-income populations.
- Ensure that important programs and activities normally provided in English are accessible to persons with limited English proficiency (LEP).
- Ensure meaningful access to the transportation decision-making process, including minority, low-income, and LEP populations.
- Submit a Title VI Triennial Update to the FTA.

# Title VI Requirements (cont.)

## FTA Circular 4702.1B, Ch. 3 General Requirements and Guidelines:

- Notification to Beneficiaries of Protection under Title VI.
- Title VI Complaint Procedures and Complaint Form.
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits.
- Promoting Inclusive Public Participation.
- Providing Meaningful Access to LEP Persons.
- Encouraging and Documenting Minority Representation on Planning and Advisory Bodies.
- Assisting and Monitoring Subrecipients.
- Evaluation of Equity Impacts for Facility Siting.
- Develop a Title VI Program.
- Board Approval of Title VI Program.

# Title VI Requirements (cont.)

Language Assistance Plan (LAP) contains several elements to ensure that BART provides access services and benefits for LEP persons.

- Monitor frequently encountered languages: Spanish, Chinese.
- Identify and translate vital documents.
- Maintain ongoing language assistance measures.
- Implement new language assistance measures.

# BART's Title VI Process

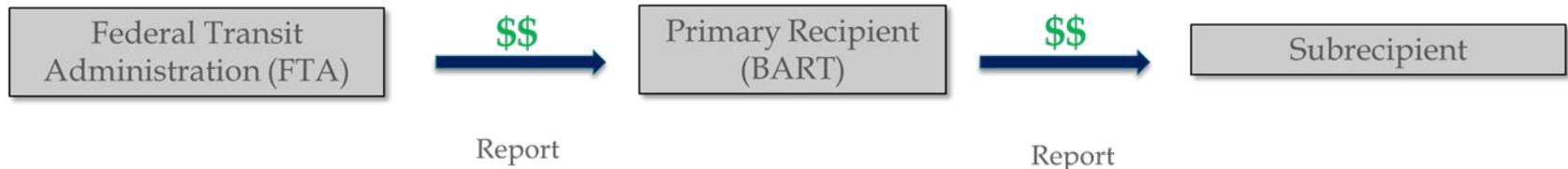


- At BART, the Office of Civil Rights (OCR) is the lead department responsible for identifying and disseminating specific Title VI information.
- All BART funded projects and transportation-related decisions are required to comply with Title VI regulations, regardless of the project's funding source.
- Subrecipients and Contractors must comply with Title VI regulations.

# Subrecipient Compliance

A Subrecipient receives pass-through FTA funding.

- Primary Recipients report Title VI compliance directly to FTA every 3 years.
- Subrecipients report Title VI compliance to the Primary Recipient as requested by the Primary Recipient.



# Subrecipient Non-Compliance



- A subrecipient found non-compliant with Title VI could result in:
  1. A breach of the funding agreement; and
  2. BART can seek subrecipient return of funds.
- A finding of non-compliance puts BART and its subrecipients at risk of losing federal financial assistance.
- Please note, subrecipients may be subject to compliance with the District's Disadvantaged Business Enterprise (DBE) Program. For more information on the District's DBE Program, please contact:
  - Rudy Garza, Director, Office of Civil Rights at (510) 464-7194 or [Rudy.Garza@bart.gov](mailto:Rudy.Garza@bart.gov).

# Title VI Subrecipient Requirements



- FTA Circular 4702.1B, Ch. 3, requires subrecipients to provide BART with compliance reports documenting general Title VI reporting requirements.
- Compliance Reports Include:
  - Notice to beneficiaries.
  - Title VI complaint procedures and complaint form.
    - (Please notify BART OCR whenever you receive a Title VI related complaint.)
  - Public Participation Plan.
  - Language Assistance Plan.
  - Racial breakdown of non-elected advisory committees, if any.

# BART's Title VI Subrecipient Monitoring

- BART will provide assistance to its subrecipients by:
  - Providing sample documents, forms, and data necessary to create a Title VI Program.
  - Providing a Subrecipient Monitoring Checklist to guide Title VI compliance efforts.
  - Conducting Title VI Training Program to subrecipients, including information regarding Title VI Program due dates.
  - Reviewing subrecipient's Title VI Program Update Title VI compliance.
- Subrecipients may choose to adopt BART's Title VI Program.
  - Operational differences between BART and the subrecipient may require the subrecipient to tailor their compliance documents as necessary.

# Next Steps/Questions



- BART will review pending Title VI programs before issuing letter of compliance.
- Reporting period: January 1, 2023 - December 31, 2025.
- Due Date for Draft Subrecipient Title VI Program:
- Due date for Final Subrecipient Title VI Program:
  - December 5, 2025.
- Questions?

### C. Title VI Subrecipient Annual Certification Form



## Title VI Subrecipient Annual Certification Form

This form is to certify compliance with Title VI of the Civil Rights Act of 1964. If your Title VI Plan has been approved by the Federal Transit Administration (FTA), all changes to the organization's Title VI Plan which occurred during the current calendar year (January 1<sup>st</sup> through December 31<sup>st</sup>) must be reported on this form. Please attach additional pages, as necessary, to provide a complete response to each question.

<b>Name of Organization:</b>	<b>Name of Title VI Coordinator:</b>
<b>Address:</b>	<b>Title:</b>
<b>City:</b> <b>County:</b>	<b>Phone Number:</b> <b>Fax Number:</b>
<b>State:</b> <b>Zip Code:</b>	<b>E-mail Address:</b>

Have you had any changes in your Title VI, Limited English Proficiency (LEP), or Environmental Justice (EJ) Program from the date of last submittal? \_\_\_\_\_ Yes  No

**If Yes**, please attach all supporting documents related to changes made.

**If No**, please sign and date the form and return to BART's Office of Civil Rights Title VI Workforce and Policy Compliance Unit.

**By signing below you affirm the information reported on this form is accurate and reflects all changes to the organization's Title VI Plan for the current calendar year.**

<b>Signature:</b>
<b>Title:</b>
<b>Date:</b>

# Appendix 5. Determination of Site or Location Facilities

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections





Image: San Francisco Business Times

# BART POLICE DEPARTMENT ADMINISTRATIVE HEADQUARTERS (BPD ADMIN HQ) TITLE VI SITING ANALYSIS

SEPTEMBER 2023L

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## Introduction

The San Francisco Bay Area Rapid Transit District (BART or District), as a recipient of federal funds, is required by the Federal Transit Administration (FTA) to comply with Title VI of the Civil Rights Act of 1964 and its amendments (Act). Title VI of the Civil Rights Act of 1964 requires that no person in the United States, on the grounds of race, color or national origin be excluded from, be denied the benefits of, or be subjected to discrimination, under any program or activity receiving federal financial assistance. Presidential Executive Order 12898 “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations” addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 “Improving Access to Services for Persons with Limited English Proficiency” addresses services to those individuals with Limited English Proficiency (LEP).

Federal Transit Administration (FTA) Circular 4702.1B, dated October 1, 2012, entitled *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (Circular), requires that federal funding recipients, such as BART, complete a Title VI equity analysis on the determination of the site or location of facilities. Per 49 CFR Part 21.5(b)(3): “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” In accordance with the Circular, this siting analysis ensures that site or location or facilities is selected without regard to race, color, or national origin.

49 CFR Part 21, Appendix C, section (a)(3)(iv) provides that “[t]he location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” It is noted here that only property currently owned by BART or that would be acquired by BART are considered in this study; in no case would residences or businesses be displaced because of the planned BART Police Department Administrative Headquarters Relocation Project (project).

This report, the BART Police Department (BPD) Administrative Headquarters Title VI Siting Analysis (Siting Analysis), ensures that the proposed site selection for the BART Police Department’s (BPD) new Police Department Administrative Headquarters (Admin HQ) does not have discriminatory effects on minority and low-income populations<sup>1</sup>, including the displacement of persons from their residences and businesses. BPD Admin HQ is currently located at 101 8<sup>th</sup> Street in Oakland (the MET Building), which BART must vacate in 2026 to allow for its planned Transit Oriented Development Project at the site. Therefore, BART plans to relocate the BPD Admin HQ to a more permanent modern facility that better supports BART’s administrative operations and needs for attracting and retaining officers. BART’s Real Estate & Property Development team received three proposals (through a competitive solicitation process) as potential site locations and those locations are the focus of this analysis. This Siting Analysis summarizes the analysis of these locations and incorporates a Title VI assessment to the overall evaluation.

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<sup>1</sup> Minority and Low-Income populations are referred to priority or protected populations throughout this report.

## Section 1: Background and Project Description

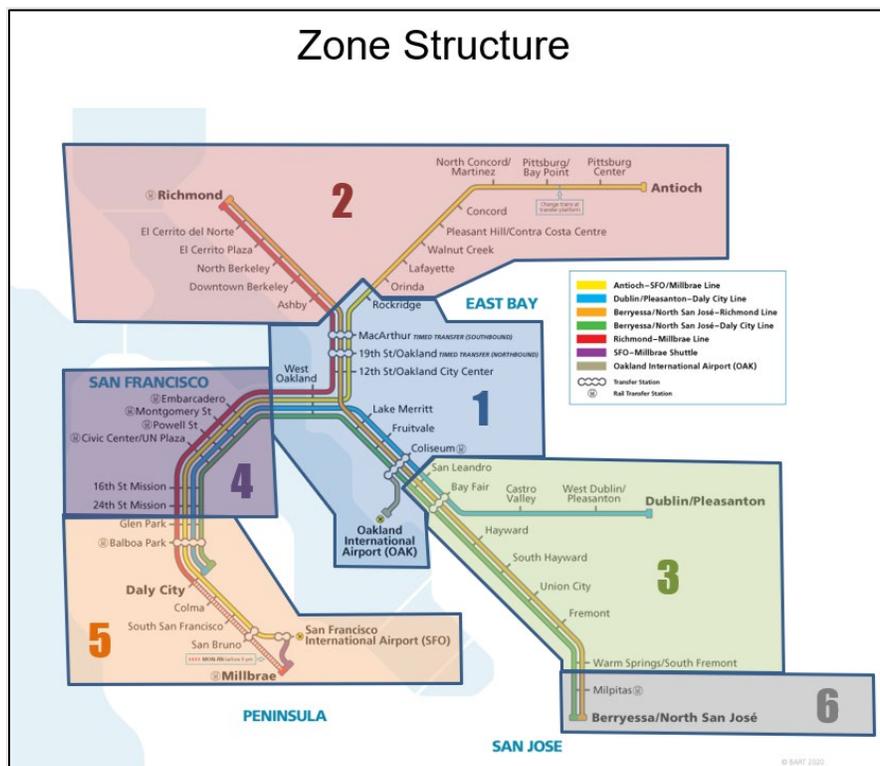
### 1.1 BACKGROUND

Since 2018, the BART Police Department Administrative Headquarters (BPD Admin HQ) has been located at the MET Building near Lake Merritt Station. BPD Admin HQ currently occupies portions of three floors totaling around 55,000 square feet, and approximately 180 staff and officers report to the facility. The MET Building will eventually be replaced with a mixed-use transit-oriented development project, and the BPD Admin HQ's location within this facility was always intended as an interim measure while a new permanent facility was sited. The District intends to relocate BPD Admin HQ into a modern facility that supports BART's need to attract and retain officers and staff that meets seismic requirements and security standards. A target date of 2026 to vacate the MET Building has been set by BART staff.

### 1.2 PROJECT DESCRIPTION

The new BPD Admin HQ will serve as BART's systemwide police headquarters, facilitating a range of administrative functions and serving riders from across the BART system with a range of in-person needs. In addition, the BPD Admin HQ programming will also include the system's Zone 1 patrol unit substation, facilitating local patrol functions for an area covering most of the system located in the City of Oakland. There are five other BPD Zone substations geographically distributed throughout the agencies service area (see Figure 1 for map).

FIGURE 1: MAP OF BART PD ZONE STRUCTURE



BART is exploring three potential site locations for the new BPD Admin HQ in the Downtown Oakland area. The BPD Admin HQ location must be able to accommodate 65,000 to 75,000 square feet, offer sufficient parking and storage, and feature nearby pedestrian access to a BART station that is centralized within the BART system, nearby freeway access for fast police response systemwide, and reasonable travel time to BART headquarters at 2150 Webster Street in Oakland. The location must also meet the stringent physical safety standards required of police headquarters facilities, including Essential Service Facility Standards, maintain accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA), ability to sustain uninterrupted 24-hour operation, and secure private access conditions. Overall, the location must allow for build-out and occupancy readiness in 2026. This report will describe the alternative potential site locations and evaluate each site location's impact on protected communities.

### Section 2: Title VI Compliance

Per FTA Circular 4702.1B, BART, as a recipient of federal funds, is required to complete a Title VI siting analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. While the siting analysis section of the Circular does not specifically mention low-income populations, it does require that BART "engage in outreach to persons potentially impacted by the siting of facilities." Following this language and the principles outlined in Environmental Justice Policy Guidance for FTA Recipients FTA Circular 4703.1 and BART's current practices and policies, this report will also conduct an analysis on low-income populations. The Title VI siting analysis must compare the equity impacts of various siting alternatives, and the analysis must occur before the selection of the preferred site.

This report determines if the potential sites selected for the new BPD Admin HQ would have a disparate impact on minority populations or place a disproportionate burden on low-income populations. To determine if a disparate impact or disproportionate burden is borne by protected populations, BART will refer to the threshold in its Board adopted Disparate Impact and Disproportionate Burden Policy (DI/DB Policy). BART uses the DI/DB Policy as a measure to determine if fare changes or major service changes result in impacts on protected populations. For new service and new fares, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of project riders that are protected, and the proportion of protected system-wide riders is equal to or greater than 10%. For the BPD Admin HQ, BART will use this 10% DI/DB threshold to evaluate potential impacts of various siting alternatives on protected populations. BART's DI/DB Policy does not specify a threshold for siting analyses but given a 10% threshold is used for new fares and new service, BART shall apply a 10% threshold for a new site location.

### Section 3: Purpose of the Analysis

BART's objectives for this Title VI siting analysis effort are to:

1. Identify the most appropriate location(s) for a resilient, high-functioning BPD Admin HQ.
2. Undertake a review of site locations for the BPD Admin HQ, comparing the conditions of the three potential sites against the conditions of the current site.

3. Review demographic data of each proposed site location to determine if any protected populations (minority and/or low income) would be disparately impacted or disproportionately burdened by the location of the new BPD Admin HQ.
4. Analyze potential adverse impacts and benefits on each proposed site, compare impacts among the sites, and analyze equity impacts of alternative sites. This includes identifying if the alternative site locations result in a displacement of protected populations from their residences and businesses.
5. Incorporate community outreach to help assess proposed site locations.

## Section 4: Alternative Sites

This section describes how three alternative sites were identified. Each alternative site was selected based on its alignment with four primary site criteria:

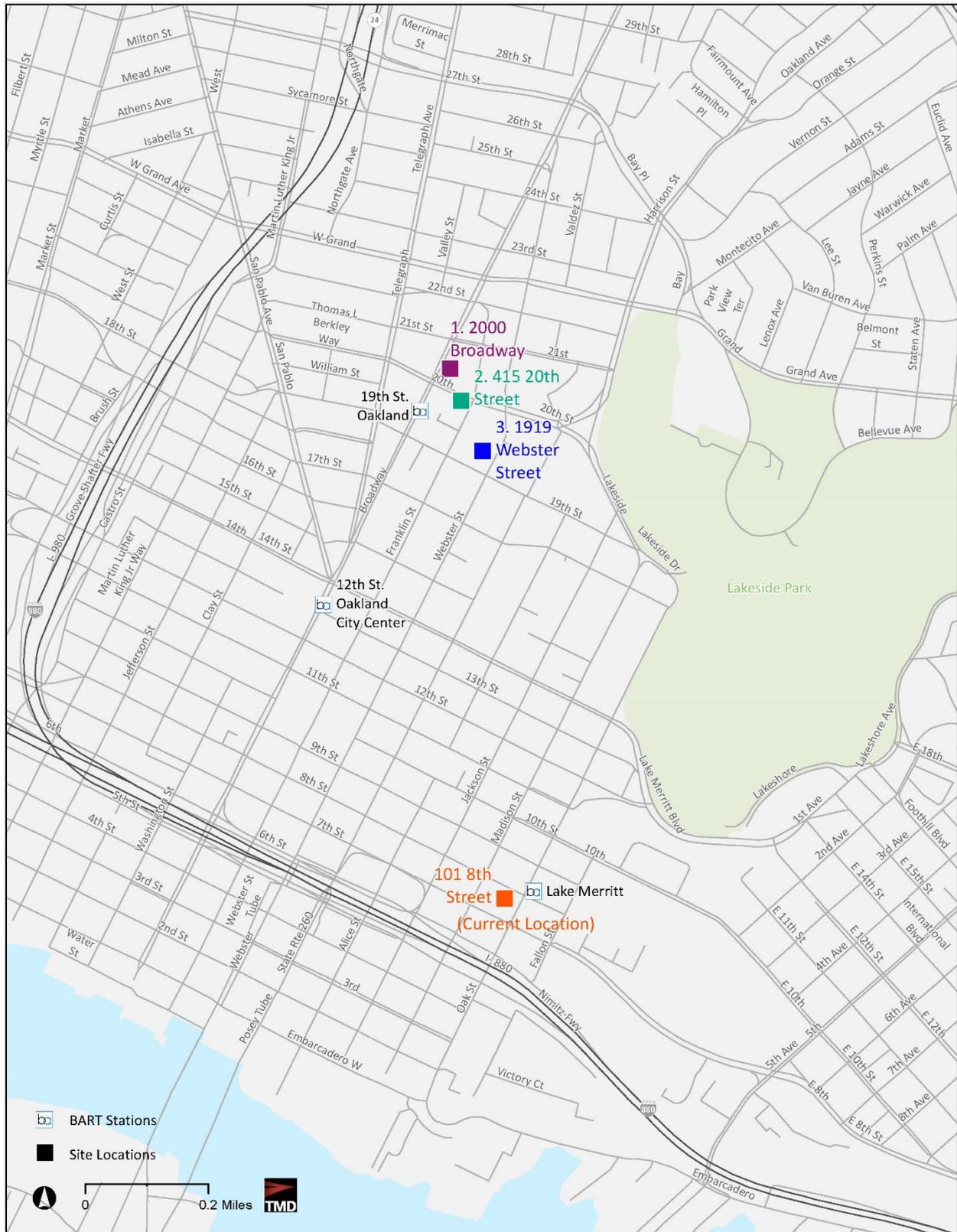
1. Available for Build-Out and Occupancy – Each site can be made ready for occupancy by 2026, which is the deadline for vacating the MET Building location.
2. Proximity – Each site is centrally-located within the BART system and its lines of service within the East Bay, providing pedestrian access to a centralized BART station, convenient freeway access for efficient regional travel response times, and proximity to BART’s main headquarters in Oakland.
3. Appropriately-Sized – Each site accommodates sufficient space for the BPD Admin HQ, including 65,000-75,000 square feet of usable space and appropriate space for parking and storage.
4. Meets Physical Safety Standards and Security Requirements – Each site can meet (or be reasonably retrofitted to meet) necessary essential service facility standards, maintain CALEA accreditation, accommodate 24-hour operation, and allow private and secure access from the street.

### 4.1 LOCATIONS SELECTED FOR REVIEW

BART Real Estate & Property Development staff engaged professional brokerage services to facilitate a competitive process to assist in identifying potential sites for a new BPD Admin HQ. Completing a Request for Proposals (RFP) process in Summer 2023, BART received complete and timely proposals from property owners for three sites. Each of these properties were found to potentially meet the established site criteria noted previously. In addition, while the BPD Admin HQ could potentially be located anywhere within Zone 1, the three properties submitting complete proposals for the new site are all located in Downtown Oakland within several blocks of 19<sup>th</sup> St./Oakland BART Station (see Figure 2). This is likely a result of efforts to meet the proximity criteria, as 19<sup>th</sup> St./Oakland Station utilizes numerous BART lines and is at a central transfer point within the BART system.

# BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

FIGURE 2: MAP OF PROPOSED SITE LOCATIONS



The three alternative sites are located in a primarily commercial area of downtown Oakland and are all existing office buildings, either vacant or owner occupied with no tenants or other occupancies. The three alternative sites include:

**1. 2000 Broadway in Oakland**

This 1.36-acre property, which is currently owner occupied but can be vacant by 2024, can readily meet the project delivery schedule and is appropriately sized, featuring a 104,161 square foot office building, inclusive of a subterranean parking level and approximately 105 parking stalls. This location is also adjacent to 19<sup>th</sup> St./Oakland BART Station, providing almost direct pedestrian access to the BART system. Furthermore, it meets physical safety standards and security requirements, although seismic upgrades are needed to meet requirements for a police station.



**2. 415 20<sup>th</sup> Street in Oakland**

This 1.03-acre property, which is currently vacant, can readily meet the project delivery schedule and is appropriately sized, featuring an 82,893 square foot office building and can accommodate approximately 45 parking stalls (with the demolition of an existing annex structure). Furthermore, it is adjacent to 19<sup>th</sup> St./Oakland BART Station, providing almost direct pedestrian access to the BART system. It also meets physical safety standards and security requirements, although seismic upgrades are needed to be used as a police station.



**3. 1919 Webster Street in Oakland**

This .6-acre property, which is currently vacant, can potentially meet the project delivery schedule and is appropriately sized, featuring a 74,435 square foot office building and approximately 49 parking stalls. Within three blocks of the 19<sup>th</sup> St./Oakland BART Station, it provides nearby (but not direct) access to the BART system. It also meets physical safety standards and security requirements, although this location appears to be in poorer condition than the others and likely demands significant seismic upgrades to be used for a police station.



## Section 5: Methodology

This section identifies the minority and low-income communities in the project area and the methodology used to assess potential impacts of the BPD Admin HQ site selection on Title VI populations. A ½ mile radius around each proposed site location was drawn – this area is the site study area and used to determine the demographics of each site location. US Census 2021 data that includes 5-Year Estimates (ACSDT5Y2021); Tables B01003, C17002, and C16001 (all block group<sup>2</sup> level) was used to identify protected populations.

### 5.1 PROTECTED POPULATIONS DEFINITIONS

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

- **Minority Definition:** Pursuant to the Circular and Federal guidelines, minority populations are defined as individuals who have identified themselves to be American Indian and Alaska Native; Asian; Black or African American; Hispanic or Latino; or Native Hawaiian or Other Pacific Islander.
- **Low-Income Definition:** BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for higher incomes in the Bay Area as compared to the rest of the United States. The 200% threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission (MTC) in its Plan Bay Area 2050 Equity Analysis Report, issued in 2021. This definition considers both the household size and household income, the combinations of household size and income that are defined as “low-income” are as follows:

TABLE 1: 2021 POVERTY GUIDELINES – FEDERAL\* AND THE BART SERVICE AREA

Persons in Family / Household	Poverty Guideline (federal)	200% (BART Service Area Thresholds)
1+	\$12,880	Under \$30k
2+	\$17,420	Under \$40k
3+	\$21,960	Under \$50k
4+	\$26,500	Under \$60k
5+	\$31,040	Under \$70k
6+	\$35,580	Under \$80k

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

<sup>2</sup> Block groups generally contain between 600 and 3,000 people, with an optimum size of 1,500 people. There are about 39 blocks per census group. Block groups never cross the boundaries of states, counties, or statistically equivalent entities, except for a block group delineated by American Indian tribal authorities. Each census tract contains at least one block group, and block groups are uniquely numbered within the census tract. A block group is the smallest geographical unit for which the census publishes sample data.

BART's five-county service area populations, based on the thresholds set by BART's Title VI 2022 Triennial Update, as well as US Census 2021 statistics, include:

- Minority Population: 65%
- Low-Income Population: 18%

The City of Oakland's area populations, based on US Census 2021 statistics, include:

- Minority Population: 71%
- Low-Income Population: 30%

## 5.2 METHODOLOGY

To evaluate impacts on minority and low-income populations, a demographic assessment was conducted using available residential block group data from the US Census. The assessment evaluates whether populations living or working within the project study area of each proposed site location, who may be adversely affected by a BPD Admin HQ facility, are disproportionately minority or low-income.

Description: The Demographic Assessment compares the proportion of minority and low-income populations in each site location's project study area (½ mile radius from each proposed BPD Admin HQ site location) to the minority and low-income populations in the City of Oakland.

Data Used: US Census 2021 5-Year Estimates (ACSDT5Y2021); Tables B01003, C17002, and C16001 (all block group level).

### ***Step 1: Identify the Data Source***

US Census 2021 five-year estimates were used to identify minority and low-income populations in each BPD Admin HQ site alternative's project study area. The US Census 2021 estimates provide population and demographic data at the block group level.

### ***Step 2: Determine Project Catchment Area***

The project study area for each of the three proposed site locations are shown in Appendix A (minority) and Appendix B (low-income). Consistent with FTA Circular guidance and previous BART siting analysis under the guidance of FTA Circular 4702.1B, a ½ mile radius was drawn around each proposed site alternative location. This ½ mile radius is the project catchment area for each site alternative.

### ***Step 3: Determine the Share of Protected Riders for the Project Catchment Area***

For this analysis, BART's five-county service area definitions and thresholds for minority and low-income populations are used. Each block group within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the five-county service area average based on the minority and low-income population definitions and thresholds defined in Section 5.1. The maps in Appendix A and B display block groups within each proposed site alternative's project study area where the percentage of minority and low-income populations exceeded the five-county service area average.

**Step 4: Determine the Share of Protected Populations for Overall BART Ridership**

For the new site Demographic Assessment, BART will use the minority and low-income population data for the City of Oakland. According to the US Census 2021, the City of Oakland’s minority population is 71% and its low-income population is 30%.

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

Pursuant to the FTA Circular, BART must evaluate equity impacts using its DI/DB policy. For new service and new fares, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of project riders that are protected, and the proportion of protected system-wide riders is equal to or greater than 10%. BART’s DI/DB Policy does not specify a threshold for siting analysis but given that a 10% threshold is used for new fares and new service, BART shall apply a 10% threshold for the BPD Admin HQ siting analysis. A disparate impact to minority populations or a disproportionate burden on low-income populations may be found if the difference is 10% or more.

**Step 6: Alternative Measures**

If this siting analysis finds that minority populations experience disparate impacts, pursuant to the FTA Circular 4702.1B, BART may proceed with the proposed location of the Project only if BART can show:

- A substantial legitimate justification for locating the Project there exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on the basis of race, color, or national origin.

While the Circular does not necessarily outline how to proceed if the assessment finds that low-income populations experience a disproportionate burden from the proposed location of a siting, using language from the FTA Circular 4702.1B (as it applies to low-income populations for fares and service changes), engaging principles from FTA Circular 4703.1 (as they apply to adverse effects on low-income populations), and ensuring consistency with how BART generally analyzes impacts to this protected group, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the proposed new site.

## Section 6: Alternative Site Analysis

This section includes the Title VI demographic analysis for the existing MET Building BPD Admin HQ location, each of the three proposed alternative locations, and the City Oakland as a whole, to evaluate whether the populations living within the project study area of each proposed site location, and which may be adversely affected by a BPD Admin HQ complex, are disproportionately minority or low-income.

As mentioned in Section 4 above, the three alternative locations selected for review against the current MET Building location and the City of Oakland as a whole include:

- 2000 Broadway
- 415 20<sup>th</sup> Street
- 1919 Webster Street

49 CFR Part 21, Appendix C, section (a)(3)(iv) provides that “[t]he location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” It is noted here that only properties that were proposed by current owners for potential purchase by BART through the RFP process are considered in this study; in no outcome would residences or businesses be displaced because of this project.

## 6.1 PROJECTED IMPACTED POPULATIONS OF SITES

Table 2 shows the demographic breakdown (minority, low-income) for each proposed site location and the current MET Building site. US Census 2021 data was used to identify low-income and minority populations in each BPD Admin HQ site alternative’s project study area (determined by a ½ mile radius around each site).

TABLE 2: ALTERNATIVES DEMOGRAPHIC SUMMARY

	MET Bldg. (Existing Site)	2000 Broadway	415 20th Street	1919 Webster Street
<b>% Minority</b>	73.4%	66.6%	67.1%	68.3%
<b>% Low Income</b>	34.8%	35.1%	35.2%	35.6%

## 6.2 DEMOGRAPHIC ASSESSMENT

Pursuant to the Circular, BART must conduct a demographic assessment to evaluate equity impacts of siting a BPD Admin HQ. Using the DI/DB Policy, the demographic assessment determines if minority or low-income populations experience a disproportionate impact from BART locating a BPD Admin HQ facility in each of the site locations. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected area’s protected population share, and overall system’s protected population share exceeds the 10% threshold in the policy. For new site demographic assessment, a disparate impact to minority populations or a disproportionate burden on low-income populations may be found if the difference is 10% or more. In the case of this new site assessment, the overall population value is the City of Oakland’s minority and low-income data. Since all proposed site alternatives are located within the City of Oakland, BART determined this to be the most accurate comparison value as this data is the closest representation of the local community. Tables 3 and 4 show the results of the minority and low-income demographic assessment for the three proposed site alternatives.

TABLE 3: MINORITY POPULATION DEMOGRAPHIC ASSESSMENT

	MET Bldg. (Existing Site)	2000 Broadway	415 20 <sup>th</sup> Street	1919 Webster Street
<b>½ Mi. % Minority</b>	73.4%	66.6%	67.1%	68.3%
<b>City of Oakland % Minority</b>	71.4%	71.4%	71.4%	71.4%
<b>% Difference</b>	2.0%	-4.8%	-4.3%	-3.1%
<b>Disparate Impact</b>	No	No	No	No

Source: US Census 2021 data

TABLE 4: LOW-INCOME POPULATION DEMOGRAPHIC ASSESSMENT

	MET Bldg. (Existing Site)	2000 Broadway	415 20th Street	1919 Webster Street
<b>½ Mi. % Low Income</b>	34.8%	35.1%	35.2%	35.6%
<b>City of Oakland % Low Income</b>	29.8%	29.8%	29.8%	29.8%
<b>% Difference</b>	5.0%	5.3%	5.3%	5.8%
<b>Disproportionate Burden</b>	No	No	No	No

Source: US Census 2021 data

### 6.3 SUMMARY OF SITING ANALYSIS

Based on the demographic assessment of each potential BPD Admin HQ location, none of the alternative sites will have a disparate impact on minority populations or a disproportionate burden on low-income populations within the project study areas. Specifically, each of the proposed site alternatives have similar minority populations that are less than that of the City of Oakland and have similar low-income populations that are just over five percent higher than that of the overall city. This indicates that none of the alternative locations’ population average differences exceed the 10 percent threshold as specified in the DI/DB Policy. Additionally, regarding the overall assessment, important to note is that the study areas for each of the three location alternatives are very similar demographically, as they are each located in Downtown Oakland within several blocks of each other. Therefore, each location’s level of potential impact on protected communities, as well as each location’s comparability with the MET Building vicinity and the City of Oakland as a whole, are very similar.

## Section 7: Public Participation Report

BART hosted a series of station outreach events at 19<sup>th</sup> St./Oakland station with informational tables so that staff could interact directly with the public about the proposed BPD Admin HQ relocation and any potential effects it may have on low-income and/or minority communities. In addition, BART hosted an Open House for the public.



FIGURE 3: 19TH ST./OAKLAND BPD ADMIN HQ OUTREACH AUGUST 2023

Members of the public were provided informational double-sided flyers with English on one side, Spanish and Chinese on the other, with a QR code and the hyperlink for the online BART survey: [www.bart.gov/BPDSiteSurvey](http://www.bart.gov/BPDSiteSurvey). Taglines in several languages were included on the flyers so that LEP stakeholders could obtain additional information in their preferred language(s).

The survey period began Monday, August 14<sup>th</sup>, 2023, and ended Monday, August 28<sup>th</sup>, 2023. Digital surveys were made available to stakeholders in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, and Russian. BART sought public input for the BPD Admin HQ relocation at BART outreach events on the following dates and times:

TABLE 5: Dates, Outreach Locations, and Times

Date	Station/Location	Outreach Type	Time
<b>Wednesday, August 16, 2023</b>	19 <sup>th</sup> St./Oakland	Station	7:00am – 9:30am
<b>Thursday, August 17, 2023</b>	19 <sup>th</sup> St./Oakland	Station	4:00pm – 7:00pm
<b>Tuesday, August 22, 2023</b>	BHQ	Open House	5:00pm – 7:00pm

By reaching out to the public via outreach events, newspaper advertisements in other languages, and via the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meeting and email communications, BART received 264 survey responses. The survey asked respondents about the proposed BPD Admin HQ sites, including their level of support (strongly support, somewhat support, neutral, somewhat oppose, and strongly oppose) for the relocation and an open-ended question about how the potential relocation would affect them. Most respondents support the potential relocation of BPD Admin HQ and cited project need, funding, design, safety and police presence and importance of proximity to BART stations/services. If the project moves forward as currently proposed, respondents are in favor of the project and want more information about the details of the project overall.

A summary of the public participation process, survey questions, and all open-ended comments are included in the full Public Participation Report in Appendix D.

## Section 8: Non-Equity Project Impacts

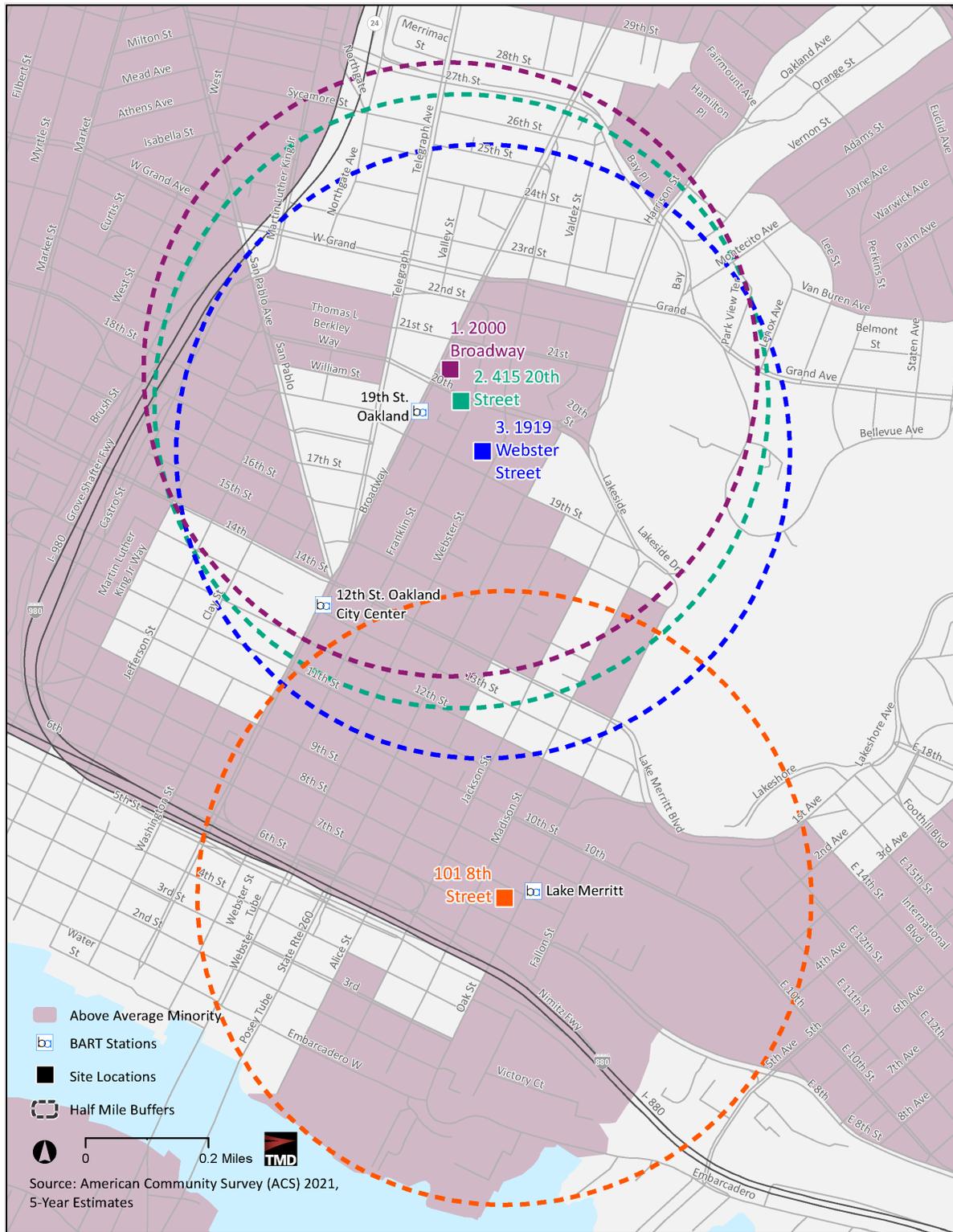
The proposed replacement BPD Admin HQ facility would house key functions of the police department, provide improved public access to police services, and allow for reliable response in the event of a natural disaster or other emergency, because of seismic upgrades, modernization, and efficiencies to be made in key functional areas. The facility operates 24 hours a day, seven days a week with most activity occurring during workday hours. It is not anticipated to significantly increase foot or vehicle traffic in the surrounding area. The new facility would also adhere to BART’s current public art policy creating opportunities to provide for artwork and beautification of public areas at the facility.

Relocating the BART Police Administrative Headquarters to one of the locations identified would provide certain benefits to the surrounding community and BART ridership, as a whole.

The planned programming for the replacement BPD Administrative Headquarters will include a publicly accessible community room to be utilized by BART and allow for community use, managed by BART. It will also provide for a back-up department emergency operations center, providing redundancy in BART’s system and increased resiliency in the event of the major incident or disaster.

The Project will also adhere to the BART Board adopted Public Art policy and provide opportunities for art to be displayed and enjoyed by the community in the publicly accessible areas of the facility. In addition, the modernized BPD Admin HQ will provide for better access by the public to retrieve personal property and obtain copies of records and other documentation more seamless for the public.

## Appendix A – Above Average Minority Population





## Appendix C – DI/DB Policy



### DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

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The Federal Transit Administration (FTA) Title VI Circular 4702.1B requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed Major Service Changes or fare changes.

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#### **Statement of Policy:**

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority<sup>1</sup> or low-income<sup>2</sup> populations or riders. A finding of disproportionate impacts would determine whether BART may need to take additional steps, as defined in this Policy.

#### **Definitions:**

A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations. The thresholds, established by this Policy, will be used to assess adverse impacts on protected populations or riders.

#### **Disproportionate Impact:**

The following definitions of disproportionate will apply to determine Disparate Impact and Disproportionate Burden on protected populations or riders.

1. For across-the-board fare changes, BART will compare the percent changes in the average fare for protected riders and non-protected riders. A fare change will be

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<sup>1</sup> Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

<sup>2</sup> Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under \$47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under \$50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%.

2. For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media. 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 determination of statistical significance, BART will collect additional data.
3. Adverse effects of a Major Service Change to the existing system are borne disproportionately by protected populations or riders when either (a) the difference between the affected service's protected ridership share and the overall system's protected ridership share is equal to or greater than 5%, or (b) the difference between the percent change in travel times for protected populations or riders is equal to or greater than 5% when compared to the percent change in travel time for non-protected populations or riders.
4. New service and new fares, including for new modes, media, or service, will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%.

**Cumulative Impacts:**

1. The cumulative impacts of similar, major service changes or similar fare changes occurring during a three-year Title VI triennial reporting period will be analyzed as part of an equity analysis.

**Finding a Disparate Impact:**

Should BART find that minority populations or riders experience disproportionate 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 populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service or fare change only if BART can show that:

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

**Finding a Disproportionate Burden:**

Should BART find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by service or fare changes.

## Appendix D – Public Participation Report

# Title VI Siting Analysis for the BART Police Department Administrative Headquarters (BPD Admin HQ)

## PUBLIC PARTICIPATION REPORT

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September 2023



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## Section 1: Public Participation Purpose

### 1.1 Purpose

The Federal Transit Administration (FTA) Title VI Circular 4702.1B Title 49 CFR Section 21.9(b)(3) states, “In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part.” Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, “The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin.” For purposes of this requirement, “facilities” does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc., as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.”

To comply with the FTA regulations, BART was required to complete a Title VI siting analysis. As part of that analysis, public outreach was conducted to collect and analyze feedback from potentially impacted protected populations.

Our focus at BART is on public transit and ensuring we provide a safe and reliable transit service accessible to all. We acknowledge the siting of facilities, especially those relating to the BART Police Department (BPD), must be evaluated appropriately. We plan to use FTA Circular 4702.1B, BART’s Disparate Impact/Disproportionate Burden Policy (DI/DB Policy), and BART’s Public Participation Plan as a guide when reviewing or analyzing potential preferred sites for the BART Police Department Administrative Headquarters (BPD Admin HQ), equity facility analyses, or siting analyses are different than a standard Title VI equity analysis regarding data collection and methodology. BART utilized a siting methodology established in 2017 to evaluate the impacts of relocating the BPD Admin HQ on our protected populations.

BART is considering relocating its BPD Administrative HQ. BART conducted public participation/outreach to collect input on the potential preferred location. Staff administered a survey from Monday, August 14, 2023, through Monday, August 28, 2023, and conducted targeted outreach to our priority populations through a joint meeting of the Title VI/Environmental Justice and LEP Advisory Committees on August 16, 2023. OCR staff plans to present and seek the Board of Directors’ approval of the Title VI siting analysis on September 28, 2023.

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

## Section 2: Public Participation Process

### 2.1 Outreach Events

BART hosted a series of informational station outreach events at 19<sup>th</sup> St./Oakland station with hosted tables so staff could interact directly with the public about the proposed BPD Admin HQ relocation and any potential impacts it may have on low-income and/or minority populations who reside or conduct business in the area. In addition, BART staff hosted a public informational open house.

Members of the public were provided double-sided informational flyers with English on one side, Spanish and Chinese on the other, with a QR code and the hyperlink for the online BART survey: [www.bart.gov/BPDSiteSurvey](http://www.bart.gov/BPDSiteSurvey). Taglines in several languages were included on the flyers so that LEP stakeholders could obtain additional information in their preferred language(s).

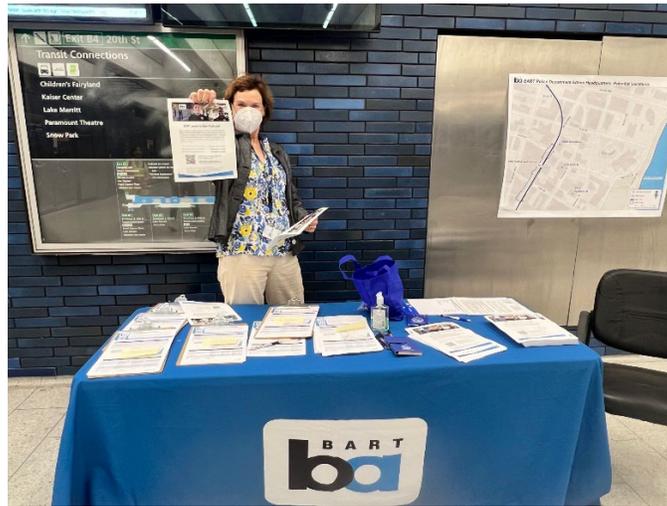
The survey period began Monday, August 14<sup>th</sup>, 2023, and ended Monday, August 28<sup>th</sup>, 2023. Digital surveys were made available to stakeholders in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, and Russian. Printed surveys in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, and Russian were also made available for those members of the public who preferred to complete the survey in-person.

BART sought public input for the BPD Admin HQ relocation at BART outreach events on the following dates and times:

**Table 2-1: Dates, Outreach Locations, and Times**

Date	Station/Location	Outreach Type	Time
Wednesday, August 16, 2023	19 <sup>th</sup> St./Oakland	Station	7:00am – 9:30am
Thursday, August 17, 2023	19 <sup>th</sup> St./Oakland	Station	4:00pm – 7:00pm
Tuesday, August 22, 2023	BHQ	Open House	5:00pm – 7:00pm

### 19th St./Oakland BPD Admin HQ Outreach August 2023



## 2.2 Publicity

The outreach events and survey were publicized through print and digital methods. BART staff worked to ensure all available information related to the proposed BPD Admin HQ relocation and the survey was available to stakeholders in multiple languages. The next sections describe how BART advertised outreach events and the survey link.

### 2.2.1 Multilingual Newspaper Ads

Multilingual newspaper/media ad placements with readership covering BART's five-county service area were placed prior to and during outreach. The ads ran several times (depending on the newspaper's publication schedule) and advertised the upcoming outreach events and a QR code and hyperlink to the BART survey. The following newspaper publications had ads placed. Copies of some ads can be found in Appendix PP-D.

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

### 2.2.2 BART Advisory Committees

BART distributed information on the outreach events and survey link, which was available online in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, and Russian. to the Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees to distribute to the communities they serve.

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

BART staff presented the proposed BPD Admin HQ relocation to BART's Title VI/EJ and LEP Advisory Committees. The joint meeting was held Wednesday, August 16, 2023, from 2:00 pm – 4:00 pm via Zoom. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting.

The Title VI/EJ Advisory Committee consists of members of community-based organizations (CBOs) and ensures that BART is taking reasonable steps to incorporate Title VI and EJ Policy principles in its transportation decisions. The LEP Advisory Committee, which also consists of members of CBOs, assists in the development of BART's language assistance measures, and provides input on how BART can provide programs and services to customers, regardless of language proficiency.

At the meeting, Committee members expressed a desire to participate in the survey and provide detailed feedback regarding the proposed BPD Admin HQ relocation.

## Section 3: Outreach Results

### 3.1 Title VI Outreach Surveys

These public outreach efforts received 264 survey responses. This survey serves as the dataset for this analysis and all uses of the generic term “survey” in this report refers to the August 2023 BART Police Department Admin HQ Site Selection Survey. The survey was designed for quantitative and qualitative input to hear from community members, particularly priority stakeholders. It was open to everyone to complete and did not rely on a random sampling methodology. As such, these survey results cannot be projected to the overall population and statistical calculations such as margins of error cannot be computed.

97% of the surveys received during the open survey period were completed online. Table 3-1 provides the breakdown of where and how many surveys were received.

**Table 3-1**

Location	No. of Surveys Collected
Online	257
In Person	7
<i>Total Surveys Received</i>	<b>264</b>

### 3.2 Survey Demographic Data

Table 3-3 provides a demographic breakdown of all survey respondents.

#### *3.2.1 Minority*

A “White/non-minority” classification refers to those respondents who self-identified as “White.” A “minority” classification includes the combined responses from all other races or ethnic identities including those identifying as other or multi-racial. According to 2022 Customer Satisfaction Survey responses, 67% of BART riders identified as “minority.”

#### *3.2.2 Income*

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. This level is approximated by considering both the household size and household income of

respondents to the 2022 Customer Satisfaction Survey. The household size and household income combinations that comprise “low-income” are as follows:

**Table 3-2**

<b>LOW INCOME</b>	
<b>Household Size</b>	<b>Household Income</b>
1+	Under \$30k
2+	Under \$40k
3+	Under \$50k
4+	Under \$60k
5+	Under \$70k
6+	Under \$80k

For example, a household of two or more people with an income of \$35,000 would be considered low-income. According to 2022 Customer Satisfaction Survey responses, 29% of BART riders identified as low income.

**Table 3-3 Survey Demographic Summary: All Respondents (N=242/233)**

<b>/Minority Status</b>	<b>89% of survey respondents answered this question</b>	<b>Sample Size</b>
Minority	51%	124
White/Non-Minority	49%	118
<b>Total responses</b>	<b>100%</b>	<b>242</b>
<b>Ethnicity</b>	<b>89% of survey respondents answered this question</b>	<b>Sample Size</b>
White	49%	118
Black/African American	9%	22
Asian or Pacific Islander	22%	54
American Indian	1%	2
Hispanic, Latino, or Spanish	14%	35
Other or multi-racial, non-Hispanic	5%	11
<b>Total responses</b>	<b>100%</b>	<b>242</b>
<b>Low-income Status</b>	<b>91% of survey respondents answered this question</b>	<b>Sample Size</b>
Low-income	5%	12
Non-low income	95%	221
<b>Total responses</b>	<b>100%</b>	<b>233</b>
<b>Annual household income</b>		<b>Sample Size</b>
Under \$30,000	2%	5
\$30,000 - \$39,999	2%	4
\$40,000 - \$49,999	2%	4
\$50,000 - \$59,999	2%	5
\$60,000 - \$69,999	3%	6
\$70,000 - \$79,999	6%	14
\$80,000 - \$99,999	8%	19
\$100,000 - \$149,999	21%	49
\$150,000 - \$199,999	19%	44
\$200,000 and over	36%	85
<b>Total responses</b>	<b>100%</b>	<b>235</b>

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

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

\*\*\*The sample size for annual household income exceeds the sample size for income status since both household size and annual household income are required to determine income status and, therefore, there were fewer surveys that responded to both questions.

## Section 4: Public Comment Overview

### 4.1 Overview

By reaching out to the public via outreach events, newspaper advertisements in other languages, and via the Title VI/Environmental Justice and Limited English Proficiency Advisory Committees meeting and email communications, BART received 264 survey responses. The survey asked respondents about the proposed BPD Admin HQ sites, including their level of support (strongly support, somewhat support, neutral, somewhat oppose, and strongly oppose) for the relocation and an open-ended question about how the potential relocation would affect them. All open-ended comments have been categorized, sorted, and color-coded by level of support in Appendices PP-B.

### 4.2 Public Comment Grouping Analysis: General Methodology

While comments can be thematically categorized, any numerical analysis or reporting should be done with caution as the Title VI BPD Site Survey does not employ a random sampling methodology and comment grouping is subjective. Categorizing the comments, provides a general understanding of the points survey respondents wished to communicate. See Sections 5-7 for more detailed information on the grouping methodology.

## Section 5: BART Police Department (BPD) Admin HQ Site Selection Survey

### 5.1 BART Police Department (BPD) Admin HQ Site Selection Survey Questions

Question 1-2 of the BART Police Department (BPD) Admin HQ Site Selection Survey asked respondents to indicate the level of importance for the various site criteria and choose which location they preferred based on the provided criteria.

**Question 1: Which of the following BART Police Department Administrative Headquarters' (BPD Admin HQ) attributes are most important to you? Please rate each one on a scale of 1 – 5, where 1 is “not important” and 5 is “extremely important.”?**

	1 (not important)	2	3	4	5 (extremely important)
Accessibility for the public	<input type="checkbox"/>				
Minimal impact on traffic in surrounding area	<input type="checkbox"/>				
Increased police presence in the area	<input type="checkbox"/>				
Improved neighborhood safety (in the area)	<input type="checkbox"/>				
Proximity to BART Station(s)	<input type="checkbox"/>				
Public art & Aesthetics (how BPD HQ looks)	<input type="checkbox"/>				
Accessible Community Room (for public gatherings/events)	<input type="checkbox"/>				

225 – 240 respondents chose to provide feedback on these criteria, which is approximately 85% – 91%.

**Question 2: Overall, which location do you prefer for the BART Police Department’s Admin. Headquarters?**

- 2000 Broadway**
- 415 20<sup>th</sup> St.**
- 1919 Webster St.**
- No preference**

258 respondents or 98% elected to provide an answer to this question. There was a clear public preference for 2000 Broadway as 63% of respondents selected that location.

Questions 3– 4 of the BART Police Department (BPD) Admin HQ Site Selection Survey asked respondents to choose a level of support for the proposed BPD Admin HQ relocation and provide comments on how the potential relocation would impact them.

**Question 3: Do you support or oppose these proposed changes to BART’s parking rates?**

- Strongly support**
- Somewhat support**
- Neutral**
- Somewhat oppose**
- Strongly oppose**

Of the 264 surveys received, 259 survey respondents chose to answer this question, which is approximately 98% of all respondents.

**Question 4: Do you have any comments about these potential locations for the BART Police Department Administrative Headquarters?**

78 respondents, or approximately 30%, provided a comment on how this proposed change would impact them. The grouping methodology for this third question is described in Section 5.4 below.

## 5.2 Question 1: Summary of Important Criteria

### 5.2.1 Summary of Responses by Minority Status

Table 5-1 to 5-7 show there were three key criteria respondents felt were extremely important: increased police presence in the area, improved neighborhood safety, and proximity to BART station(s). A greater percentage of minority respondents, 50%, 67%, and 51% respectively indicated these three criteria to be extremely important. Non-minorities on the other hand indicated these same criteria were extremely important, but with 39%, 51%, and 30% respectively doing so.

**Table 5-1 Accessibility for the Public (n=225)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	<b>14</b>	<b>9</b>	<b>19</b>	<b>24</b>	<b>48</b>	<b>114</b>
<b>%</b>	<b>12%</b>	<b>8%</b>	<b>17%</b>	<b>21%</b>	<b>42%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>23</b> <b>20%</b>		<b>TOTAL IMPORTANT</b>	<b>72</b> <b>63%</b>	
<b>White / Non-Minority</b>	12	11	28	28	32	111
<b>%</b>	<b>11%</b>	<b>10%</b>	<b>25%</b>	<b>25%</b>	<b>29%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	23 <b>21%</b>		<b>TOTAL IMPORTANT</b>	60 <b>54%</b>	
<b>TOTAL</b>	<b>26</b>	<b>20</b>	<b>47</b>	<b>52</b>	<b>80</b>	<b>225</b>
<b>%</b>	<b>12%</b>	<b>9%</b>	<b>20%</b>	<b>23%</b>	<b>36%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>46</b> <b>21%</b>		<b>TOTAL IMPORTANT</b>	<b>132</b> <b>58%</b>	

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

**Table 5-2 Minimal Impact on Traffic in Surrounding Area (n=238)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	<b>23</b>	<b>14</b>	<b>27</b>	<b>22</b>	36	122
<b>%</b>	<b>19%</b>	<b>11%</b>	<b>22%</b>	<b>18%</b>	30%	100%
	<b>TOTAL NOT IMPORTANT</b>	<b>37</b> <b>30%</b>		<b>TOTAL IMPORTANT</b>	<b>58</b> <b>48%</b>	
<b>White / Non-Minority</b>	26	20	35	17	18	116
<b>%</b>	<b>22%</b>	<b>17%</b>	<b>30%</b>	<b>15%</b>	<b>16%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	46 <b>39%</b>		<b>TOTAL IMPORTANT</b>	35 <b>31%</b>	
<b>TOTAL</b>	<b>49</b>	<b>34</b>	<b>62</b>	<b>39</b>	<b>54</b>	<b>238</b>
<b>%</b>	<b>23%</b>	<b>14%</b>	<b>25%</b>	<b>16%</b>	<b>22%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>83</b> <b>37%</b>		<b>TOTAL IMPORTANT</b>	<b>93</b> <b>38%</b>	

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

**Table 5-3 Increased Police Presence in the Area (n=240)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	<b>6</b>	<b>10</b>	<b>19</b>	<b>20</b>	69	124
<b>%</b>	<b>5%</b>	<b>8%</b>	<b>15%</b>	<b>16%</b>	56%	100%
	<b>TOTAL NOT IMPORTANT</b>	<b>16</b> <b>13%</b>		<b>TOTAL IMPORTANT</b>	<b>89</b> <b>72%</b>	
<b>White / Non-Minority</b>	11	6	26	28	45	116
<b>%</b>	<b>9%</b>	<b>5%</b>	<b>22%</b>	<b>24%</b>	<b>39%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>17</b> <b>14%</b>		<b>TOTAL IMPORTANT</b>	<b>73</b> <b>63%</b>	
<b>TOTAL</b>	<b>17</b>	<b>16</b>	<b>45</b>	<b>48</b>	<b>114</b>	<b>240</b>
<b>%</b>	<b>7%</b>	<b>7%</b>	<b>18%</b>	<b>21%</b>	<b>48%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>33</b> <b>14%</b>		<b>TOTAL IMPORTANT</b>	<b>162</b> <b>69%</b>	

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

**Table 5-4 Improved Neighborhood Safety (n=240)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>19</b>	<b>83</b>	<b>123</b>
<b>%</b>	<b>2%</b>	<b>4%</b>	<b>11%</b>	<b>15%</b>	<b>67%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>8</b> <b>6%</b>		<b>TOTAL IMPORTANT</b>	<b>102</b> <b>82%</b>	
<b>White / Non-Minority</b>	<b>6</b>	<b>7</b>	<b>16</b>	<b>28</b>	<b>60</b>	<b>117</b>
<b>%</b>	<b>5%</b>	<b>6%</b>	<b>14%</b>	<b>24%</b>	<b>51%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>13</b> <b>11%</b>		<b>TOTAL IMPORTANT</b>	<b>88</b> <b>75%</b>	
<b>TOTAL</b>	<b>9</b>	<b>12</b>	<b>29</b>	<b>47</b>	<b>143</b>	<b>240</b>
<b>%</b>	<b>3%</b>	<b>5%</b>	<b>12%</b>	<b>20%</b>	<b>60%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>21</b> <b>8%</b>		<b>TOTAL IMPORTANT</b>	<b>190</b> <b>80%</b>	

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

**Table 5-5 Proximity to BART Station(s) (n=239)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	8	4	21	28	63	124
<b>%</b>	6%	3%	17%	23%	51%	100%
	<b>TOTAL NOT IMPORTANT</b>	12		<b>TOTAL IMPORTANT</b>	91	
		9%			74%	
<b>White / Non-Minority</b>	12	2	18	26	57	115
<b>%</b>	10%	2%	16%	23%	50%	100%
	<b>TOTAL NOT IMPORTANT</b>	14		<b>TOTAL IMPORTANT</b>	83	
		12%			73%	
<b>TOTAL</b>	<b>20</b>	<b>6</b>	<b>39</b>	<b>54</b>	<b>120</b>	<b>239</b>
<b>%</b>	<b>9%</b>	<b>3%</b>	<b>16%</b>	<b>22%</b>	<b>50%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	26		<b>TOTAL IMPORTANT</b>	174	
		12%			72%	

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

**Table 5-6 Public Art & Aesthetics (How BPD Admin HQ Looks) (n=239)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	<b>30</b>	<b>19</b>	<b>30</b>	<b>19</b>	24	122
<b>%</b>	<b>25%</b>	<b>16%</b>	<b>25%</b>	<b>16%</b>	20%	100%
	<b>TOTAL NOT IMPORTANT</b>	<b>49</b> <b>41%</b>		<b>TOTAL IMPORTANT</b>	<b>43</b> <b>36%</b>	
<b>White / Non-Minority</b>	28	16	39	21	13	117
<b>%</b>	<b>24%</b>	<b>14%</b>	<b>33%</b>	<b>18%</b>	<b>11%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>44</b> <b>38%</b>		<b>TOTAL IMPORTANT</b>	<b>34</b> <b>29%</b>	
<b>TOTAL</b>	<b>58</b>	<b>35</b>	<b>69</b>	<b>40</b>	<b>37</b>	<b>239</b>
<b>%</b>	<b>26%</b>	<b>14%</b>	<b>28%</b>	<b>17%</b>	<b>15%</b>	<b>100%</b>
	<b>TOTAL NOT IMPORTANT</b>	<b>93</b> <b>40%</b>		<b>TOTAL IMPORTANT</b>	<b>77</b> <b>32%</b>	

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

**Table 5-7 Accessible Community Room (for Public Gatherings/Events) (n=238)**

	1 (not important)	2	3 (neutral)	4	5 (extremely important)	Total
<b>Minority</b>	27	22	35	21	18	123
<b>%</b>	22%	18%	28%	17%	15%	100%
	<b>TOTAL NOT IMPORTANT</b>	49 40%		<b>TOTAL IMPORTANT</b>	39 32%	
<b>White / Non-Minority</b>	28	24	38	15	10	118
<b>%</b>	24%	21%	33%	13%	9%	100%
	<b>TOTAL NOT IMPORTANT</b>	52 45%		<b>TOTAL IMPORTANT</b>	25 22%	
<b>TOTAL</b>	<b>55</b>	<b>46</b>	<b>73</b>	<b>36</b>	<b>28</b>	<b>238</b>
<b>%</b>	24%	20%	29%	15%	12%	100%
	<b>TOTAL NOT IMPORTANT</b>	101 44%		<b>TOTAL IMPORTANT</b>	64 27%	

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

### 5.2.2 Summary of Responses by Income Status

A total of 12 respondents identified themselves as low-income on the BART Police Department (BPD) Admin Site Selection survey. This number is too small to draw statistically impactful conclusions. Additionally, the small sample size makes evaluation of this component ineffective.

## 5.3 Question 2: Summary of Preferred Site

### 5.3.1 Summary of Responses by Minority Status

Table 5-8 highlights the range of preference amongst the potential site locations. 242 or approximately 92% of survey respondents answered this question. One potential site was clearly favored by survey respondents. In

fact, that location was favored by minority and non-minority respondents similarly at 60% and 65% respectively. The overwhelming preferred site location was 2000 Broadway.

**Table 5-8 Preferred Location (n=242)**

	2000 Broadway	415 20 <sup>th</sup> St.	1919 Webster St.	No Preference	Total
<b>Minority</b>	75	18	8	23	124
<b>%</b>	60%	15%	6%	19%	100%
<b>White / Non-Minority</b>	77	13	6	22	118
<b>%</b>	65%	11%	5%	19%	100%
<b>Total</b>	152	31	14	45	242
<b>%</b>	63%	12%	6%	19%	100%

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

### 5.3.2 Summary of Responses by Income Status

A total of 12 respondents identified themselves as low-income on the BART Police Department (BPD) Admin Site Selection survey. This number is too small to draw statistically impactful conclusions. Additionally, the small sample size makes evaluation of this component ineffective.

## 5.4 Question 3: Summary of Levels of Support

### 5.4.1 Summary of Responses by Minority Status

Table 5-9 shows significantly fewer respondents (8%) opposed the BPD Admin HQ relocation compared to those who supported it (62%) with 31% of the remaining respondents as neutral. While this outreach survey did not use a randomized sampling methodology needed to accurately report out population-level findings, a higher proportion of White/non-minority respondents support the proposed relocation (65%) than minority respondents (59%), and a similar proportion opposed it (8%) compared to White respondents (7%).

**Table 5-9 Summary of Responses by Minority Status (n= 242)**

	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Total
<b>Minority</b>	<b>5</b>	<b>5</b>	<b>41</b>	<b>20</b>	53	124
<b>%</b>	<b>4%</b>	<b>4%</b>	<b>33%</b>	<b>16%</b>	43%	100%
	<b>TOTAL OPPOSE</b>	<b>10</b> <b>8%</b>		<b>TOTAL SUPPORT</b>	<b>73</b> <b>59%</b>	
<b>White / Non-Minority</b>	6	2	34	15	61	118
<b>%</b>	5%	2%	29%	13%	52%	100%
	<b>TOTAL OPPOSE</b>	8 <b>7%</b>		<b>TOTAL SUPPORT</b>	76 <b>65%</b>	
<b>TOTAL</b>	<b>11</b>	<b>7</b>	<b>75</b>	<b>35</b>	<b>114</b>	<b>242</b>
<b>%</b>	<b>5%</b>	<b>3%</b>	<b>31%</b>	<b>14%</b>	<b>48%</b>	<b>100%</b>
	<b>TOTAL OPPOSE</b>	<b>18</b> <b>8%</b>		<b>TOTAL SUPPORT</b>	<b>149</b> <b>62%</b>	

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

#### 5.4.2 Summary of Responses by Income Status

A total of 12 respondents identified themselves as low-income on the BART Police Department (BPD) Admin Site Selection survey. This number is too small to draw statistically impactful conclusions. Additionally, the small sample size makes evaluation of this component ineffective.

### 5.5 Question 4: Summary of Impacts (Public Comments)

#### 5.5.1 Methodology

As noted above, the fourth question designed to evaluate the impacts of the proposed BPD Admin HQ relocation was an open-ended question that asked respondents if they had any comments on how the proposed relocation would impact them. Staff reviewed these responses for their indicated level of impact and grouped them into the following categories:

**Table 5-10 Question 10 Grouping Methodology**

	Safety and Police Presence	Survey respondent commented on whether or not additional safety features and/or police presence are needed.
	Importance of Proximity to BART Station/Service	Survey respondent indicated that location near BART station/service is important to consider.
	Project Need, Funding, Design	Survey respondent commented on the need and feasibility of the project, including resources, funding, and design elements.
	General BART Comments	Survey respondent provided general comments about BART operations or service.
	No Comment	Survey respondent did not respond or responded with “no comment” or something similar.

74 out of 264 survey respondents answered Question 4. Table 5-11 shows the breakdown of those who chose to comment.

**5.5.2 Summary of Impact Responses by Minority Status**

**Table 5-11 Summary of Responses by Minority Status  
(Public Comments, n=78)**

	Safety and Police Presence	Importance of Proximity to BART Station/Service	Project Need, Funding, Design	General BART Comments	Total
Minority	8	8	15	1	32
%	25%	25%	47%	3%	100%
White/Non-Minority	10	10	13	1	34
%	29%	29%	38%	3%	100%
Unknown	4		4		8
%	50%		50%		100%
<b>TOTAL</b>	<b>22</b>	<b>18</b>	<b>32</b>	<b>2</b>	<b>74</b>
<b>%</b>	<b>30%</b>	<b>24%</b>	<b>43%</b>	<b>3%</b>	<b>100%</b>

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

\*\*Unknown respondents were those who elected not to answer the question pertaining to race/ethnic identification.

Table 5-11 shows that, of those respondents who chose to comment on the impacts of the relocation, the largest proportions indicated the project's justification, funding, and design were aspects they wanted more information about (43%) or they provided remarks pertaining to how safety and police presence would be affected by the project (30%). An additional 24% mentioned the potential locations proximity to BART stations and services, while only 3% provided general comments about BART. White respondents were slightly more likely to provide remarks about safety and police presence (29%) as well as BART station/services proximity comments (29%).

### ***5.5.3 Summary of Impact Responses by Income Status***

A total of 12 respondents identified themselves as low-income on the BART Police Department (BPD) Admin Site Selection survey. This number is too small to draw statistically impactful conclusions. The small sample size makes evaluation of this component ineffective.

## **5.6 Question 4: Public Comments**

The next sections provide sample comments on the impacts of the proposed BART Police Department (BPD) Admin facilities by level of support from protected population respondents. Appendix PP-B contains all comments received.

### **5.6.1 Oppose**

#### ***Minority Respondents or Low-Income Respondents***

- *If they are near prominent areas, the public who are impacted should have some form of benefits. Free youth wifi onsite, free community events, mental health support, etc.*
- *This feels like a waste of taxpayer money when BART is already having financial challenges. Stop pushing an unnecessary vanity project and patrol the trains.*
- *A cheaper location would be best, considering how Bart continues to increase fares. Wouldn't want to force commuters to pay for an out of budget building lease.*
- *Prefer location to be furthest from station to reduce impact of construction of parking spaces on passengers.*
- *Only the 2000 Broadway location has enough parking for department vehicles and employee vehicles. Although any building bordering Broadway is a poor choice due to protests, parades or other events on Broadway. Access to the building, even from the back, will be nearly impossible under those circumstances. At the two other locations employees would be forced to pay to park on the streets or a nearby parking lot. Not conducive for employees that work swing shift that may have to go and move their vehicles into the parking lot once enough people go home. Certainly not*

*enough parking for a special event for employees and extra department vehicles. Dept vehicles will take up street parking for blocks. The parking lots at any of the buildings need to be secure enough for civilian employees to be safe to report to work for midnight shift (2000 or 2200) or get off work at 2200/0000 hours. Unsafe conditions or difficult parking conditions could affect future recruitment for those positions. Back up power would be needed at any location.*

- *For Oakland in general there's barely any parking. Concord seems like a decent place.*

### **Non-Minority or Not Low-Income Respondents**

- *I don't think BART should move at this time. You are already in a deficit. Relocating should not be a priority. However, it's presented as though you have made a decision to move. Any location should include parking for the public.*
- *BART police should not waste taxpayer money on real estate, and should choose the most economical option instead of pretending that public art will change the public's perception of their practices targeting low income people on public transit.*
- *These locations are likely to be more costly than other locations in the Bay Area.*
- *I do not believe increased police presence contributes to public safety.*
- *I generally dislike police and am concerned that any additional police presence in uptown or downtown Oakland will result in a threat to unhoused people's safety, the safety of Black community members, and the safety of people experiencing psychiatric episodes.*
- *BART Police headquarters should be located at West Oakland where officers can more easily board trains bound for San Francisco, instead of 19th St, which has 1/2 has many trains that go to SF.*

### **5.6.3 Support**

#### **Minority Respondents or Low-Income Respondents**

- *Ideally, the selection of any of these three (3) sites will result in job creation or increased business activity in the area.*
- *Consider the future in your site selection. Going green is not only good for the environment, but also for budgets as well. What's the feasibility of landlord installing solar panels? Is there space to incorporate EV charges for BPD or POV vehicles? Is the location bike friendly for BPD staff and the public?*
- *Is there a reason why BART Police HQ needs a dedicated parking lot in downtown Oakland? It seems like a poor use of land to prevent redevelopment of a surface parking lot for the duration of the lease (10-25 years?). Could BART PD rely on existing underground parking or parking structures nearby? Also, I hope that parking is only provided for department owned vehicles and not for staff parking. Employees should be encouraged to take transit to work or to pay for parking vs. providing free parking to employees.*

- *Increased, visible police presence in Uptown will at least make people here feel safer. Hopefully deter crime, which appears out of control.*
- *I have a direct view of 1919 Webster. However, I'm concerned about it changing the atmosphere of the blocks on Webster between 20th and 17th. They are actually quiet and free of a lot of foot traffic on weekends. I feel the police station may bring more negative activity. I use 19th BART and welcome you wherever you end up. That's my two cents. Stay safe and thank you for your service.*
- *Need more police presence at downtown Oakland stations.*
- *I prefer that it's closest to BART Head Quarters.*
- *I appreciate that BART police will be able to commute to work via BART. BART Police Officers should also be BART riders.*

### **Non-Minority or Not Low-Income Respondents**

- *The 2000 Broadway location seems the best on paper - but do we want another police station on Broadway (look at OPDs further down Broadway). It is something to consider, it would be located directly across from late night entertainment venues. I think one block removed from the main street would be preferable in my opinion.*
- *Is there a building that would work in the middle of 12th and 19th street BART? The three proposed locations are north of 19th Street. Maybe moving south a few blocks would allow police to cover more stations.*
- *A more secure and accessible employee parking area needs to be addressed. Employees who work evening hours are forced to walk to the parking lot under the freeway during the night, which is unsafe. The parking area should be staffed with security personnel or a gate to limit access to unauthorized individuals. A gym or weight room should also be considered with showers and locker room. With employees working different hours, it would be beneficial to have a work out room without having to deal with driving to a gym after or before work.*
- *19th St. Oakland is such an important station and I use it all the time. There is frequent fare evasion, foul behavior including rants of insults, drug abuse in the station, littering, begging, and more. You need a much stronger police presence in and around the station.*
- *This area has serious safety issues, and the police should be located where the greatest need exists for public safety. City officials should know this and make the necessary decisions.*
- *Yes, the reason I strongly support to have BART Police Admin HQ is for safety issue. I have fear travelling and taking BART daily especially at night and weekends where there's limited crowds around. I hope you highly considering the idea that's why maybe you are doing this survey.*
- *2000 Broadway seems best for a lot of reasons, including proximity to a system entrance and existing parking. 415 20th is a good site for future transit-oriented development so it shouldn't be taken for BART Police. I'm not familiar with the other site.*

- *The 2000 Broadway location is about as close to a BART station as you can get, and Oakland is the heart of the BART system so it seems fitting that BART PD HQ would be right next to 19th Street BART station in Uptown Oakland. This location also has the most parking, and would be very convenient for anyone from the public who wanted to visit BART PD.*
- *The Broadway location makes a lot of sense, given the close proximity to BART and the 19th Street entrances.*

#### **5.6.4 General Comments on BART**

##### *Minority Respondents or Low-Income Respondents*

- *I think this is a great push forward this will really help to enhance the BART experience.*

##### *Non-Minority or Not Low-Income Respondents*

- *Whatever helps them deploy to trains better.*

#### **5.6.5 No Comment**

There were 190 respondents that elected not to provide a comment or simply wrote “no comment” or something similar.

## **5.7 Comments Summary**

The majority of respondents support the potential relocation of BPD Admin HQ and cited project need, funding, design, safety, police presence, and importance of proximity to BART stations/services. If the proposed project moves forward, respondents are in favor of the project and want more information about the details of the project overall.

## Appendix PP-A: BART Police Department (BPD) Admin HQ Site Selection Survey



### BART wants to hear from you!

BART is considering a number of options for the relocation of its Police Department (BPD) Administrative Headquarters (HQ) that is currently located at 101 8th Street in Oakland, near the Lake Merritt Station. These options would involve renovating an existing office building near the 19th St. Oakland BART Station.

The proposed facility would house key functions of the police department, provide better public access, and allow for increased response in the event of a natural disaster or other emergency. The facility functions 24 hours a day, seven days a week, with most activity occurring during workday hours. It is not anticipated to significantly increase foot or vehicle traffic.

Please note: if one of these sites is determined to be the preferred site and is approved by the BART Board of Directors, staff will proceed with design and environmental review.

### BART Police Department (BPD) Admin HQ Site Selection Survey

1 Which of the following BART Police Department Administrative Headquarters' (BPD Admin HQ) attributes are most important to you? Please rate each one on a scale of 1 – 5, where 1 is "not important" and 5 is "extremely important."

	1	2	3	4	5
Accessibility for the public	1	2	3	4	5
Minimal impact on traffic in the surrounding area	1	2	3	4	5
Increased police presence in the area	1	2	3	4	5
Improved neighborhood safety	1	2	3	4	5
Proximity to BART stations	1	2	3	4	5
Public art & aesthetics (how BPD HQ looks)	1	2	3	4	5
Accessible Community Room (for public gatherings/events)	1	2	3	4	5

2a The three locations being considered for the BART Police Department Admin. Headquarters are shown on the map below and described in the table. Please review the descriptions and indicate if you have a preference.

### BART Police Department Admin Headquarters: Potential Locations



Address	2000 Broadway	415 20th St.	1919 Webster St.
Proximity to BART	Directly accessible to 19th St. Station entrance	1 block walking distance to 19th St. Station entrance	2.5 blocks walking distance to 19th St. Station entrance
Community Room access	Access from street level public lobby, separate from BART police staff	Access via secured and monitored entry point from lobby, shared with BART police staff	Access from lobby via public elevator, shared with BART police staff
Height/Lobby description	5-story office building with larger public lobby and greater opportunity to display art	4-story office building with small public lobby and some opportunity to display art	6-story office building with mid-sized public lobby and some opportunity to display art
Police Dept. parking	Approximately 105 dedicated parking stalls for BART Police in surface lot and below-grade garage	Approximately 45 dedicated parking stalls for BART Police on surface lot	Approximately 50 dedicated parking stalls for BART Police on surface lot

2b Overall, which location do you prefer for the BART Police Department's Admin Headquarters?

- 2000 Broadway
- 415 20th St.
- 1919 Webster St.
- No preference

OVER →

# BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

- 3 Overall, do you support or oppose having the BART Police Department Admin. Headquarters located in Uptown Oakland at one of these locations?  
 Strongly Support    Somewhat Support    Neutral    Somewhat Oppose    Strongly Oppose
- 4 Do you have any comments about these potential locations for the BART Police Department Administrative Headquarters?  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Please tell us about yourself

- 5 What is your home ZIP code?
- 6 Which of the following best describes your interest in the potential locations for the BART Police Department Admin. Headquarters? (Select all that apply.)  
 I live near one of the three potential locations  
 I work near one of the three potential locations  
 I own a business near one of the three potential locations  
 Other – please describe: \_\_\_\_\_
- 7 Gender:  
 Male    Non-binary  
 Female    Self-describe: \_\_\_\_\_
- 8 Age:  
 12 and younger    35 – 44  
 13 – 17    45 – 54  
 18 – 24    55 – 64  
 25 – 34    65 and older
- 9 Are you a person with a disability?  
 Yes    No
- 10 What is your race or ethnic identification? (Select all that apply.)  
 American Indian or Alaska Native  
 Asian or Pacific Islander  
 Black or African American  
 Hispanic, Latino, or Spanish origin  
 White  
 Other: \_\_\_\_\_  
(Categories are based on the U.S. Census)
- 11 Including yourself, how many people live in your household?  
 1    2    3    4    5    6+
- 12 What is your total annual household income before taxes?  
 Under \$30,000    \$70,000 – \$79,999  
 \$30,000 – \$39,999    \$80,000 – \$99,999  
 \$40,000 – \$49,999    \$100,000 – \$149,999  
 \$50,000 – \$59,999    \$150,000 – \$199,999  
 \$60,000 – \$69,999    \$200,000 and over
- 13 Do you speak a language other than English at home?  
 Yes, I speak: \_\_\_\_\_  
 No
- 14 If "Yes" to question 13, how well do you speak English?  
 Very well    Not well  
 Well    Not at all

**Thank you for taking this survey. We appreciate your feedback.**



## Appendix PP-B: Public Comments

<b>Legend</b>	
	<b>Strongly Support</b>
	<b>Somewhat Support</b>
	<b>Neutral</b>
	<b>Somewhat Oppose</b>
	<b>Strongly Oppose</b>

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

ResponseId	Level of Support	Comment/Remark	Minority Status
R_1nPJ0jtaj5oQ4dq	Strongly Oppose	<p>Only the 2000 Broadway location has enough parking for department vehicles and employee vehicles. Although any building bordering Broadway is a poor choice due to protests, parades or other events on Broadway. Access to the building, even from the back will be nearly impossible under those circumstances.</p> <p>At the two other locations employees would be forced to pay to park on the streets or a nearby parking lot. Not conducive for employees that work swingshift that may have to go and move their vehicles into the parking lot once enough people go home. Certainly not enough parking for a special event for employees and extra department vehicles. Dept vehicles will take up street parking for blocks.</p> <p>The parking lots at any of the buildings need to be secure enough for civilian employees to be safe to report to work for midnight shift (2000 or 2200) or get off work at 2200/0000 hours. Unsafe conditions or difficult parking conditions could affect future recruitment for those positions.</p> <p>Back up power would be needed at any location.</p>	Minority
R_2vkKqgE8b2nw1Mv	Strongly Oppose	Should be nowhere	Non-minority (white alone)
R_307EC4OH6N5d4Cv	Strongly Oppose	Prefer location to be furthest from station to reduce impact of construction of parking spaces on passengers	Minority
R_3Eb9a1bv1q2sIfB	Strongly Oppose	For Oakland in general there's barely any parking. Concord seems like a decent place.	Minority
R_3I9KmHkVHKPoyMI	Strongly Oppose	I don't think BART should move at this time. You are already in a deficit. Relocating should not be a priority. However, it's presented as though you have made a decision to move. Any location should include parking for the public.	No response

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R_3kH54iWcTWTIDR	Strongly Oppose	BART police should not waste taxpayer money on real estate, and should choose the most economical option instead of pretending that public art will change the public's perception of their practices targeting low income people on public transit.	Non-minority (white alone)
R_3KHg4r52zMb7rkL	Strongly Oppose	I do not believe increased police presence contributes to public safety.	Non-minority (white alone)
R_3ptdLGunKobjC31	Strongly Oppose	I generally dislike police and am concerned that any additional police presence in uptown or downtown Oakland will result in a threat to unhoused people's safety, the safety of Black community members, and the safety of people experiencing psychiatric episodes.	Non-minority (white alone)
R_PNDjrmQggJxsejv	Strongly Oppose	We need more backstory on why this is important. Why do they need another/different HQ?	Minority
R_1kLAemFNf8MLGH2	Somewhat Oppose	These locations are likely to be more costly than other locations in the Bay Area.	Minority
R_22R2LFIFtDgSqRE	Somewhat Oppose	If they are near prominent areas, the public who are impacted should have some form of benefits. Free youth wifi onsite, free community events, mental health support, etc.	Minority
R_2Qy1n1rkNWSFHNW	Somewhat Oppose	This feels like a waste of taxpayer money when BART is already having financial challenges. Stop pushing an unnecessary vanity project and patrol the trains	Minority
R_2WSYNd7BVHp0mKE	Somewhat Oppose	BART Police headquarters should be located at West Oakland where officers can more easily board trains bound for San Francisco, instead of 19th St, which has 1/2 has many trains that go to SF.	Non-minority (white alone)
R_VKHY4OleAflX7IB	Somewhat Oppose	A cheaper location would be best, considering how Bart continues to increase fares. Wouldnt want to force commuters to pay for an out of budget building lease.	Minority
R_1DTQ91OWHlcGME2	Neutral	Having cops on cars and patrolling stations and lots is much more important than moving offices.	Non-minority (white alone)
R_1eCAPnNjxKOUpQW	Neutral	Why do you have to move from your current head quarters near Lake Merritt BART?	Non-minority (white alone)
R_1FgZ4LxGn3blGmt	Neutral	There should be more BART facilities located in San Francisco.	Non-minority (white alone)

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R_1gFSmvB2AdUA8xb	Neutral	#REF!	Minority
R_1H8EP3w1Gozx1Vs	Neutral	#REF!	Minority
R_1IQNJquLnm4kFe3	Neutral	Need extra parking spaces.	Minority
R_1JOD5NHPsCHHC1k	Neutral	All three proposed locations are in close proximity to the 19th street station and could be accessed by ADA persons. I think the new PD station should be developed with a focus on necessary functionalities and economy. How many parking spaces are needed on a regular basis? Do all PD need to drive cars to attend a meeting five times a year, or can they simply ride BART and walk, since the office locations are all in walking distance? Do the police need a separate entrance or can they ride with the public on an elevator as they do on the daily during their beat within the stations?	Non-minority (white alone)
R_1mOBgjtLtaJpING	Neutral	They should have a secure parking lot for employees and visitors. Why do they need art? Why do they need a big lobby?	Non-minority (white alone)
R_1nYYTv9I792au0K	Neutral	Oakland is riddled with crime. It might be good to have police presence - even if it's BART police presence - to deter crime and bring around the revival of Uptown. Personally though, it does not bother me since I don't live in the area.	Minority
R_21HYOMG3f0hWioY	Neutral	Use of a parking lot could prevent the development of the lot as a building	Non-minority (white alone)
R_22Ib3mHxM9H4LCt	Neutral	BART has experienced facilities staff, a long list of development work that needs to happen for affordable housing on BART land, and limited amounts of time.  I would prefer for BART staff to use their expertise to choose an appropriate site instead of spending lots of time on a community outreach process that may privilege NIMBY voices or have other flaws for any number of reasons. Time spent on community outreach is time that would be better spent developing sites for affordable housing.	Non-minority (white alone)

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R_25A5xc6qRydqysB	Neutral	Make sure you have a good reason for moving it. Changes like this cost a lot of money, so this move would need to have a measurable improvement for the average Bart rider and low impact or positive impact in the area you move into	Non-minority (white alone)
R_28M5WZxUNu981Ge	Neutral	provide reason for leaving the 101 8th St. location	Minority
R_2a9RnjuxKMLeG5U	Neutral	Honestly, my vote in favor for the 2000 Broadway location is because of how barren that street is now. It would be important to me to see that block used better, regardless by BPD HQ or otherwise, but it's be important to me that space is used in a way that beautifies the area, and makes it feel safer and more desirable to walk	Minority
R_2Bsa0loKBHbR9WQ	Neutral	Unsure if MacArthur BART would be more beneficial.	Minority
R_2qaVf65UMfWGfUw	Neutral	Please save money for actual police proper function! I'm having impression that you are wasting money on the trivial stuffs. Your current location seems can still adequately work. I don't see the compelling reason to move.	Minority
R_3CVFcHWdh9D1NvD	Neutral	You need to have officers be more visible. The only time you see an officer is when there is trouble. Get them out of their cars and walk on the trains and bart property.	Non-minority (white alone)
R_3ilEpant31TkeWo	Neutral	Let's have BART (and all) police actually do good for the community. No need to harass people, but work towards helping. And yes, that does include stopping crimes in progress instead of hiding in cars or offices.	Non-minority (white alone)
R_3iznqgRv1sug0Yj	Neutral	None of these locations are ideal. However, 1919 Webster allows for a more central deployment of resources to all Oakland stations.	Minority
R_3JJioKC39TbL7q2	Neutral	The cheapest option should be chosen. I fail to see the need for public art in the lobby of any police HQ.	Non-minority (white alone)
R_3Mxpt9fNqirJkio	Neutral	What's the cost and timeline? Is this the best use of \$\$?	Non-minority (white alone)

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

R_8lb0b5zj9wdRGc9	Neutral	One location has to keep in mind access when the buildings roads all collapsing blocking roads	No response
R_BXjKDuCZ2aqfZzH	Neutral	I'd prefer a less visible/notable building. I think the Franklin St. location is just a little more "tucked away" and less prominent than it would on Broadway. I want staff to have a decent place to work.	Minority
R_sh6Dj1FjKHylhtv	Neutral	It has to be in very close proximity to BART station. Close to Lake Merritt station will be better.	Minority
R_1dhPnjvbQDXvxLu	Somewhat Support	Is there a reason why BART Police HQ needs a dedicated parking lot in downtown Oakland? It seems like a poor use of land to prevent redevelopment of a surface parking lot for the duration of the lease (10-25 years?).  Could BART PD rely on existing underground parking or parking structures nearby? Also, I hope that parking is only provided for department owned vehicles and not for staff parking. Employees should be encouraged to take transit to work or to pay for parking vs. providing free parking to employees.	Minority
R_1DJaBHCKdf5IKoz	Somewhat Support	Closest to a BART station makes the most sense to me	Non-minority (white alone)
R_1FG1oRW8hnQWlfd	Somewhat Support	The 2000 Broadway location seems the best on paper - but do we want another police station on Broadway (look at OPDs further down Broadway). It is something to consider, it would be located directly across from late night entertainment venues. I think one block removed from the main street would be preferable in my opinion.	Non-minority (white alone)
R_2qdSdWYPaJwYipQ	Somewhat Support	I appreciate that BART police will be able to commute to work via BART. BART Police Officers should also be BART riders	Minority
R_2vZntamx8vfZwMJ	Somewhat Support	whatever helps them deploy to trains better	Non-minority (white alone)

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

R_336ZtYOjHyWk6n9	Somewhat Support	2000 Broadway seems best for a lot of reasons, including proximity to a system entrance and existing parking. 415 20th is a good site for future transit-oriented development so it shouldn't be taken for BART Police. I'm not familiar with the other site.	Non-minority (white alone)
R_41vepMub1K9KxIR	Somewhat Support	If it allows Bart to hire and retain employees, then I would say that these potential locations would be a good thing and can support.	Minority
R_ezjvP19UmlCtVdv	Somewhat Support	I think it's not really something the public needs to have a big voice in.	Non-minority (white alone)
R_0lxAlJ9WXZlaabv	Strongly Support	A more secure and accessible employee parking area needs to be addressed. Employees who work evening hours are forced to walk to the parking lot under the freeway during the night , which is unsafe. The parking area should be staffed with security personnel or a gate to limit access to unauthorized individuals. A gym or weight room should also be considered with showers and locker room. With employees working different hours, it would be beneficial to have a work out room without having to deal with driving to a gym after or before work.	Non-minority (white alone)
R_1BOYiEkidlpLA1J	Strongly Support	Increased, visible police presence in Uptown will at least make people here feel safer. Hopefully deter crime, which appears out of control.	Minority
R_1DHHGDPzjY56wOD	Strongly Support	I prefer that it's closest to BART Head Quarters	Minority
R_1JJWQ2HnetPqrTZ	Strongly Support	Is there a building that would work in the middle of 12th and 19th street bart.  The three proposed locations are north of 19th street. Maybe moving south a few blocks would allow police to cover more stations	Non-minority (white alone)
R_1k1tB1Gimp3Bybl	Strongly Support	The closer to the station the better. We need more police presents to help take back control of bad-actors.	Non-minority (white alone)

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

		<p>Only the 2000 Broadway location has enough parking for department vehicles and employee vehicles. Although any building bordering Broadway is a poor choice due to protests, parades or other events on Broadway. Access to the building, even from the back will be nearly impossible under those circumstances.</p> <p>At the two other locations employees would be forced to pay to park on the streets or a nearby parking lot. Not conducive for employees that work swingshift that may have to go and move their vehicles into the parking lot once enough people go home. Certainly not enough parking for a special event for employees and extra department vehicles. Dept vehicles will take up street parking for blocks.</p> <p>The parking lots at any of the buildings need to be secure enough for civilian employees to be safe to report to work for midnight shift (2000 or 2200) or get off work at 2200/0000 hours. Unsafe conditions or difficult parking conditions could affect future recruitment for those positions.</p> <p>Back up power would be needed at any location.</p>	
R_1nPJ0jtaj5oQ4dq	Strongly Oppose		Minority
R_277Q7U7S3nLI6jS	Strongly Support	Make sure there is easy and open access to the public. Maintain police presence throughout the neighborhood	No response
R_2QWdzcRgnf6xg1e	Strongly Support	Consider the future in your site selection. Going green is not only good for the environment, but also for budgets as well. What's the feasibility of landlord installing solar panels? Is there space to incorporate EV charges for BPD or POV vehicles? Is the location bike friendly for BPD staff and the public?	Minority
R_2qwVTtjcEmmSe5E	Strongly Support	19th St. Oakland is such an important station and I use it all the time. There is frequent fare evasion, foul behavior including rants of insults, drug abuse in the station, littering, begging, and more. You need a much stronger police presence in and around the station.	Non-minority (white alone)

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

R_2sbaUvvKccJC7lu	Strongly Support	This new facility should be welcoming for the public.	No response
R_2sRTSd8Qf6dVWHz	Strongly Support	I have a direct view of 1919 Webster. However, Im concerned about it changing the atmosphere of the blocks on webster between 20th and 17th. They are actually quiet and free of a lot of foot traffic on weekends. I feel the police station may bring more negative activity.I use 19th Bart and welcome you wherever you end up. That’s my two cents. Stay safe and thank you for your service.	Minority
R_2vkKqgE8b2nw1Mv	Strongly Oppose	Should be nowhere	Non-minority (white alone)
R_2YEdXmfDpnf9Zz7	Strongly Support	No comments. Safety of passengers is of most importance	Minority
R_307EC4OH6N5d4Cv	Strongly Oppose	Prefer location to be furthest from station to reduce impact of construction of parking spaces on passengers	Minority
R_3CZQ9ZyXQxRo1dh	Strongly Support	This area has serious safety issues and the police should be located where the greatest need exists for public safety. City officials should know this and make the necessary decisions.	Non-minority (white alone)
R_3Eb9a1bv1q2slfB	Strongly Oppose	For Oakland in general there’s barely any parking. Concord seems like a decent place.	Minority
R_3htllblOCdVVem7	Strongly Support	Need more police presence at downtown Oakland stations	Minority
R_3I9KmHkVHKPoyMI	Strongly Oppose	I don't think BART should move at this time. You are already in a deficit. Relocating should not be a priority. However, it's presented as though you have made a decision to move. Any location should include parking for the public.	No response
R_3I9RqFjkWGnWQCy	Strongly Support	Centerly located near BART stations	Non-minority (white alone)
R_3IRmZadWSFToGgr	Strongly Support	At any location, they should be as visible as possible.	No response
R_3IYqKSY5tjjqLdl	Strongly Support	Ideally, the selection of any of these three (3) sites will result in job creation or increased business activity in the area.	Minority
R_3j0uXqA5iJ5ZbiO	Strongly Support	I think this is a great push forward this will really help to enhance the Bart experience	Minority

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

R_3kH54iWcTWTIDR	Strongly Oppose	BART police should not waste taxpayer money on real estate, and should choose the most economical option instead of pretending that public art will change the public's perception of their practices targeting low income people on public transit.	Non-minority (white alone)
R_3KHg4r52zMb7rKL	Strongly Oppose	I do not believe increased police presence contributes to public safety.	Non-minority (white alone)
R_3kn7elX2i478iOa	Strongly Support	I support having BART Police Department Administrative Headquarters accessible at any of the three locations proposed near the downtown Oakland BART Station because all of these locations would increase the security of the station and the surrounding neighborhood. I have a slight preference for the one that has the community room under direct monitoring of BART police but only if it provides sufficient parking for the police.	Non-minority (white alone)
R_3NyVBLYu5p8GQtO	Strongly Support	More police closer to the system.	Minority
R_3Oe9CCHDU0fWuUQ	Strongly Support	The 2000 Broadway location is about as close to a BART station as you can get, and Oakland is the heart of the BART system so it seems fitting that BART PD HQ would be right next to 19th Street BART station in Uptown Oakland. This location also has the most parking, and would be very convenient for anyone from the public who wanted to visit BART PD.	Non-minority (white alone)
R_3ptdLGunKobjC31	Strongly Oppose	I generally dislike police and am concerned that any additional police presence in uptown or downtown Oakland will result in a threat to unhoused people's safety, the safety of Black community members, and the safety of people experiencing psychiatric episodes.	Non-minority (white alone)
R_3rZIOTxgWmAMu3e	Strongly Support	Bring crime and fare evaders down	Minority
R_51kyEs54nFc7GUx	Strongly Support	Yes, the reason I strongly support to have BART Police Admin HQ is for safety issue. I have fear travelling and taking BART daily especially at night and weekends where there's limited crowds around.  I hope you highly considering the idea that's why maybe you are doing this survey. 🙏❤️	No response
R_dhGAj22jn8xyxrP	Strongly Support	I do support BPDA in DT Oakland, and want it to be more community based.	Minority

BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

R_e5naWnwUqLRIPyN	Strongly Support	The Broadway location makes a lot of sense, given the close proximity to BART and the 19th Street entrances.	Non-minority (white alone)
R_ezfo7uuYPsQzdbX	Strongly Support	Seems like it would be advantageous to be located close to BHQ	Non-minority (white alone)
R_OedC2Lbkl10LMhX	Strongly Support	Don't waste money on unnecessary facilities. Focus on what is required for public safety.	No response
R_OyhBAJQwzDpyFah	Strongly Support	Just strong about having a location near the 19th street Bart station to help with downtown businesses and working people commuting.	Minority
R_PNDjrmQggJxsejv	Strongly Oppose	We need more backstory on why this is important. Why do they need another/different HQ?	Minority
R_tXJkZLamej4JVL	Strongly Support	Just make the effective & fast to respond.	Non-minority (white alone)
R_vNdQmUKDjiWXELT	Strongly Support	Whatever offers the best access for Bart officers to get to trains and stations. Also feel that community development and access are important.	Non-minority (white alone)

## Appendix PP-C: BART Police Department (BPD) Admin HQ Site Selection Survey Flyer



## BART wants to hear from you!

BART is considering a number of options for the relocation of its Police Department (BPD) Administrative Headquarters (HQ) that is currently located at 101 8th Street in Oakland, near the Lake Merritt Station. These options may involve the renovation of an existing office building near the 19th Street Oakland BART Station. The proposed facility would house key functions of the police department, provide better public access, and allow for increased response in the event of a natural disaster or other emergency. Come tell us what you think at the following BART station-outreach events and open house:

- Station Outreach Event–19th St Oakland Station.....**Wednesday, August 16 | 7–9:30am**
- Station Outreach Event–19th St Oakland Station.....**Thursday, August 17 | 4–7:00pm**
- Open House–BART Headquarters Board Room\*\* .....**Tuesday, August 22 | 5–7:00pm**



To complete the survey, scan the QR code or take online Aug. 14 – Aug. 28, 2023, at [bart.gov/BPDSiteSurvey](https://bart.gov/BPDSiteSurvey)

- \* Survey available in multiple languages
- \*\*BART Headquarters Board Room is located at 2150 Webster St, Oakland, CA 94612

If you need language assistance services, please call (510) 464-6752.  
Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.  
Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.  
Если вам нужны услуги языковой поддержки, звоните по телефону (510) 464-6752.  
통역이 필요하신 분은, 510-464-6752 로 문의하십시오.

## ¡BART quiere escuchar tu opinión!

BART está considerando una serie de opciones para la reubicación de su Sede Administrativa (HQ) del Departamento de Policía (BPD) que actualmente se encuentra en 101 8th Street en Oakland, cerca de la estación de Lake Merritt. Estas opciones pueden implicar la renovación de un edificio de oficinas existente cerca de la estación BART de 19th Street en Oakland. Las instalaciones propuestas albergarían funciones clave del departamento de policía, proporcionarían un mejor acceso público y permitirían una respuesta incrementada en caso de catástrofe natural u otra emergencia. Venga a decirnos lo que piensa en los siguientes eventos y jornadas de puertas abiertas en la estación de BART:

- Evento de divulgación en la estación.....Miércoles, 16 de agosto | 7:00 - 9:30am  
- Estación 19th St en Oakland
- Evento de divulgación en la estación.....Jueves, 17 de agosto | 4:00 - 7:00pm  
- Estación 19th St en Oakland
- Jornada de puertas abiertas.....Martes, 22 de agosto | 5:00 - 7:00pm  
- Sala de juntas de la Sede Administrativa de BART\*\*



Tome la encuesta en línea del 14 al 28 de agosto de 2023 en [bart.gov/BPDSiteSurvey](http://bart.gov/BPDSiteSurvey)

\* Encuesta disponible en varios idiomas

\*\* La sala de juntas de la Sede Administrativa de BART se encuentra en 2150 Webster St, Oakland, CA 94612

## 舊金山灣區捷運局 (BART) 希望聽聽您的意見!

BART 正在考慮多種方案來搬遷其警察局 (BPD) 行政總部 (HQ)。該總部目前位於奧克蘭第 8 街 101 號，Lake Merritt 站附近。這些方案可能涉及對 BART 19th Street Oakland 站附近現有的一棟辦公樓進行改造。擬議的設施將容納警察部門的關鍵職能，提供更好的公共通道，並可以讓我們在發生自然災害或其他緊急情況時加強響應。請在以下 BART 車站外展活動和開放日告訴我們您的看法：

- 車站外展活動..... 8 月 16 日 (星期三) | 上午 7:00 - 9:30  
- 19th St Oakland 站
- 車站外展活動..... 8 月 17 日 (星期四) | 下午 4:00 - 7:00  
- 19th St Oakland 站
- 開放日..... 8 月 22 日 (星期二) | 下午 5:00 - 7:00  
- BART 總部董事會會議室\*\*



請於 2023 年 8 月 14 日至 8 月 28 日，訪問 [bart.gov/BPDSiteSurvey](http://bart.gov/BPDSiteSurvey) 參加在線調查

\* 在線調查有多種語言可供選擇

\*\* 總部董事會會議室位於 2150 Webster St, Oakland, CA 94612

## Appendix PP-D: Multilingual Newspaper Ads

Văn Hóa - Giáo Dục - Đời Sống

## Tiếng DẠ người Sài Gòn!

Quý Nguyễn



Để ý sẽ thấy ít có người Sài Gòn nào nói từ "vàng". Khi có ai gọi, một người Sài Gòn nói "vàng!" là trong dáng dấp của câu nói đó có giọng đùa, cười cợt. Khi nói chuyện với người lớn hơn mình, người dưới thường đệm từ "ạ" vào mỗi câu nói: "Mày ăn cơm chưa con?" - Dạ, chưa!" "Mời đĩa/dzê hà nhóc?" - Dạ, con mới!..." Cái tiếng "ạ" đó, không biết sao trong cảm giác nghe của một người Sài Gòn với một người Sài Gòn thấy nó "thương" lạ... để chịu mà gần gũi, nhẹ nhàng mà tinh cảm lắm lắm. Cảm giác nó thật riêng so với những nơi khác. Nghe một tiếng "ạ" là biết ngay tên này là dân miền Nam cái đã rồi hằng hay... Một người miền khác, có thể là Bắc hoặc Trung, điên tả một khoảng thời gian ngắn vài ngày thì nói: "Từ bữa đó đến bữa nay", còn người Sài Gòn thì nói: "Hôm rày", "đạo này"... Người khác nghe sẽ không hiểu, vì nói chỉ mà ngắn gọn ghê. (Lại phát hiện thêm một điều là người Sài Gòn hay dùng từ "ghê" phía sau câu nói để diễn tả một sắc thái tinh cảm riêng. Tiếng "ghê" đó chẳng hàm ý gì nhiều, nó mang ý nghĩa là "nhiều" là "lắm". Nói "Nhỏ đó xinh ghê!", nghĩa là khen cô bé đó xinh lắm vậy. Lại so

sánh từ "hôm nay" với "hôm rày" hay nghe ở các vùng quê Nam Bộ, cũng một ý nghĩa như nhau, nhưng lại không hoàn toàn giống nhau. Nghe người Sài Gòn dùng một số từ "hôm rày, miết..." là người Sài Gòn bắt chước người miền sông nước vậy. Nhưng nghe vẫn không trái tai, không cảm thấy gượng, vì trong người Sài Gòn vẫn còn cái chất miền Nam chung mà.

Nghe một đứa con trai Sài Gòn nói về đứa bạn gái nào đó của mình xem... "Nhỏ đó dễ thương ghê!", "Nhỏ đó ngoan!"... Tiếng "nhỏ" mang ý nghĩa như tiếng "cái" của người Hà Nội. Người

*(Xem tiếp trang 8)*

## BART muốn nghe từ quý vị!

BART đang cần nhắc một số lựa chọn để dời Trụ Sở Hành Chính (HQ) của Sở Cảnh Sát (BPD) hiện đang tọa lạc tại 101 8th Street ở Oakland, gần Trạm Lake Merritt. Các lựa chọn này có thể bao gồm việc tân trang một tòa nhà văn phòng hiện hữu ở gần Trạm BART 19th Street tại Oakland. Cơ sở được đề nghị sẽ chứa các chức năng chính của sở cảnh sát, cung cấp khả năng tiếp cận công chúng tốt hơn, và cho phép tăng cường ứng phó trong trường hợp xảy ra thảm họa thiên nhiên hoặc trường hợp khẩn cấp khác. Hãy đến và cho chúng tôi biết suy nghĩ của quý vị tại các sự kiện tiếp cận của trạm BART sau đây và buổi khai trương:

<b>Sự Kiện Tiếp Cận Trạm</b> - Trạm 19th St en Oakland	<b>Thứ Tư, ngày 16 Tháng Tám   7:00 - 9:30 sáng</b>
<b>Sự Kiện Tiếp Cận Trạm</b> - Trạm 19th St en Oakland	<b>Thứ Năm, ngày 17 Tháng Tám   4:00 - 7:00 giờ tối</b>
<b>Khai Trương</b> - Phòng Hội Đồng Trụ Sở Chính của BART**	<b>Thứ Ba, ngày 22 Tháng Tám   5:00 - 7:00 giờ tối</b>

Tham gia cuộc thăm dò trực tuyến từ ngày 14 Tháng Tám - ngày 28 Tháng Tám, 2023, tại [bart.gov/BPDReform](http://bart.gov/BPDReform)

\* Cuộc thăm dò được cung cấp bằng nhiều ngôn ngữ  
\*\* Phòng Hội Đồng Trụ Sở Chính của BART tọa lạc tại 2150 Webster St, Oakland, CA 94612



A16 | 中國(四)

世界日報

2023年8月16日 星期三 WEDNESDAY, AUGUST 16, 2023

# 貴州男不會打字 緬詐團拒收

## 多次偷渡想搞詐騙 文化低被「退貨」 網酸：騙子界也瞧不起你

中國新聞網 / 北京16日電

貴州男子王某因不會打字，多次偷渡緬甸，想加入詐騙團，但因其文化水平低，被詐騙團拒收。王某表示，他已經多次嘗試，但都因為不會打字而被拒絕。他感到非常無奈，並表示他已經失去了所有的積蓄。

王某表示，他已經失去了所有的積蓄，並表示他已經失去了所有的積蓄。他感到非常無奈，並表示他已經失去了所有的積蓄。他感到非常無奈，並表示他已經失去了所有的積蓄。

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王某因不會打字，多次偷渡緬甸，想加入詐騙團，但因其文化水平低，被詐騙團拒收。

# 入境客撞臉 找到失散45年雙胞胎

中國新聞網 / 北京16日電

兩名男子在入境時撞臉，警方因此展開調查，最終在緬甸找到失散45年的雙胞胎。警方表示，這兩名男子的外貌特征非常相似，引起了警方的注意。

多虧航警查照片

警方表示，他們在緬甸找到了失散45年的雙胞胎。這兩名男子的外貌特征非常相似，引起了警方的注意。警方表示，他們在緬甸找到了失散45年的雙胞胎。

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王某因不會打字，多次偷渡緬甸，想加入詐騙團，但因其文化水平低，被詐騙團拒收。

# 旅客遊黃山 拍到神秘動物疑雲豹

中國新聞網 / 北京16日電

一名旅客在黃山遊覽時，拍到了一隻神秘動物，疑似雲豹。這隻動物在岩石上行走，引起了旅客的注意。警方表示，這隻動物可能是雲豹。

專家：一隻大橘貓

專家表示，這隻動物可能是一隻大橘貓。這隻動物在岩石上行走，引起了旅客的注意。警方表示，這隻動物可能是雲豹。

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## 生活難料 加入健保

Health Care.gov

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## 舊金山灣區捷運局 (BART) 希望聽聽您的意見!

BART 正在考慮多種方案來擴建其警察局 (BPD) 行政總部 (HQ)。該總部目前位於奧克蘭第 8 街 101 號。Lake Merritt 站附近。這些方案可能涉及對 BART 19th Street Oakland 站附近現有一棟辦公樓進行改造。擬議的設施將容納警察部門的關鍵職能，提供更好的公共通道，並可以讓我們在發生自然災害或其他緊急情況時加強響應。請在以下 BART 車站外展活動和開放日告訴我們您的看法：

車站外展活動	8月16日 (星期三) 上午 7:00 - 9:30
車站外展活動	8月17日 (星期四) 下午 4:00 - 7:00
開放日	8月22日 (星期二) 下午 5:00 - 7:00

請於 2023 年 8 月 14 日至 8 月 28 日，訪問 [bart.gov/BPSiteSurvey](http://bart.gov/BPSiteSurvey) 參加在線調查

\*在線調查有多種語言可供選擇  
\*\*總部董事會會議室位於 2150 Webster St, Oakland, CA 94612



La Opinión de La Nación DOMINGO 20 DE AGOSTO DE 2023

#Salud  
#Noticias

# Alerta por covid-19: urgen a latinos a vacunarse ante incremento de contagios

Se registran aumento de las hospitalizaciones y muertes relacionadas con la pandemia

Jesús García

Unión de Estados Unidos está registrando un incremento de contagios de covid-19, pero

también hospitalizaciones y muertes, según reportes de las Centrales para el Control de Enfermedades (CDC).

En la última semana, se reportó un incremento del



Las autoridades piden incluso vacunarse contra la influenza, debido también a un aumento de contagios. GETTY IMAGES

14.3% de hospitalizaciones por contagios de coronavirus, además de un alza del 10 por ciento de muertes relacionadas covid-19.

Análisis de datos de KFF (último sábado) revelan que los "datos totales acumulados ajustados por edad" mues-

tran los hispanos han tenido un mayor riesgo de infección y muerte por covid-19.

"Los hispanos tenían aproximadamente 1.5 veces más probabilidades de infectarse con covid-19 en comparación con los blancos [...]. Las personas AIAN (de Alaska), negras e hispanas también han

tenido un mayor riesgo de hospitalización debido a covid-19 en comparación con las personas blancas", se indica.

Por ello, UnidosUS, la organización latina de defensa y derechos civiles más grande del país, en asociación con CDC, urge a los hispanos o latinos a vacunarse.

El programa "Esperanza Hope for All" está enfocado a aumentar las inmunizaciones contra covid-19 y forma parte del Mes Nacional de Concientización sobre la Inmunización.

"¿Y La Vacuna?", dice la campaña, lanzando un reto a las personas que no se han inmunizado o no han tenido sus refuerzos correspondientes, incluso si no han solicitado la vacuna contra la influenza.

"Este enfoque específico se debe a que los latinos reciben vacunas y refuerzos a una tasa mucho menor, lo que obstaculiza los esfuerzos para ayudar a prevenir y combatir enfermedades", explica la organización. "Los latinos tienen 1.8 veces más probabilidades de ser hospitalizados y 1.7 veces más probabilidades de morir por covid-19".

Sobre la influenza, UnidosUS reporta que los latinos han tenido "casos consistentemente más altos de resultados graves", por lo que también se sugiere acceder a la vacuna.

La campaña tiene un enfoque en los jóvenes, a fin de que obtengan la inmunización y eso ayude también a

### Cómo obtener la vacuna

- Para encontrar sitios de vacunación contra el covid-19:
- Visite [www.vacunase.gov](http://www.vacunase.gov)
- Llame al 1-800-232-0233
- Envíe un texto con su código postal al 438829

proteger a sus familias con la prevención de contagios. Se trata de un esfuerzo por varias ciudades del país e incluye el respaldo de influencers para llegar a la población objetivo.

"Durante los primeros dos años del programa de UnidosUS Esperanza Hope for All, nuestros aliados de UnidosUS financiados por los CDC administraron más de 578,000 vacunas contra el covid-19 y 66,000 vacunas contra la influenza", afirmó Rita Carrón, vicepresidente de Salud de UnidosUS. "Esperamos reunir a jóvenes adultos latinos para mejorar la salud de su comunidad a través de su influencia y acciones al proporcionar información en el idioma y la cultura que es fácil de entender a través de una variedad de esfuerzos dirigidos y en asociación con nuestra comunidad".

La campaña "¿Y La Vacuna?" contempla recorrido móvil en comunidades, así como alianzas con creadores de contenido y difusión a través de redes sociales.

La organización UnidosUS creó en abril de 2020 el Fondo Esperanza/Hope para apoyar la respuesta y resiliencia entre sus socios comunitarios ante nuevas crisis.

"En 2021, la iniciativa se expandió como un programa de comunicaciones públicas y marketing totalmente integrado llamado Esperanza Hope for All", se recordó. "UnidosUS sigue recaudando recursos para que los aliados respondan a la pandemia, incluyendo su apoyo directo a las familias para obtener asistencia alimentaria y de vivienda".

El coronavirus del covid-19 ha mutado y actualmente hay una nueva variante llamada Eris, la cual está aumentando los casos no solamente en EEUU, sino en todo el mundo. ■

## ¡BART quiere escuchar tu opinión!

BART está considerando una serie de opciones para la reubicación de su Sede Administrativa (HQ) del Departamento de Policía (BPD) que actualmente se encuentra en 101 8th Street en Oakland, cerca de la estación de Lake Merritt. Estas opciones pueden implicar la renovación de un edificio de oficinas existente cerca de la estación BART de 19th Street en Oakland. Las instalaciones propuestas albergarían funciones clave del departamento de policía, proporcionarían un mejor acceso público y permitirían una respuesta incrementada en caso de catástrofe natural u otra emergencia. Venga a decirnos lo que piensa en los siguientes eventos y jornadas de puertas abiertas en la estación de BART:

Evento de divulgación en la estación  
- Estación 19th ST en Oakland

Miércoles, 16 de agosto | 7:00 - 9:30am

Evento de divulgación en la estación  
- Estación 19th ST en Oakland

Jueves, 17 de agosto | 4:00 - 7:00pm

Jornada de puertas abiertas  
- Sala de juntas de la Sede Administrativa de BART\*\*

Martes, 22 de agosto | 5:00 - 7:00pm



Toma la encuesta en línea del 14 al 24 de agosto de 2023 en [bart.gov/BPSiteSurvey](http://bart.gov/BPSiteSurvey)

\* Encuesta disponible en varios idiomas  
\*\* La sala de juntas de la Sede Administrativa de BART se encuentra en 2150 Webster ST, Oakland, CA 94612

## Appendix PP-E: BART News Announcement

## BART POLICE DEPARTMENT HEADQUARTERS TITLE VI SITING ANALYSIS

The following link navigates to the BART News Announcement for this survey:

[BART Police Department \(BPD\) Admin HQ Site Selection Survey News Announcement](#)

# Appendix 6. 2025 Title VI Triennial Program Update Approval

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01

2025 Title VI Triennial Program Appendices  
Title VI Protections



## Appendix 6. Title VI Program Update -Board Approval Minutes

Link to the January 8, 2026 Board Meeting materials including the signed Executive Decision Document can be found here:

<https://bart.legistar.com/Calendar.aspx>



# EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:		DocuSigned by: <i>Robt M. Powers</i> BAA357BD7E1A4FF...		GENERAL MANAGER ACTION REQ'D:	
DATE: 12/1/2025		12/29/2025		BOARD INITIATED ITEM: No	
Originator/Prepared by: Sharlana Anthony Dept: Office of Civil Rights		General Counsel	Chief Financial Officer	District Secretary	BARC
Signed by: <i>Sharlana Anthony</i> ED2FA3383F11478		DocuSigned by: <i>Jana Belar</i> F8FD7B3A73E74E8...	Signed by: <i>Joseph Beach</i> 7D9A7C6E7348456...	DocuSigned by: <i>Robert Franklin</i> AFF4529E1F0D45C...	DocuSigned by: <i>Pamela Herd</i> 3BB24D65B8724F5...
Signature/Date: 12/23/2025		12/23/2025	12/23/2025	12/29/2025	12/26/2025
[ ]		[ ]	[ ]	[ ]	[ ]

## Title VI Triennial Report to the Federal Transit Administration

### PURPOSE:

To request Board approval of the District's Title VI Civil Rights Program 2025 Triennial Update.

### DISCUSSION:

BART, as a recipient of federal funding, is required by the Federal Transit Administration (FTA) to comply with Title VI of the Civil Rights Act of 1964 (Act) and its related regulations. Pursuant to FTA Title VI Circular 4702.1B Title VI Requirements and Guidelines for Federal Transit Administration Recipients, effective October 2012 (Circular), BART is required to submit a Title VI Civil Rights Program (Title VI Program) to the FTA once every three years. The Title VI Program must be approved by the Board prior to submission to the FTA on February 1, 2026. The 2025 Title VI Civil Rights Program includes BART's Title VI compliance efforts during the reporting period, January 1, 2023 to December 31, 2025, and sets forth BART's Title VI program for the next three years 2026-2028. The 2022 Title VI triennial was approved by the FTA on January 12, 2023. The Board will be approving BART's 2023 –2025 Title VI Program activities and reaffirm the Title VI program for future 2025-2028 review period.

### Requirements and Guidelines:



BART's Title VI Program consists of the following general compliance requirements and guidelines:

- Notification to Beneficiaries of Protection under Title VI
- Title VI Complaint Procedures and Complaint Form
- Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits
- Promoting Inclusive Public Participation
- Providing Meaningful Access to LEP Persons
- Minority Representation on Planning and Advisory Bodies
- Assisting and Monitoring Subrecipients
- Determination of Site or Location of Facilities

The Circular also requires that all fixed route transit providers, such as BART, comply with the following requirements:

- System-Wide Service Standards and Policies
- Transit Service Monitoring
- Collection and Reporting of Demographic Data
- Major Service Change Policy
- Disparate Impact and Disproportionate Burden Policy
- Equity Analysis of Service and Fare Changes

#### Title VI Compliance Efforts (1/1/23 – 12/31/25)

In addition to the requirements and guidelines listed above, the Circular requires that the Board approve the District's Title VI related policies, service and fare equity analyses, and transit service monitoring. These documents demonstrate BART's Title VI compliance during the Program's reporting period.

#### Title VI Service and Fare Equity Analysis:

BART must conduct an equity analysis for any Fare Change or Major Service Change to determine if the proposed change will have a disparate impact on minority populations or a disproportionate burden on low-income populations. The table below summarizes the Fare and Service equity analyses conducted during this reporting period.

The results of the following equity analyses found mitigable disparate impacts or

disproportionate burdens on minority or low-income populations.

- *CPI Fare Increase.* These two fare increases together served as the second-to-last in BART's third series of productivity-adjusted inflation-based fare increases. The proposed fare increases help fares keep pace with inflation, generating revenue that supports BART operations as well as BART's capital reinvestment projects.
- *Clipper Start Discount Increase.* To leverage the early successes of the pilot and enhance its impact, BART proposed to increase its per-trip discount from 20% to 50% off of the Clipper Adult fare for qualified riders.
- *Parking Policy Update.* Based on capacity at each station, BART sets parking prices within a range. The policy change increases the range of rates BART may charge. Capacity will be periodically reviewed. If the station parking reaches capacity, only then could rates increase within the range. The policy also included a request to extend the hours BART may charge for parking from 3:00 pm until 6:00 pm and Saturdays or Sundays.
- *Clipper BayPass and Free & Discounted Transfers.* The Clipper BayPass provides an opportunity for Universities, Colleges, Affordable Housing entities, and other organizations to offer transit passes to students, residents, and employees. These entities purchase transit passes for their stakeholders and those riders can enjoy free access to all bus, rail, and ferry services in the nine (9) county area, except Muni cable cars. The Free & Discounted Transfer Program offers a more seamless experience for riders. When making a trip that requires transferring between transit agencies, riders using Clipper will pay the full fare for just the first agency. Transfer trips made between agencies in the two hours following their first Clipper card tag will be free or discounted up to the maximum local fare.

### Monitoring Transit Service

Staff seeks Board approval of the Service Monitoring results, included in the Title VI Program. As a fixed route transit provider, BART is required to monitor the performance of its transit system relative to its adopted system-wide Service Standards and Policies every three years. BART's transit service in the 2025 Title VI Program was monitored based on the standards adopted by the Board in BART's 2016 Title VI Program.

The Service Standards Monitoring Results are divided into four sections: Vehicle Load, Vehicle Headway, On-time Performance, and Service Availability. The Service Policies Monitoring Results are divided into two sections: Distribution of Transit Amenities and Vehicle Assignment. For all categories except Transit Amenities, BART's Disparate Impact/Disproportionate Burden (DI/DB) Policy threshold is used as guidance in applying a

5% threshold for assessment of these System-wide Standards and Policies. Transit Amenities are to be distributed equitably, generally in proportion to station ridership and as a function of location (urban/suburban) and station design. Applying this methodology and threshold to an assessment of BART's system-wide Service Standards and Policies, there is a positive statistical difference in the service monitoring which resulted in more than a 5% change. The policy requires an acknowledgement of all disparate impacts in the levels of service BART provides to minority communities, even if they are statistically positive. All lines received scheduled service which matched BART's Peak and Off-Peak Headway standards. Passenger loading on minority lines relative to non-minority lines are lower during weekdays and weekends. While train lengths are shorter on minority lines compared to non-minority lines, both weekday and weekend service provide more service per passenger to minority lines as shown by the greater negative percent difference in passengers per service than base train length between minority and non-minority service.

#### *Title VI Policies:*

There are no new policies proposed for the following three years, 2026-2029.

Prior policies were developed for each of the following service indicators: i) Distribution of Transit Amenities and ii) Vehicle Assignment to address how service is distributed across the BART system. Previously, the Board approved BART's Title VI Service Standards and Policies on January 9, 2014. The Prior Service Standards and Policies include:

- Vehicle Load: Increasing Peak Load level from 100 passengers per car (PPC) to 115 PPC and Off Peak from 63 PPC to 80 PPC.
- On-time Performance: Amending the Train On-Time performance goal (set in the current operating budget) to 94% and Customer On-Time performance goal to 96%.

#### *Environmental Justice:*

At the Board's request, staff reviewed service monitoring results for low-income populations and found mitigatable disproportionate burden in the levels of service BART provides to low-income communities.

#### *Community Input:*

To seek input on this report, contents of the 2025 Title VI Triennial Program Update were shared with BART's Limited English Proficient (LEP) and Title VI & Environmental Justice

Advisory Committee at its joint December 19, 2025 meeting. Additionally, the program was shared with BART's Accessibility Task Force to seek input and review the Title VI complaint protections afforded that community. The Committees provided comments and asked follow-up questions but concurred with the contents of the Program.

Staff seeks Board approval of the 2025 Title VI Civil Rights Triennial Program Update. A complete copy has been made available to the Board for review.

**FISCAL IMPACT:**

Approving the Title VI Civil Rights Program 2025 Triennial Update would allow the District to maintain its eligibility for federal funding.

**ALTERNATIVES:**

Do not approve the Title VI Civil Rights Program 2025 Triennial Update, resulting in the District being non-complaint with Title VI of the Civil Rights Act of 1964 and its related regulations and potential loss of federal funding.

**RECOMMENDATION:**

Approval of the following motion.

**MOTION:**

The Board of Directors approve the District's Title VI Civil Rights Program 2025 Triennial Update.



Appendix 7. Title VI Service Standards and Policies  
Board Approval Minutes (2014)

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,698th Meeting  
January 9, 2014

A regular meeting of the Board of Directors was held January 9, 2014, convening at 9:01 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Keller presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Fang, Keller, Mallett, McPartland, Murray, Saltzman, and Radulovich.

Absent: None. Directors Raburn and Blalock arrived later.

President Keller brought Introduction of Special Guests before the Board, and welcomed and introduced Mr. Jeffrey Upton, the Grand Prize Winner of the \$1000 "Take BART Holiday Shopping Sweepstake" sponsored by Westfield San Francisco Center.

Mr. Upton addressed the Board.

Director Blalock entered the meeting.

Director Mallett requested that Item 2.A. 2014 Standing Committee and Special Appointment be removed from Consent Calendar

Director McPartland requested that Item 2.E. Award of Contract No. 79HA-110, Coliseum Station Security Fence be removed from the Consent Calendar.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular).
2. Agreement No. 6M4269A, with Nor-Cal Moving Services, for On-Call Moving Services at Various District Locations
3. Agreement with Autodesk, Inc., for Software Enterprise License.
4. Award of Contract No. 79HA-110, Coliseum Station Security Fence.

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous acclamation. Ayes - 8: Directors Blalock, Fang, Mallett, McPartland Murray, Radulovich, Saltzman, and Keller. Noes - 0. Absent – 1: Director Raburn.

1. That the Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular), be approved.

2. That the General Manager is authorized to award Agreement No. 6M4269A for On-Call Moving Services to Nor-Cal Moving Services for a period of three (3) years for the proposed price of \$138,000.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. The General Manager is further authorized to exercise two (2) options to extend the Agreement for one (1) year, each under the same terms and conditions at a cost of \$47,305 and \$48,610.00, respectively.
3. That the General Manager is authorized to execute an Enterprise License Agreement with CAD Masters, Inc. for Autodesk software & support services in an amount of \$159,000, plus applicable taxes.
4. That the General Manager is authorized to award Contract No. 79HA-110, Coliseum Station Security Fences, to Crusader Fence of Vallejo, CA, for the total Bid price of \$226,732.42, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.

Director Raburn entered the Meeting.

President Keller brought the matter of 2014 Standing Committee and Special Appointments, before the Board. The item was discussed. Director Mallett moved that the proposed Standing Committee and Special Appointments for 2014 be ratified. Director Saltzman seconded the motion which carried by unanimous acclamation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

President Keller brought the matter of Award of Contract No. 15SV-110 Earthquake Safety Program Site Restoration at Various Locations, before the Board. The item was discussed and continued to a future meeting.

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Agreement No. 6M4282, with Frasco, Inc., for Investigative Services for the District's Self-insured Workers' Compensation Program, before the Board. Ms. Diane Iwata, Human Resources Program Manager HRIS & Benefits, presented the item. Director Mallett moved that the General Manager is authorized to award Agreement No. 6M4282, Investigative Services for the District's self-insured Worker's Compensation Program, to Frasco, Inc. for an amount not to exceed the base Proposal Price of \$840,375 for the base three-year period pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. The General Manager is also authorized to exercise Option Year 1 for an amount not to exceed \$300,750 and Option Year 2 for an amount not to exceed \$300,750. Director Raburn seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Amended and Restated San Francisco Bay Area Rapid Transit District Flexible Benefits Plan, before the Board. Ms. Iwata presented the item. Director Blalock moved adoption of Resolution No. 5242 Amended and restated Plan effective January 1, 2014. Director Radulovich seconded the motion, which carried by unanimous acclamation.

Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Director Saltzman brought the matter of Title VI of the Civil Rights Act of 1964: District Service Standards and Policies, before the Board. Mr. Wayne Wong, Department Manager, Civil Rights and Mr. Robert Mitroff, Manager, Fleet and Capacity Planning, presented the item. The item was discussed. Director Mallett moved that the Board of Directors adopt the proposed Title VI Service Standards and Policies as described in attached Exhibit A. Director Blalock seconded the motion which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland Murray, Raburn, Radulovich, Saltzman, and Keller. Noes - 0.

Mr. Jerry Grace addressed the Board.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 07EA-110, 19<sup>th</sup> Street Station Entrance Enclosure. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Tian Feng, District Architect presented the item. The item was discussed. Director Raburn moved that the General Manager is authorized to award Contract No. 07EA-110, 19<sup>th</sup> Street Station Entrance Enclosure, to Blocka Construction, Inc., for the Bid of \$969,000, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures. Director Murray seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

The following individuals addressed the Board.

Ms. Antonette Bryant  
Mr. Jerry Grace

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter Award of Contract No. 15IK-120, Replacement of Motorized Station Security Access Grilles Phase 2. Mr. Paul Oversier, Assistant General Manager, Operations, and Mr. Mark Pfeiffer, Group Manager, Electrical Mechanical Engineering presented the item. The item was discussed. Director Blalock moved that the General Manager is authorized to award Contract No. 15IK-120 for Replacement of Motorized Station Security Access Grilles Phase 2 to Rodan Builders, Inc., for the bid price of \$2,495,000.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures and Department of Homeland Security requirements related to protests. Director Saltzman seconded the motion, which carried by unanimous acclimation. Ayes - 9: Directors Blalock, Fang, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman and Keller. Noes - 0.

Ms. Antonette Bryant addressed the Board

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Fleet of the Future: New Rail Car Design and Public Outreach, before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, Mr. Aaron Weinstein, Department Manager, Marketing and Research and Mr. John Garnham, Group Manager, Rail Vehicle Capital Program presented the item. The item was discussed

The following individuals addressed the Board.

Mr. Alan Smith

Ms. Marilyn Wann  
Ms. Natalie Boero  
Mr. Robert Prinz  
Mr. Jerry Grace

Director Fang exited the Meeting.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

Director McPartland exited the meeting.

President Keller called for the General Manager's report.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in. Ms. Crunican reported that she attended a meet and greet at West Oakland Station and a farewell celebration for VTA General Manager Michael Burns. Mr. Crunican reported that the Union President's meetings have resumed, acknowledged the BART Police for the food drive and Officer Retirements. Ms. Crunican reported that the Board and Union Presidents will be invited to Oakland Airport Connector Tours in the future. Ms. Crunican reported that she would be visiting Sacramento to meet with delegates. Ms. Crunican reported that BART would be issuing free Flash passes to non-profits to attend the Martin Luther King Day Celebration in San Francisco, January 20, 2014. Mr. Oversier gave a report on New Year's Eve service and ridership.

President Keller called for Board Member Reports and Roll Call for Introductions.

Director Mallett reported that a State Legislature is interested in authoring a bill for Metropolitan Transportation Commission (MTC) re-organization. Mr. Mallett reported that MTC is also considering using Cap & Trade funds for the Fleet of the Future.

Director Mallett requested the Procurement Department submit reports to the Board only when there is a change in Contract Activity. Mr. Mallett requested the incorporation of route colors into destination announcements at platforms and on trains.

Director Raburn reported that the BART Police participated in the Three (3) Wiseman event at Fruitvale Station giving out toys to the children.

Director Saltzman requested a public presentation on Budget & Legislation.

Director McPartland entered the meeting.

Director Blalock reported on a City of Fremont tour of the city and Warm Springs Extension project to the California Secretary of Transportation, Brian Kelly.

Director Raburn exited the meeting.

Director Murray requests a report on the interdependency between the successful deployment of the new rail fleet, including expansion cars, and the proposed new train control system

President Keller called for Public Comment. The following individuals addressed the Board.  
Mr. Robert S. Allen  
Mr. Jerry Grace

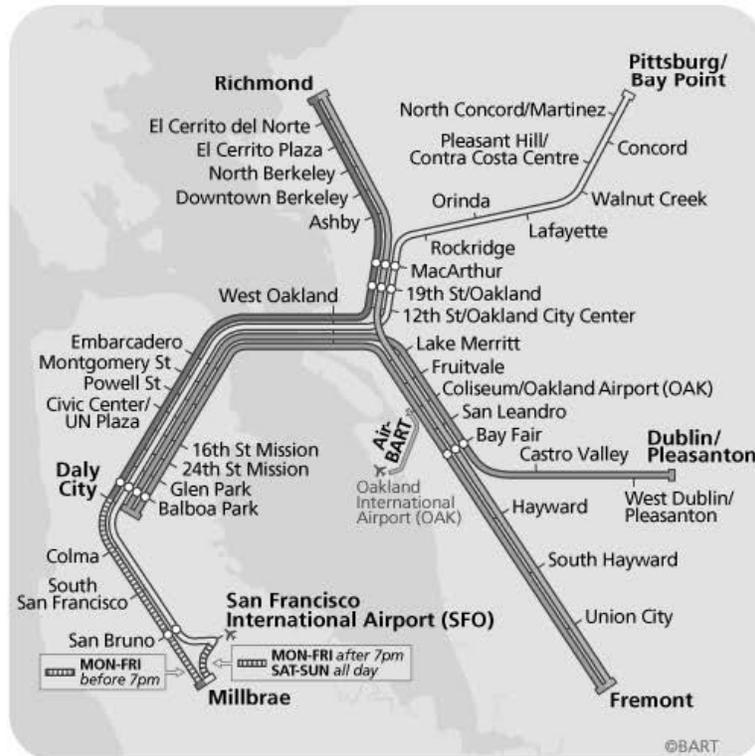
The Board Meeting was adjourned at 12:41 p.m.

Kenneth A. Duron  
District Secretary

## Exhibit A: Title VI Service Standards and Policies

### Service Standards

Unless otherwise noted, BART monitors its Service Standards and Policies on a line-by-line basis for each of its five lines. As shown in the system map below, BART's five lines are coded by the following colors Yellow (Pittsburg/Bay Point to SFO/Millbrae), Blue (Dublin/Pleasanton to Daly City), Orange (Richmond to Fremont), Green (Fremont to Daly City), and Red (Richmond to Millbrae).



### Minority and Non-Minority BART Lines

Chapter IV, Section 6.a. of *Federal Transit Administration (FTA) Circular 4702.1b* defines a minority transit route (or line) as one in which at least one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage minority population of the transit provider's service area. In order to make this determination, BART has calculated the minority populations and non-minority for the catchment areas for each of its stations using Census 2010 data. (The determination of which census tracts within the four

county BART service area are assigned to which BART station was made in the development of the BART Ridership Model (BRM), and is based on the 2008 home origin of surveyed BART station users.) Those stations whose catchment area’s minority population share exceeds BART’s Census 2010 service area average of 59.4% are considered “minority stations.”

The next step is to add up the revenue vehicle miles serving minority stations. The result is shown in Table 1 below, which documents the minority revenue miles for each of BART’s five lines and then compares it to the total revenue miles of those lines.

**Table 1: Minority and Non-Minority BART Lines  
Census 2010 Data**

Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	16.5	53.1	31.1%	Non-Minority
Blue	20.2	38.8	52.1%	Minority
Orange	29.8	37.7	79.1%	Minority
Green	31.5	38.6	81.7%	Minority
Red	18.5	37.7	49.1%	Minority

As shown in Table 1 above, the Yellow-Line is the only BART line which has a less than one-third minority share of its total revenue miles. This line, is therefore, determined to be a non-minority line, while the other four lines are determined to be minority lines.

It is suggested in the FTA Circular that transit providers may supplement the Census 2010 determination of minority and non-minority lines with ridership survey data to see if there is a different demographic profile for a station’s ridership compared to its catchment area population. Using data from BART’s **2008 Station Profile Study**, it was determined that three stations (12<sup>th</sup> Street/Oakland City Center, 19<sup>th</sup> Street/Oakland, and West Oakland) would see their status change from minority to non-minority. Contrariwise, one station, San Bruno, would see its status change from non-minority to minority if the ridership survey data were used instead of the Census 2010 data. Lastly, the San Francisco Airport Station does not have a Census 2010 station catchment area to allow it to be determined as either a minority or non-minority station. The 2008 **Station Profile Study** of the station’s ridership, one the other hand, does allow it to be clearly defined as a non-minority station. As shown in Table 2 below, using ridership survey data instead of Census 2010 data would not affect which lines are determined to be minority versus non-minority.

**Table 2: Minority and Non-Minority BART Lines**

<b>BART 2008 Station Profile Survey Data</b>				
Line	Minority Revenue Miles	Total Revenue Miles	Minority Share of Revenue Miles	Line Determination
Yellow	10.8	53.1	20.3%	Non-Minority
Blue	16.4	38.8	42.3%	Minority
Orange	26.7	37.7	70.7%	Minority
Green	27.7	38.6	71.8%	Minority
Red	14.4	37.7	38.3%	Minority

**1. Vehicle Load:**

BART's Vehicle Load levels are measured at the maximum crowding points on its AM peak inbound (towards Oakland and San Francisco from the outlying areas of the Eastbay) train runs and its PM peak outbound (from Oakland and San Francisco to the outlying areas of the Eastbay) train runs. BART does not use the traditional Load Factor calculation (passengers per seat per revenue vehicle) since BART cars are equipped with a variety of seating options to accommodate bicyclists, passengers with luggage, and disabled passengers. BART's Vehicle Load standard is, instead, expressed in terms of the average number of passengers per revenue vehicle or "car". Another reason for using the number of passengers per car Vehicle Load standard is that the average number of seats per BART car has been changing over the past several years to make the accommodations noted above, declining from 67 seats per car in 2008 to 63 in 2012.

*Peak Period Peak Direction Vehicle Load Standard*

BART's Peak Period consists of its busiest three hours in the morning in terms of exiting activity at its key Central Business District Stations in San Francisco and the Eastbay (currently between 7:00AM and 10:00AM) and its busiest three hours in the afternoon (currently between 4:00PM and 7:00PM). BART's **Fleet Management Plan** disaggregates this Peak Period into a one-hour Peak-of-the Peak and the two remaining "Shoulder Hours."

When setting a Vehicle Load Standard it should be acknowledged that passenger comfort levels are not a linear function of the average number of passengers per car. There is, more accurately, a discontinuous "step function" relationship between passenger comfort and vehicle crowding. For a typical 63 seat BART car, the first major step relating passenger comfort to vehicle crowding is that which occurs at 63 passengers per car, i.e., where every passenger has a seat. The next step would be where standee crowding space goes from being comfortable to being uncomfortable.

Given that a 63 seat BART car has, on average, approximately 285 square feet of standee space, BART sets its one hour Peak-of-the-Peak Vehicle Load Standard at 107 passengers per

car since this provides 6.5 square feet of floor space for each of the 44 standees in a car. These 6.5 square feet of standee space can be compared to the **Transit Capacity and Quality of Service Manual**, published by the Transit Cooperative Research Program (TCRP) which regards a crowding level of 5.4 square feet per standee as representing “a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers.”

Since the BART system has four lines converging on the Market Street subway corridor in San Francisco its peak period peak direction headways there are as low as 2.5 minutes per train. These short headways elevate the importance of free passenger circulation so that station dwell times can be kept as low as possible. For service planning and scheduling purposes, BART, therefore, uses a 6.5 square feet per passenger crowding level even though it exceeds the TCRP recommended 5.4 square feet level.

As far as the Peak Shoulder Hours are concerned, BART uses a lower Vehicle Load standard of 90 passengers per revenue vehicle in order to meet the greater space requirements of disabled passengers, passengers with bicycles, and passengers with luggage. This Vehicle Load level yields 10.5 square feet of standee space for the 27 standees per car.

Combining the 107 passengers per car one hour Peak-of-the Peak Vehicle Load Standard with the 90 passengers per car two hour hour Peak-Shoulder Vehicle Load Standard, yields a three-hour Peak Period Vehicle Load Standard for both the AM and PM of 98 passengers per car.<sup>1</sup> Adding to this combined Peak Vehicle Load Standard a growth factor to account for projected ridership increases through FY16 yields a final peak period Vehicle Load Standard of **100 passengers per car**.

#### *Off Peak Vehicle Load Standards*

During the Off Peak period (and the Off Peak Direction during the Peak Period), BART’s objective is to provide a seat for every passenger, plus have space in each car for disabled passengers, passengers with bicycles, and passengers with luggage. Consequently the Off Peak Vehicle Load standard is **63 passengers per car**.

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<sup>1</sup> A ridership weighted average calculation is used to arrive at the 98 passengers per car Peak Period Vehicle Load Standard. The one-hour Peak-of-the-Peak accounts for 43% of Peak Period Peak Direction ridership at BART’s Central Business District stations, while the two hour Peak Shoulder accounts for 57% of these trips. The former percentage was multiplied by 107 passengers per car and the latter was multiplied by 90 passengers per car. The sum of these two figures, when rounded up to the nearest whole number, is 98 passengers per car.

**BART's Vehicle Load Standard**

Period-Direction	Vehicle Load Standard
AM/PM Peak Period-Peak Direction	100 passengers per car
Off Peak	63 passengers per car

***Disparate Impact Test for Vehicle Load Levels***

Using as guidance BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Load Levels.

During the six hour daily Peak Hour and Peak Shoulder Periods, a disparate impact on minority passengers would, therefore, exist when the average passengers per car on all minority lines in the Peak Direction is both 5% greater in aggregate than it is on non-minority lines and exceeds the 100 passengers per car Peak Vehicle Load Standard.

The same test would apply for Off Peak train runs; therefore, a disparate impact on minority passengers would exist when the average passengers per car on all minority lines is 5% greater in aggregate than it is on non-minority lines and exceeds the 63 passengers per car Off Peak Vehicle Load Standard.

**2. Vehicle Headways**

BART's base headway standard for each of its five lines is **15 minutes** during the early morning, mid-day, and AM/PM peak period and 20 minutes during the evening and weekend periods. There are several areas on the interior of BART system where multiple lines run through the same stations. These areas enjoy lower base headways than outlying parts of the system, as follows:

**Base Headways on the Interior Part of the BART System**

Line Section	Lines Serving Section	AM/PM Peak base headway	Off-Peak Base Headway
MacArthur to 12 <sup>th</sup> Street	3 Yellow/Red/Orange	5 minutes	10 minutes
Bay Fair to Lake Merritt	3 Red/Orange/Blue	5 minutes	10 minutes
West Oakland to Daly City	4 Yellow/Red/Green/Blue	3.75 minutes	10 minutes

Beyond these base levels, additional trains may be added, subject to vehicle availability constraints, where necessary to balance passenger loading across all lines.

### ***Disparate Impact Test for Vehicle Headways***

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Headways.

A disparate impact on minority riders would, therefore, exist when minority lines receive less than the level of service provided by BART's base headway standard: 15 minutes during early morning, mid-day, and peak service and 20 minutes during evening and weekend service.

A disparate impact on minority riders would also exist when Vehicle Headways are reduced on non-minority line by more than could be justified by those lines' ridership relative to non-minority lines. Thus, if Peak Period Peak Direction average passengers per train (when measured at each line's maximum load point) are 5% or greater in aggregate on all minority lines than they are on non-minority lines, then a disparate impact exists.

### **3. On-Time Performance**

BART measures on-time performance in two ways: Train On-Time and Customer On-Time. Train On-Time is a measure of train runs completed as scheduled. It is measured as the percentage of scheduled train runs that dispatch from the proper start station, provide service at all stations along planned routes without any run-throughs, and finish at the planned end station no more than 5 minutes beyond the scheduled arrival time. The performance goal for Train On-Time is set in the current operating budget at **94%**.

Customer On-Time is a measure of timely passenger arrivals relative to their scheduled arrival time. It is measured as the percentage of riders who arrive at their destination station neither one minute before, nor five minutes after, the scheduled arrival time for their respective stations. The performance goal for Customer On-Time is currently set at **96%**.

BART tracks its monthly and annual On-Time performance against these two metrics for system-wide performance. The performance of each line, on the other hand, is evaluated against the Train On-Time standard alone since there is a large measure of imprecision involved in tracking customer arrival times by each line when there are so many Line-to-Line transfer points on the BART system.

### ***Disparate Impact Test for On-Time Performance***

BART's DI/DB Policy also guides the analysis of its On-Time Performance

A disparate impact on minority riders would exist when the average aggregate Train On-Time Performance for minority lines is both below BART's system-wide standard and is 5% lower than the average aggregate Train On-Time Performance for non-minority lines

#### **4. Service Availability**

BART's service area includes all of the census tracts in the four counties which it serves (Alameda, Contra Costa, San Francisco, and San Mateo). The reason BART considers this as its service area, as opposed to only census tracts which provide the highest levels of BART ridership, is that BART is financed by a combination of sales tax and property tax levies which are imposed on the former three counties listed above in their entirety. As far as San Mateo County is concerned, while it is not a formal voting member of the BART District, it made a buy-in contribution to BART during the 1990's and early 2000's to BART of over \$400 million which was paid with a county-wide sales tax. In addition San Mateo County residents contribute to the ongoing expenses of BART service within the County's boundaries through another county-wide sales tax.

BART's Service Availability can be represented by the distribution of its 5 lines and 44 stations across this four-county service area. To develop a quantitative measure of this distribution BART calculates the linear distance in miles from the population-centroid of each census tract within these four counties to their nearest BART station.

#### ***Disparate Impact Test for Service Availability***

Using as guidance BART's DI/DB Policy, BART applies a 5% threshold to the analysis of its Service Availability.

A disparate impact on minority riders would exist when minority census tracts have on average a 5% greater linear distance to their nearest BART station than non-minority census tracts

## **Service Policies**

### **1. Distribution of Transit Amenities**

Except as noted below or otherwise precluded by station design considerations, the following amenities shall be distributed equitably across all stations on the BART system, and generally be in proportion to each station's ridership:

- Customer Information Services (a combination of brochures, time tables, public address systems, digital information systems, and station agents which is in proportion to ridership, station size, and passenger flow density)
- Restrooms (where appropriate given the security needs of BART patrons and the BART system)
- Platform Area Benches
- Trash receptacles
- Platform Canopies
- Route maps
- Arrival Information Systems
- Ticket Vending Machines, Addfares, and Change Machines
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise limited by local geographic, planning, and funding considerations)
- Bicycle Parking and Storage
- Bus Access Facilities (where space is available on BART station property and service is provided by local bus operators).

BART uses the same Census 2010 station catchment area analysis that was used in the determination of minority and non-minority lines to identify minority and non-minority stations. That is, a station is considered a minority station when the minority share of its catchment area population exceeds the 59.4% minority share of the population of the BART four-county service area. Tables 3 and 4 below show these results:

**Table 3**  
**Minority BART Stations**  
(Census 2010 Minority Population Exceeds 59.4%)

Richmond	Lake Merritt	Bay Fair	Fremont	Daly City
El Cerrito del Norte	Fruitvale	Hayward	West Oakland	Colma
19th Street/ Oakland	Coliseum	South Hayward	Glen Park	Pittsburg/Bay Point
12th Street/ Oakland	San Leandro	Union City	Balboa Park	South San Francisco

**Table 4  
Non-Minority BART Stations**

(Census 2010 Minority Population is Equal to or Less Than 59.4%)

El Cerrito Plaza	Concord	Rockridge	16th Street	San Bruno
North Berkeley	Pleasant Hill	Embarcadero	24th Street	San Francisco Airport*
Berkeley	Walnut Creek	Montgomery	Castro Valley	Millbrae
Ashby	Lafayette	Powell	Dublin/Pleasanton	
Macarthur	Orinda	Civic Center	N. Concord/Martinez	

\*San Francisco Airport station's determination is based on 2008 Ridership Survey since it has no catchment area

***Disparate Impact Test for Station Amenities***

A disparate impact on minority riders would exist when, taking into account the limitations identified in section 1. above, minority stations have fewer transit amenities than non-minority stations in a majority of the amenity categories evaluated. For example, if BART has 21 amenity categories, then a disparate impact would exist if, among the majority of stations sampled, the minority stations had fewer amenities than non-minority stations in 11 or more categories.

**2. Vehicle Assignment**

BART's proposed policy for vehicle assignment is to assure that all of its heavy rail cars are identical and interchangeable across all of its lines. Consequently, BART's three major car types (A/B/C) all have similar performance characteristics, amenities, and interior space.

One area where there are slight, but measurable differences among BART's rail cars is age. A simple comparison of the average age of the fleet serving each of BART's five lines is problematic because the original 439 car BART A&B Car fleet was delivered in the early 1970's and then renovated between 1998 and 2002. The C-Car fleet was delivered in two phases, with 150 C1 vehicles entering revenue service between 1987 and 1990 and the 80 C2 vehicles entering revenue service between 1995 and 1996. Since it is difficult to say which are older cars the 40 year old, but recently renovated A&B Cars, or the 16 to 26 year old C-Cars, another concept must be utilized: their remaining minimum useful life.

Grant agreements between BART and FTA established that the renovation of the A&B Car Fleet would add a minimum of 15 years of useful life to these cars. As of 2013 the average remaining minimum useful life for these renovated cars is 3.5 years for the 59 A-Cars and 2.5 years for the 380 B- Cars. FTA Circular 5010.1D establishes that the minimum useful life for a new rail vehicle is 25 years. This yields a combined average remaining minimum useful life for the un-renovated 230 vehicle C-Car fleet of 3.0 years.

It is important at this time for focus on the allocation of the rail car fleet based on remaining useful life because starting in 2017 BART will start receiving its Fleet of the Future. This new fleet will be used to replace the entire existing 669 cars as well as add additional cars to service both extensions and core system growth.

***Disparate Impact Test for Vehicle Assignment***

Using as guidance, BART's Disparate Impact/Disproportionate Burden Policy (the DI/DB Policy), BART applies a 5% threshold to the analysis of its Vehicle Assignment.

A disparate impact on minority riders would exist when vehicles used on minority lines in aggregate have 5% less average remaining useful life per rail car than vehicles used on non-minority lines.

Appendix 8 Major Service Change Policy, Public Participation Report, and Board Approval Minutes (2016)

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2023 16:01



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,773rd Meeting  
October 13, 2016

A regular meeting of the Board of Directors was held October 13, 2016, convening at 9:04 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller. Director Blalock entered the Meeting later.

Director Blalock entered the Meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of September 22, 2016.
2. Updates to Title VI Major Service Change Policy.
3. Audit of Directors' Use of District Property for Fiscal Year 2016.
4. Award of Contract No. 15TK-190, for Station Agent's Booth Dutch Doors and Hardened Polycarbonate and Laminated Security Glass, Phase II.
5. Award of Invitation for Bid No. 9013, Interlocking Track Components.
6. Lease of Warehouse Space at 31775 Hayman Street, Hayward.
7. Sale of Low Carbon Fuel Standard Credits.
8. Appointment of BART Police Citizen Review Board Member.

Director Saltzman requested that Item 2-C, Audit of Directors' Use of District Property for Fiscal Year 2016, and Item 2-H, Appointment of BART Police Citizen Review Board Member, be removed from Consent Calendar.

Director Mallett requested that Item 2-G, Sale of Low Carbon Fuel Standard Credits, be removed from Consent Calendar.

Clarence Fischer addressed the Board.

Director Saltzman made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

1. That the Minutes of the Meeting of September 22, 2016, be approved.
2. Adoption of the amended District Major Service Change Policy. (The Policy is attached and hereby made a part of these Minutes.)
3. That the General Manager be authorized to award Contract No. 15TK-190 to Bullet Guard Corporation, for the Bid Price of \$1,256,440.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.
4. That the General Manager be authorized to award Invitation for Bid No. 9013, for the procurement of Interlocking Track Components, to Voestalpine Nortrak, of Cheyenne, Wyoming, in the amount of \$153,397.20, including applicable sales taxes, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and the Federal Transit Administration's requirements related to protest procedures.

(The foregoing motion was made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

5. That the General Manager or her designee be authorized to execute a lease agreement, with L.A. Specialty Produce Co., for approximately 75,328 square feet of warehouse space at 31775 Hayman Street, Hayward, California, for a three year term, for a total lease amount not to exceed \$2,161,915.00.

President Radulovich brought the matter of Audit of Directors' Use of District Property for Fiscal Year 2016 before the Board. The item was briefly discussed. Director Saltzman moved that the Board accept the Audit report. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Sale of Low Carbon Fuel Standard Credits before the Board. Director Mallett requested additional language be incorporated into the motion, and moved that the General Manager or her designee be authorized to sell Low Carbon Fuel Standard credits on behalf of the District, with no use of revenues from such sales to occur prior to allocation direction from the Board of Directors. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich brought the matter of Appointment of BART Police Citizen Review Board Member before the Board. The item was briefly discussed. Director McPartland moved that the

Board ratify the appointment of Robert Maginnis to the BART Police Citizen Review Board, to fill the vacancy that exists in the seat representing BART District 5, with a term that expires on June 30, 2018. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

President Radulovich called for Public Comment. The following individuals addressed the Board.

Randall Glock  
Clarence Fischer

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Fiscal Year 2016 Year-End Budget Revision before the Board. Mr. Robert Umbreit, Department Manager, Budget Department, presented the item. The item was discussed. Director Murray moved adoption of Resolution No. 5329, In the Matter of Amending Resolution No. 5296 regarding Fiscal Year 2016 Annual Budget. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Saltzman brought the matter of Open Data Policy before the Board. Mr. Timothy Moore, Supervisor, Business Systems Operations, presented the item. The item was discussed.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Change Order to Contract No. 79HM-120, SFTS MB, with Manson Construction Co. Inc., for Added Bolts at End Plate Splice (C.O. No. 39), before the Board.

Directors Raburn and Radulovich exited the Meeting.

Mr. Thomas Horton, Group Manager, Earthquake Safety Program, presented the item. Director Blalock moved that the General Manager be authorized to execute Change Order No. 39, Added Bolts at End Plate Splice, in the not-to-exceed amount of \$512,000.00, to Contract No. 79HM-120, SFTS MB, with Manson Construction Company, Inc. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes – 6: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, and Saltzman. Noes - 0. Absent – 3: Directors Keller, Raburn, and Radulovich.

Director McPartland brought the matter of Change Order to Power Purchase Agreement at Warm Springs Station, with SolarCity, for Electric Vehicle Charging Stations (C.O. No. 1), before the Board.

Director Raburn re-entered the Meeting.

Ms. Holly Gordon, Sustainability Group Manager, presented the item.

President Radulovich re-entered the Meeting.

Director Blalock moved that the General Manager be authorized to execute Change Order No. 1, Electric Vehicle Charging Stations, in an amount not to exceed \$578,985.00, with SolarCity.

Director Murray seconded the motion. The item was discussed. The motion carried by unanimous electronic vote. Ayes – 8: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director Keller.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Amendment to Late Night Bus Core Service Agreement before the Board. Ms. Mariana Parreiras, Access Coordinator, Transit & Shuttles, presented the item. Clarence Fischer addressed the Board.

The item was discussed. Director Saltzman moved that the General Manager or her designee be authorized to execute an amendment to the Agreement between Alameda Contra Costa Transit District and the San Francisco Bay Area Rapid Transit District in Connection with the Late Night Bus Core Service Project. Director Blalock seconded the motion. Discussion continued. The motion carried by electronic vote. Ayes – 7: Directors Blalock, Josefowitz, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Abstain – 1: Director Mallett. Absent - 1: Director Keller.

Director Raburn brought the matter of 2016 Legislative Update before the Board. Mr. Roddrick Lee, Department Manager, Government and Community Relations; Mr. Paul Fadelli, Legislative Officer; Ms. Amanda Cruz, Senior Government & Community Relations Representative; Mr. Tim Schott, Schott & Lites Advocates Inc.; Mr. Jim Lites, Schott & Lites; and Mr. James Copeland, CJ Lake, LLC, presented the item. The item was discussed.

President Radulovich called for the General Manager's Report. General Manager Grace Crunican reported on the District's participation in the Rail~Volution conference earlier in the week, and she reported on steps she had taken and activities and meetings she had participated in, outstanding Roll Call for Introductions items, and reminded the Board of upcoming events.

Mr. Carter Mau, Assistant General Manager, Administration and Budgets, announced the U.S. Department of Transportation had awarded a Mobility on Demand grant to the Metropolitan Transportation Commission, the District, and Scoop to set up a real time carpooling program.

President Radulovich called for the Quarterly Report of the Office of the Independent Police Auditor. Mr. Russell Bloom, Independent Police Auditor, presented the report.

President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director Raburn reported he had attended the Rail~Volution conference.

Director Raburn requested a report on the status and strategy to acquire the Union Pacific Railroad right of way. Director Josefowitz seconded the request.

Director Raburn requested a report on automatic fare collection modifications currently underway by Clipper®, including impacts on availability, re-boot time, and types of errors seen by Station Agents. Director Josefowitz seconded the request.

Director Saltzman reported she had attended the Rail~Volution conference and previewed an artwork entitled "Light Rail."

Director Murray reported she had attended the Rail~Volution conference and an event at the Contra Costa Centre Transit Village.

President Radulovich reported he had attended the Rail~Volution conference.

Director Blalock reported he had attended a South Hayward BART Station Access Authority meeting, a Livermore extension update meeting, the Alameda County Mayors' Conference.

Director McPartland reported he had attended the Livermore extension update meeting and a press conference for the California Early Earthquake Warning System.

Director Mallett announced that he did not agree with the recruitment of an Assistant General Manager of Human Resources rather than a department manager, as had been authorized in a previous Board action.

President Radulovich called for In Memoriam, and noted that several Directors had requested the Meeting be adjourned in honor of Christine Apple, former District Secretary; Phillip O. Ormsbee, former District Secretary; and Teresa Murphy, former Assistant General Manager, Administration.

Director McPartland requested the Meeting be adjourned in memory of the two police officers who had been killed in Palm Springs.

President Radulovich called for Public Comment. No comments were received.

President Radulovich announced that the Board would enter into closed session under Item 11-A (Conference with Labor Negotiators) of the regular Meeting agenda, and that the Board would reconvene in open session at the conclusion of that closed session.

The Board Meeting recessed at 12:20 p.m.

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The Board Meeting reconvened in closed session at 12:31 p.m.

Directors present: Directors Blalock, Josefowitz, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: Director Keller.

The Board Meeting recessed at 2:11 p.m.

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The Board Meeting reconvened in open session at 2:12 p.m.

Directors present: President Radulovich.

Absent: Directors Blalock, Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, and Saltzman.

President Radulovich announced that there were no announcements to be made.

The Meeting was adjourned at 2:13 p.m. in honor of Christine Apple, Phillip O. Ormsbee, Teresa Murphy, Jose Vega, and Lesley Zerebny.

Kenneth A. Duron  
District Secretary



## MAJOR SERVICE CHANGE POLICY

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FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 2012), requires FTA grant recipients to evaluate whether planned “major service changes” will have a discriminatory impact. Transit operators may establish a guideline or threshold for what they consider to be a “major service change.” The circular goes on to suggest a numerical standard, such as “a change which affects 25 percent of the service hours of a route.” If an operator determines that a planned service change exceeds their threshold, then that service change must be evaluated for whether it will have a disproportionately high and adverse impact on minority and low income populations. Such adverse impacts must be justified based on a “substantial need that is in the public interest” and a demonstration that alternatives would have more severe adverse effects than the preferred alternatives.

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### Definitions:

For the purpose of establishing this threshold, the following definitions shall apply:

“Transit Service” shall mean any regularly scheduled passenger service on BART’s fixed guideway rail systems.

“Transit Line” is defined as a “grade separated right-of-way served by BART train consists.”<sup>1</sup> In BART’s specific case “Transit Line” shall mean any of the following:

Yellow Line: Pittsburg/Bay Point to San Francisco Airport (SFO)/Millbrae

Blue Line: Dublin/Pleasanton to Daly City

Orange Line: Richmond to Fremont

Green Line: Fremont to Daly City

Red-Line: Richmond to Millbrae

*(see attached map for the locations of these lines)*

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<sup>1</sup> Instead of using the bus-based term “route”, BART’s “Major Service Change” Threshold is based on “Transit Lines.”

**“Major Service Change” Threshold:**

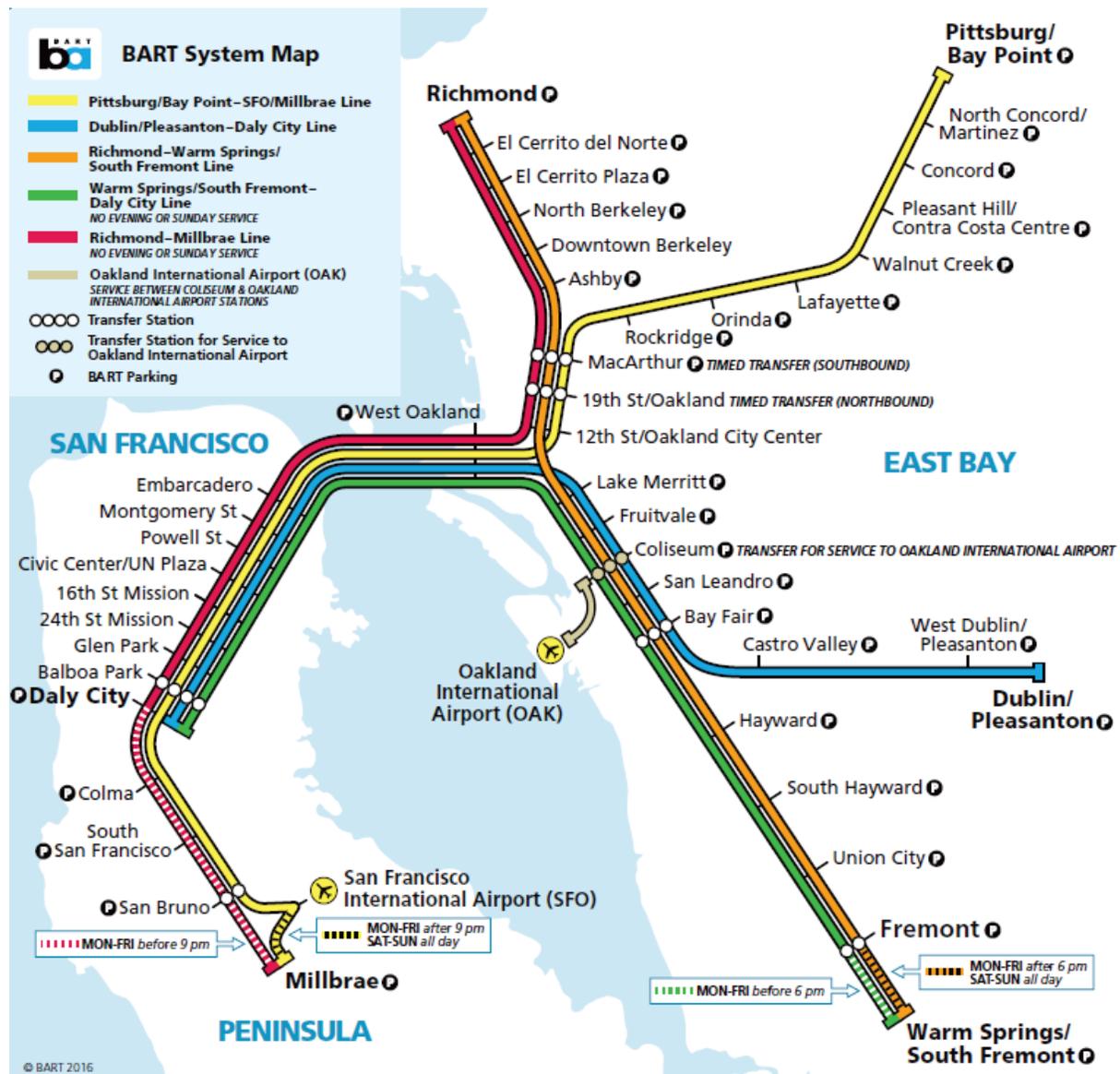
“Major Service Change” shall apply to:

- (1) New Lines, Extensions, and Stations: the establishment of new Transit Lines, Line Extensions (involving one or more stations) or Infill Stations, where construction of the project is approved (including completion of environmental review pursuant to CEQA or NEPA) subsequent to May 2007; or
- (2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line; or
- (3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a Transit Line; or
- (4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a Transit Line or at an individual station, or
- (5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- (6) Cumulative Changes within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a Transit Line which exceed 25 percent cumulatively within a three year period.

“Major Service Changes” shall exclude any changes to service which are caused by:

- (1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 12 months; or
- (2) Maintenance: temporary service change or service interruption as a result of urgent or necessary maintenance activities.
- (3) New Line “Break-In” Period: an adjustment to service levels for new Transit Lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines); or
- (4) Other Agencies: acts of other governmental agencies; or
- (5) Forces of Nature: forces of nature such as earthquakes and wildfires; or
- (6) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways; or
- (7) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (An overlapping section is where two or more lines share the same track and stations).

## Current BART System Service Map:



## General Description of Service:

The BART system operates peak period, weekday service on five lines, all of which intersect in the center of the system. Base peak service headways on all lines are currently 15 minutes, with rush trains inserted between base headways on the Yellow Line during service peaks. Four of the five lines connect outlying areas with San Francisco, the system's primary destination, by traveling under the San Francisco Bay in a two-track tunnel. The fifth (Orange) line provides north-south service essentially perpendicular to the others. Service is operated 365 days each year. On weekdays, the first trains are dispatched around 4 AM and the last around midnight, with the last arrivals around 1:30 AM. This operating policy leaves a window of 3-4 hours each weeknight, depending on location, in which necessary track and wayside maintenance may be conducted.

June 25, 2010



# Major Service Change Threshold Public Participation Summary Report

San Francisco Bay Area Rapid Transit District



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## I. Introduction

### *Purpose*

The Federal Transit Agency (FTA), as outlined in FTA Circular 4702.1A, requires BART to evaluate service and fare changes. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. The recipient should have established guidelines or threshold for what it considers a "major" change to be."

This report describes the process BART used to establish the major service change threshold (Threshold) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in revising the Threshold.

### *San Francisco Bay Area Rapid Transit District (BART)*

The San Francisco Bay Area Rapid Transit District (BART) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Alameda and Contra Costa counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

Opened in 1972, BART is operated by the San Francisco Bay Area Rapid Transit District, which is governed by a directly-elected nine-member Board of Directors serving four year terms. The District includes three counties: Alameda, Contra Costa and San Francisco. While San Mateo County is not within the BART District, it is served by six BART stations and various BART Board members act as liaisons to the County.

### *Establishing a Major Service Change Threshold*

To establish a threshold or "upper limit" for a service change, BART must first define these terms so they can be communicated to and discussed with the public. The term "major" relates to how BART proposes to measure its service.

In advance of soliciting community input, BART staff researched best practices from major transit agencies throughout the United States to inform its approach. The FTA Circular 4702.1A states that a numerical standard

## II. Process for Soliciting Public Comment

Consistent with BART's Public Participation Plan completed in May 2010, BART conducted outreach and hosted 18 multi-lingual community meetings throughout its service region to solicit feedback from the public. For those unable to attend the community meetings, BART conducted an online survey hosted on the BART website at [www.bart.gov](http://www.bart.gov).

BART conducted outreach for the meetings using a variety of methods including:

- CBO Newsletters and Communications
- Targeted e-mails
- Targeted phone calls
- BART website, including applications and social networking sites
- Bay Area Media, both print and online
- Ethnic Media
- Flyer distribution at BART Stations
- Flyer placement on BART Car Seats
- Flyer posting within the community

The following is a complete list of the meetings conducted. Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials and interpretive services were available for all meetings.

Location	Address	Date and Time	Translation Services Requested
San Francisco - Chinatown	Chinatown Community Dev. Ctr. 663 Clay Street, SF	Tuesday, June 8 11:30 a.m.-1:00 p.m.	Cantonese
Oakland	Lao Family Community Ctr., 2325 E. 12th St, Oakland	Thursday, June 10 4:00-5:30 p.m.	<i>None requested</i>
Hayward	City Hall, Room 2A, 777 B St, Hayward	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
Dublin	Dublin Public Library, 200 Civic Plaza, Dublin	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
San Francisco	SF Senior Center, 481 O'Farrell St, SF	Tuesday, June 15 1:00-2:30 p.m.	Cantonese, Mandarin, Spanish

such as a change that affects 25% of service hours of a route can serve as a dividing line between minor and major service changes. Transit agencies in New York, Houston, San Jose, Portland, Chicago, Sacramento, and Atlanta have adopted this industry standard of 25% per line.

### ***Proposed Major Service Change Threshold***

BART proposes that "Major Service Change" shall apply to:

- 1) New Lines: the establishment of a new transit line, or
- 2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line, or
- 3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a transit line, or
- 4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line, or
- 5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- 6) Cumulative Changes Within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a transit line which exceed 25 percent cumulatively within a three year period.

"Major Service Changes" shall exclude any changes to service which are caused by:

- 1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 180 days, or
- 2) New Line "Break-In" Period: an adjustment to service levels for new transit lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines), or
- 3) Other Agencies: acts of other governmental agencies, or
- 4) Forces of Nature: forces of nature such as earthquakes and wildfires, or
- 5) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways, or
- 6) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset equally by an increase in transit revenue vehicle miles on the overlapping section of another line where there is a timed-transfer station at the intersection point of the two lines. (An overlapping section is where 2 or more lines share the same track and stations).

Location	Address	Date and Time	Translation Services Requested
Oakland	Claridge Hotel - Ballroom, 634 15th St, Oakland	Tuesday, June 15 6:30-8:00 p.m.	<i>None requested</i>
Pittsburg	Senior Center, 300 Presidio Lane, Pittsburg	Tuesday, June 15 6:30-8:00 p.m.	Cantonese
San Francisco - Excelsior	Excelsior Family Connections, 49 Ocean Avenue, SF	Wednesday, June 16 10:00-11:30 a.m.	Cantonese, Spanish
Oakland	Youth Uprising, 8711 Macarthur Blvd., Oakland	Wednesday, June 16 5:00-6:30 p.m.	<i>None requested</i>
Concord	El Rancho Restaurant, 1450 Monument Blvd., Concord	Wednesday, June 16 6:30-8:00 p.m.	<i>None requested</i>
Richmond	Nevin Center, 598 Nevin Avenue, Richmond	Thursday, June 17 4:00-5:30 p.m.	<i>None requested</i>
San Francisco - Bayview	Bayview YMCA, 1601 Lane Street, SF	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
Union City	Community Center, 1333 Decoto Road, Union City	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
San Francisco - Mission	Chavita's #2, 3161 24th St, SF	Monday, June 21 6:30-8:00 p.m.	Spanish
Lafayette	Veterans' Memorial Bldg., 3780 Mt. Diablo Blvd., Lafayette	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
South San Francisco	Municipal Service Bldg., 33 Arroyo Drive, So. SF	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
Berkeley	So. Berkeley Senior Ctr, 2939 Ellis St., Berkeley	Tuesday, June 22 6:30-8:00 p.m.	<i>None requested</i>
San Pablo	City Hall - Maple Hall, 13831 San Pablo Ave., San Pablo	Wednesday, June 23 6:30-8:00 p.m.	<i>None requested</i>

At each meeting, participants were asked to sign in and were provided a copy of the agenda and survey. BART staff opened the meeting with welcoming remarks and introduced the presenters. They also recognized CBO partners who assisted with the meeting. BART staff briefly reviewed the agenda and meeting purpose, followed by a presentation which focused on explaining key terms and describing BART's proposed Threshold and how it would be measured and applied.

BART staff explained how a major service change is defined and the definition and need for an established Threshold. The Threshold for a major service change would be applied and measured based on:

- The addition of a new line;
- Length of a transit line;
- Service levels of a line; and
- Service hours on a line.

BART staff then described how the 25% Threshold would be applied on an annual basis. Cumulative changes within a three year period in Line Length, Service Levels, and Service Hours would also have a Threshold of 25%. For example, if BART were to reduce a Line's Service Levels by 20% a year over each of 2 years, that 40% cumulative reduction would be considered a "Major Service Change."

BART's proposal also includes a more stringent annual Threshold of 20% when there are combined changes across all BART lines in Line Length, Service Levels, and Service Hours.

BART's proposal includes six exclusions for service changes. BART staff explained the exclusions and why they are needed. These exclusions are:

- Temporary services in place for less than 180 days
- Changes in the first year of service on a new line
- Changes in response to actions of other agencies (e.g., Caltrans)
- Changes in response to forces of nature (e.g., earthquakes)
- Changes in response to failures of competing infrastructure (e.g., Bay Bridge)
- Changes to rationalize overlapping services

They also explained what BART must do when a service change exceeds the Threshold.

Following the presentation, the presenters opened the meeting for questions and comments. A graphic recorder took notes and recorded comments and questions on large scale wallgraphic paper. In several meetings, the BART

presenters worked closely with interpreters who translated the proceedings. All comments received verbally or in writing in languages other than English were translated and transcribed and included in the comments. Below is a summary of the key questions and comments received at the 18 meetings.

### III. Public Comments

#### *Comments on Threshold Level*

Meeting participants asked a variety of questions regarding the Threshold level and the impact studies to be carried out when it is determined that a service change exceeds the Threshold. They were curious to know how the 25% Threshold was determined, and how other agencies arrived at the use of this figure. There were also concerns expressed about how needed studies would delay necessary service changes, as well as the cost of the studies and how they would be funded. There were also questions asked regarding the timeframe and who would conduct the studies.

The major concern expressed by several participants was a belief that the 25% Threshold based on Line Length, Service Levels and Service Hours was too simplistic and did not adequately take into account the impacts of service changes on riders. It was noted that if it takes a 25% service change to trigger a study, some impacts may be missed. While the study may satisfy FTA requirements, they did not believe it served BART's constituents well. Some participants noted that a service change might affect less than 25% of a line or service hours but would impact a considerably higher percentage of riders. A change to length of service, such as reductions in hours or schedule changes, could have a significant impact resulting in a community no longer being served. For instance, some participants suggested that a 25% reduction in length of day could eliminate service after 8:00 p.m. Another suggested example was that a 25% reduction in line length could eliminate 3 or 4 stations from the Richmond-Fremont line.

Schedule changes, even when not eliminating services, could still have a noticeable impact. Participants noted that a short extra wait could make a big difference for riders, making them late for work. Those with disabilities may have a difficult time waiting, especially when there is limited seating in a station. Riders may feel unsafe waiting during off hours when the stations are underpopulated. Several respondents suggested a lower percentage, such as 20%, would be more inclusive. Other suggestions included using alternative metrics such as considering a major service change in terms of the percentage of riders impacted, rather than miles, particularly at a station level.

Also, some participants expressed concern regarding the effectiveness or thoroughness of the studies determining the potential discriminatory effects of a service change. An example given was that if changes occur over a two-three year period and changes in the first two years result in a 20% change, a five percent change in the third year might not be adequately tracked or measured.

Finally, several participants suggested that BART communicate with and seek input on proposed service changes whether or not they exceed the Threshold. One suggestion was that for changes between ten and twenty percent, town hall meetings should be held in lieu of a more extensive outreach study.

### ***Comments on Proposed Exclusions to Threshold***

#### **Exclusion for Temporary Services and the First Year of Service**

No comments were made during the meetings regarding the proposed exclusions for temporary services and for changes in service during the first year of a new line, but several comments were submitted via the written surveys and are summarized in the "Survey" section.

#### **Exclusion for the Actions of Other Agencies**

Meeting participants asked whether the exclusion for the actions of other agencies would apply to a change in cost of services made by another agency, which nonetheless would affect the cost of travel via BART.

#### **Exclusion for Forces of Nature**

Meeting participants inquired how "forces of nature" would be defined.

#### **Exclusion for Failures of Competing Infrastructure**

No comments were made during the meetings addressing the exclusion for failures of competing infrastructure.

#### **Exclusion for Overlapping Services**

Several participants expressed concern about the exclusion for overlapping services, and felt it should be eliminated. These participants observed that the timed transfers stipulated under this exclusion are a hardship and inconvenience to passengers in wheelchairs or with bicycles.

BART received additional explanation regarding participant concerns in the survey responses, which are described in the next section.

## *Comments on Public Participation Process*

Meeting participants made a number of comments on the effectiveness of the public participation process. They were glad to see that BART was continuing to conduct public involvement activities, and would like to see more regularly scheduled opportunities to provide input. Participants felt it is important to reach out to diverse populations, particularly youth, low income, and minorities, and to conduct bilingual outreach for those with limited proficiency in English. Numerous community-based organizations were suggested as outreach partners who could assist in reaching these communities. Some participants noted that meetings must be conveniently scheduled and well publicized. Care must be taken to ensure that everyone at the meeting can hear and understand explanations of BART policy. Another suggestion was to provide clear information at stations and on the BART website. Finally, participants requested that BART be responsive to community input, and that the Board be provided with all opinions expressed.

A complete database of public comments received at the community meetings is included as Appendix A to this report.

The meetings combined discussion of the Threshold with another topic, a proposed temporary fare decrease. Much of the discussion at the meetings focused on the proposed fare decrease or an alternative use of the funds. Meeting participants also took the opportunity to share their issues and concerns with BART on a variety of topics. Issues raised included the cost of fares; the availability of discounts or subsidies for seniors, students, families, the disabled and economically disadvantaged, etc.; service improvements such as increases in hours or line extensions; and improvements to and maintenance of stations and trains.

## *Survey*

Following the question and comment period, participants were asked to complete a brief survey. Translated copies of the survey were available in several languages, including: Chinese, Khmer, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

The survey, which also covered the proposed temporary fare decrease, included four questions related to the Threshold. Meeting participants were asked to provide feedback on how well they felt BART staff explained the Threshold and for their opinion on whether the 25% Threshold is fair, too high or too low and whether each of the six exclusions were reasonable or if they should be eliminated. The survey also provided space for written comments. A total of 195 surveys were completed at the community

meetings. A complete summary of the printed survey results is included as Appendix B.

### **Question 1: Did You Hear the Full Presentation?**

Since the topic was complex, and a respondent's understanding of the topic would likely benefit from hearing the explanation provided by BART staff, the first question on the print survey asked whether meeting participants had heard the full presentation on the Threshold. Seventy-three percent of respondents had done so, and an additional twenty-two percent heard at least part of it. A few respondents missed the presentation, were unsure or failed to answer the question.

### **Question 2: How Well Do You Feel BART Staff Explained the Threshold?**

Next, the survey asked participants how well they felt BART staff had explained the Threshold. About eighty-nine percent responded that they felt BART staff explained the Threshold fairly well or well, with all or most of their questions answered. Less than ten percent of survey respondents described the explanation as poor, leaving them unclear on some points. It was noted that the translation provided was appreciated and suggested that pictures or slides would have been helpful as well.

### **Question 3: Opinion of 25% Threshold for Service Changes**

The third question on the survey solicited participants' opinions on whether the Threshold should be set at 25% as a dividing line between minor and major service changes. About a quarter of respondents felt that 25% was too high. The remaining seventy-four percent thought that the Threshold was either a fair level (38%), too low (6%), did not know as the presentation was unclear to them (5%), or had no opinion (25%).

Respondents who thought that 25% is a fair level appeared satisfied with BART's explanation of the Threshold. Those who felt that a 25% Threshold is too high echoed the concerns expressed by participants in the meetings that it would not adequately take impacts of service changes on riders into account. One suggestion was to set different levels for different criteria, including ten percent for a change in hours of service, and zero for any change in length of the line – respondents felt that BART must do a study of impacts in those cases.

### **Question 4: Responses Regarding Exclusions to Threshold**

The final question on the survey regarding the Threshold asked about the six types of service changes that would be excluded from the Threshold. Respondents were asked whether they found all six exclusions to be reasonable, or whether they thought some of them should be eliminated.

Forty-three percent responded that all six exclusions are reasonable. However, smaller percentages of survey respondents expressed interest in eliminating each of the six exclusions.

### ***Survey Responses: Exclusion for Temporary Services***

Eleven percent supported eliminating the exclusion for temporary services. Respondents commented that 180 days is too high a number to use to define “temporary service” as an exception.

### ***Survey Responses: Exclusion for the First Year of Service***

Although only eight percent responded that the exclusion for the first year of service should be eliminated, it drew the most commentary of any of the exclusions. Respondents suggested that the period should be shortened to six months, 90 days (possibly with the exclusion of temporary services lasting 180 days), or to even as little as 30 days. The question was asked as to when a study would be done if it wasn’t conducted during the first year.

### ***Survey Responses: Exclusion for the Actions of Other Agencies***

Eleven percent wanted to eliminate the exclusion for the actions of other agencies. It was noted that this should be well defined, as it seems that it could provide an opportunity for BART to avoid doing a necessary study.

### ***Survey Responses: Exclusion for Forces of Nature***

Only three percent of respondents felt that the exclusion for forces of nature should be eliminated, and no further comment was made.

### ***Survey Responses: Exclusion for Failures of Competing Infrastructure***

Seven percent voted to eliminate the exclusion for failures of competing infrastructure, but made no further comment.

### ***Survey Responses: Exclusion for Overlapping Services***

Seventeen percent of respondents thought that the exclusion for overlapping services should be eliminated. It was noted that this exclusion was problematic because trains are crowded at peak times with the disabled, bikers, and riders (with luggage) trying to get to San Francisco Airport, and coverage is needed. Respondents also commented that service changes proposed in response to overlapping services should be studied at a lower threshold than 25%, particularly if a station closing is involved. It was expressed that it is necessary to do studies in all such cases in order to assess the change’s effect on the elderly and handicapped.

Eighteen percent of respondents replied that they had no opinion regarding the exclusions. Eight percent of respondents found the presentation unclear and they did not know how to respond to the question.

### *Web Survey*

A modified version of the survey (which omitted questions related to the presentation) was available online at [www.bart.gov](http://www.bart.gov) to allow input from participants unable to attend the community meetings. Twitter users received a "tweet" on the availability of the survey and were encouraged to respond. BART reviewed the survey results by source (print copy distributed at community meeting versus online survey).

177 surveys were submitted online. Safeguards were in place to ensure that only one survey response could be submitted per respondent but since there was no other data collected as to the source or the opportunity, these respondents had to review information on the Threshold. These results were not considered to be statistically valid and were not combined with results from the print survey. However, these responses were a useful source of additional input and are listed below.

- Thirty-one percent of web survey respondents felt that the 25% Threshold was a fair level.
- Forty-two percent thought the 25% Threshold was too high.
- Four percent expressed that the 25% Threshold was too low.
- Sixteen percent did not know, having found the online presentation of the concepts unclear.
- Seven percent responded that they had no opinion.

Regarding the six proposed exclusions to the Threshold:

- Thirty-two percent of web survey respondents found all six exclusions to be reasonable.
- Fourteen percent voted to eliminate the exclusion for temporary services.
- The exclusions for first year of service and actions of other agencies each received a twenty percent vote for elimination.
- Ten percent of respondents wanted to eliminate the exclusion for forces of nature.
- Ten percent voted to eliminate the exclusion for failures of competing infrastructure.
- Twenty-five percent wished to eliminate the exclusion for overlapping services.
- Fourteen percent found the online presentation unclear and did not know their opinion.
- Six percent indicated that they had no opinion.

### *Other Comments Received*

BART's outreach efforts were successful at attracting interest from online media to promote the workshops, and most online media allows readers to comment. This section reports the results of feedback received online between June 8, 2010 and June 23, 2010.

Only one online comment was specific to the Threshold or public participation process. The commenter agreed with many meeting participants that a percentage basis is not an appropriate determinant of service change impacts. The commenter further suggested that a major service change should be defined based on the type of service change, including scheduled hours or frequency of trains and destinations or stops along lines.

BART also received comments sent directly to staff or Directors via email and Twitter. These comments largely addressed a proposed temporary fare decrease rather than the Threshold and closely echoed input already received in the community meetings.

## **IV. Revisions to the Threshold in Response to Public Comments**

BART has revised its Major Service Change Threshold to respond to the comments received at the 18 public participation meetings. As you will be able to reference in the "Community Comments" section of this report, only 26% of those surveyed at these meetings thought the proposed BART Threshold was too high. The 74% balance thought it was "reasonable", "too low," something they had "no opinion" about, or were "unclear".

Many of those participants who expressed the opinion that the Threshold was too high were concerned that it allowed BART to close an individual station entirely without having to conduct a service equity analysis. To respond to this concern BART has amended Threshold Item 4 to read that a "major service change" shall apply to:

- **Service Hours (Hours of Operation):** increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line or at an individual station.

As far as the six exclusions to the Threshold are concerned, only 31% of those surveyed thought that they needed to be revised or eliminated. The 69% balance thought that they were "reasonable," something they had "no opinion" about, or were unclear.

Given that the one exclusion which generated the most responses (17%) in favor of its elimination was that for overlapping services, BART has narrowed its definition significantly. These community meeting participants expressed that having to make a timed transfer was not equivalent to having direct service to their destination. BART has, therefore, revised the overlapping services exclusion to apply only to situations where passengers have an alternative line available to them, as follows:

- **Overlapping Services:** a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (an overlapping section is where 2 or more lines share the same track and stations).

A copy of this report will be provided to the BART Board of Directors and posted on the BART website at [www.bart.gov](http://www.bart.gov).



## MAJOR SERVICE CHANGE POLICY

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FTA Circular 4702.1B, Title VI Requirements and Guidelines for Federal Transit Administration Recipients (October 2012), requires FTA grant recipients to evaluate whether planned “major service changes” will have a discriminatory impact. Transit operators may establish a guideline or threshold for what they consider to be a “major service change.” The circular goes on to suggest a numerical standard, such as “a change which affects 25 percent of the service hours of a route.” If an operator determines that a planned service change exceeds their threshold, then that service change must be evaluated for whether it will have a disproportionately high and adverse impact on minority and low income populations. Such adverse impacts must be justified based on a “substantial need that is in the public interest” and a demonstration that alternatives would have more severe adverse effects than the preferred alternatives.

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### Definitions:

For the purpose of establishing this threshold, the following definitions shall apply:

“Transit Service” shall mean any regularly scheduled passenger service on BART’s fixed guideway rail systems.

“Transit Line” is defined as a “grade separated right-of-way served by BART train consists.”<sup>1</sup> In BART’s specific case “Transit Line” shall mean any of the following:

Yellow Line: Pittsburg/Bay Point to San Francisco Airport (SFO)/Millbrae

Blue Line: Dublin/Pleasanton to Daly City

Orange Line: Richmond to Fremont

Green Line: Fremont to Daly City

Red-Line: Richmond to Millbrae

*(see attached map for the locations of these lines)*

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<sup>1</sup> Instead of using the bus-based term “route”, BART’s “Major Service Change” Threshold is based on “Transit Lines.”

**“Major Service Change” Threshold:**

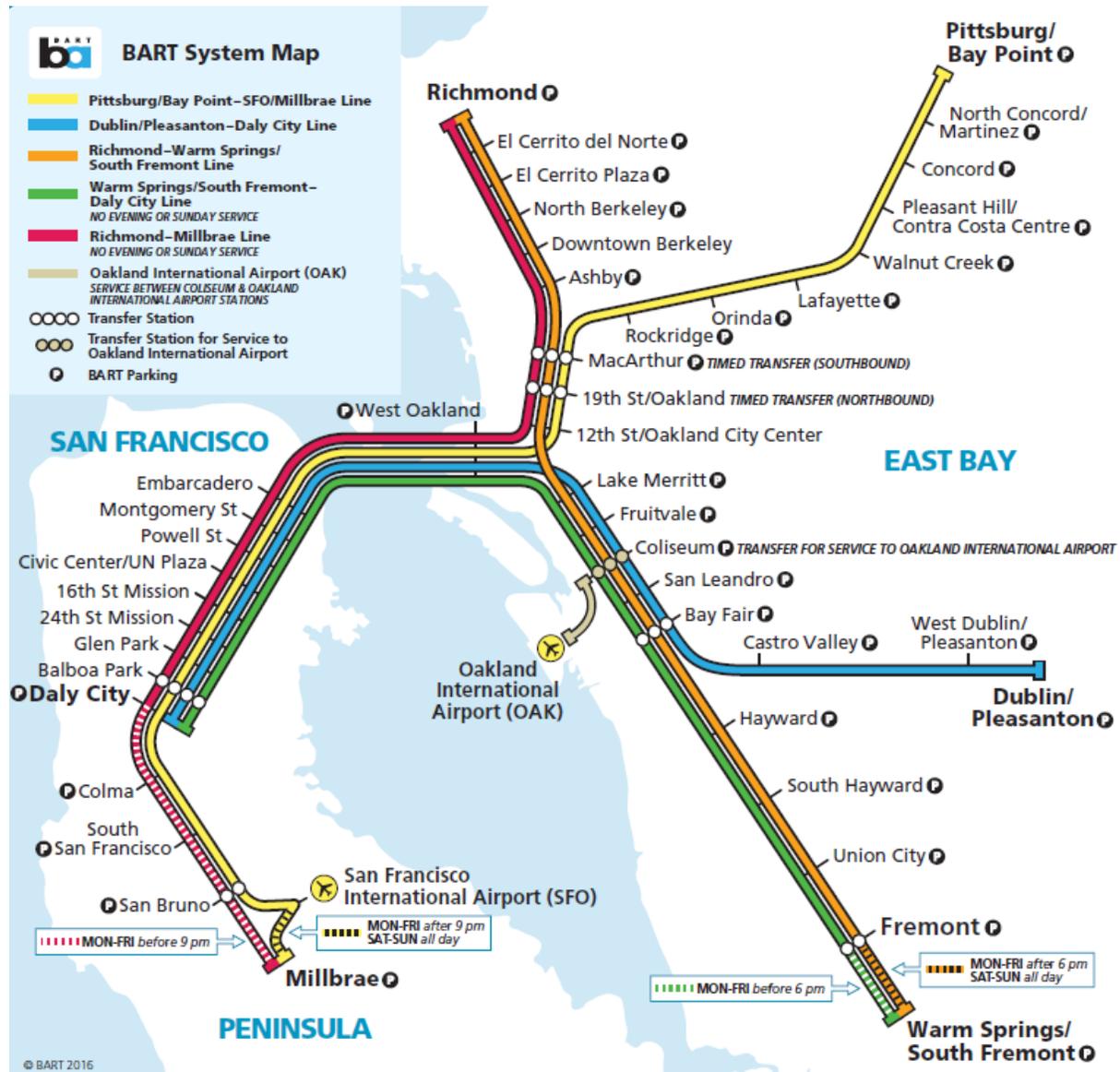
“Major Service Change” shall apply to:

- (1) New Lines, Extensions, and Stations: the establishment of new Transit Lines, Line Extensions (involving one or more stations) or Infill Stations, where construction of the project is approved (including completion of environmental review pursuant to CEQA or NEPA) subsequent to May 2007; or
- (2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line; or
- (3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a Transit Line; or
- (4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a Transit Line or at an individual station, or
- (5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- (6) Cumulative Changes within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a Transit Line which exceed 25 percent cumulatively within a three year period.

“Major Service Changes” shall exclude any changes to service which are caused by:

- (1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 12 months; or
- (2) Maintenance: temporary service change or service interruption as a result of urgent or necessary maintenance activities.
- (3) New Line “Break-In” Period: an adjustment to service levels for new Transit Lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines); or
- (4) Other Agencies: acts of other governmental agencies; or
- (5) Forces of Nature: forces of nature such as earthquakes and wildfires; or
- (6) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways; or
- (7) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (An overlapping section is where two or more lines share the same track and stations).

## Current BART System Service Map:



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The BART system operates peak period, weekday service on five lines, all of which intersect in the center of the system. Base peak service headways on all lines are currently 15 minutes, with rush trains inserted between base headways on the Yellow Line during service peaks. Four of the five lines connect outlying areas with San Francisco, the system’s primary destination, by traveling under the San Francisco Bay in a two-track tunnel. The fifth (Orange) line provides north-south service essentially perpendicular to the others. Service is operated 365 days each year. On weekdays, the first trains are dispatched around 4 AM and the last around midnight, with the last arrivals around 1:30 AM. This operating policy leaves a window of 3-4 hours each weeknight, depending on location, in which necessary track and wayside maintenance may be conducted.

June 25, 2010



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San Francisco Bay Area Rapid Transit District



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## I. Introduction

### *Purpose*

The Federal Transit Agency (FTA), as outlined in FTA Circular 4702.1A, requires BART to evaluate service and fare changes. In order to comply with 49 CFR Section 21.5(b)(a), 49 CFR Section 21.5 (b)(7) and Appendix C to 49 CFR part 21, recipients shall "evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to "major service changes" only. The recipient should have established guidelines or threshold for what it considers a "major" change to be."

This report describes the process BART used to establish the major service change threshold (Threshold) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in revising the Threshold.

### *San Francisco Bay Area Rapid Transit District (BART)*

The San Francisco Bay Area Rapid Transit District (BART) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Alameda and Contra Costa counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers. BART provides discounted fares for seniors, persons with disabilities, students and qualified educational groups. Children ages 4 and under ride free.

Opened in 1972, BART is operated by the San Francisco Bay Area Rapid Transit District, which is governed by a directly-elected nine-member Board of Directors serving four year terms. The District includes three counties: Alameda, Contra Costa and San Francisco. While San Mateo County is not within the BART District, it is served by six BART stations and various BART Board members act as liaisons to the County.

### *Establishing a Major Service Change Threshold*

To establish a threshold or "upper limit" for a service change, BART must first define these terms so they can be communicated to and discussed with the public. The term "major" relates to how BART proposes to measure its service.

In advance of soliciting community input, BART staff researched best practices from major transit agencies throughout the United States to inform its approach. The FTA Circular 4702.1A states that a numerical standard

## II. Process for Soliciting Public Comment

Consistent with BART's Public Participation Plan completed in May 2010, BART conducted outreach and hosted 18 multi-lingual community meetings throughout its service region to solicit feedback from the public. For those unable to attend the community meetings, BART conducted an online survey hosted on the BART website at [www.bart.gov](http://www.bart.gov).

BART conducted outreach for the meetings using a variety of methods including:

- CBO Newsletters and Communications
- Targeted e-mails
- Targeted phone calls
- BART website, including applications and social networking sites
- Bay Area Media, both print and online
- Ethnic Media
- Flyer distribution at BART Stations
- Flyer placement on BART Car Seats
- Flyer posting within the community

The following is a complete list of the meetings conducted. Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials and interpretive services were available for all meetings.

Location	Address	Date and Time	Translation Services Requested
San Francisco - Chinatown	Chinatown Community Dev. Ctr. 663 Clay Street, SF	Tuesday, June 8 11:30 a.m.-1:00 p.m.	Cantonese
Oakland	Lao Family Community Ctr., 2325 E. 12th St, Oakland	Thursday, June 10 4:00-5:30 p.m.	<i>None requested</i>
Hayward	City Hall, Room 2A, 777 B St, Hayward	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
Dublin	Dublin Public Library, 200 Civic Plaza, Dublin	Monday, June 14 6:30-8:00 p.m.	<i>None requested</i>
San Francisco	SF Senior Center, 481 O'Farrell St, SF	Tuesday, June 15 1:00-2:30 p.m.	Cantonese, Mandarin, Spanish

such as a change that affects 25% of service hours of a route can serve as a dividing line between minor and major service changes. Transit agencies in New York, Houston, San Jose, Portland, Chicago, Sacramento, and Atlanta have adopted this industry standard of 25% per line.

### *Proposed Major Service Change Threshold*

BART proposes that "Major Service Change" shall apply to:

- 1) New Lines: the establishment of a new transit line, or
- 2) Line Length: increases or decreases of more than 25 percent in the length (in revenue miles) of an existing transit line, or
- 3) Service Levels (Amount of Service Operated on a Line): increases or decreases of more than 25 percent in the annual transit revenue vehicle miles operated on a transit line, or
- 4) Service Hours (Hours of Operation): increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line, or
- 5) Aggregate Changes Across All the Lines on the BART System: annual net increases or decreases to Line Length, Service Levels, or Service Hours which exceed 20 percent in aggregate when combined over all the lines on the BART system, or
- 6) Cumulative Changes Within a Three Year Period: net increases or decreases to Line Length, annual Service Levels, and annual Service Hours on a transit line which exceed 25 percent cumulatively within a three year period.

"Major Service Changes" shall exclude any changes to service which are caused by:

- 1) Temporary Services: the discontinuance of a temporary or demonstration service change which has been in effect for less than 180 days, or
- 2) New Line "Break-In" Period: an adjustment to service levels for new transit lines which have been in revenue service for less than 1 year (allowing BART to respond to actual ridership levels observed on those new transit lines), or
- 3) Other Agencies: acts of other governmental agencies, or
- 4) Forces of Nature: forces of nature such as earthquakes and wildfires, or
- 5) Competing Infrastructure Failures: failures of competing infrastructure like bridges, tunnels, or highways, or
- 6) Overlapping Services: a reduction in transit revenue vehicle miles on one line which is offset equally by an increase in transit revenue vehicle miles on the overlapping section of another line where there is a timed-transfer station at the intersection point of the two lines. (An overlapping section is where 2 or more lines share the same track and stations).

Location	Address	Date and Time	Translation Services Requested
Oakland	Claridge Hotel - Ballroom, 634 15th St, Oakland	Tuesday, June 15 6:30-8:00 p.m.	<i>None requested</i>
Pittsburg	Senior Center, 300 Presidio Lane, Pittsburg	Tuesday, June 15 6:30-8:00 p.m.	Cantonese
San Francisco - Excelsior	Excelsior Family Connections, 49 Ocean Avenue, SF	Wednesday, June 16 10:00-11:30 a.m.	Cantonese, Spanish
Oakland	Youth Uprising, 8711 Macarthur Blvd., Oakland	Wednesday, June 16 5:00-6:30 p.m.	<i>None requested</i>
Concord	El Rancho Restaurant, 1450 Monument Blvd., Concord	Wednesday, June 16 6:30-8:00 p.m.	<i>None requested</i>
Richmond	Nevin Center, 598 Nevin Avenue, Richmond	Thursday, June 17 4:00-5:30 p.m.	<i>None requested</i>
San Francisco - Bayview	Bayview YMCA, 1601 Lane Street, SF	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
Union City	Community Center, 1333 Decoto Road, Union City	Thursday, June 17 6:30-8:00 p.m.	<i>None requested</i>
San Francisco - Mission	Chavita's #2, 3161 24th St, SF	Monday, June 21 6:30-8:00 p.m.	Spanish
Lafayette	Veterans' Memorial Bldg., 3780 Mt. Diablo Blvd., Lafayette	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
South San Francisco	Municipal Service Bldg., 33 Arroyo Drive, So. SF	Monday, June 21 6:30-8:00 p.m.	<i>None requested</i>
Berkeley	So. Berkeley Senior Ctr, 2939 Ellis St., Berkeley	Tuesday, June 22 6:30-8:00 p.m.	<i>None requested</i>
San Pablo	City Hall - Maple Hall, 13831 San Pablo Ave., San Pablo	Wednesday, June 23 6:30-8:00 p.m.	<i>None requested</i>

At each meeting, participants were asked to sign in and were provided a copy of the agenda and survey. BART staff opened the meeting with welcoming remarks and introduced the presenters. They also recognized CBO partners who assisted with the meeting. BART staff briefly reviewed the agenda and meeting purpose, followed by a presentation which focused on explaining key terms and describing BART's proposed Threshold and how it would be measured and applied.

BART staff explained how a major service change is defined and the definition and need for an established Threshold. The Threshold for a major service change would be applied and measured based on:

- The addition of a new line;
- Length of a transit line;
- Service levels of a line; and
- Service hours on a line.

BART staff then described how the 25% Threshold would be applied on an annual basis. Cumulative changes within a three year period in Line Length, Service Levels, and Service Hours would also have a Threshold of 25%. For example, if BART were to reduce a Line's Service Levels by 20% a year over each of 2 years, that 40% cumulative reduction would be considered a "Major Service Change."

BART's proposal also includes a more stringent annual Threshold of 20% when there are combined changes across all BART lines in Line Length, Service Levels, and Service Hours.

BART's proposal includes six exclusions for service changes. BART staff explained the exclusions and why they are needed. These exclusions are:

- Temporary services in place for less than 180 days
- Changes in the first year of service on a new line
- Changes in response to actions of other agencies (e.g., Caltrans)
- Changes in response to forces of nature (e.g., earthquakes)
- Changes in response to failures of competing infrastructure (e.g., Bay Bridge)
- Changes to rationalize overlapping services

They also explained what BART must do when a service change exceeds the Threshold.

Following the presentation, the presenters opened the meeting for questions and comments. A graphic recorder took notes and recorded comments and questions on large scale wallgraphic paper. In several meetings, the BART

presenters worked closely with interpreters who translated the proceedings. All comments received verbally or in writing in languages other than English were translated and transcribed and included in the comments. Below is a summary of the key questions and comments received at the 18 meetings.

### III. Public Comments

#### *Comments on Threshold Level*

Meeting participants asked a variety of questions regarding the Threshold level and the impact studies to be carried out when it is determined that a service change exceeds the Threshold. They were curious to know how the 25% Threshold was determined, and how other agencies arrived at the use of this figure. There were also concerns expressed about how needed studies would delay necessary service changes, as well as the cost of the studies and how they would be funded. There were also questions asked regarding the timeframe and who would conduct the studies.

The major concern expressed by several participants was a belief that the 25% Threshold based on Line Length, Service Levels and Service Hours was too simplistic and did not adequately take into account the impacts of service changes on riders. It was noted that if it takes a 25% service change to trigger a study, some impacts may be missed. While the study may satisfy FTA requirements, they did not believe it served BART's constituents well. Some participants noted that a service change might affect less than 25% of a line or service hours but would impact a considerably higher percentage of riders. A change to length of service, such as reductions in hours or schedule changes, could have a significant impact resulting in a community no longer being served. For instance, some participants suggested that a 25% reduction in length of day could eliminate service after 8:00 p.m. Another suggested example was that a 25% reduction in line length could eliminate 3 or 4 stations from the Richmond-Fremont line.

Schedule changes, even when not eliminating services, could still have a noticeable impact. Participants noted that a short extra wait could make a big difference for riders, making them late for work. Those with disabilities may have a difficult time waiting, especially when there is limited seating in a station. Riders may feel unsafe waiting during off hours when the stations are underpopulated. Several respondents suggested a lower percentage, such as 20%, would be more inclusive. Other suggestions included using alternative metrics such as considering a major service change in terms of the percentage of riders impacted, rather than miles, particularly at a station level.

Also, some participants expressed concern regarding the effectiveness or thoroughness of the studies determining the potential discriminatory effects of a service change. An example given was that if changes occur over a two-three year period and changes in the first two years result in a 20% change, a five percent change in the third year might not be adequately tracked or measured.

Finally, several participants suggested that BART communicate with and seek input on proposed service changes whether or not they exceed the Threshold. One suggestion was that for changes between ten and twenty percent, town hall meetings should be held in lieu of a more extensive outreach study.

### ***Comments on Proposed Exclusions to Threshold***

#### **Exclusion for Temporary Services and the First Year of Service**

No comments were made during the meetings regarding the proposed exclusions for temporary services and for changes in service during the first year of a new line, but several comments were submitted via the written surveys and are summarized in the "Survey" section.

#### **Exclusion for the Actions of Other Agencies**

Meeting participants asked whether the exclusion for the actions of other agencies would apply to a change in cost of services made by another agency, which nonetheless would affect the cost of travel via BART.

#### **Exclusion for Forces of Nature**

Meeting participants inquired how "forces of nature" would be defined.

#### **Exclusion for Failures of Competing Infrastructure**

No comments were made during the meetings addressing the exclusion for failures of competing infrastructure.

#### **Exclusion for Overlapping Services**

Several participants expressed concern about the exclusion for overlapping services, and felt it should be eliminated. These participants observed that the timed transfers stipulated under this exclusion are a hardship and inconvenience to passengers in wheelchairs or with bicycles.

BART received additional explanation regarding participant concerns in the survey responses, which are described in the next section.

## *Comments on Public Participation Process*

Meeting participants made a number of comments on the effectiveness of the public participation process. They were glad to see that BART was continuing to conduct public involvement activities, and would like to see more regularly scheduled opportunities to provide input. Participants felt it is important to reach out to diverse populations, particularly youth, low income, and minorities, and to conduct bilingual outreach for those with limited proficiency in English. Numerous community-based organizations were suggested as outreach partners who could assist in reaching these communities. Some participants noted that meetings must be conveniently scheduled and well publicized. Care must be taken to ensure that everyone at the meeting can hear and understand explanations of BART policy. Another suggestion was to provide clear information at stations and on the BART website. Finally, participants requested that BART be responsive to community input, and that the Board be provided with all opinions expressed.

A complete database of public comments received at the community meetings is included as Appendix A to this report.

The meetings combined discussion of the Threshold with another topic, a proposed temporary fare decrease. Much of the discussion at the meetings focused on the proposed fare decrease or an alternative use of the funds. Meeting participants also took the opportunity to share their issues and concerns with BART on a variety of topics. Issues raised included the cost of fares; the availability of discounts or subsidies for seniors, students, families, the disabled and economically disadvantaged, etc.; service improvements such as increases in hours or line extensions; and improvements to and maintenance of stations and trains.

## *Survey*

Following the question and comment period, participants were asked to complete a brief survey. Translated copies of the survey were available in several languages, including: Chinese, Khmer, Korean, Lao, Russian, Spanish, Tagalog, and Vietnamese.

The survey, which also covered the proposed temporary fare decrease, included four questions related to the Threshold. Meeting participants were asked to provide feedback on how well they felt BART staff explained the Threshold and for their opinion on whether the 25% Threshold is fair, too high or too low and whether each of the six exclusions were reasonable or if they should be eliminated. The survey also provided space for written comments. A total of 195 surveys were completed at the community

meetings. A complete summary of the printed survey results is included as Appendix B.

### **Question 1: Did You Hear the Full Presentation?**

Since the topic was complex, and a respondent's understanding of the topic would likely benefit from hearing the explanation provided by BART staff, the first question on the print survey asked whether meeting participants had heard the full presentation on the Threshold. Seventy-three percent of respondents had done so, and an additional twenty-two percent heard at least part of it. A few respondents missed the presentation, were unsure or failed to answer the question.

### **Question 2: How Well Do You Feel BART Staff Explained the Threshold?**

Next, the survey asked participants how well they felt BART staff had explained the Threshold. About eighty-nine percent responded that they felt BART staff explained the Threshold fairly well or well, with all or most of their questions answered. Less than ten percent of survey respondents described the explanation as poor, leaving them unclear on some points. It was noted that the translation provided was appreciated and suggested that pictures or slides would have been helpful as well.

### **Question 3: Opinion of 25% Threshold for Service Changes**

The third question on the survey solicited participants' opinions on whether the Threshold should be set at 25% as a dividing line between minor and major service changes. About a quarter of respondents felt that 25% was too high. The remaining seventy-four percent thought that the Threshold was either a fair level (38%), too low (6%), did not know as the presentation was unclear to them (5%), or had no opinion (25%).

Respondents who thought that 25% is a fair level appeared satisfied with BART's explanation of the Threshold. Those who felt that a 25% Threshold is too high echoed the concerns expressed by participants in the meetings that it would not adequately take impacts of service changes on riders into account. One suggestion was to set different levels for different criteria, including ten percent for a change in hours of service, and zero for any change in length of the line – respondents felt that BART must do a study of impacts in those cases.

### **Question 4: Responses Regarding Exclusions to Threshold**

The final question on the survey regarding the Threshold asked about the six types of service changes that would be excluded from the Threshold. Respondents were asked whether they found all six exclusions to be reasonable, or whether they thought some of them should be eliminated.

Forty-three percent responded that all six exclusions are reasonable. However, smaller percentages of survey respondents expressed interest in eliminating each of the six exclusions.

### ***Survey Responses: Exclusion for Temporary Services***

Eleven percent supported eliminating the exclusion for temporary services. Respondents commented that 180 days is too high a number to use to define “temporary service” as an exception.

### ***Survey Responses: Exclusion for the First Year of Service***

Although only eight percent responded that the exclusion for the first year of service should be eliminated, it drew the most commentary of any of the exclusions. Respondents suggested that the period should be shortened to six months, 90 days (possibly with the exclusion of temporary services lasting 180 days), or to even as little as 30 days. The question was asked as to when a study would be done if it wasn’t conducted during the first year.

### ***Survey Responses: Exclusion for the Actions of Other Agencies***

Eleven percent wanted to eliminate the exclusion for the actions of other agencies. It was noted that this should be well defined, as it seems that it could provide an opportunity for BART to avoid doing a necessary study.

### ***Survey Responses: Exclusion for Forces of Nature***

Only three percent of respondents felt that the exclusion for forces of nature should be eliminated, and no further comment was made.

### ***Survey Responses: Exclusion for Failures of Competing Infrastructure***

Seven percent voted to eliminate the exclusion for failures of competing infrastructure, but made no further comment.

### ***Survey Responses: Exclusion for Overlapping Services***

Seventeen percent of respondents thought that the exclusion for overlapping services should be eliminated. It was noted that this exclusion was problematic because trains are crowded at peak times with the disabled, bikers, and riders (with luggage) trying to get to San Francisco Airport, and coverage is needed. Respondents also commented that service changes proposed in response to overlapping services should be studied at a lower threshold than 25%, particularly if a station closing is involved. It was expressed that it is necessary to do studies in all such cases in order to assess the change’s effect on the elderly and handicapped.

Eighteen percent of respondents replied that they had no opinion regarding the exclusions. Eight percent of respondents found the presentation unclear and they did not know how to respond to the question.

### *Web Survey*

A modified version of the survey (which omitted questions related to the presentation) was available online at [www.bart.gov](http://www.bart.gov) to allow input from participants unable to attend the community meetings. Twitter users received a "tweet" on the availability of the survey and were encouraged to respond. BART reviewed the survey results by source (print copy distributed at community meeting versus online survey).

177 surveys were submitted online. Safeguards were in place to ensure that only one survey response could be submitted per respondent but since there was no other data collected as to the source or the opportunity, these respondents had to review information on the Threshold. These results were not considered to be statistically valid and were not combined with results from the print survey. However, these responses were a useful source of additional input and are listed below.

- Thirty-one percent of web survey respondents felt that the 25% Threshold was a fair level.
- Forty-two percent thought the 25% Threshold was too high.
- Four percent expressed that the 25% Threshold was too low.
- Sixteen percent did not know, having found the online presentation of the concepts unclear.
- Seven percent responded that they had no opinion.

Regarding the six proposed exclusions to the Threshold:

- Thirty-two percent of web survey respondents found all six exclusions to be reasonable.
- Fourteen percent voted to eliminate the exclusion for temporary services.
- The exclusions for first year of service and actions of other agencies each received a twenty percent vote for elimination.
- Ten percent of respondents wanted to eliminate the exclusion for forces of nature.
- Ten percent voted to eliminate the exclusion for failures of competing infrastructure.
- Twenty-five percent wished to eliminate the exclusion for overlapping services.
- Fourteen percent found the online presentation unclear and did not know their opinion.
- Six percent indicated that they had no opinion.

### *Other Comments Received*

BART's outreach efforts were successful at attracting interest from online media to promote the workshops, and most online media allows readers to comment. This section reports the results of feedback received online between June 8, 2010 and June 23, 2010.

Only one online comment was specific to the Threshold or public participation process. The commenter agreed with many meeting participants that a percentage basis is not an appropriate determinant of service change impacts. The commenter further suggested that a major service change should be defined based on the type of service change, including scheduled hours or frequency of trains and destinations or stops along lines.

BART also received comments sent directly to staff or Directors via email and Twitter. These comments largely addressed a proposed temporary fare decrease rather than the Threshold and closely echoed input already received in the community meetings.

## **IV. Revisions to the Threshold in Response to Public Comments**

BART has revised its Major Service Change Threshold to respond to the comments received at the 18 public participation meetings. As you will be able to reference in the "Community Comments" section of this report, only 26% of those surveyed at these meetings thought the proposed BART Threshold was too high. The 74% balance thought it was "reasonable", "too low," something they had "no opinion" about, or were "unclear".

Many of those participants who expressed the opinion that the Threshold was too high were concerned that it allowed BART to close an individual station entirely without having to conduct a service equity analysis. To respond to this concern BART has amended Threshold Item 4 to read that a "major service change" shall apply to:

- **Service Hours (Hours of Operation):** increases or decreases of more than 25 percent in the annual number of service hours scheduled on a transit line or at an individual station.

As far as the six exclusions to the Threshold are concerned, only 31% of those surveyed thought that they needed to be revised or eliminated. The 69% balance thought that they were "reasonable," something they had "no opinion" about, or were unclear.

Given that the one exclusion which generated the most responses (17%) in favor of its elimination was that for overlapping services, BART has narrowed its definition significantly. These community meeting participants expressed that having to make a timed transfer was not equivalent to having direct service to their destination. BART has, therefore, revised the overlapping services exclusion to apply only to situations where passengers have an alternative line available to them, as follows:

- **Overlapping Services:** a reduction in transit revenue vehicle miles on one line which is offset by an increase in transit revenue vehicle miles on the overlapping section of an alternative line (an overlapping section is where 2 or more lines share the same track and stations).

A copy of this report will be provided to the BART Board of Directors and posted on the BART website at [www.bart.gov](http://www.bart.gov).

# Appendix 9. Customer Satisfaction Survey (2024)

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2026 16:01

**2025 Title VI Triennial Program Appendices**  
Title VI Service and Fare Equity Analyses during the Reporting Period





# 2024 BART Customer Satisfaction Survey

Issued May 2, 2025

BART Marketing & Research Dept.



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# INTRODUCTION

BART's Customer Satisfaction Survey is a tool to help BART prioritize efforts to achieve higher levels of customer satisfaction. The study involves surveying BART customers onboard randomly selected train cars every two years to determine how well BART is meeting customers' needs and expectations. These surveys, initiated in 1996, are conducted by an independent research firm.

This report presents the results of BART's 15th Customer Satisfaction Survey, conducted from October 8 – November 9, 2024. The survey was conducted on both weekdays and weekends and resulted in 4,687 completed questionnaires. (For reference, 3,022 questionnaires were completed in 2022.)

At the time of the 2024 survey, average weekday ridership was approximately 184,000 trips per day, about 17% higher than ridership during the last survey (about 157,000 average weekday trips). However, ridership was still well below the last pre-COVID Customer Satisfaction Survey conducted in September 2018 (approximately 433,000 average weekday trips).

As compared to conditions during the last survey period when riders were still returning to their new routines and commutes post-COVID, this survey was conducted during the "new normal." Average weekday ridership had settled in at about 40% – 45% of pre-COVID levels. Many commuters had adapted to new hybrid work schedules consisting of two to three days in the office per week, as compared to five days per week pre-COVID.

Operationally, BART continued to run a robust schedule with five lines of service running every day. Changes made since the last survey include the following:

- Retired the Legacy fleet on April 20, 2024. All cars in service during the survey period were Fleet of the Future cars, as compared to more than half at the time of the last survey. The new cars are noted for being more reliable and easier to clean.
- Increased the Clipper START discount from 20% to 50% in January 2024.
- Launched a re-imagined service plan in September 2023. The new schedule increased frequency during off-peak and weekend hours, with headways of twenty minutes on most lines at all times of day. This plan also included shortening trains to increase efficiency and personal security (from 10- and 8-car trains to 8- and 6-car trains).
- Increased police presence and cleaning frequency in 2023, in response to customer concerns.
- Re-opened restrooms at two more underground stations, Embarcadero and Downtown Berkeley, in 2023, bringing the total to six underground stations with available restrooms.
- Installed the first set of next generation fare gates at West Oakland in December 2023. Other stations that had the new fare gates, or were in the process of having them installed during the survey period, included: Fruitvale, Civic Center, Richmond, Oakland International Airport, 24<sup>th</sup> St. Mission, Antioch, 16<sup>th</sup> St. Mission, San Francisco International Airport, and Coliseum. The new fare gates are designed to improve reliability and decrease fare evasion.
- Installed four new escalators in downtown San Francisco in 2023, with six more completed by fall 2024 (out of a total of 41 to be replaced/built).

The Executive Summary in the next section highlights key findings from the survey. Subsequent sections present detailed analyses of the factors that influence customer satisfaction and a description of the survey methodology, including a copy of the questionnaire.

The initial survey questions ask customers about the trip they are making when intercepted (entry station, trip purpose, etc.). Customers are then asked three key opinion questions focusing on:

- Overall satisfaction;
- Willingness to recommend BART; and
- Perceptions of BART's value for the money.

In addition, the survey probes for ratings of 24 specific service attributes, ranging from on-time performance to station cleanliness. BART uses the service attribute ratings to help set priorities for future initiatives to improve customer satisfaction.

Note that while comparisons against data from the last three surveys are shown throughout this report, these surveys were conducted at very different times under vastly different circumstances, likely impacting the results. The 2020 survey was conducted during a period of very low ridership at the height of the pandemic. Riders skewed low-income, were more likely to be transit-dependent, and gave BART relatively high ratings across the board. In contrast, the 2018 survey was conducted at a time of very high ridership, which was straining the aging system; riders gave BART relatively low ratings across the board in the 2018 survey.

# EXECUTIVE SUMMARY

Overall, 73% of riders are satisfied with BART, up six percentage points from two years ago. Ratings on the other key questions have also increased vs. 2022, with 80% saying they would recommend BART to a friend and 67% agreeing that BART is a good value for the money.

Percent of BART customers saying they...	2018	2020	2022	2024
Are <b>very or somewhat satisfied</b> with the services provided by BART	56%	72%	67%	73%
Would <b>definitely or probably recommend</b> BART	74%	81%	76%	80%
Agree strongly or somewhat that <b>BART is a good value for the money</b>	55%	66%	64%	67%

Ratings on most service attributes increased vs. two years ago as well, with the largest improvement seen in “train interior cleanliness.” Much of this increase can likely be attributed to the new train cars, which are easier to keep clean. (This is the first customer satisfaction survey conducted since the retirement of the Legacy fleet in spring 2024.)

Ratings on only two attributes declined – “Availability of seats on trains” and “Availability of space on trains for luggage, bicycles, and strollers.” These declines are logical given that ridership has increased vs. two years ago, and BART has shortened train consists to improve efficiency and personal security. BART has already lengthened some trains based on ridership and will continue to closely monitor ridership trends and adjust train lengths as needed.

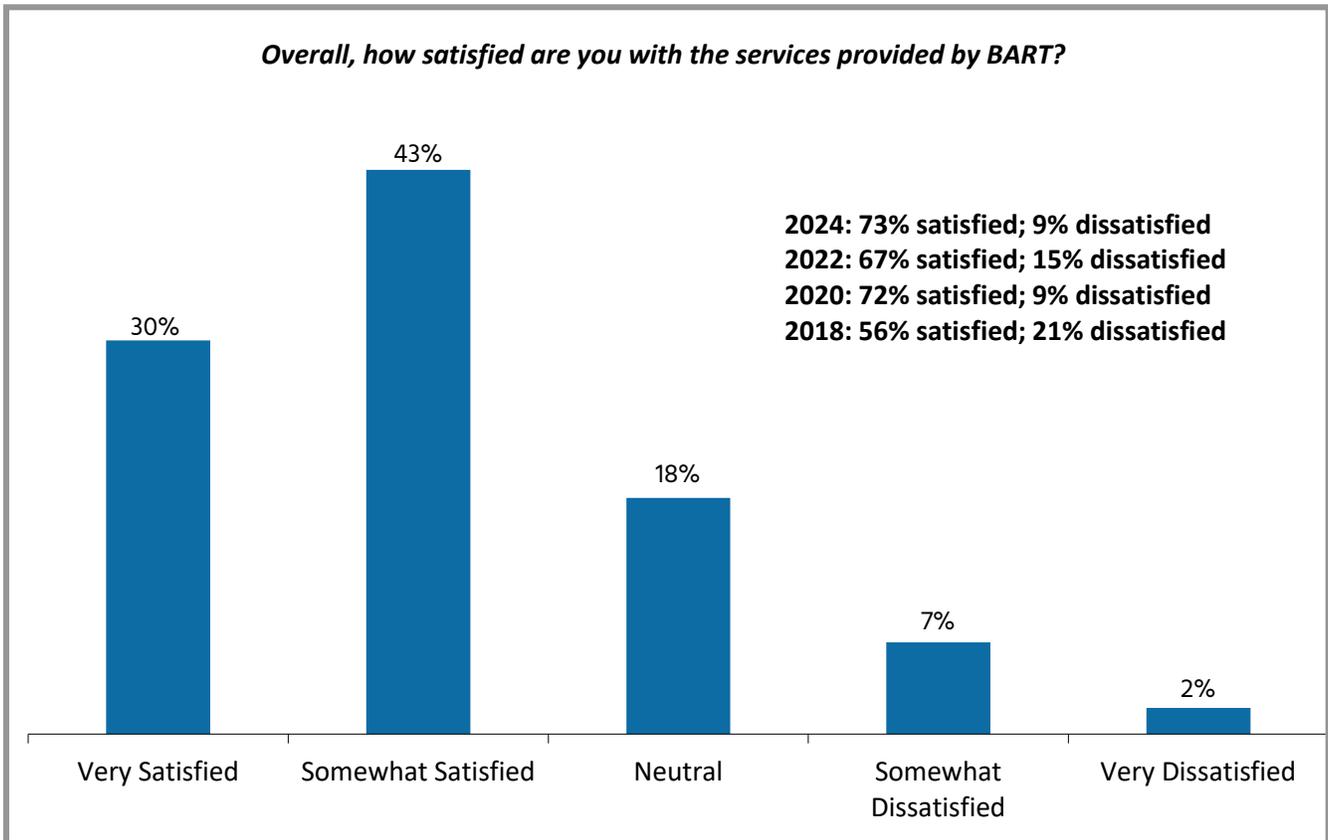
Reviewing the quadrant chart (page 16) helps BART focus its efforts on areas where improvements could have the biggest impact on customer satisfaction. The “target issues” in the 2024 survey are very similar to those identified in 2022 and revolve around cleanliness and personal security. All of these attributes are rated higher than two years ago, showing that customers have noticed BART’s efforts to address these issues.

In response to the 2022 survey results, BART increased the frequency of deep cleaning train cars and stations. BART also increased police presence on the system, including doubling the number of officers on trains. Given the importance of these attributes to customers, BART will continue its efforts in these areas. Since the 2024 survey was completed, the BART Police Department added five positions in its Progressive Policing and Community Engagement Bureau (four Crisis Intervention Specialists and one Progressive Policing Supervisor) and is planning to dedicate at least 50% of newly hired officers to on-train presence.

**DETAILED  
RESULTS**

## OVERALL SATISFACTION

Overall, **73%** of BART riders are **very or somewhat satisfied** with BART. This is up six percentage points from 2022 and is similar to ratings in 2020. (For reference, the highest rating was achieved in 2004, when 87% of customers were satisfied with BART. The lowest rating was recorded in 2018 when 56% were satisfied with BART.)\*



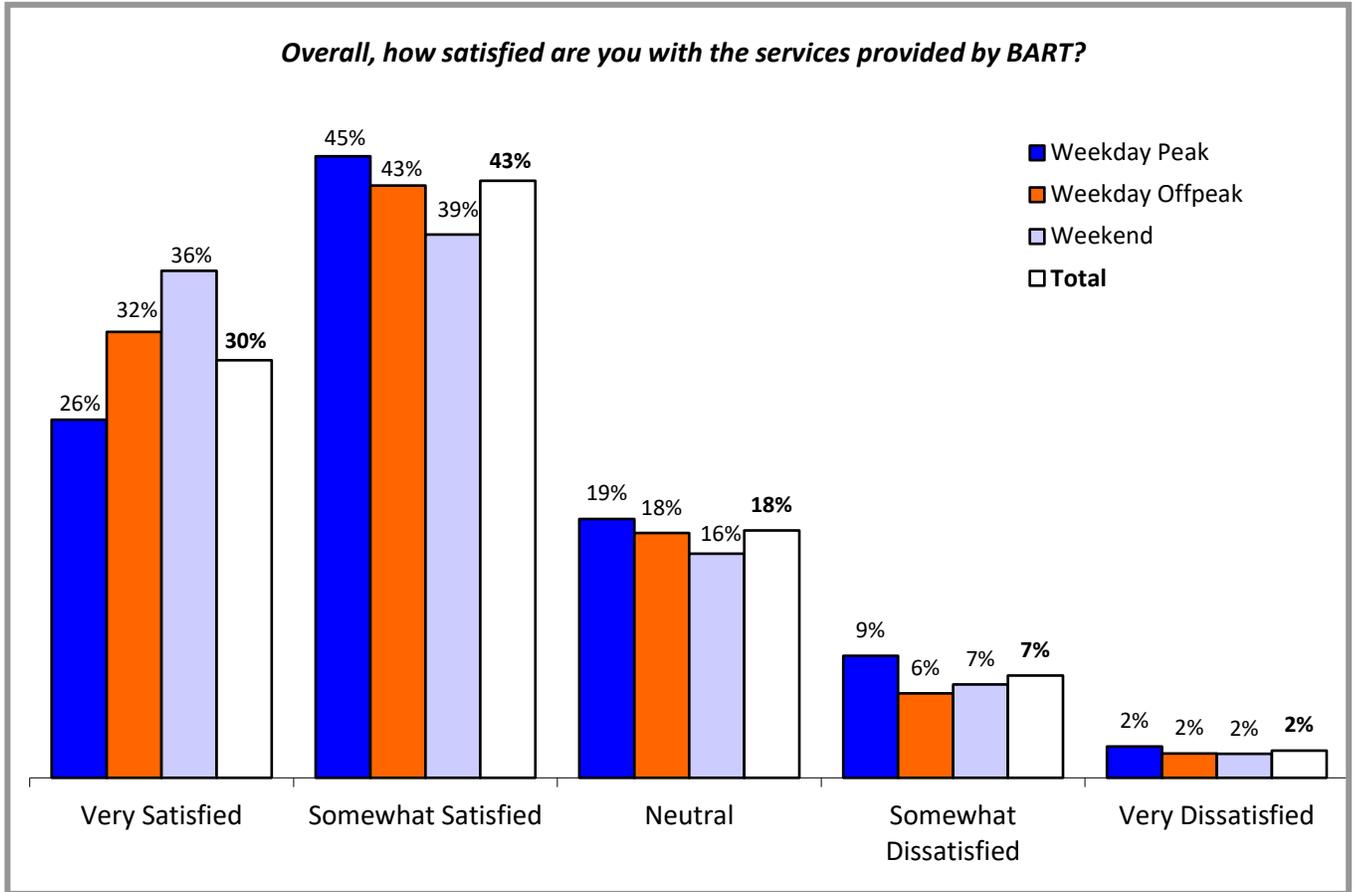
n: 4,679

\*Starting in 2020, missing responses have been excluded from the percentages shown in reports, which differs from prior years' reports. As such, the satisfaction percentage for 2004 was previously reported as 86%.

# OVERALL SATISFACTION

(Peak / Off-Peak / Weekend Comparison)

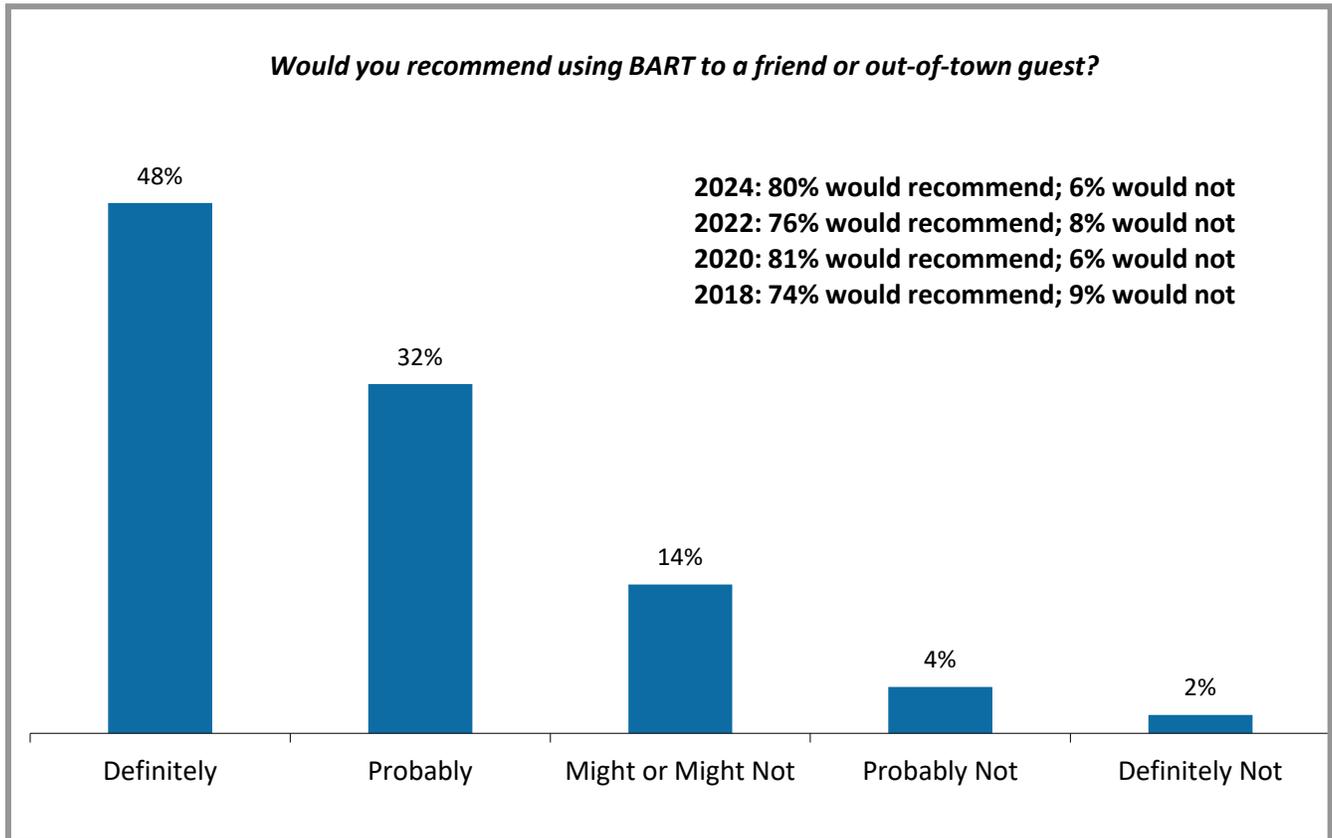
As in past years' surveys, there are some differences among customers who ride during different time periods, most notably that weekday off-peak and weekend riders are more likely to be "very satisfied" than weekday peak riders. Weekday peak riders are more likely to be dissatisfied.



Total n: 4,679  
 Peak n: 1,516  
 Off-peak n: 1,598  
 Weekend n: 1,565

## WILLINGNESS TO RECOMMEND BART

Most riders (80%) would recommend BART. This is up four percentage points from 2022.

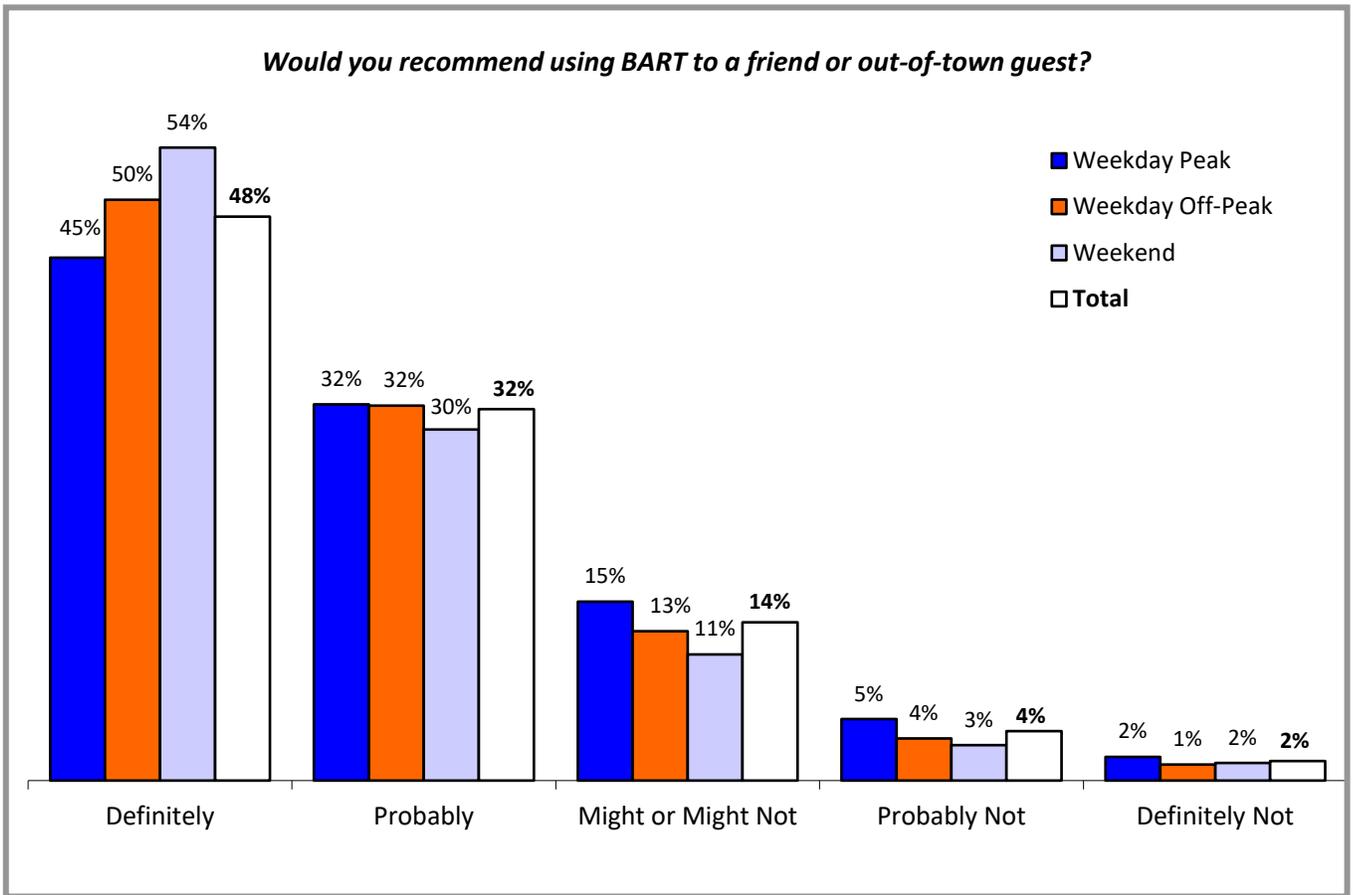


n: 4,676

## WILLINGNESS TO RECOMMEND BART

(Peak / Off-Peak / Weekend Comparison)

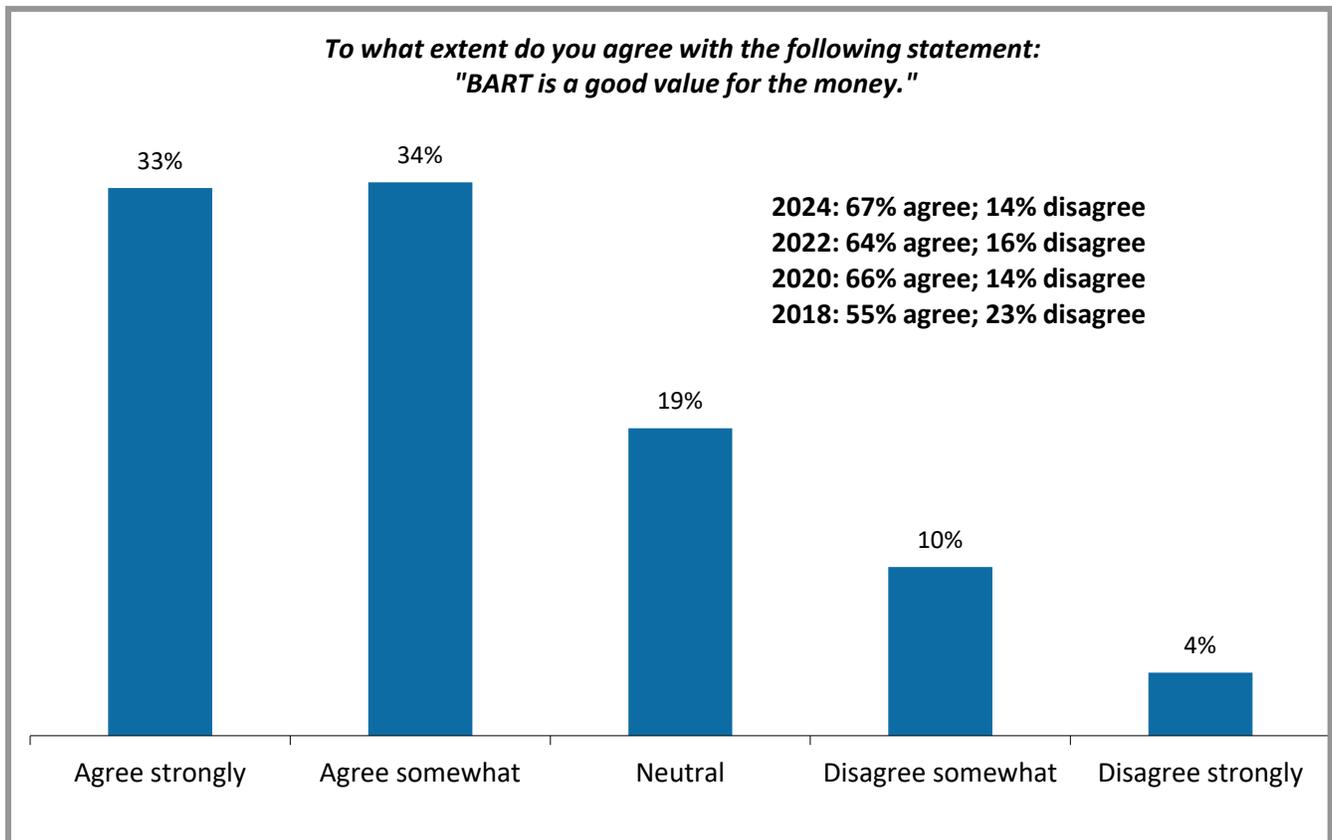
Weekend and weekday off-peak riders are more likely to “definitely recommend” BART than weekday peak riders.



Total n: 4,676  
 Peak n: 1,515  
 Off-peak n: 1,598  
 Weekend n: 1,563

## PERCEPTION OF BART AS A GOOD VALUE

Sixty-seven percent perceive BART as a good value, reflecting an increase of three percentage points vs. 2022.

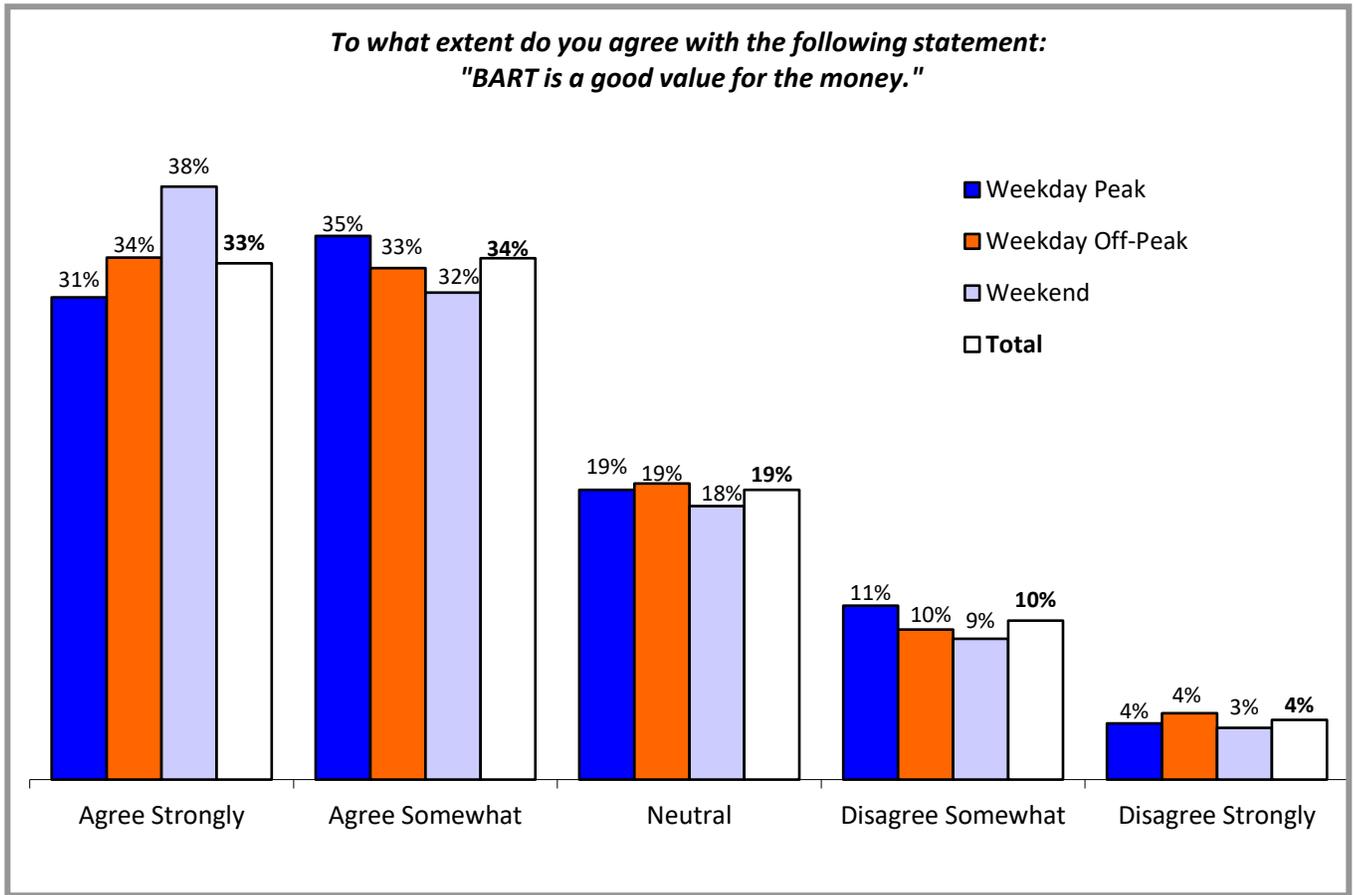


n: 4,652

## PERCEPTION OF BART AS A GOOD VALUE

(Peak / Off-Peak / Weekend Comparison)

Weekend riders are more likely to agree that BART is a good value, compared to weekday peak riders. Peak period customers are more likely to ride BART frequently compared to weekend riders, so the aggregate fares they pay exceed fares paid by weekend customers. This may be one factor in the difference in ratings between these two groups.



Total n: 4,652  
 Peak n: 1,510  
 Off-peak n: 1,587  
 Weekend n: 1,555

## SPECIFIC SERVICE ATTRIBUTES

In the 2024 survey, customers rated BART on 24 specific service attributes. (Note that the number of attributes was greatly reduced from 46 in 2018 to 22 in 2020 in order to streamline the questionnaire, making it faster and easier for riders to complete, as well as to allow space for a postage-paid mail-back panel on the questionnaire. In 2022, a few attributes were added back in, and no changes to attributes were made in 2024.)

The chart on the next page shows average ratings for each of the 24 service attributes. Items appearing towards the top of the chart are rated highest, while items appearing at the bottom are rated lowest. The average rating (on a scale from 1 = Poor to 7 = Excellent) is shown next to the bar for each item.

BART received the highest ratings for:

- Comfortable temperature aboard trains
- Hours of operation
- On-time performance of trains

BART received the lowest ratings for:

- Addressing homelessness on the BART system
- Enforcement against fare evasion
- Restroom availability

The high ratings for “comfortable temperature aboard trains” are likely due to improved HVAC systems on BART’s Fleet of the Future cars. In past surveys when BART was running a mixed fleet, customers surveyed onboard Fleet of the Future cars gave BART significantly higher ratings on this attribute than riders surveyed on Legacy cars. Now with the entire fleet replaced, this attribute remains highly rated and shows an improvement vs. two years ago as well.

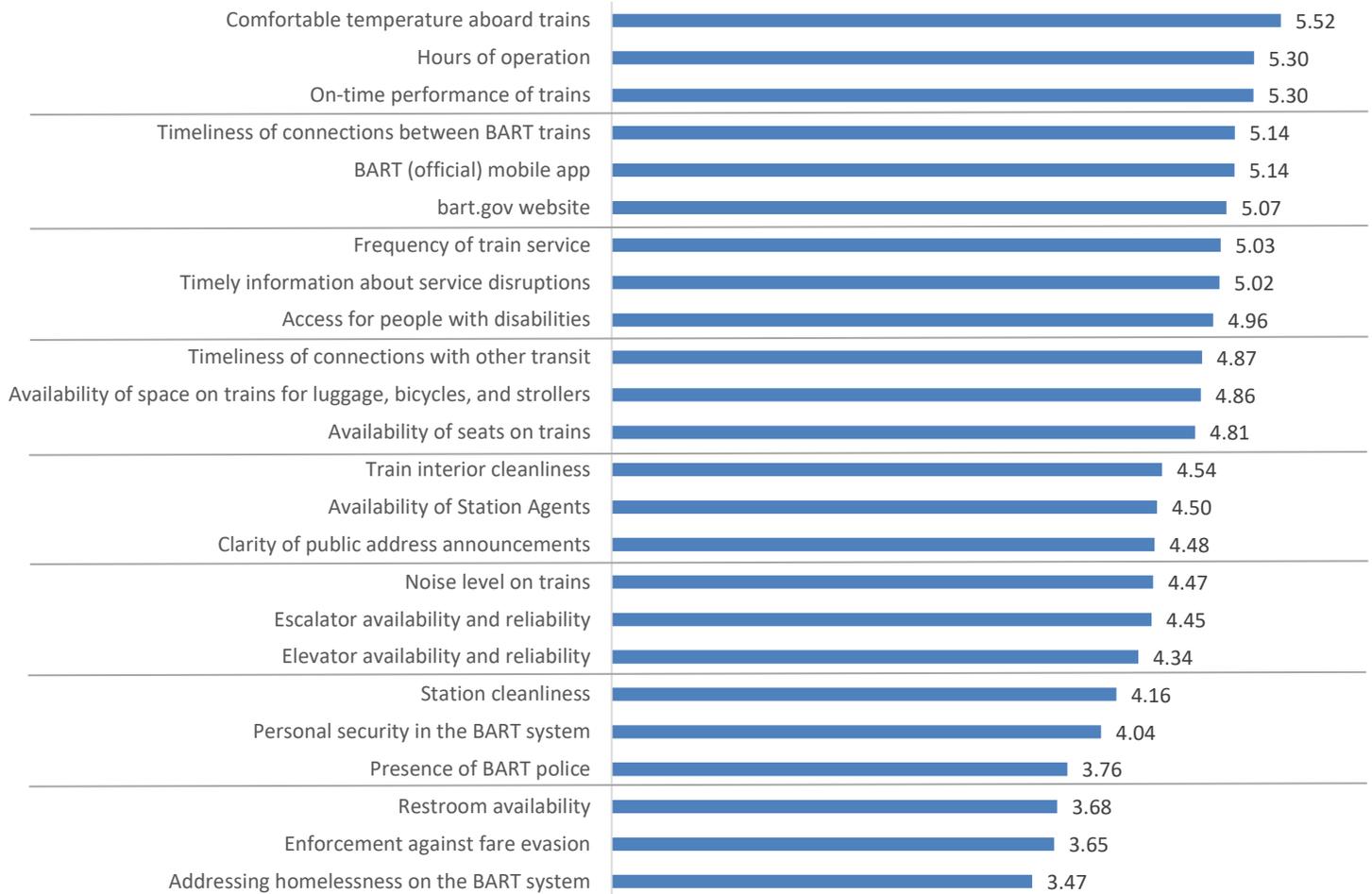
The lowest rated attribute, “addressing homelessness on the BART system,” has been the lowest rated attribute since it was added to the questionnaire in 2018. It has, however, shown a relatively large improvement vs. two years ago, with its average rating up 8%.

With regard to enforcement against fare evasion, BART has begun installing “next generation” fare gates designed to deter fare evasion with a design that people can’t push through, jump over, or maneuver under. They will also be more reliable and easier to maintain. At the time of the survey, approximately ten stations either had the new gates installed or were in the process of having them installed. Several customers included positive comments on their surveys about the new fare gates. All of BART’s 50 stations are expected to have the new fare gates by the end of 2025.

## 2024 RATINGS OF SPECIFIC SERVICE ATTRIBUTES

Average (Mean) Rating (7-point scale)

**Please help BART improve service by rating each of the following attributes. “7” (excellent) is the highest rating, and “1” (poor) is the lowest rating. You can also use any number in between. Skip attributes that do not apply to you.**



Note:

- The average rating on this survey was 4.61 (between “Availability of Seats on Trains” and “Train Interior Cleanliness”).

For a chart showing the percentage results, please see Appendix C.

### Comparison vs. prior surveys

Compared to the 2022 survey, most attributes were rated higher, and only two were rated lower. The chart on the next page shows the change in the mean rating from 2022 to 2024, as well as details about statistical significance.

The attributes with the largest increases were:

- Train interior cleanliness (+14.2%)
- Addressing homelessness on the BART system (+8.3%)
- Station cleanliness (+8.2%)
- Clarity of public address announcements (+7.3%)
- Comfortable temperature aboard trains (+7.2%)
- Restroom availability (+6.4%)
- Noise level on trains (+6.4%)
- Personal security in the BART system (+5.9%)
- Presence of BART police (+5.7%)

Four of the attributes with large increases involve the onboard experience, “train interior cleanliness,” clarity of public address announcements,” “comfortable temperature aboard trains,” and “noise level on trains.” Much of the improvement on these attributes can be attributed to the new fleet of cars, which are easier to clean, quieter, and have modernized public address and HVAC systems.

The increase in the frequency of deep cleaning stations likely helped raise the station cleanliness ratings, and the increases in perceptions of personal security and BART police presence are likely linked to the BART Police Department’s redeployment plan, implemented in March 2023. This plan included shifting some officers from vehicle patrols to train patrols.

The two attributes with statistically significant decreases were:

- Availability of seats on trains (-2.5%)
- Availability of space on trains for luggage, bicycles, and strollers (-1.7%)

These declines are logical, given that ridership increased 17% vs. two years ago, while BART shortened trains to improve efficiency, as well as perceptions of personal safety. In 2024, BART was running mostly 8-car and 6-car trains, as compared to 10-car and 8-car trains a few years ago. Given that crowding has the potential to greatly impact satisfaction, BART is closely monitoring ridership and making adjustments to train sizing as needed.

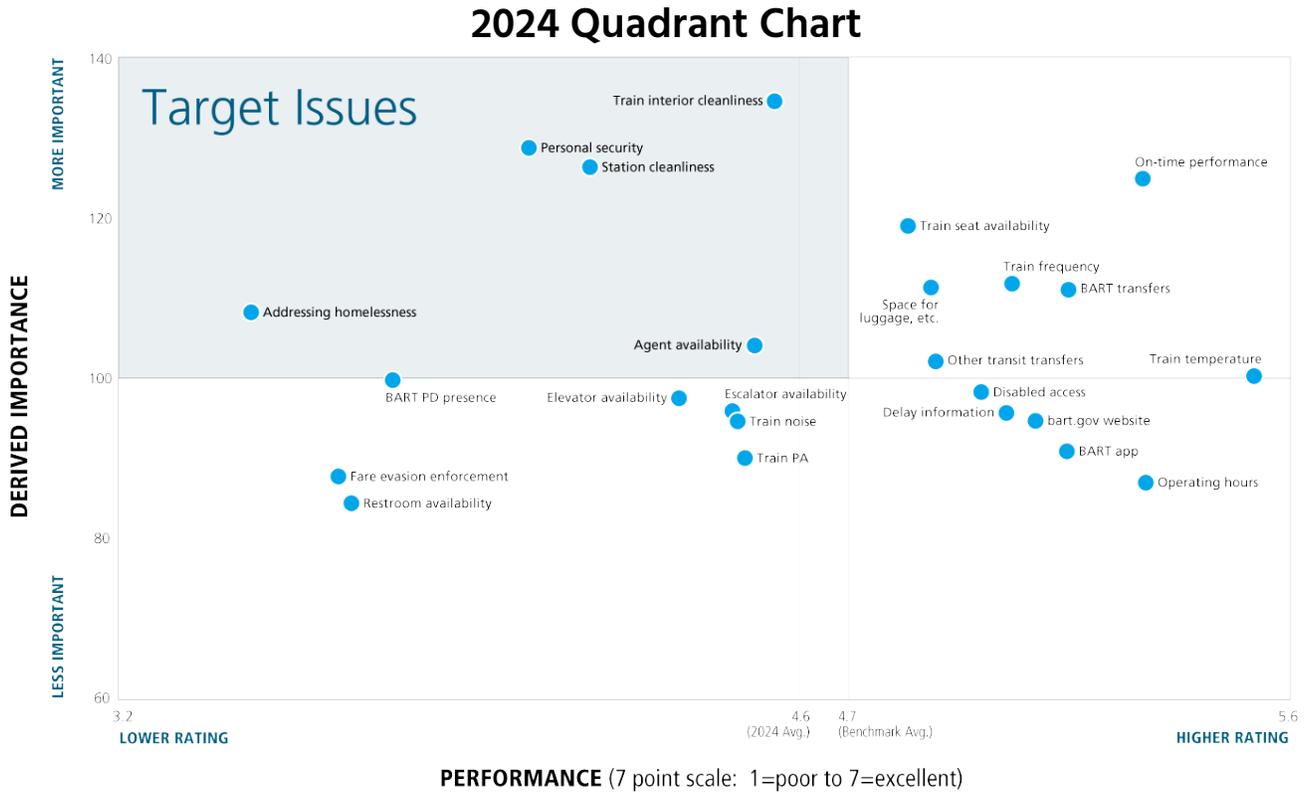
## SERVICE ATTRIBUTE RATINGS: PERCENTAGE CHANGES 2024 vs. 2022

(sorted in descending order on % change)

SCALE: 1 = Poor, 7 = Excellent	2022 Mean	2024 Mean	Difference	% Chg	Statistically Significant at 95% Conf. Level?
Train interior cleanliness	3.97	4.54	0.57	14.2%	Yes
Addressing homelessness on the BART system	3.20	3.47	0.27	8.3%	Yes
Station cleanliness	3.85	4.16	0.32	8.2%	Yes
Clarity of public address announcements	4.18	4.48	0.30	7.3%	Yes
Comfortable temperature aboard trains	5.15	5.52	0.37	7.2%	Yes
Restroom availability	3.45	3.68	0.22	6.4%	Yes
Noise level on trains	4.20	4.47	0.27	6.4%	Yes
Personal security in the BART system	3.81	4.04	0.22	5.9%	Yes
Presence of BART police	3.56	3.76	0.20	5.7%	Yes
On-time performance of trains	5.04	5.30	0.26	5.1%	Yes
Availability of Station Agents	4.29	4.50	0.21	5.0%	Yes
Enforcement against fare evasion	3.50	3.65	0.15	4.4%	Yes
Hours of operation	5.13	5.30	0.17	3.4%	Yes
Timeliness of connections between BART trains	4.99	5.14	0.15	3.0%	Yes
Frequency of train service	4.88	5.03	0.14	2.9%	Yes
Timely information about service disruptions	4.90	5.02	0.12	2.4%	Yes
Timeliness of connections with other transit	4.78	4.87	0.09	1.8%	Yes
BART (official) mobile app	5.14	5.14	0.00	0.0%	No
Elevator availability and reliability	4.35	4.34	0.00	-0.1%	No
Access for people with disabilities	4.97	4.96	-0.01	-0.1%	No
bart.gov website	5.10	5.07	-0.02	-0.5%	No
Escalator availability and reliability	4.52	4.45	-0.07	-1.5%	No
Availability of space on trains for luggage, bicycles, and strollers	4.94	4.86	-0.08	-1.7%	Yes
Availability of seats on trains	4.94	4.81	-0.12	-2.5%	Yes

## QUADRANT ANALYSIS

The chart below is designed to help set priorities for future initiatives to improve customer satisfaction. This chart shows each attribute’s “derived importance” to BART customers, as well as its average rating on a 1 to 7 scale, where 1 = Poor and 7 = Excellent.



Average ratings are shown on the horizontal axis. Attributes on the left side received lower ratings, while attributes on the right side received higher ratings. Derived importance is shown on the vertical axis. Derived importance is based on how strongly each attribute is correlated with overall satisfaction. Attributes in the top half of the chart are deemed to be more important than attributes in the bottom half of the chart. For a more detailed explanation about how this chart was developed, please refer to Appendix D.

### Target Issues Quadrant

The “Target Issues” quadrant identifies those service attributes which appear to be most important, but which receive relatively low ratings from BART riders.

In 2024, these target issues are:

- Train interior cleanliness
- Personal security in the BART system
- Station cleanliness
- Addressing homelessness on the BART system
- Availability of Station Agents

The first four of these five attributes also appeared within the 2022 Target Issues quadrant. “Availability of Station Agents” moved into Target Issues this year due to an increase in derived importance. (In the 2022 quadrant chart, it was just below the border with an average importance score.)

One attribute moved out of the Target Issues quadrant – “Presence of BART Police” due to a slight decrease in derived importance. Note however that it is just below the border with an average importance score.

As in the last survey, the target issues center on cleanliness and personal security. BART launched several new initiatives after the last survey with the objective of making a noticeable impact. These included:

- doubling the frequency at which the Fleet of the Future cars were deep cleaned, while accelerating the decommissioning of the Legacy fleet;
- increasing the number of “scrub crews” tasked with deep cleaning the stations, focusing on the most heavily used stations;
- redeploying BART Police Department staff to increase visibility within the system;
- launching a “Managers Riding Trains” program, in which BART managers ride segments of the system to provide additional staff presence, with approximately 44 riding weekly at the time of the survey.

As the average ratings for the attributes related to cleanliness and security increased substantially since the last survey, customers noticed these efforts, and BART should continue its focus on these areas.

Addressing homelessness continues to be a complex regional issue. Over the past several years, BART has increased the level of resources focused on this issue. BART has a position dedicated to managing social services partnerships and implementing its Strategic Homeless Action Plan, as well as Crisis Intervention Specialists (part of the BART Police Department’s Progressive Policing and Community Engagement Bureau) who focus on connecting people in crisis with support services. BART was one of the first transit agencies in the nation to create a Progressive Policing Bureau, using unarmed personnel to boost visible safety presence on trains and in stations.

### **Upper Right-hand Quadrant**

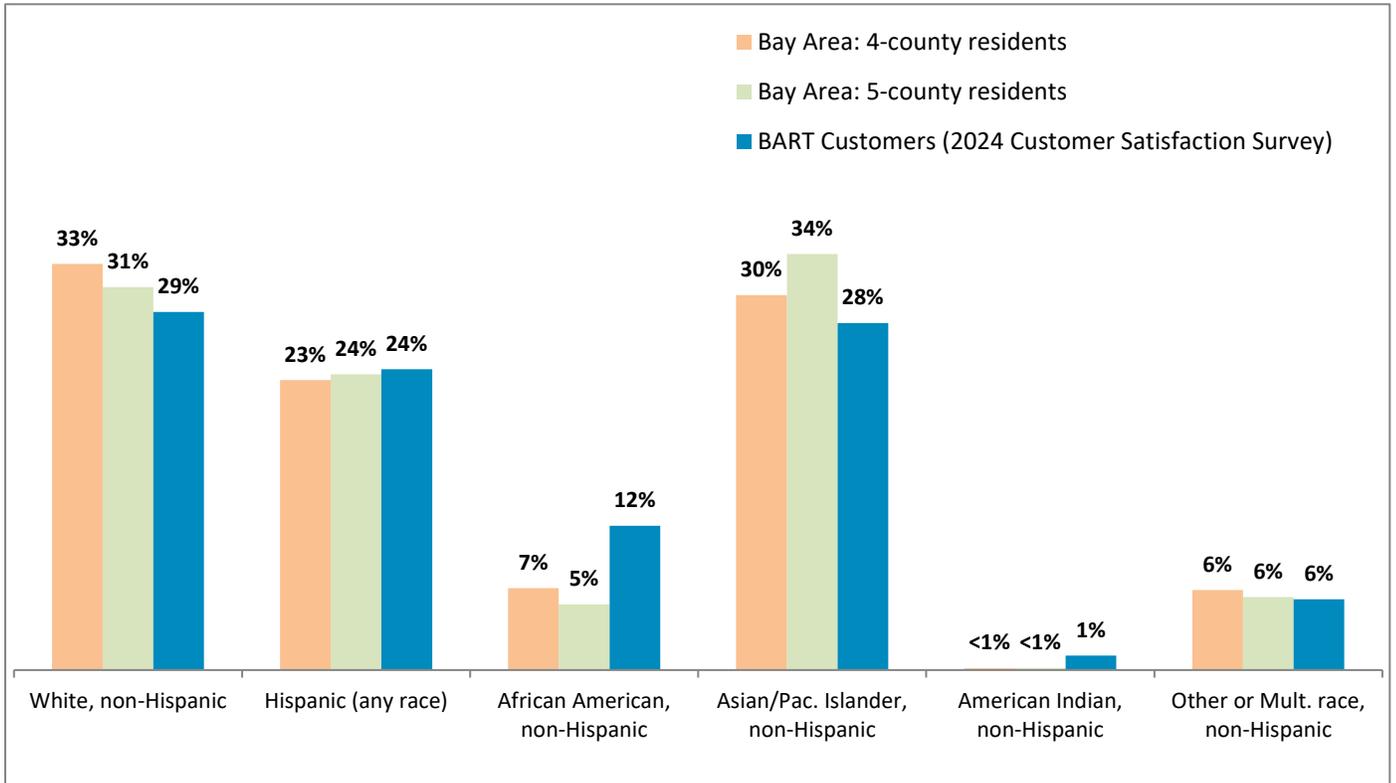
The upper right-hand side of the quadrant chart contains those attributes that are both very important to customer satisfaction and highly rated. “On-time performance” stands out as being key to customer satisfaction, and it is rated well above the benchmark average. BART will continue its focus on this metric given its crucial role in customer satisfaction.

Another attribute to watch is “train seat availability.” While it is not currently a target issue, its average rating has declined while its derived importance score has increased. Past surveys have shown a strong link between crowding and dissatisfaction. As ridership increases, BART will continue to monitor crowding and adjust train lengths as needed.

For reference, the 2022 Quadrant Chart is shown in Appendix F.

## BART CUSTOMER ETHNICITY COMPARED TO REGIONAL DATA

Compared to regional data, current BART riders are more likely to identify as African American, and less likely to identify as White or Asian/Pacific Islander. In aggregate, BART riders who identify as non-white comprise 71% of current riders, slightly higher than regional data (67% of four-county residents and 69% of five-county residents).



Sources:

- U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates: Table B03002 “Hispanic or Latino Origin by Race.”
- BART 2024 Customer Satisfaction Survey

Notes:

- 1) The categories shown in this table classify respondents based on single vs. two-plus race and Hispanic vs. non-Hispanic. The categories “White,” “African American,” “Asian/Pacific Islander,” and “American Indian/Alaska Native” only include respondents who reported a single race and are non-Hispanic. All two-plus race, non-Hispanic responses are included within “Other.” All Hispanic responses are included within Hispanic, regardless of race.
- 2) The four-county total includes Alameda, Contra Costa, San Francisco, and San Mateo counties. The five-county total adds Santa Clara County.
- 3) The BART data distribution is based on 4,519 unweighted responses and excludes 4% non-response.
- 4) Totals may not add to 100% due to rounding.

# Appendix A: QUESTIONNAIRE

Questionnaires in:

English

Spanish

Chinese



# Customer Satisfaction Survey

Please take a moment to complete this survey about **your satisfaction with BART**. Return it to the survey coordinator onboard, or fold and mail as shown on back. If you'd prefer to do this survey online, go to [bart.gov/css](http://bart.gov/css) or scan the QR code, and enter the serial number (at bottom of this questionnaire) to get started.

SCAN TO BEGIN



**Enter to win:** To thank you for your time, you can enter to win **one of four \$100 gift cards!** (See back for details.)

## THIS BART RIDE

**1** Which BART station did you enter before getting on this train?

\_\_\_\_\_ (Entry Station)

**2** About what time did you get on this train?

\_\_\_\_:\_\_\_\_ (Hour) : \_\_\_\_ (Minute)     AM     PM

**3** At which BART station will you exit the system on this trip?

\_\_\_\_\_ (Exit Station)

**4** What is the **main** purpose of this BART trip? (Check only one)

- |   |   |
|---|---|
| <input type="checkbox"/> 1 Commute to / from work | <input type="checkbox"/> 6 Theater or concert |
| <input type="checkbox"/> 2 School                 | <input type="checkbox"/> 7 Sports event       |
| <input type="checkbox"/> 3 Visit friends / family | <input type="checkbox"/> 8 Medical / dental   |
| <input type="checkbox"/> 4 Shopping               | <input type="checkbox"/> 9 Airplane trip      |
| <input type="checkbox"/> 5 Restaurant             | <input type="checkbox"/> 10 Other: _____      |

**5a** How did you travel between home and BART today? (Check one)

- 1 Walked all the way to BART
- 2 Bicycled
- 3 Electric scooter (standing)
- 4 Bus / transit
- 5 Drove alone
- 6 Carpooled (drove with other BART riders)
- 7 Dropped off by someone I know
- 8 Uber, Lyft, or taxi
- 9 Other: \_\_\_\_\_

**If drove or carpooled:**

**5b** Where did you **park** today?  
 1 BART parking     2 Other parking

**5c** What fee, if any, did you **pay to park**?  
 1 None / Free     3 Monthly permit (reserved)  
 2 Daily Fee     4 Single / multi-day reserved  
 5 Other: \_\_\_\_\_

**6** What **type of fare** did you pay for this BART ride? (Check one)

- 1 Clipper Regular / Adult fare
- 2 Clipper High Value Discount (\$48 or \$64 value)
- 3 Clipper Senior (ages 65+)
- 4 Clipper Youth (ages 5-18)
- 5 Clipper Disabled / RTC card
- 6 Clipper Muni Fast Pass (SF BART stations only)
- 7 Clipper BayPass (at selected universities / employers)
- 8 Clipper START (for eligible low-income riders)
- 9 Other: \_\_\_\_\_

**7** After you got on this train, did you **stand because seating was unavailable**?

1 Yes     2 No

**8** How often do you **currently** ride BART? (Check one)

- 1 6 – 7 days a week
- 2 5 days a week
- 3 3 – 4 days a week
- 4 1 – 2 days a week
- 5 1 – 3 days a **month**
- 6 Less than once a **month**

About how many times a year? \_\_\_\_\_

## OPINION OF BART

**9** Overall, how satisfied are you with the services provided by BART?

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neutral
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied

**10** Would you recommend using BART to a friend or out-of-town guest?

- 5 Definitely
- 4 Probably
- 3 Might or might not
- 2 Probably not
- 1 Definitely not

**11** To what extent do you agree with the following statement: "BART is a good value for the money."

- 5 Agree Strongly
- 4 Agree Somewhat
- 3 Neutral
- 2 Disagree Somewhat
- 1 Disagree Strongly

## ABOUT YOU

**12** About how long have you been riding BART?

- 1 6 months or less
- 2 More than 6 months, but less than 1 year
- 3 1 – 2 years
- 4 3 – 5 years
- 5 More than 5 years

**13** Gender:  1 Male     3 Non-binary  
 2 Female     4 Self-describe: \_\_\_\_\_

**14** Age:  1 12 or younger     5 35 - 44  
 2 13 - 17     6 45 - 54  
 3 18 - 24     7 55 - 64  
 4 25 - 34     8 65 and older

**15** Are you a person with a disability?  
 1 Yes     2 No

**16** Do you have a car or motorcycle?  
 1 Yes     2 No

**17** What is your race or ethnic identification? (Check all that apply)

- 1 American Indian or Alaska Native
- 2 Asian or Pacific Islander
- 3 Black / African American
- 4 Hispanic, Latino or Spanish origin
- 5 White
- 6 Other: \_\_\_\_\_

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

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

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

**19** What is your total annual household income before taxes?

- |  |  |
|--|--|
| <input type="checkbox"/> 1 Under \$30,000      | <input type="checkbox"/> 6 \$75,000 - \$84,999   |
| <input type="checkbox"/> 2 \$30,000 - \$39,999 | <input type="checkbox"/> 7 \$85,000 - \$99,999   |
| <input type="checkbox"/> 3 \$40,000 - \$49,999 | <input type="checkbox"/> 8 \$100,000 - \$149,999 |
| <input type="checkbox"/> 4 \$50,000 - \$59,999 | <input type="checkbox"/> 9 \$150,000 - \$199,999 |
| <input type="checkbox"/> 5 \$60,000 - \$74,999 | <input type="checkbox"/> 10 \$200,000 and over   |

20 Do you live in the Bay Area, or are you visiting?  
 Live in the San Francisco Bay Area  
 Visiting  
 Other: \_\_\_\_\_

21 What is your home ZIP code?       
 Live outside U.S.

22 Which BART station is your "home" station (the one you typically use when coming from home)?  
 \_\_\_\_\_

23 Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

OVERALL BART RATING	Poor						Excellent
On-time performance of trains	1	2	3	4	5	6	7
Hours of operation	1	2	3	4	5	6	7
Frequency of train service	1	2	3	4	5	6	7
bart.gov website	1	2	3	4	5	6	7
BART (official) mobile app	1	2	3	4	5	6	7
Timely information about service disruptions	1	2	3	4	5	6	7
Timeliness of connections between BART trains	1	2	3	4	5	6	7
Timeliness of connections with other transit	1	2	3	4	5	6	7
Access for people with disabilities	1	2	3	4	5	6	7
Personal security in the BART system	1	2	3	4	5	6	7
Enforcement against fare evasion	1	2	3	4	5	6	7
Addressing homelessness on the BART system	1	2	3	4	5	6	7
Presence of BART police	1	2	3	4	5	6	7

BART STATION RATING	Poor						Excellent
Station cleanliness	1	2	3	4	5	6	7
Availability of Station Agents	1	2	3	4	5	6	7
Escalator availability and reliability	1	2	3	4	5	6	7
Elevator availability and reliability	1	2	3	4	5	6	7
Restroom availability	1	2	3	4	5	6	7

BART TRAIN RATING	Poor						Excellent
Train interior cleanliness	1	2	3	4	5	6	7
Availability of seats on trains	1	2	3	4	5	6	7
Availability of space on trains for luggage, bicycles, and strollers	1	2	3	4	5	6	7
Comfortable temperature aboard trains	1	2	3	4	5	6	7
Noise level on trains	1	2	3	4	5	6	7
Clarity of public address announcements	1	2	3	4	5	6	7

COMMENTS: \_\_\_\_\_  
 (Give additional feedback at [www.bart.gov/comments](http://www.bart.gov/comments).)

Thank you for your time. Please return to a BART Survey Coordinator on this train. IF MAILING: Fold on score lines with mailing panel on outside and no open edges along bottom. Fasten with two pieces of tape on right side and one piece of tape on left side. Do not staple.  
 If you need language assistance services, please call (510) 464-6752. Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752. 如需語言協助服務，請致電 (510) 464-6752.  
 Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

Enter to win one of four \$100 e-gift cards, good for use at major retailers like Amazon, Target, Starbucks, and more.  
 Name: \_\_\_\_\_ Email address: \_\_\_\_\_ Phone number: \_\_\_\_\_  
 May we contact you in the future to ask your opinion about BART?  Yes  No  
 Would you like to find out more about BART's email/text alerts for important service updates, BART news, and fun places to go on BART? (We'll email you a link to sign up.)  
 Yes  No  
CONTEST RULES: No purchase necessary. Void where prohibited. This sweepstakes ends on 12/20/24 at 5pm PST. Sponsor is Bay Area Rapid Transit (BART). Open only to residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award four \$100 Tango electronic gift cards. Aggregate prize value: \$400. Winners will be chosen by random drawing. Need not be present to win. All federal, state and local regulations apply. For complete Official Rules, go to [www.bart.gov/survey](http://www.bart.gov/survey).



OAKLAND CA 94604-9895  
 PO BOX 12688  
 SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT  
 MARKETING AND RESEARCH DEPARTMENT  
 POSTAGE WILL BE PAID BY ADDRESSEE

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 IF MAILED  
 IN THE  
 UNITED STATES

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT  
 2150 Webster Street, P.O. Box 12688  
 Oakland, CA 94604-2688





# Encuesta de satisfacción del cliente

Por favor, dedique unos minutos a responder esta encuesta acerca de **su satisfacción con BART**. Devuélvala al coordinador de la encuesta a bordo, o dóblela y envíela por correo como se muestra atrás. Si prefiere responder esta encuesta en línea, visite [bart.gov/css](http://bart.gov/css) o escanee el código QR e **ingrese el número de serie** (al final de este cuestionario) para comenzar.

ESCANEAR PARA COMENZAR



**Participe para ganar:** ¡Con el fin de agradecerle por su tiempo, puede participar para ganar **una de las cuatro tarjetas de regalo de \$100!** (Consulte el reverso para más información)

## SOLAMENTE DURANTE ESTE VIAJE EN BART

**1** ¿En qué estación de BART entró antes de subir a este tren?  
\_\_\_\_\_ (Estación de entrada)

**2** ¿Aproximadamente a qué hora subió a este tren?  
\_\_\_\_:\_\_\_\_ (Hora) (Minuto)     A. M.     P. M.

**3** Durante este viaje, ¿en qué estación de BART saldrá del sistema?  
\_\_\_\_\_ (Estación de salida)

**4** ¿Cuál es el propósito **principal** de este viaje en BART? (Marque *sólo una respuesta*)

<input type="checkbox"/> Viaje diario al/del trabajo	<input type="checkbox"/> Teatro o concierto
<input type="checkbox"/> Escuela	<input type="checkbox"/> Evento deportivo
<input type="checkbox"/> Visita a amigos / familiares	<input type="checkbox"/> Médico / dentista
<input type="checkbox"/> Compras	<input type="checkbox"/> Viaje en avión
<input type="checkbox"/> Restaurante	<input type="checkbox"/> Otro: _____

**5a** ¿Cómo se trasladó de su casa a BART el día de hoy? (Marque *una respuesta*)

- Caminé todo el trayecto hasta BART
- En bicicleta
- Scooter eléctrico (parado)
- En autobús/transporte público
- Conduje solo(a)
- Viaje compartido en auto (con otros pasajeros de BART)
- Una persona conocida me dejó
- Uber, Lyft o taxi
- Otro: \_\_\_\_\_

**Si condujo o hizo un viaje compartido en auto:**

**5b** ¿Dónde se estacionó hoy?  
 Estacionamiento de BART     Otro estacionamiento

**5c** ¿Qué tarifa, en su caso, tuvo que pagar para estacionarse?  
 Ninguna / Gratuito     Permiso mensual (reservado)  
 Tarifa diaria     Reservado para un día/múltiples días (Single day/multi-day reserved)  
 Otro: \_\_\_\_\_

**6** ¿Qué **tipo de tarifa** pagó usted en este viaje en BART? (Marque *una respuesta*)

- Tarjeta Clipper Regular / tarifa de Adultos
- Descuento de alto valor de tarjeta Clipper (con valor de \$48 o \$64)
- Tarjeta Clipper Senior (65 años en adelante)
- Tarjeta Clipper Youth (5 a 18 años)
- Tarjeta Clipper Disabled (para personas con discapacidades) / tarjeta RTC
- Clipper Muni Fast Pass (estaciones SF BART únicamente)
- Clipper BayPass (en universidades / empleadores seleccionados)
- Clipper START (para pasajeros de bajos ingresos que reúnan los requisitos)
- Otra: \_\_\_\_\_

**7** Una vez que subió a este tren, ¿tuvo que **quedarse de pie porque no había asientos disponibles**?  
 Sí     No

**8** ¿Con qué frecuencia viaja usted en BART **actualmente**? (Marque *una respuesta*)

- 6 a 7 días a la semana
- 5 días a la semana
- 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

¿Aproximadamente cuántas veces al año? \_\_\_\_\_

## OPINIÓN SOBRE BART

**9** En general, ¿cuál es su grado de satisfacción con los servicios que ofrece BART?

- Muy satisfecho(a)
- Algo satisfecho(a)
- Neutral
- Algo insatisfecho(a)
- Muy insatisfecho(a)

**10** ¿Recomendaría el uso de BART a un amigo o huésped de fuera de la ciudad?

- Por supuesto que sí
- Probablemente
- Tal vez
- Probablemente no
- Por supuesto que no

**11** ¿Hasta qué punto está de acuerdo con la siguiente afirmación? "BART le brinda un buen servicio por su dinero".

- Totalmente de acuerdo
- Algo de acuerdo
- Neutral
- Algo en desacuerdo
- Totalmente en desacuerdo

## ACERCA DE USTED

**12** ¿Aproximadamente cuánto tiempo lleva viajando con BART?

- 6 meses o menos
- Más de 6 meses, pero menos de 1 año
- 1 a 2 años
- 3 a 5 años
- Más de 5 años

**13** Género:  Masculino     No binario  
 Femenino     Autodescripción: \_\_\_\_\_

**14** Edad:  12 años o menos     35 a 44  
 13 a 17     45 a 54  
 18 a 24     55 a 64  
 25 a 34     65 o más

**15** ¿Es usted una persona que tiene alguna discapacidad?  
 Sí     No

**16** ¿Tiene un automóvil o una motocicleta?  
 Sí     No

**17** ¿Cuál es su raza o identificación étnica? (Marque *todas las opciones que correspondan*)

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

(Categorías según el censo de EE. UU.)

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

**19** ¿Cuáles son los ingresos totales anuales de su hogar antes de impuestos?

<input type="checkbox"/> Menos de \$30,000	<input type="checkbox"/> De \$75,000 a \$84,999
<input type="checkbox"/> De \$30,000 a \$39,999	<input type="checkbox"/> De \$85,000 a \$99,999
<input type="checkbox"/> De \$40,000 a \$49,999	<input type="checkbox"/> De \$100,000 a \$149,999
<input type="checkbox"/> De \$50,000 a \$59,999	<input type="checkbox"/> De \$150,000 a \$199,999
<input type="checkbox"/> De \$60,000 a \$74,999	<input type="checkbox"/> De \$200,000 o más

20 ¿Vive en el Área de la Bahía o está de visita?  
 Vivo en el Área de la Bahía de San Francisco  
 Estoy visitando  
 Otra respuesta: \_\_\_\_\_

21 ¿Cuál es el código postal de su hogar?       
 Vivo fuera de EE. UU.

22 ¿Cuál es su estación "habitual" de BART (la que normalmente utiliza cuando viene de casa)?  
 \_\_\_\_\_

23 Le agradeceremos que ayude a BART a mejorar su servicio calificando cada uno de los siguientes atributos. "7" (excelente) es la calificación más alta, y "1" (malo) es la calificación más baja. También puede usar cualquier número intermedio. Omite los atributos que no se apliquen a su caso.

CALIFICACIÓN GENERAL DE BART	Malo	1	2	3	4	5	6	7	Excelente
Puntualidad de los trenes	1	2	3	4	5	6	7		
Horario de funcionamiento	1	2	3	4	5	6	7		
Frecuencia del servicio de trenes	1	2	3	4	5	6	7		
Sitio web bart.gov	1	2	3	4	5	6	7		
Aplicación móvil BART (oficial)	1	2	3	4	5	6	7		
Información oportuna sobre interrupciones del servicio	1	2	3	4	5	6	7		
Puntualidad de las conexiones entre los trenes de BART	1	2	3	4	5	6	7		
Puntualidad de las conexiones con otros medios de transporte público	1	2	3	4	5	6	7		
Acceso para personas con discapacidades	1	2	3	4	5	6	7		
Seguridad personal en el sistema BART	1	2	3	4	5	6	7		
Medidas para combatir la evasión de tarifas	1	2	3	4	5	6	7		
Respuestas del sistema BART en cuanto a las personas sin hogar	1	2	3	4	5	6	7		
Presencia de la policía de BART	1	2	3	4	5	6	7		

CALIFICACIÓN DE LAS ESTACIONES DE BART	Malo	1	2	3	4	5	6	7	Excelente
Limpieza de las estaciones	1	2	3	4	5	6	7		
Disponibilidad de los agentes de la estación	1	2	3	4	5	6	7		
Disponibilidad y confiabilidad de las escaleras mecánicas	1	2	3	4	5	6	7		
Disponibilidad y confiabilidad de los elevadores	1	2	3	4	5	6	7		
Disponibilidad de baños	1	2	3	4	5	6	7		

CALIFICACIÓN DE LOS TRENES DE BART	Malo	1	2	3	4	5	6	7	Excelente
Limpieza del interior del tren	1	2	3	4	5	6	7		
Disponibilidad de asientos en los trenes	1	2	3	4	5	6	7		
Disponibilidad de espacio en los trenes para equipaje, bicicletas y cochecitos de bebé	1	2	3	4	5	6	7		
Temperatura agradable dentro del tren	1	2	3	4	5	6	7		
Nivel de ruido en los trenes	1	2	3	4	5	6	7		
Claridad de los anuncios dirigidos al público	1	2	3	4	5	6	7		

COMENTARIOS: (Puede hacer comentarios adicionales en [www.bart.gov/comments](http://www.bart.gov/comments).)

Gracias por tomarse el tiempo para llenar esta encuesta. Entregue la encuesta al coordinador de encuestas de BART en el tren. SI ENVÍA POR CORREO: Dóblela en las líneas marcadas con el panel de correo en el exterior y sin bordes abiertos en la parte inferior. Fije con dos trozos de cinta en el lado derecho y un trozo de cinta en el lado izquierdo. No engrape.

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**Participe para ganar una de las cuatro tarjetas de regalo de \$100, válidas para usar en los principales minoristas como Amazon, Target, Starbucks y más.**

Nombre: \_\_\_\_\_ Dirección de email: \_\_\_\_\_ Número de teléfono: \_\_\_\_\_

¿Podemos comunicarnos con usted en el futuro para pedirle sus **opiniones sobre BART**?  Sí  No

¿Le gustaría averiguar más información sobre las alertas de BART por email/mensajes de texto para brindar actualizaciones importantes sobre el servicio, novedades sobre BART y lugares divertidos a los que se puede ir con BART? (Le enviaremos un enlace por email para que se registre.)  Sí  No

REGLAS DEL CONCURSO: No es necesario efectuar compra alguna. Nulo cuando lo prohíba la ley. Este sorteo finaliza el 20/12/24 a las 5 p. m. PST. Patrocinado por Bay Area Rapid Transit (BART). Abierto únicamente a residentes de California que tengan al menos 18 años de edad al momento de solicitar la participación. Los empleados/combatistas de BART y sus familiares o miembros de su hogar no reúnen los requisitos de participación. Se aplican otras restricciones. El patrocinador otorgará cuatro tarjetas de regalo de \$100. Valor agregado de los premios: \$400. Los ganadores serán elegidos mediante un sorteo al azar. No es necesario estar presente para ganar. Se aplican todas las leyes y reglamentos locales, estatales y federales. Para conocer las reglas oficiales, visite [www.bart.gov/umey](http://www.bart.gov/umey)



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# 乘客滿意度問卷調查

請抽點時間完成這份**您對 BART 滿意度**的問卷調查。請將問卷交回車上的調查人員，或將問卷折疊寄回寄頁所示地址。如果您選擇在線上填寫這份調查問卷，請前往 [bart.gov/css](http://bart.gov/css) 或掃描 QR 碼，然後輸入序列號（在本調查問卷的底部）以便開始。

請先掃描後開始



參加抽獎贏取獎品：為感謝您所花的寶貴時間，您可以參加抽獎贏取一張價值 \$100 的禮品卡（共四張）！（詳情請參閱背頁。）

## 這次搭乘 BART 的詳情

1 您是從哪個 BART 捷運站進入搭乘這班列車？

(請填站名)

2 您大概是什麼時候搭上這班列車的？

\_\_\_\_\_ : \_\_\_\_\_ 1  上午 2  下午  
(時) (分)

3 您這次行程要在哪個 BART 捷運站出站？

(請填站名)

4 您這次搭乘 BART 的主要目的是什麼？(勿選一項)

- |                                  |                                      |
|----------------------------------|--------------------------------------|
| 1 <input type="checkbox"/> 上下班通勤 | 6 <input type="checkbox"/> 上戲院或參加音樂會 |
| 2 <input type="checkbox"/> 上學    | 7 <input type="checkbox"/> 觀看或參加體育賽事 |
| 3 <input type="checkbox"/> 探訪親友  | 8 <input type="checkbox"/> 看醫生或牙醫    |
| 4 <input type="checkbox"/> 購物    | 9 <input type="checkbox"/> 去機場       |
| 5 <input type="checkbox"/> 外出就餐  | 10 <input type="checkbox"/> 其他：_____ |

5a 您今天怎樣從家裡往返 BART 捷運站？(勿選一項)

- 1  全程走到 BART 捷運站  
 2  騎自行車  
 3  電動滑板車 (站立式)  
 4  搭公車 / 公共交通工具  
 5  單獨開車  
 6  共乘 (與其他 BART 乘客一起拼車)  
 7  由認識的人開車送我  
 8  搭乘 Uber、Lyft 或計程車  
 9  其他：\_\_\_\_\_

若是開車或共乘：

5b 您今天把車子停放在哪裡？

- 1  BART 停車場 2  其他停車場

5c 如果要付費，您支付哪一種停車費？

- 1  無 / 免費 3  月票 (預留停車位)  
 2  日費 4  單日 / 多天預留  
 5  其他：\_\_\_\_\_

6 您這次搭乘 BART 支付哪一種車資？(勿選一項)

- 1  Clipper Regular (路路通正常車票) / 成人車資  
 2  Clipper High Value Discount (路路通高價值優惠車票) (價值 \$49 或 \$64)  
 3  Clipper Senior (路路通長者車票) (年滿 65 歲)  
 4  Clipper Youth (路路通青少年車票) (5 歲至 18 歲)  
 5  Clipper Disabled (路路通殘障人士車票) / 地區交通聯運卡 (RTC card)  
 6  Clipper Muni Fast Pass (路路通 Muni 快速通行票) (只限舊金山 BART 捷運站使用)  
 7  Clipper BayPass (路路通灣區通行票) (在指定大學/公司使用)  
 8  Clipper START (與合資格的低收入乘客之用)  
 9  其他：\_\_\_\_\_

7 您上車後的這段路程，是否因為沒有座位而要站著？

- 1  是 2  否

8 您目前多常搭乘 BART？(勿選一項)

- 1  一星期 6-7 天  
 2  一星期 5 天  
 3  一星期 3-4 天  
 4  一星期 1-2 天  
 5  一個月 1-3 天  
 6  一個月不到一次 → 一年大約幾次？\_\_\_\_\_

## 對 BART 的意見

9 整體而言，您對 BART 服務的滿意程度如何？

- 5  非常滿意  
 4  有點滿意  
 3  沒意見  
 2  有點不滿意  
 1  非常不滿意

10 您會建議朋友或外地訪客搭乘 BART 嗎？

- 5  肯定會  
 4  可能會  
 3  不確定  
 2  可能不會  
 1  肯定不會

11 您對以下敘述的同意程度如何：「搭乘 BART 很划算。」

- 5  非常同意  
 4  有點同意  
 3  沒意見  
 2  有點不同意  
 1  非常不同意

## 關於您本人

12 您搭乘 BART 大約有多長時間？

- 1  6 個月或更短  
 2  超過 6 個月但不到 1 年  
 3  1-2 年  
 4  3-5 年  
 5  5 年以上

13 性別： 1  男性 3  非二元性別  
 2  女性 4  自我說明：\_\_\_\_\_

14 年齡： 1  12 歲或以下 5  35-44 歲  
 2  13-17 歲 6  45-54 歲  
 3  18-24 歲 7  55-64 歲  
 4  25-34 歲 8  65 歲和以上

15 您是否是殘障人士？

- 1  是 2  否

16 您有汽車或摩托車嗎？

- 1  是 2  否

17 您認為自己屬於什麼種族或族裔？(請勾選所有適用選項)

- 1  美國印地安人或阿拉斯加原住民  
 2  亞裔或太平洋島民  
 3  黑人 / 非裔美國人  
 4  西語裔、拉丁裔或西班牙血統  
 5  白人  
 6  其他：\_\_\_\_\_ (依據美國人口普查分類)

18 包括您在內，家裡總共住了多少人？

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

19 您的稅前家庭總年收入是多少？

- 1  不到 \$30,000 6  \$75,000 - \$84,999  
 2  \$30,000 - \$39,999 7  \$85,000 - \$99,999  
 3  \$40,000 - \$49,999 8  \$100,000 - \$149,999  
 4  \$50,000 - \$59,999 9  \$150,000 - \$199,999  
 5  \$60,000 - \$74,999 10  \$200,000 和以上

20 您住在灣區還是來訪？

- 1  住在舊金山灣區
- 2  來訪
- 3  其他: \_\_\_\_\_

21 您住家的郵遞區號是多少？

我不住美國

22 哪個 BART 捷運站是您的「主要」車站  
(您通常從家出發搭乘列車的車站)？

23 請對以下每項服務品質評分，幫助 BART 改善服務。最高分是「7」(極佳)，最低分是「1」(差)。您也可以選擇中間的任何數字。請跳過對您並不適用的服務品質。

BART 整體評分	差	極佳
列車準時率	1 2 3 4 5 6 7	
營運時間	1 2 3 4 5 6 7	
列車班次頻率	1 2 3 4 5 6 7	
bart.gov 網站	1 2 3 4 5 6 7	
BART (官方) 行動應用程式	1 2 3 4 5 6 7	
及時提供服務中斷的資訊	1 2 3 4 5 6 7	
BART 列車之間接駁的及時性	1 2 3 4 5 6 7	
與其他公共交通服務接駁的及時性	1 2 3 4 5 6 7	
殘障人士無障礙設施	1 2 3 4 5 6 7	
BART 系統內的個人保安措施	1 2 3 4 5 6 7	
嚴抓逃票	1 2 3 4 5 6 7	
處理 BART 系統內的遊民問題	1 2 3 4 5 6 7	
有捷運警察值勤	1 2 3 4 5 6 7	

BART 車站評分	差	極佳
車站清潔程度	1 2 3 4 5 6 7	
車站人員隨時提供服務	1 2 3 4 5 6 7	
電梯數量 and 可靠性	1 2 3 4 5 6 7	
電梯數量 and 可靠性	1 2 3 4 5 6 7	
洗手間數量	1 2 3 4 5 6 7	

BART 列車評分	差	極佳
列車內部清潔程度	1 2 3 4 5 6 7	
車上座位數量	1 2 3 4 5 6 7	
車上行李、自行車和嬰兒車的放置空間大小	1 2 3 4 5 6 7	
車上溫度的舒適度	1 2 3 4 5 6 7	
車上噪音的音量	1 2 3 4 5 6 7	
車上廣播的清晰度	1 2 3 4 5 6 7	

意見: \_\_\_\_\_

(您可上網站 [www.bart.gov/comments](http://www.bart.gov/comments) 提供更多回饋意見。)

感謝您花時間填寫問卷。請將表格交回隨單的 BART 問卷調查人員。如果那寄：按在封線折疊，郵寄頁面向外，底部沒有開擾。用兩條膠帶粘牢右側，一條膠帶粘牢左側。切勿使用釘書針。  
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 Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752.

參加抽獎可贏取一張價值 \$100 的禮品卡 (共四張)，適用於 Amazon、Target、Starbucks 及其他主要零售商。

姓名: \_\_\_\_\_ 電郵地址: \_\_\_\_\_ 電話號碼: \_\_\_\_\_

我們將來是否與您聯絡，徵求關於 BART 的意見?  是  否  
 您想了解更多關於 BART 的電郵/短訊通知，以便獲得最新的服務資訊、BART 消息以及可乘坐 BART 前往哪些好玩的地方嗎? (我們會用電郵發送註冊連結給您。)  是  否

抽獎規則：抽獎費將用於改善服務。抽獎將於 2024 年 12 月 20 日 (下午 3 時) 結束抽獎。主辦方為舊金山灣區捷運局 (BART)。抽獎將從抽獎日期起滿 18 歲的加州居民中抽獎。BART 員工/承包商及其家人家庭的員工不得參加抽獎。有其他限制。主辦方將抽出總額 \$100 的 Target 禮品卡。禮品卡將以隨機方式發送。抽獎時，請與有關當局聯繫。所有抽獎，均按地方及聯邦法律。抽獎結果將在抽獎日期起 18 天內公佈。請瀏覽 [www.bart.gov/prize](http://www.bart.gov/prize)。



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 NECESSARY  
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## Appendix B:

# COMPLETE TABULATIONS

### Notes:

- Percentages are weighted, while bases are unweighted unless otherwise noted.
- Missing responses and multiple responses have been excluded from percentages. *Note that this is different from reports from 2018 and earlier, where missing/multiple responses were included in the totals.*
- Columns may not add to 100% due to rounding.

## BART STATION ENTERED AND EXITED

1. Which BART station did you enter before getting on this train?
3. At which BART station will you exit the system on this trip?

The following table shows BART stations entered by survey participants and BART stations at which they planned to exit (self-reported).

	Entry Station	Exit Station
<i>Base</i>	4,580	4,495
12th St./Oakland City Center	2%	3%
16th St. Mission	3%	3%
19th St. Oakland	2%	3%
24th St. Mission	3%	2%
Antioch	1%	1%
Ashby	2%	1%
Balboa Park	3%	1%
Bay Fair	2%	2%
Berryessa/North San José	1%	2%
Castro Valley	1%	1%
Civic Center / UN Plaza	5%	6%
Coliseum	2%	2%
Colma	<1%	<1%
Concord	1%	1%
Daly City	3%	2%
Downtown Berkeley	4%	5%
Dublin / Pleasanton	3%	2%
El Cerrito del Norte	2%	2%
El Cerrito Plaza	1%	1%
Embarcadero	7%	12%
Fremont	2%	1%
Fruitvale	3%	4%
Glen Park	2%	2%
Hayward	2%	2%
Lafayette	1%	<1%
Lake Merritt	2%	2%
MacArthur	2%	3%
Millbrae	1%	<1%
Milpitas	1%	1%

	<b>Entry Station</b>	<b>Exit Station</b>
Montgomery St.	4%	8%
North Berkeley	1%	1%
North Concord / Martinez	1%	<1%
Oakland Int'l Airport	<1%	1%
Orinda	1%	<1%
Pittsburg / Bay Point	1%	<1%
Pittsburg Center	<1%	<1%
Pleasant Hill	2%	1%
Powell St.	6%	6%
Richmond	2%	2%
Rockridge	2%	1%
San Bruno	1%	<1%
SF Int'l Airport	1%	2%
San Leandro	2%	3%
South Hayward	1%	1%
South San Francisco	<1%	<1%
Union City	1%	1%
Walnut Creek	1%	1%
Warm Springs / South Fremont	1%	<1%
West Dublin / Pleasanton	1%	1%
West Oakland	2%	2%
Airport unspecified	<1%	<1%
El Cerrito unspecified	<1%	<1%
Oakland unspecified	<1%	<1%
Pittsburg unspecified	<1%	<1%
San Francisco unspecified	<1%	<1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

## TRIP PURPOSE

### 4. What is the main purpose of this BART trip? *(Check only one.)*

Overall, 59% of BART riders are commuting to or from work. During the weekday peak period, most (75%) are commuting. On weekends, trip purposes are more varied, with the most common being visiting friends / family (28%), commuting to / from work (21%), and shopping (9%). Within the 18% who took “other” types of trips on weekends, five percent wrote in responses describing public events / festivals.

TRIP PURPOSE	Weekday Peak	Weekday Off-peak	Weekday Subtotal		Weekend		Total
<i>Base</i>	1,453	1,505	2,958		1,450		4,408
Commuter to / from work	75%	57%	66%		21%		59%
Visit friends / family	6%	10%	8%		28%		11%
School	7%	11%	9%		2%		8%
Airplane trip	2%	5%	3%		5%		4%
Shopping	2%	3%	2%		9%		3%
Theater or concert	3%	2%	2%		7%		3%
Medical / dental	1%	4%	2%		1%		2%
Restaurant	1%	1%	1%		6%		2%
Sports event	<1%	<1%	<1%		2%		1%
Other	4%	7%	5%		18%		7%
Total	100%	100%	100%		100%		100%

## TRIP PURPOSE (Multi-year comparison)

### 4. What is the main purpose of this BART trip? *(Check only one.)*

There has been a substantial decline in the percentage of commute trips since 2018, when commute trips accounted for 70% of all BART trips. This is linked to the proliferation of remote work brought about by the pandemic. The percentage visiting friends or family increased from 7% to 11% between 2018 and 2024.

TRIP PURPOSE	2018	2020	2022	2024
<i>Base</i>	5,109	2,776	2,841	4,408
Commuter to / from work	70%	64%	61%	59%
Visit friends / family	7%	13%	11%	11%
School	6%	2%	7%	8%
Airplane trip	2%	2%	4%	4%
Theater or concert*	3%	N/A	3%	3%
Shopping	2%	6%	3%	3%
Medical / dental	1%	4%	2%	2%
Restaurant	1%	1%	2%	2%
Sports event*	1%	N/A	1%	1%
Other	5%	7%	6%	7%
Total	100%	100%	100%	100%

\*Not included as a response option on the 2020 questionnaire.

## ACCESS MODE FROM HOME TO BART

5a. How did you travel between home and BART today? *(Check one.)*

- 41% of respondents walk, bike, or use a scooter to travel from home to BART.
- 39% use an auto-based mode (drive/carpool, get dropped off, Uber/Lyft/taxi).
- 19% take a bus or other transit to BART.

Weekday riders are more likely to drive alone and less likely to walk, as compared to weekend riders.

Weekend riders are more likely to carpool to BART.

ACCESS MODE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	<i>1,496</i>	<i>1,591</i>	<i>3,087</i>	<i>1,550</i>	<i>4,637</i>
Walked all the way to BART	34%	33%	33%	37%	34%
Drove alone	24%	21%	23%	12%	21%
Bus / transit	16%	20%	18%	19%	19%
Dropped off by someone I know	10%	10%	10%	10%	10%
Bicycled	6%	5%	6%	3%	5%
Carpooled (drove with other BART riders)	3%	3%	3%	9%	4%
Uber, Lyft, or taxi	3%	4%	4%	6%	4%
Scooter / e-scooter / skateboard*	2%	2%	2%	2%	2%
Other	1%	1%	1%	2%	1%
Total	100%	100%	100%	100%	100%

\*Note: "Electric scooter (standing)" was listed as a separate option on the 2024 survey. It has been combined here with other specify responses like "scooter" and "skateboard" in order to be comparable to prior years on the next page.

## ACCESS MODE FROM HOME TO BART (Multi-year comparison)

### 5a. How did you travel between home and BART today?

In 2024, 21% drove alone from home to BART, reflecting a steep decline from 2018, when 29% drove alone. Approximately 19% took a bus or other transit from home to BART, up from 13% in 2018.

ACCESS MODE	2018	2020	2022	2024
<i>Base</i>	5,205	2,930	3,005	4,637
Walked all the way to BART	32%	37%	35%	34%
Drove alone	29%	17%	20%	21%
Bus / transit	13%	20%	17%	19%
Dropped off by someone I know	9%	10%	10%	10%
Bicycled	5%	7%	7%	5%
Carpooled (drove with other BART riders)	6%	2%	4%	4%
Uber, Lyft, or taxi	4%	5%	4%	4%
Scooter / e-scooter / skateboard	<1%	1%	1%	2%
Other	1%	1%	1%	1%
Total	100%	100%	100%	100%

## WHERE PARKED / FEE PAID

5b. (If drove alone or carpooled) Where did you park today?

5c. What fee, if any, did you pay to park?

- Among those who drove or carpooled to BART, most parked in BART parking; the daily fee was the most common type of parking fee paid.

WHERE PARKED	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base (Drove or carpooled to BART)</i>	395	359	754	305	1,059
BART parking	87%	82%	85%	88%	85%
Other parking	13%	18%	15%	12%	15%
Total	100%	100%	100%	100%	100%

PARKING FEE PAID	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base (Parked in BART parking)</i>	334	288	622	259	881
None / free	10%	13%	11%	89%	22%
Daily fee	80%	80%	80%	9%	70%
Monthly permit (reserved)	6%	3%	5%	1%	4%
Single / multi-day reserved	4%	4%	4%	1%	4%
Other	<1%	1%	1%	0%	1%
Total	100%	100%	100%	100%	100%

## WHERE PARKED / FEE PAID (Multi-year Comparison)

5b. (If drove alone or carpoled) Where did you park today?

5c. What fee, if any, did you pay to park?

- The split between parking at BART vs. parking elsewhere is very similar to the last survey.
- Monthly permit (reserved) parking has declined significantly vs. 2018, likely due to the greater availability of parking at most stations.

WHERE PARKED	2018	2020	2022	2024
<i>Base (Drove or carpoled to BART)</i>	1,546	493	695	1,059
BART parking	81%	77%	86%	85%
Other parking	19%	23%	14%	15%
Total	100%	100%	100%	100%

PARKING FEE PAID	2018	2020	2022	2024
<i>Base (Parked in BART parking)</i>	987	346	575	881
None / free	17%	21%	26%	22%
Daily fee	65%	73%	64%	70%
Monthly permit (reserved)	12%	5%	6%	4%
Single / multi-day reserved*	5%	N/A	4%	4%
Other**	NA	2%	<1%	1%
Total	100%	100%	100%	100%

\*Not included as a response option in 2020.

\*\* Not included as a response option in 2018.

## FARE PAID

6. What type of fare did you pay for this BART ride? (Check one.)

- Most riders (78%) pay the regular fare.
- Weekday peak riders are more likely to use the High Value Discount, compared to weekday off-peak and weekend riders.
- Weekday off-peak and weekend riders are more likely to pay the Senior fare.

FARE PAID	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,507	1,581	3,088	1,550	4,638
Clipper Regular / Adult fare	79%	76%	78%	82%	78%
Clipper Senior (ages 65+)	4%	8%	6%	7%	6%
Clipper High Value Discount (\$48 or \$64 value)	7%	4%	6%	2%	5%
Clipper BayPass (at selected universities/employers)	3%	3%	3%	2%	3%
Clipper START discount (for eligible <u>low-income</u> riders)	2%	3%	2%	2%	2%
Clipper Disabled / RTC card	1%	2%	2%	2%	2%
Clipper Youth (ages 5-18)	1%	2%	2%	2%	2%
Clipper Muni Fast Pass (SF BART stations only)	1%	1%	1%	<1%	1%
Other	1%	1%	1%	1%	1%
Total	100%	100%	100%	100%	100%

## FARE PAID (Multi-year Comparison)

### 6. What type of fare did you pay for this BART ride? (Check one.)

- Usage of the High Value Discount has decreased vs. 2018, while usage of the Senior fare has increased.
- Usage of Clipper BayPass and Clipper START has increased vs. the last survey.

FARE PAID	2018	2020	2022	2024
<i>Base</i>	5,225	2,886	2,979	4,638
Regular / Adult fare	77%	76%	80%	78%
Senior (ages 65+)	4%	6%	6%	6%
High Value Discount (\$48 or \$64 value)	13%	6%	5%	5%
Clipper BayPass / Gator Pass*	1%	<1%	2%	3%
Clipper START	NA	**	1%	2%
Disabled / RTC card	2%	4%	2%	2%
Youth (ages 5-18)	1%	<1%	1%	2%
Muni Fast Pass (SF BART stations only)	2%	1%	1%	1%
Other**	1%	6%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

\* Reflects Gator Pass only in 2018 and 2020, as Clipper BayPass was introduced in August 2022.

\*\* Includes Clipper START in 2020.

## SEATING AVAILABILITY

### 7. After you got on this train, did you stand because seating was unavailable?

- Overall, 16% report standing because seating is not available. Standing is more common during peak time periods, compared to off-peak and weekend.

STOOD	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,498	1,570	3,068	1,547	4,615
Yes (stood)	26%	9%	18%	8%	16%
No (didn't stand)	74%	91%	82%	92%	84%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

- The percentage of riders who report having to stand has increased vs. 2022, but is still substantially lower than in 2018.

STOOD	2018	2020*	2022	2024
<i>Base</i>	5,260	N/A	2,965	4,615
Yes (stood)	34%	N/A	9%	16%
No (didn't stand)	66%	N/A	91%	84%

\*Question was not asked in 2020.

## FREQUENCY OF RIDING BART

### 8. How often do you currently ride BART? (Check one.)

- Weekday peak riders are more likely to ride BART five days per week.

BART FREQUENCY	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,510	1,593	3,103	1,559	4,662
6 – 7 days / week	13%	14%	14%	15%	14%
5 days / week	30%	22%	26%	11%	24%
<i>5+ days / week subtotal</i>	<i>43%</i>	<i>36%</i>	<i>40%</i>	<i>26%</i>	<i>38%</i>
3 – 4 days / week	29%	27%	28%	14%	26%
1 – 2 days / week	15%	18%	17%	16%	16%
1 – 3 days / month	7%	11%	9%	22%	11%
Less than once / month	5%	8%	7%	22%	9%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

- The percentage riding BART five days per week has declined significantly since 2018 (-23 percentage points).
- The percentage riding BART one to four days per week has jumped 17 percentage points, from 25% in 2018 to 42% in 2024.
- These changes reflect the impact of “hybrid” work; many of the riders returning to BART since the 2020 survey are likely commuting to work one to four days per week and working the balance of the week remotely.

BART FREQUENCY	2018	2020	2022	2024
<i>Base</i>	5,231	2,888	2,990	4,662
6 – 7 days / week	13%	14%	13%	14%
5 days / week	47%	32%	24%	24%
<i>5+ days / week subtotal</i>	<i>59%</i>	<i>45%</i>	<i>37%</i>	<i>38%</i>
3 – 4 days / week	17%	19%	23%	26%
1 – 2 days / week	8%	13%	19%	16%
1 – 3 days / month	8%	13%	13%	11%
Less than once / month	7%	10%	8%	9%
Total	100%	100%	100%	100%

## OVERALL SATISFACTION WITH BART

### 9. Overall, how satisfied are you with the services provided by BART?

- Overall, 73% are very or somewhat satisfied with BART.
- Weekday peak riders are less likely to be “very satisfied” compared to weekday off-peak and weekend riders.

SATISFACTION	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	<i>1,516</i>	<i>1,598</i>	<i>3,114</i>	<i>1,565</i>	<i>4,679</i>
Very satisfied	26%	32%	29%	36%	30%
Somewhat satisfied	45%	43%	44%	39%	43%
<i>Very or somewhat satisfied</i>	<i>70%</i>	<i>75%</i>	<i>72%</i>	<i>75%</i>	<i>73%</i>
Neutral	19%	18%	18%	16%	18%
Somewhat dissatisfied	9%	6%	7%	7%	7%
Very dissatisfied	2%	2%	2%	2%	2%
<i>Very or somewhat dissatisfied</i>	<i>11%</i>	<i>8%</i>	<i>9%</i>	<i>8%</i>	<i>9%</i>
Total	100%	100%	100%	100%	100%
Mean (5-point scale)	3.83	3.97	3.90	4.02	3.92

## OVERALL SATISFACTION WITH BART (Multi-year Comparison)

### 9. Overall, how satisfied are you with the services provided by BART?

- Overall satisfaction has increased since the last survey and is substantially above the 2018 rating of 56%.

SATISFACTION	2018	2020	2022	2024
<i>Base</i>	5,273	2,959	3,012	4,679
Very satisfied	16%	39%	26%	30%
Somewhat satisfied	40%	34%	41%	43%
<i>Very or somewhat satisfied</i>	56%	72%	67%	73%
Neutral	22%	18%	18%	18%
Somewhat dissatisfied	15%	7%	10%	7%
Very dissatisfied	6%	3%	4%	2%
<i>Very or somewhat dissatisfied</i>	21%	9%	15%	9%
Total	100%	100%	100%	100%
Mean (5-point scale)	3.44	3.99	3.74	3.92

## OVERALL SATISFACTION WITH BART (continued)

	Read % across				
GROUP	Base #	Satisfied %	Neutral %	Dissatisfied %	MEAN (5-point scale)
<b>By Frequency of Riding BART</b>					
5+ days a week	1,630	67%	21%	12%	3.80
1 – 4 days a week	1,849	74%	17%	9%	3.89
1 – 3 days a month	618	80%	15%	5%	4.10
Less than once a month	557	83%	12%	5%	4.30
<b>By How Long Riding BART</b>					
6 months or less	587	80%	16%	4%	4.23
6 months – one year	212	77%	15%	8%	3.99
One – two years	599	71%	21%	8%	3.91
Three – five years	612	74%	19%	7%	3.91
More than five years	2,619	71%	17%	11%	3.85
<b>By Stood or Didn't Stand</b>					
Stood	651	63%	22%	15%	3.69
Did not stand	3,957	75%	17%	8%	3.96
<b>By Trip Purpose</b>					
Commuting to / from work	2,243	71%	18%	12%	3.82
Visiting friends / family	643	78%	15%	7%	4.05
School	302	69%	25%	5%	3.87
Airplane trip	182	86%	12%	2%	4.30
Shopping	194	78%	16%	6%	4.07
Theater or concert	176	77%	17%	6%	4.06
Restaurant	119	86%	12%	2%	4.26
Medical / dental	83	76%	14%	10%	4.07
Other	462	77%	17%	6%	4.08
<b>By Age</b>					
13 – 17	102	67%	30%	3%	3.89
18 – 24	768	70%	25%	6%	3.89
25 – 34	1,353	71%	19%	9%	3.87
35 – 44	904	72%	17%	11%	3.88
45 – 54	645	74%	16%	11%	3.90
55 – 64	454	79%	11%	10%	4.05
65+	366	82%	10%	8%	4.20

## OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across				MEAN (5 point scale)
	Base #	Satisfied %	Neutral %	Dissatisfied %	
<b>By Race/Ethnicity</b>					
White, non-Hispanic	1,332	83%	10%	8%	4.07
Asian / Pac. Islander, non-Hispanic	1,235	72%	21%	8%	3.88
Hispanic (any race)	1,110	70%	20%	10%	3.92
African-American, non-Hispanic	529	66%	22%	12%	3.78
Other (including multiple race), non-Hispanic	308	68%	23%	9%	3.86
<b>By Gender</b>					
Male	2,254	74%	17%	9%	3.93
Female	2,182	72%	19%	9%	3.92
Non-binary / self-describe	144	70%	16%	14%	3.77
<b>By Vehicle Ownership</b>					
Have a car / motorcycle	2,511	74%	16%	10%	3.91
Don't have a car / motorcycle	2,113	72%	20%	8%	3.92
<b>By Household Income</b>					
Under \$30,000	757	72%	19%	8%	3.98
\$30,000 - \$49,999	495	68%	23%	9%	3.89
\$50,000 - \$74,999	580	68%	22%	10%	3.84
\$75,000 - \$99,999	550	68%	20%	12%	3.81
\$100,000 - \$149,999	576	76%	16%	8%	3.96
\$150,000 - \$199,999	432	77%	14%	10%	3.96
\$200,000 or more	822	80%	11%	9%	3.97
<b>By Access Mode</b>					
Walked all the way	1,590	75%	17%	9%	3.96
Bicycled	232	75%	13%	12%	3.89
Bus / transit	870	75%	18%	7%	3.98
Drove alone	879	70%	18%	13%	3.78
Carpooled	239	64%	26%	10%	3.81
Got dropped off	464	72%	21%	8%	3.92
Uber, Lyft, or taxi	215	73%	20%	7%	3.99

## OVERALL SATISFACTION WITH BART (continued)

	Read % across				
	<i>Base</i>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>MEAN</b>
<b>GROUP</b>	<b>#</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>(5 point scale)</b>
<b>By Disability Status</b>					
Have a disability	343	68%	17%	14%	3.81
Do not have a disability	4,279	73%	18%	9%	3.92
<b>By Type of Fare Paid</b>					
Regular BART fare	3,661	73%	18%	9%	3.91
Senior fare	296	83%	9%	8%	4.17
High Value Discount	199	74%	13%	13%	3.80
Clipper BayPass / Gator Pass	127	72%	23%	5%	3.91
Clipper START	110	67%	24%	9%	3.81
Disabled / RTC Card	82	67%	17%	16%	3.75
Youth	80	67%	27%	6%	3.81
<b>By County of Residence*</b>					
Alameda	1,775	72%	18%	10%	3.86
Contra Costa	775	69%	20%	11%	3.80
San Francisco	851	78%	16%	6%	4.02
San Mateo	186	71%	20%	9%	3.85
Santa Clara	124	79%	15%	6%	4.03
Other, including out of state/country	349	85%	11%	5%	4.34

\*Based on home ZIP code provided

## WILLINGNESS TO RECOMMEND BART

### 10. Would you recommend using BART to a friend or out-of-town guest?

- Overall, 80% would definitely or probably recommend using BART to a friend or out-of-town guest, up four percentage points from the last survey.

RECOMMEND	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,515	1,598	3,113	1,563	4,676
Definitely	45%	50%	47%	54%	48%
Probably	32%	32%	32%	30%	32%
<i>Definitely or Probably</i>	77%	82%	80%	85%	80%
Might or might not	15%	13%	14%	11%	14%
Probably not	5%	4%	4%	3%	4%
Definitely not	2%	1%	2%	2%	2%
<i>Probably Not or Definitely Not</i>	7%	5%	6%	5%	6%
Total	100%	100%	100%	100%	100%
Mean (5-point scale)	4.13	4.26	4.19	4.33	4.21

### Multi-year comparison

RECOMMEND	2018	2020	2022	2024
<i>Base</i>	5,267	2,952	3,013	4,676
Definitely	38%	53%	45%	48%
Probably	36%	29%	32%	32%
<i>Definitely or Probably</i>	74%	81%	76%	80%
Might or might not	17%	13%	15%	14%
Probably not	6%	4%	6%	4%
Definitely not	3%	2%	2%	2%
<i>Probably Not or Definitely Not</i>	9%	6%	8%	6%
Total	100%	100%	100%	100%
Mean (5-point scale)	3.99	4.26	4.10	4.21

## PERCEPTION OF BART AS A GOOD VALUE

### 11. To what extent do you agree with the following statement: "BART is a good value for the money?"

- Overall, 67% agree that BART is a good value for the money.
- Weekend riders are more likely to agree that BART is a good value, compared to weekday peak riders. Peak period customers are more likely to ride BART frequently compared to weekend riders, so the aggregate fares they pay exceed fares paid by weekend customers.

PERCEPTION AS A GOOD VALUE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,510	1,587	3,097	1,555	4,652
Agree Strongly	31%	34%	32%	38%	33%
Agree Somewhat	35%	33%	34%	32%	34%
<i>Agree Strongly or Somewhat</i>	<i>66%</i>	<i>67%</i>	<i>67%</i>	<i>70%</i>	<i>67%</i>
Neutral	19%	19%	19%	18%	19%
Disagree Somewhat	11%	10%	11%	9%	10%
Disagree Strongly	4%	4%	4%	3%	4%
<i>Disagree Somewhat or Strongly</i>	<i>15%</i>	<i>14%</i>	<i>14%</i>	<i>12%</i>	<i>14%</i>
Total	100%	100%	100%	100%	100%
Mean	3.79	3.82	3.81	3.92	3.83

### Multi-year comparison

- The percentage who strongly agree that BART is a good value has increased slightly from 2022.

PERCEPTION AS A GOOD VALUE	2018	2020	2022	2024
<i>Base</i>	5,238	2,920	2,984	4,652
Agree Strongly	19%	35%	31%	33%
Agree Somewhat	36%	31%	34%	34%
<i>Agree Strongly or Somewhat</i>	<i>55%</i>	<i>66%</i>	<i>64%</i>	<i>67%</i>
Neutral	22%	20%	19%	19%
Disagree Somewhat	15%	9%	11%	10%
Disagree Strongly	8%	5%	5%	4%
<i>Disagree Somewhat or Strongly</i>	<i>23%</i>	<i>14%</i>	<i>16%</i>	<i>14%</i>
Total	100%	100%	100%	100%
Mean	3.43	3.83	3.74	3.83

## LENGTH OF TIME A BART CUSTOMER

### 12. About how long have you been riding BART?

- The majority of riders (57%) have been riding BART for more than five years.

TENURE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,504	1,584	3,088	1,549	4,637
6 months or less	11%	13%	12%	15%	12%
More than 6 months, but less than 1 year	6%	4%	5%	4%	5%
1 – 2 years	13%	13%	13%	13%	13%
3 – 5 years	13%	14%	13%	13%	13%
More than 5 years	58%	56%	57%	56%	57%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

TENURE	2018	2020	2022	2024
<i>Base</i>	5,267	2,941	2,993	4,637
6 months or less	13%	8%	14%	12%
More than 6 months, but less than 1 year	5%	3%	5%	5%
1 – 2 years	13%	12%	10%	13%
3 – 5 years	17%	16%	12%	13%
More than 5 years	53%	61%	59%	57%
Total	100%	100%	100%	100%

## GENDER

### 13. Gender

- The gender split is fairly even among overall riders. Weekday peak riders are more likely to be female, compared to weekday off-peak and weekend riders.

GENDER	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,490	1,566	3,056	1,529	4,585
Male	46%	53%	50%	48%	49%
Female	51%	45%	48%	48%	48%
Non-binary or self-describe*	3%	2%	3%	4%	3%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

- The percentage of riders identifying as female has declined slightly since 2018, while those identifying as non-binary / self-describe has increased.\*

GENDER	2018	2020	2022	2024
<i>Base</i>	5,211	2,799	2,968	4,585
Male	49%	55%	50%	49%
Female	51%	44%	48%	48%
Non-binary or self-describe*	1%	1%	3%	3%
Total	100%	100%	100%	100%

\*The 2022 and 2024 gender categories included male, female, non-binary, and self-describe. In 2018 and 2020, the gender categories included male, female, and a blank third line for respondents to specify. The greater number of response options in 2022 and 2024 could have contributed to the increase.

## AGE

### 14. Age

- Weekend riders are more likely to be under 25, compared to weekday riders.

AGE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,485	1,575	3,060	1,539	4,599
13 – 17	2%	1%	2%	3%	2%
18 – 24	12%	18%	15%	19%	16%
25 – 34	31%	27%	29%	30%	29%
35 – 44	22%	20%	21%	17%	20%
45 – 54	17%	14%	16%	11%	15%
55 – 64	10%	10%	10%	9%	10%
65+	5%	9%	7%	10%	7%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

- Riders aged 25 – 54 currently comprise 65%\*, down four percentage points from the last pre-COVID survey in 2018. As this age group is typically associated with prime working age, this decline corresponds to the decline in the “commute” trip purpose.

AGE	2018	2020	2022	2024
<i>Base</i>	5,182	2,867	2,953	4,599
13 – 17	2%	1%	2%	2%
18 – 24	14%	13%	16%	16%
25 – 34	32%	28%	30%	29%
35 – 44	21%	19%	19%	20%
45 – 54	15%	14%	13%	15%
55 – 64	11%	16%	12%	10%
65+	5%	8%	8%	7%
Total	100%	100%	100%	100%

\*This percentage is impacted by rounding.

## DISABILITY

### 15. Are you a person with a disability?

- Seven percent of riders indicate that they have a disability.

DISABILITY	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,501	1,572	3,073	1,555	4,628
Yes	6%	8%	7%	8%	7%
No	94%	92%	93%	92%	93%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

- The percentage of riders with disabilities is the same as in 2022.\*

DISABILITY	2022	2024
<i>Base</i>	2,997	4,628
Yes	7%	7%
No	93%	93%
Total	7%	100%

\*Note that this question was added to the questionnaire in 2022.

## PERSONAL VEHICLE

### 16. Do you have a car or motorcycle?

- Overall, 56% of riders have a car or motorcycle. Weekday riders are much more likely to have a vehicle, as compared to weekend riders.
- The percentage of riders with vehicles is the same as in 2022, still well below the percentage in 2018.

HAVE CAR OR MOTORCYCLE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,500	1,581	3,081	1,548	4,629
Yes	59%	56%	58%	48%	56%
No	41%	44%	42%	52%	44%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

HAVE CAR OR MOTORCYCLE	2018	2020	2022	2024
<i>Base</i>	5,234	2,903	2,992	4,629
Yes	69%	47%	56%	56%
No	31%	53%	44%	44%
Total	100%	100%	100%	100%

## ETHNIC IDENTIFICATION

### 17. What is your race or ethnic identification? *(Check all that apply.)*

- Seventy-one percent of riders identify as non-white. Weekday riders are more likely to identify as non-white, compared to weekend riders.
- The percentage of riders identifying as non-white has increased vs. the last survey.

RACE / ETHNICITY	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	TOTAL
<i>Base</i>	1,467	1,538	3,005	1,514	4,519
White alone, non-Hispanic	30%	27%	28%	32%	29%
Asian/Pac. Islander alone, non-Hispanic	29%	29%	29%	25%	28%
Hispanic / Latino, any race	24%	24%	24%	26%	24%
African American alone, non-Hispanic	11%	12%	12%	11%	12%
American Indian alone, non-Hispanic	1%	1%	1%	1%	1%
Other, non-Hispanic	1%	2%	2%	2%	2%
Multiple race, non-Hispanic	4%	4%	4%	3%	4%
Total	100%	100%	100%	100%	100%
Non-white subtotal	70%	73%	72%	68%	71%

### Multi-year comparison

RACE / ETHNICITY	2018	2020	2022	2024
<i>Base</i>	5,114	2,852	2,947	4,519
White alone, non-Hispanic	35%	25%	33%	29%
Asian/Pac. Islander alone, non-Hispanic	32%	21%	26%	28%
Hispanic / Latino, any race	17%	25%	22%	24%
African American alone, non-Hispanic	10%	21%	12%	12%
American Indian alone, non-Hispanic	1%	1%	1%	1%
Other, non-Hispanic	2%	2%	2%	2%
Multiple race, non-Hispanic	3%	5%	5%	4%
Total	100%	100%	100%	100%
Non-white subtotal	65%	75%	67%	71%

Note: Reported races were categorized into single categories in order to be comparable to Census data shown on the next page. All those who reported being Hispanic, Latino, or of Spanish origin were categorized as Hispanic, regardless of number of races reported. All other multiple responses were categorized as multiple race.

## BART CUSTOMER ETHNICITY COMPARED TO REGION

### BART Customer Ethnicity Compared to Bay Area Counties in BART's Service Area

- In comparison to the region, current BART riders are less likely to identify as White or Asian/Pacific Islander, and more likely to identify as African American.

#### Race and Ethnicity

#### BART Compared to Bay Area Counties in BART's Service Area

	ALAMEDA	CONTRA COSTA	SAN FRANCISCO	SAN MATEO	SANTA CLARA	FOUR-COUNTY TOTAL	FIVE-COUNTY TOTAL	BART 2024 CUST. SAT. SURVEY
Population	1,622,188	1,155,025	808,988	726,353	1,877,592	4,312,554	6,190,146	4,519
	%	%	%	%	%	%	%	%
White (non-Hispanic)	27%	37%	37%	34%	27%	33%	31%	29%
Asian/Pacific Islander (non-Hispanic)	34%	20%	36%	33%	41%	30%	34%	28%
Hispanic (any race)	23%	28%	16%	25%	25%	23%	24%	24%
Black/African American (non-Hispanic)	9%	8%	5%	2%	2%	7%	5%	12%
American Indian or Alaska Native (non-Hispanic)	<1%	<1%	<1%	<1%	<1%	<1%	<1%	1%
Other, including 2+ Races (non-Hispanic)	6%	7%	6%	6%	5%	6%	6%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Non-white subtotal	73%	63%	63%	66%	73%	67%	69%	71%

#### Sources:

- U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates: Table B03002 "Hispanic or Latino Origin by Race."
- BART 2024 Customer Satisfaction Survey

#### Notes:

- The categories shown in this table classify respondents based on single vs. two-plus race and Hispanic vs. non-Hispanic. The categories "White," "Black / African American," "Asian/Pacific Islander," and "American Indian/Alaska Native" only include respondents who reported a single race and are non-Hispanic. All two-plus race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race.
- The four-county total includes Alameda, Contra Costa, San Francisco, and San Mateo counties. The five-county total adds Santa Clara County.
- The BART data distribution is based on 4,519 unweighted responses and excludes 4% non-response.
- Totals may not add to 100% due to rounding.

## NUMBER IN HOUSEHOLD

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

- Thirty-one percent of riders live in two-person households.

HOUSEHOLD SIZE	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,478	1,531	3,009	1,516	4,525
1	19%	21%	20%	23%	20%
2	32%	28%	30%	34%	31%
3	19%	19%	19%	16%	19%
4	18%	18%	18%	15%	17%
5	8%	9%	8%	6%	8%
6+	5%	5%	5%	5%	5%
Total	100%	100%	100%	100%	100%

### Multi-year comparison

HOUSEHOLD SIZE	2018	2020	2022	2024
<i>Base</i>	5,086	2,589	2,920	4,525
1	17%	23%	19%	20%
2	32%	29%	33%	31%
3	20%	19%	18%	19%
4	18%	14%	17%	17%
5	8%	8%	8%	8%
6+	5%	6%	5%	5%
Total	100%	100%	100%	100%

## HOUSEHOLD INCOME

### 19. What is your total annual household income before taxes?

- Weekday peak riders tend to have higher incomes than off-peak and weekend riders.

HOUSEHOLD INCOME	Weekday Peak	Weekday Off-peak	Weekday Subtotal		Weekend	Total
<i>Base</i>	1,388	1,432	2,820		1,397	4,217
Under \$30,000	13%	21%	17%		20%	17%
\$30,000 – \$39,999	6%	8%	7%		7%	7%
\$40,000 – \$49,999	5%	5%	5%		5%	5%
\$50,000 – \$59,999	5%	5%	5%		7%	6%
\$60,000 – \$74,999	8%	7%	7%		9%	8%
\$75,000 – \$84,999	6%	6%	6%		7%	6%
\$85,000 – \$99,999	7%	6%	6%		7%	7%
\$100,000 – \$149,999	14%	14%	14%		14%	14%
\$150,000 – \$199,999	12%	10%	11%		8%	11%
\$200,000 and over	24%	18%	21%		16%	20%
Total	100%	100%	100%		100%	100%
<i>Income categorization based on both household income and household size*</i>						
<i>Base</i>	1,384	1,418	2,802		1,390	4,192
Low-income	23%	33%	28%		30%	28%
Not low-income	77%	67%	72%		70%	72%
Total	100%	100%	100%		100%	100%

\*This categorization approximates 200% of the federal poverty level. In 2024, this threshold was \$62,400 for a household size of four. Using survey income categories, the threshold of under \$60,000 was used for a household size of four.

## HOUSEHOLD INCOME (Multi-year comparison)

### 19. What is your total annual household income before taxes?

- In 2024, it's estimated that 28% of BART riders could be considered low income. This is very similar to 2022.

HOUSEHOLD INCOME*	2018	2020	2022	2024
<i>Base</i>	4,668	2,500	2,706	4,217
Under \$49,999	26%	51%	31%	29%
\$50,000 - \$74,999	17%	19%	16%	13%
\$75,000 - \$99,999	12%	10%	10%	13%
\$100,000 - \$149,999	18%	10%	16%	14%
\$150,000 - \$199,999	11%	6%	9%	11%
\$200,000+	15%	5%	18%	20%
Total	100%	100%	100%	100%
<i>Income categorization based on both household income and household size**</i>				
<i>Base</i>	4,650	2,437	2,696	4,192
Low-income	20%	41%	29%	28%
Not low-income	80%	59%	71%	72%
Total	100%	100%	100%	100%

\*Household income has not been adjusted for inflation.

\*\*The low-income categorization approximates 200% of the federal poverty level. In 2018, this threshold was \$50,200 for a household size of four; the corresponding survey category was under \$50,000. In 2020, this threshold was \$52,400 for a household size of four; the corresponding survey category was under \$50,000. In 2022, this threshold was \$55,500 for a household size of four; the corresponding survey category was under \$60,000. In 2024, this threshold was \$62,400 for a household size of four; the corresponding survey category was under \$60,000.

## BART CUSTOMER HOUSEHOLD INCOMES COMPARED TO REGION

### BART Customer Household Incomes Compared to Bay Area Counties in BART's Service Area

- BART customers' household incomes skew lower than regional household income levels.

#### Household Income

#### BART Compared to Bay Area Counties in BART's Service Area

	ALAMEDA	CONTRA COSTA	SAN FRANCISCO	SAN MATEO	SANTA CLARA	FOUR-COUNTY TOTAL	FIVE-COUNTY TOTAL	BART 2024 CUST. SAT. SURVEY
Households	608,534	416,172	372,027	265,124	665,549	1,661,857	2,327,406	4,217
	%	%	%	%	%	%	%	%
Under \$30,000	13%	10%	16%	10%	10%	13%	12%	17%
\$30,000 - \$39,999	4%	5%	4%	3%	3%	4%	4%	7%
\$40,000 - \$49,999	4%	4%	4%	4%	3%	4%	4%	5%
\$50,000 - \$59,999	4%	5%	3%	3%	4%	4%	4%	6%
\$60,000 - \$74,999	6%	7%	6%	6%	5%	6%	6%	8%
\$75,000 - \$99,999	10%	10%	9%	8%	8%	9%	9%	13%
\$100,000 - \$149,999	17%	18%	14%	16%	15%	16%	16%	14%
\$150,000 - \$199,999	12%	14%	11%	12%	12%	12%	12%	11%
\$200,000+	29%	28%	34%	38%	40%	31%	34%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%
Low-income estimate	20%	18%	23%	16%	16%	20%	19%	28%

#### Sources:

- U.S. Census Bureau, 2023 American Community Survey 1-Year Estimates: Table B19001 "Household Income in the Past 12 Months." Universe: Households.
- BART 2024 Customer Satisfaction Survey

#### Notes:

- 1) The four-county total includes Alameda, Contra Costa, San Francisco, and San Mateo counties. The five-county total adds Santa Clara County.
- 2) The BART data distribution is based on 4,217 responses (unweighted) and excludes 10% non-response.
- 3) Totals may not add to 100% due to rounding.
- 4) The low-income categorization approximates 200% of the federal poverty level.

## BAY AREA RESIDENT STATUS

### 20. Do you live in the Bay Area, or are you visiting?\*

- Most riders live in the San Francisco Bay Area. On weekends, visitors account for about one in ten riders.

	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Weekday Subtotal</b>		<b>Weekend</b>		<b>Total</b>
<i>Base</i>	1,454	1,503	2,957		1,488		4,445
Live in the San Francisco Bay Area	95%	92%	94%		88%		93%
Visiting	3%	6%	4%		11%		5%
Other**	2%	2%	2%		1%		2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>		<b>100%</b>

\*This question was added in 2024.

\*\*Other responses included those who live in the Bay Area part-time or on a temporary basis, those who commute into the Bay Area regularly, etc.

## COUNTY OF RESIDENCE

### 21. What is your home ZIP code?\*

- The majority of riders (85%) live in Alameda, San Francisco, or Contra Costa counties.\*\*
- Compared to 2018, a higher percentage of riders reported a San Francisco County home ZIP code, and a lower percentage of riders reported a San Mateo County home ZIP code.

HOME COUNTY	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,342	1,376	2,718	1,347	4,065
Alameda	42%	47%	44%	41%	44%
San Francisco	22%	18%	20%	23%	20%
Contra Costa	22%	20%	21%	16%	20%
San Mateo	6%	3%	5%	4%	5%
Santa Clara	3%	4%	3%	3%	3%
San Joaquin	1%	1%	1%	1%	1%
Solano	1%	1%	1%	1%	1%
Other	2%	3%	2%	4%	3%
Out of state / country	2%	4%	3%	7%	3%
Total	100%	100%	100%	100%	100%

\*ZIP codes provided were matched with counties for this table.

\*\*This percentage is impacted by rounding.

HOME COUNTY	2018	2020	2022	2024
<i>Base</i>	4,921	2,380	2,624	4,065
Alameda	44%	43%	44%	44%
San Francisco	15%	17%	18%	20%
Contra Costa	20%	26%	23%	20%
San Mateo	11%	5%	5%	5%
Santa Clara	3%	2%	3%	3%
San Joaquin	1%	1%	1%	1%
Solano	1%	2%	1%	1%
Other	2%	2%	2%	3%
Out of state / country	3%	2%	3%	3%
Total	100%	100%	100%	100%

## HOME STATION

22. Which BART station is your “home” station (the one you typically use when coming from home)?

Sorted in descending order on Total

	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,398	1,432	2,830	1,402	4,232
Fruitvale	4%	5%	4%	3%	4%
24th St Mission	4%	4%	4%	4%	4%
El Cerrito del Norte	3%	5%	4%	2%	4%
Dublin / Pleasanton	3%	4%	4%	3%	3%
San Leandro	4%	3%	4%	3%	3%
MacArthur	4%	2%	3%	3%	3%
Powell St.	3%	2%	3%	5%	3%
Daly City	4%	2%	3%	3%	3%
Glen Park	3%	3%	3%	2%	3%
Downtown Berkeley	2%	3%	2%	5%	3%
Civic Center / UN Plaza	3%	2%	3%	3%	3%
Richmond	2%	3%	3%	1%	3%
Coliseum	2%	3%	3%	2%	2%
Pleasant Hill	3%	2%	2%	2%	2%
19th St. Oakland	3%	2%	2%	2%	2%
Lake Merritt	2%	2%	2%	2%	2%
Balboa Park	2%	2%	2%	2%	2%
Bay Fair	2%	3%	2%	2%	2%
Hayward	2%	3%	2%	2%	2%
Rockridge	2%	2%	2%	2%	2%
El Cerrito Plaza	2%	2%	2%	1%	2%
Embarcadero	2%	2%	2%	2%	2%
Fremont	1%	3%	2%	2%	2%
Ashby	2%	2%	2%	2%	2%
West Oakland	2%	2%	2%	2%	2%
Antioch	2%	1%	2%	2%	2%
16th St. Mission	2%	1%	2%	3%	2%
Walnut Creek	2%	2%	2%	1%	2%
Berryessa/North San Jose	1%	2%	2%	2%	2%
12th St./Oakland City Center	2%	1%	2%	2%	2%
Castro Valley	2%	2%	2%	2%	2%
North Berkeley	2%	2%	2%	1%	2%
Union City	1%	2%	2%	1%	2%
Concord	2%	1%	2%	3%	2%
South Hayward	1%	2%	2%	1%	2%

## HOME STATION (cont'd)

22. Which BART station is your "home" station (the one you typically use when coming from home)?

Sorted in descending order on Total

	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend	Total
<i>Base</i>	1,398	1,432	2,830	1,402	4,232
Montgomery St.	1%	1%	1%	1%	1%
Pittsburg / Bay Point	1%	1%	1%	2%	1%
Lafayette	2%	1%	1%	1%	1%
Orinda	1%	1%	1%	<1%	1%
Milpitas	1%	1%	1%	<1%	1%
West Dublin / Pleasanton	1%	1%	1%	2%	1%
Colma	1%	1%	1%	1%	1%
North Concord / Martinez	1%	1%	1%	1%	1%
South San Francisco	1%	<1%	1%	<1%	1%
Millbrae	1%	1%	1%	1%	1%
San Bruno	1%	1%	1%	<1%	1%
Warm Springs / South Fremont	<1%	1%	1%	<1%	<1%
Pittsburg Center	<1%	1%	<1%	1%	<1%
Unspecified SF, Oakland, Pittsburg, or El Cerrito station	1%	1%	1%	1%	1%
NA or Visiting	3%	5%	4%	9%	5%
Total	100%	100%	100%	100%	100%

## RATING BART ON SPECIFIC ATTRIBUTES

24. Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

POOR					EXCELLENT	
1	2	3	4	5	6	7

Note: "7" is the highest rating a respondent can give and "1" is the lowest. Blank responses were eliminated when calculating the mean.

## RATING BART ON SPECIFIC ATTRIBUTES

Sorted in descending order on mean (Total)

Attribute	Base for Total	MEAN (1 – 7 scale)				
		Total	Weekday Peak	Weekday Off-peak	Weekday Subtotal	Weekend
Comfortable temperature aboard trains	4,179	5.52	5.43	5.55	5.49	5.68
Hours of operation	4,256	5.30	5.29	5.33	5.31	5.24
On-time performance of trains	4,350	5.30	5.17	5.37	5.27	5.45
Timeliness of connections between BART trains	3,868	5.14	5.05	5.20	5.12	5.24
BART (official) mobile app	3,579	5.14	5.13	5.17	5.15	5.09
bart.gov website	3,670	5.07	5.03	5.12	5.07	5.08
Frequency of train service	4,234	5.03	4.93	5.09	5.01	5.12
Timely information about service disruptions	3,978	5.02	4.92	5.07	4.99	5.14
Access for people with disabilities	3,463	4.96	4.82	5.11	4.96	5.00
Timeliness of connections with other transit	3,581	4.87	4.79	4.93	4.86	4.94
Availability of space on trains for luggage, bicycles, and strollers	4,047	4.86	4.62	4.99	4.80	5.18
Availability of seats on trains	4,202	4.81	4.51	4.98	4.73	5.23
Train interior cleanliness	4,276	4.54	4.42	4.56	4.49	4.82
Availability of Station Agents	4,121	4.50	4.47	4.51	4.49	4.55
Clarity of public address announcements	4,134	4.48	4.34	4.57	4.44	4.67
Noise level on trains	4,181	4.47	4.43	4.47	4.45	4.58
Escalator availability and reliability	4,102	4.45	4.33	4.53	4.42	4.61
Elevator availability and reliability	3,703	4.34	4.23	4.40	4.31	4.50
Station cleanliness	4,293	4.16	4.07	4.18	4.13	4.36
Personal security in the BART system	3,967	4.04	3.90	4.10	3.99	4.28
Presence of BART police	3,884	3.76	3.68	3.77	3.72	3.97
Restroom availability	3,791	3.68	3.60	3.72	3.66	3.77
Enforcement against fare evasion	3,751	3.65	3.41	3.73	3.56	4.12
Addressing homelessness on the BART system	3,850	3.47	3.33	3.50	3.41	3.80

**Appendix C:  
SERVICE ATTRIBUTE RATINGS –  
PERCENTAGES**

## Service Attribute Ratings – Percentages

Sorted in descending order on mean

SCALE: 1 = Poor, 7 = Excellent

Attribute	Base	Mean	Top Two	Neutral	Bottom Two
Comfortable temperature aboard trains	4,179	5.52	58%	39%	3%
Hours of operation	4,256	5.30	52%	42%	5%
On-time performance of trains	4,350	5.30	49%	47%	4%
Timeliness of connections between BART trains	3,868	5.14	44%	52%	4%
BART (official) mobile app	3,579	5.14	44%	50%	5%
bart.gov website	3,670	5.07	41%	54%	4%
Frequency of train service	4,234	5.03	42%	52%	6%
Timely information about service disruptions	3,978	5.02	42%	51%	7%
Access for people with disabilities	3,463	4.96	41%	51%	7%
Timeliness of connections with other transit	3,581	4.87	38%	55%	7%
Availability of space on trains for luggage, bicycles, and strollers	4,047	4.86	39%	52%	9%
Availability of seats on trains	4,202	4.81	37%	55%	9%
Train interior cleanliness	4,276	4.54	31%	56%	13%
Availability of Station Agents	4,121	4.50	29%	58%	13%
Clarity of public address announcements	4,134	4.48	35%	48%	17%
Noise level on trains	4,181	4.47	31%	54%	15%
Escalator availability and reliability	4,102	4.45	30%	55%	14%
Elevator availability and reliability	3,703	4.34	28%	56%	16%
Station cleanliness	4,293	4.16	23%	59%	18%
Personal security in the BART system	3,967	4.04	22%	57%	21%
Presence of BART police	3,884	3.76	18%	55%	27%
Restroom availability	3,791	3.68	19%	51%	30%
Enforcement against fare evasion	3,751	3.65	22%	43%	34%
Addressing homelessness on the BART system	3,850	3.47	18%	46%	36%

Note: Ratings are based on a scale of 1 - 7. Top Two includes 6 or 7 ratings, Neutral includes 3, 4, or 5 ratings, and Bottom Two includes 1 or 2 ratings.

# Appendix D: DESCRIPTION OF METHODOLOGY

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# DESCRIPTION OF METHODOLOGY

## FIELD PROCEDURES

A total of eight survey takers and one field supervisor, managed by Q & A Research, worked on this project. The survey training session was conducted at BART's headquarters in Oakland on Tuesday, October 8, 2024. Including the two survey runs that were conducted immediately after training, surveying took place onboard trains from October 8 – November 9, 2024.

Survey takers boarded pre-selected BART trains and distributed questionnaires to riders on one random, pre-selected car. Survey takers worked in pairs, typically splitting the random car to ensure sufficient coverage throughout the run. In cases where there were very few riders on the random car (typically in off-peak hours), one of the survey takers would survey an adjacent car for efficiency.

Survey takers rode most of their designated line, continually collecting completed surveys and distributing surveys to new riders entering their cars. Origination/destination stations were generally:

- Yellow line: Concord and Glen Park (with a few runs extended to Daly City)
- Orange line: El Cerrito Plaza and South Hayward
- Red line: El Cerrito Plaza and Glen Park (with one run extended to Daly City)
- Blue line: Castro Valley and Glen Park
- Green line: South Hayward and Glen Park (with several runs extended to Fremont)

Survey takers were provided with a survey packet for each run, consisting of a manilla envelope with printed surveys inside (in English, Spanish and Chinese) and a combined control/tally sheet adhered to the outside. Control sheets were pre-populated with control instructions (e.g., run number, departure time, boarding car, etc.), as well as the serial numbers of printed surveys assigned to that particular run. In cases where survey takers needed more printed surveys than were assigned to a packet, they pulled extras from a supplemental envelope and noted serial numbers on the control/tally sheet.

Survey takers carried clipboards with a flyer adhered to the back that described the survey and the incentive (a drawing to win one of four \$100 gift cards) in English, Spanish and Chinese. They also wore buttons that said "Customer Satisfaction Survey" in all three languages.

## Flyer (affixed to backs of clipboards)

**BART** Customer Satisfaction Survey  
ENCUESTA DE SATISFACCIÓN DEL CLIENTE  
乘客滿意度調查

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Please take a moment to complete this survey about your satisfaction with BART.

Enter for a chance to win one of four **\$100** Gift cards!

Por favor, dedique unos minutos a responder esta encuesta acerca de su satisfacción con BART.

Participe en un sorteo para ganar una de las cuatro tarjetas de regalo de \$100!

請花點時間填寫這份BART滿意度調查。

參加抽獎有機會贏得 \$100 禮卡，成為四位幸運者之一！

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**BART** Let's go.

The following questionnaire return options were offered:

- Complete paper questionnaire and return onboard;
- Complete paper questionnaire and return via mail (questionnaire could be folded into a postage-paid mail piece; no envelope required);
- Complete online by scanning QR code or typing URL printed on paper questionnaire (questionnaire serial number required);
- Complete online by scanning QR code on survey takers' envelopes (new this year – no serial number required; each survey run had a unique QR code).

Survey takers offered questionnaires to everyone on their designated cars, except:

- Children who appeared to be under 13 years old;
- Riders who were sleeping.

They kept tallies of the above, plus refusals and those who exited the train before they could be approached, on their control/tally sheets. After each run, survey takers put all questionnaires from that run back in the envelope and sealed it closed. A Q & A field supervisor collected these envelopes from interviewers regularly.

Upon collection, a Q & A project manager and/or staffer opened each envelope, sorting the enclosed surveys into piles by language and by completion status. Surveys deemed complete or complete enough for use had the run number hand-written in the lower right corner and were counted and tallied on the

control/tally sheet.

Completed surveys were scanned and then shipped to Q & A Research's Kansas City office where a team of three staff members started by coding the entry and exit stations provided by respondents using a code list from BART. The same team handled data entry of all surveys. Numerical data on all surveys were data-entered twice, by two different staff members. Syntax was programmed to compare each pair of survey data and when a difference was detected, the supervisor did a visual check, correcting any discrepancies.

After adding in the mail-ins and online completes, and removing any surveys completed by children under 13 years old, a total of 4,687 questionnaires were considered sufficiently complete for analysis (at least half of front side completed, including at least one of the three key satisfaction questions answered). Unweighted counts by method of return and survey language are as follows:

#### Method of return

	Unweighted count	Unweighted %
Onboard	3,708	79%
Mailed back	92	2%
Completed online (QR code or URL on questionnaire)	115	2%
Completed online (QR code unique to each run affixed to survey taker's envelope)	772	16%
Total	4,687	100%

#### Questionnaire language\*

	Unweighted count	Unweighted %
English	4,489	96%
Spanish	155	3%
Chinese	43	1%
Total	4,687	100%

\*Note that these tallies are based on the language in which the survey was printed (paper questionnaires) or the language in which the survey was taken (online questionnaires), regardless of the language in which any comments were provided.

## SAMPLING

The general sampling guidelines and target number of runs were very similar to those from 2022.

BART provided Q & A Research with the following guidelines for developing the survey schedule:

- Survey at least 140 runs, with the split between weekday and weekend approximately 96 / 44.
- Target weekday run split: approximately 40% peak and 60% off-peak (matching prior surveys).
  - Definitions were the same as in the past, with peak defined as weekday trains dispatched between 5:30 am - 8:30 am and 3:30 pm - 6:30 pm. Off-peak included weekday trains dispatched all other times.
- Sampling by line should take into account the amount of service provided on that line.
- Weekday surveying should provide coverage during AM Peak, Midday, PM peak and Evening.
- Weekend runs selected should incorporate a variety of times of day.
- Target number of completed surveys: at least 4,000.

Q & A Research used these guidelines to develop the sampling plan, which also took fieldwork scheduling and logistics into account.

Once in the field, response rates on some runs were lower than expected. If the number of completes was very low, the run was typically re-done using different survey takers on a different randomly selected car. In the end, a total of 142 runs were surveyed, which broke out as follows:

### Runs surveyed by day part:

	<b>Weekday Peak</b>	<b>Weekday Off-Peak</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Total</b>
Number of runs surveyed	40	57	27	18	142

### Runs surveyed by line color:

	<b>Yellow</b>	<b>Orange</b>	<b>Blue</b>	<b>Red</b>	<b>Green</b>	<b>Total</b>
Weekday runs	29	20	20	14	14	97
Saturday runs	7	6	6	4	4	27
Sunday runs	4	4	4	3	3	18
Total	40	30	30	21	21	142

## WEIGHTING

The data were weighted by daypart to proportionately represent BART trips. The dayparts used were weekday peak, weekday off-peak, Saturday, and Sunday. The chart below shows the actual number of unweighted questionnaires by daypart, as well as the weighted number of questionnaires by daypart. It

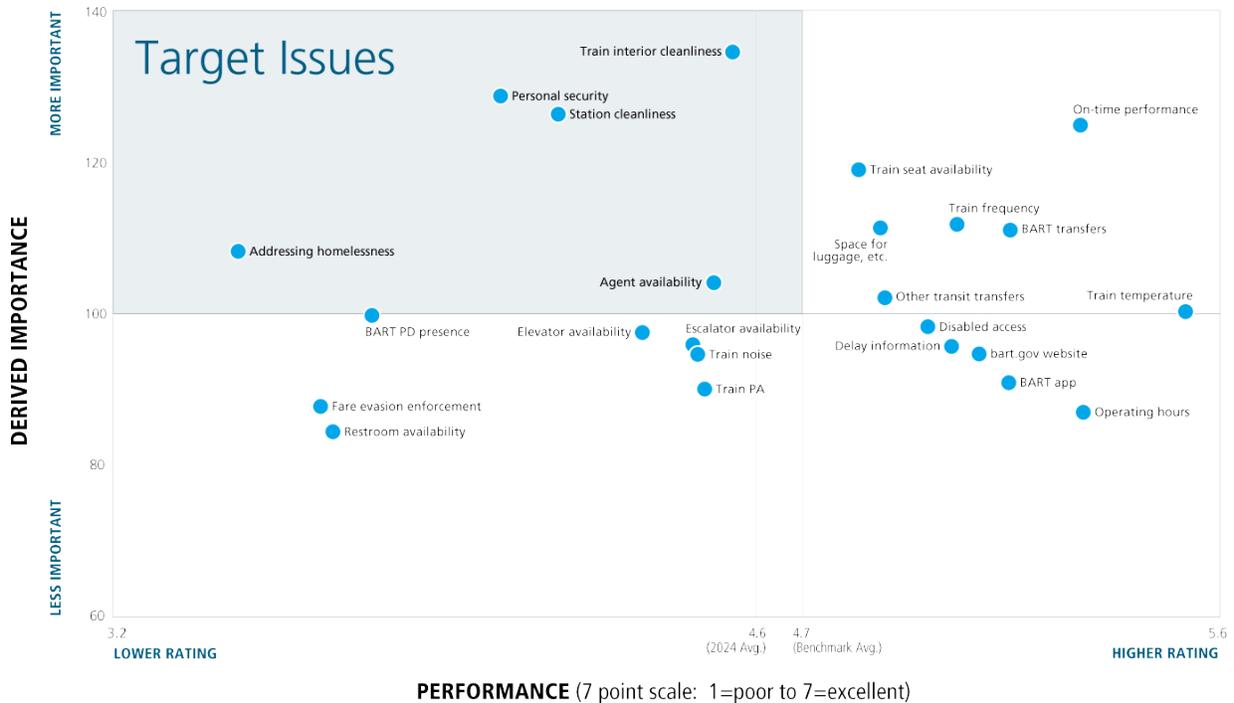
also shows the estimated number of weekly BART trips during the survey time period, upon which the weights were based.

	<b>Weekday Peak</b>	<b>Weekday Off-peak</b>	<b>Saturday</b>	<b>Sunday</b>	<b>Weekly Total</b>
Questionnaires received (unweighted)	1,518	1,602	832	735	4,687
Questionnaires weighted by daypart	2,033	1,899	437	319	4,687
Estimated # of BART trips*	450,064	420,399	96,682	70,521	1,037,666
Weighted %	43%	41%	9%	7%	100%

\* Estimated number of BART trips taken from ridership averages from the following days during survey period: Monday, 10/28; Tuesday, 10/29; Wednesday, 10/16; Thursday, 10/10; Friday, 10/11; Saturday, 10/19; Sunday, 11/3.

## QUADRANT CHART METHODOLOGY

The quadrant chart is an important tool for helping BART to prioritize future initiatives to improve customer satisfaction. The "Target Issues" quadrant (top left) displays the most important service attributes in need of attention (those attributes that are likely to be most important to BART customers, but receive relatively low ratings).



Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = poor to 7 = excellent, so higher ratings on the right side of the Quadrant Chart are better scores, and those on the left side are worse. The vertical axis ("Derived Importance") scale was derived by correlating each of the service attributes with customers' overall satisfaction levels. Those service attributes having strong correlations with overall satisfaction are seen as "More Important," while those with weaker correlations are seen as "Less Important."

For example, customer ratings of "train interior cleanliness" are very strongly correlated with overall satisfaction (i.e., customers that are happy with train interior cleanliness tend to be more satisfied overall, and conversely, customers that are disappointed with train interior cleanliness tend to be less satisfied overall). On the other hand, customer ratings of "restroom availability" have only a weak correlation with overall satisfaction (i.e., customers may give low ratings to restroom availability, while still being very satisfied with BART). Therefore, "train interior cleanliness" is located in the upper part of the chart, while "restroom availability" is located in the lower part.

Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. For example, the correlation coefficient for train interior cleanliness and overall satisfaction was .527. The median correlation coefficient for all attributes and overall satisfaction was .392. Using the formula  $.527 / .392 * 100$  resulted in a derived importance score of 134.

Those service attributes with derived importance scores above 100 (i.e., above the median correlation coefficient) are more correlated with overall satisfaction, while those below 100 are less so.

Note that some service attributes are seen as fairly unimportant on average because not all customers are affected by them, even though they are quite important to specific customer segments (e.g., elevator availability).

The vertical axis crosses the horizontal axis at the average (mean) performance rating from the benchmark survey in 1996, which was 4.685 on a scale from 1 to 7. (Note that the average rating of 4.61 for the 2024 survey is also shown for reference.)

While the 2022 quadrant chart is included at the end of this report for reference, please note that the horizontal axis scale is different from the horizontal axis scale in the 2024 chart, which should be kept in mind when comparing the two.

**Appendix E:**  
**DATA EDITING AND CODING OF**  
**RESPONDENT COMMENTS**

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# DATA EDITING AND CODING

This section outlines editing and coding procedures used on the 2024 BART Customer Satisfaction Study. For the most part, information as provided by the respondent on the self-administered questionnaire was entered as recorded.

Editing procedures, where disparities occurred, were as follows:

## Scaling Questions

- If multiples occurred where only one response was acceptable (e.g., both 5 and 6 circled on the Poor - Excellent scale or Agree Strongly and Agree Somewhat both checked), the answer input alternated between the higher and lower responses. On the first occurrence we took the higher response, and on the next occurrence we took the lower response, etc.
- In cases where bipolar discrepancies were observed (e.g., both 1 and 7 circled) the midpoint was used.

## Open-ended Comments

The back side of the questionnaire included a section for open-ended comments. Overall, about 25% of respondents provided comments. All comments were data-entered as written and subsequently reviewed in order to develop comment codes. A comment could be coded into multiple categories if the comment addressed multiple topics. For the most part, the same code list from 2022 was used, with a few adjustments (e.g., the “masks/face coverings” category was removed).

The verbatim comments for each code are available to the BART departments responsible for each area. This provides them with an additional tool to understand the reasons for customer rating levels.

The counts on the next page show the number of comments received in each category.

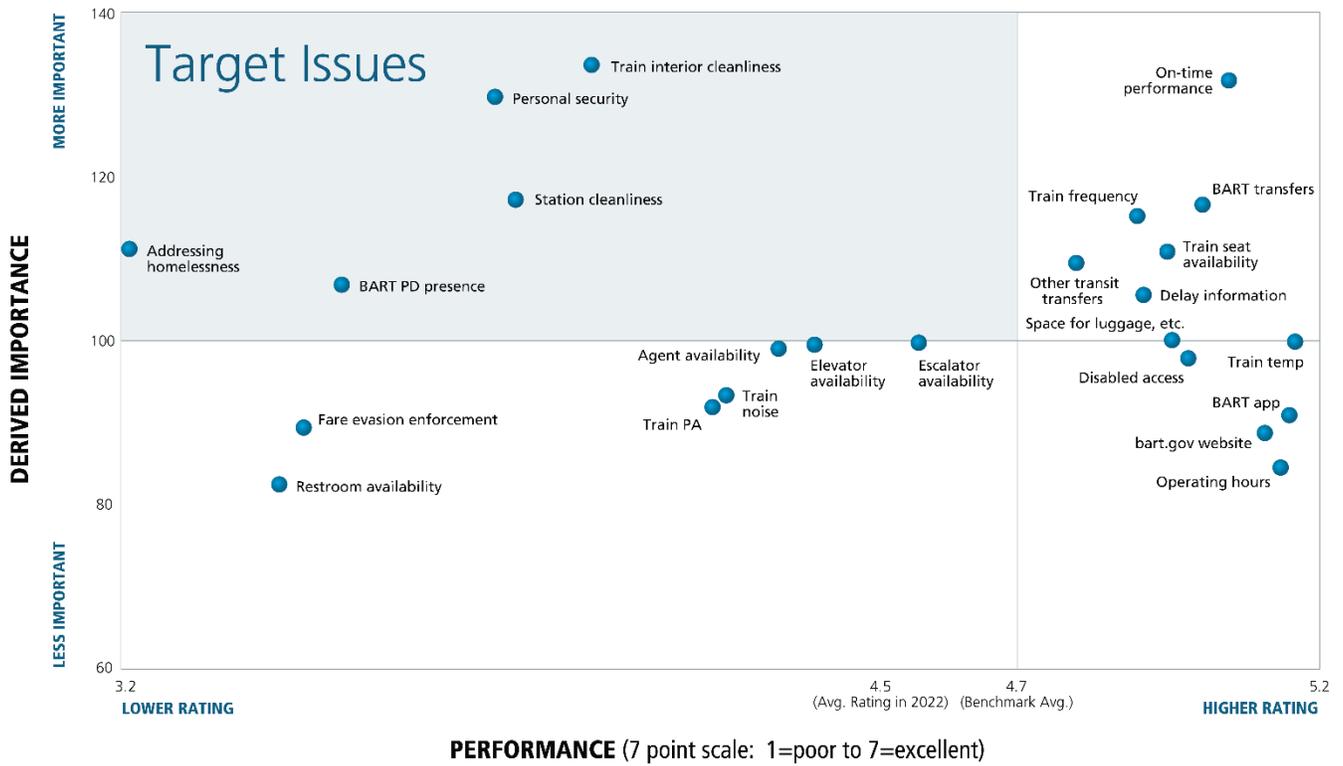
While these are not intended to provide quantitative data on the importance of various issues, they do provide additional insight into possible reasons behind the ratings. For example, based on the number of comments received, issues pertaining to personal security are top-of-mind for many customers.



## Appendix F: 2022 QUADRANT CHART

Note that the horizontal axis scale in the 2022 quadrant chart differs from the horizontal axis scale in the 2024 quadrant chart.

## 2022 Quadrant Chart



# Appendix 10. Demographic Profile



To ensure this Triennial makes use of the most recent, reliable demographic data, staff analyzed race, ethnicity, and household income levels using demographic information from the Customer Satisfaction Survey (2024) and ACS 5-year Estimates (2019-2023). (Note that the 2024 5-year estimates aren't planned for release until Dec. 11, 2025.)

### Race / Ethnicity

- The chart below displays the ethnic composition of BART's customers in comparison to the ethnic composition of the five-county service area as a whole. The data show that current BART riders are less likely to identify as White or Asian/Pacific Islander, and more likely to identify as African American.

BART's customer base is approximately 71% minority, as compared to 69% in the service area, according to the 2023 American Community Survey (ACS, 1-year estimates). (Note: for the purposes of this comparison, staff used 2023 ACS 1-year estimates, as they were the most current data source at the time of the 2024 Customer Satisfaction Survey.)

	ALAMEDA	CONTRA COSTA	SAN FRANCISCO	SAN MATEO	SANTA CLARA	FIVE-COUNTY TOTAL*	BART 2024 CUST. SAT. SURVEY
Population	1,622,188	1,155,025	808,988	726,353	1,877,592	6,190,146	4,519
Percentage	%	%	%	%	%	%	%
White (non-Hispanic)	27%	37%	37%	34%	27%	31%	29%
Asian/Pacific Islander (non-Hispanic)	34%	20%	36%	33%	41%	34%	28%
Hispanic (any race)	23%	28%	16%	25%	25%	24%	24%
Black/African American (non-Hispanic)	9%	8%	5%	2%	2%	5%	12%
American Indian or Alaska Native (non-Hispanic)	<1%	<1%	<1%	<1%	<1%	<1%	1%
Other, including 2+ Races (non-Hispanic)	6%	7%	6%	6%	5%	6%	6%

Total	100%	100%	100%	100%	100%	100%	100%
Non-white subtotal	73%	63%	63%	66%	73%	69%	71%

\*ACS 2023, 1-year estimates

## Household income

In comparison to household income levels of the five-county service area as a whole, the data illustrate that BART customers' household incomes skew lower than regional household income levels.

	ALAMEDA	CONTRA COSTA	SAN FRANCISCO	SAN MATEO	SANTA CLARA	FIVE-COUNTY TOTAL	BART 2024 CUST. SAT. SURVEY
Households	608,534	416,172	372,027	265,124	665,549	2,327,406	4,217
	%	%	%	%	%	%	%
Under \$30,000	13%	10%	16%	10%	10%	12%	17%
\$30,000 - \$39,999	4%	5%	4%	3%	3%	4%	7%
\$40,000 - \$49,999	4%	4%	4%	4%	3%	4%	5%
\$50,000 - \$59,999	4%	5%	3%	3%	4%	4%	6%
\$60,000 - \$74,999	6%	7%	6%	6%	5%	6%	8%
\$75,000 - \$99,999	10%	10%	9%	8%	8%	9%	13%
\$100,000 - \$149,999	17%	18%	14%	16%	15%	16%	14%
\$150,000 - \$199,999	12%	14%	11%	12%	12%	12%	11%
\$200,000+	29%	28%	34%	38%	40%	34%	20%
Total	100%	100%	100%	100%	100%	100%	100%
Low-income estimate	20%	18%	23%	16%	16%	19%	28%

## English Proficiency

Limited English Proficient has been defined as those who report that they speak English less than “Very Well.” This includes those who speak English “Well,” “Not Well,” or “Not at All.” Based on responses to these questions, approximately 10% of survey respondents could be classified as Limited English Proficient.

*Q: Do you speak a language other than English at home? / If “Yes,” how well do you speak English?*

	Percent
Do not speak another language, or speak another language <u>and</u> speak English “very well” ( <u>not</u> LEP)	83%
Speak another language and speak English less than “very well” (LEP)	10%
No response	7%

Source: BART 2022 Customer Satisfaction Survey

Looking at the data another way, 4% of riders report that they speak English less than “Well.” This includes those who speak English “Not Well” or “Not at All.”

*Q: Do you speak a language other than English at home? / If “Yes,” how well do you speak English?*

	Percent
Do not speak another language, or speak another language <u>and</u> speak English “very well” or “well”	90%
Speak another language and speak English less than “well”	4%
No response	7%

Source: BART 2022 Customer Satisfaction Survey

Additional data about LEP persons in BART’s service area, including other estimates of LEP riders, are provided in the “Language Access to LEP Persons” section of this report.

## Fare type by Protected Group

BART offers tailored discount programs to assist various rider groups. Staff collected data on the use of these discounts by protected groups as part of the 2024 Customer Satisfaction Survey and continue to use this information to perform fare equity analyses as needed.

	<b>Low income</b>	<b>Not low income</b>
	<b>%</b>	<b>%</b>
Regular BART fare	75%	80%
High Value Discount	2%	7%
Senior	4%	6%
Disabled	3%	1%
Youth	2%	1%
Clipper START (for eligible low-income riders)	6%	1%
Clipper BayPass (at selected universities / employers)	6%	2%
Muni Fast Pass^	1%	1%
Other	2%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2024 Customer Satisfaction Survey

	<b>Minority</b>	<b>Non-minority</b>
	<b>%</b>	<b>%</b>
Regular BART fare	79%	77%
High Value Discount	5%	6%
Senior	5%	10%
Disabled	2%	1%
Youth	2%	1%
Clipper START (for eligible low-income riders)	3%	2%
Clipper BayPass (at selected universities / employers)	3%	2%
Muni Fast Pass^	1%	1%
Other	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>

^Only accepted within San Francisco

Source: BART 2024 Customer Satisfaction Survey

**Notes:** Non-response has been excluded from these tables in order to conform with data presented in BART's fare equity analyses. Youth are under-represented in survey as BART only surveys those who appear to be at least age 13+.

### Trip type by Protected Group

Similarly, BART staff analyze trip trends by protected group in order to better understand demographic ridership patterns throughout the BART system.

	<b>Low income</b>	<b>Not low income</b>
	<b>%</b>	<b>%</b>
Intra-East Bay	34%	22%
Intra-West Bay	10%	15%
Transbay	47%	61%
Unknown	9%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2024 Customer Satisfaction Survey

	<b>Minority</b>	<b>Non-minority</b>
	<b>%</b>	<b>%</b>
Intra-East Bay	28%	19%
Intra-West Bay	13%	16%
Transbay	54%	63%
Unknown	6%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Source: BART 2024 Customer Satisfaction Survey





## Race/Ethnicity by Line

The FTA Circular states that transit providers may supplement the Census determination of minority and non-minority lines with ridership survey data to see if a different demographic profile is derived from a station's ridership compared to its catchment area population. As shown in the table below, using ridership survey data instead of ACS 2019-2023 data – the data used throughout the Triennial report - would not affect minority and non-minority line designations.

It is important to note that the calculations in the table below do not include the new line extensions, because there is no available ridership survey data for stations opened after 2015. According to the BART Ridership Methodology, however, it is assumed that these extensions would increase the overall minority revenue miles for the Yellow, Orange, and Green lines, resulting in the same line determinations.

**Minority and Non-Minority BART Lines, US Census ACS 2019-2023\***

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles**	Revenue Miles**		
<b>Green</b>	Berryessa/North San José–Daly City	43.82	50.80	86.26%	Minority
<b>Orange</b>	Berryessa/North San José–Richmond	40.14	51.39	78.11%	Minority
<b>Yellow</b>	Antioch–SFO+Millbrae	28.83	57.27	50.33%	Non-minority
		16.85	34.53	48.79%	Non-minority
		26.47	35.37	74.83%	Minority

\* Transbay tube was excluded.

\*\* Revenue mile calculations include the Orange and Green line extensions to Berryessa, and the Yellow line extension to Antioch.

\*\*\* The Yellow and Red Line will be used as non-minority lines for all Disparate Impact/Disproportionate Burden tests, because their minority share of revenue miles falls below the regional average.

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles	Revenue Miles		
<b>Yellow</b>	Pittsburg / Bay Point to SFO - Millbrae	19.2	53.1	36.2%	Minority
<b>Blue</b>	Dublin / Pleasanton to Daly City	20.6	38.8	53.1%	Minority
<b>Orange</b>	Fremont to Richmond	29.8	37.7	79.1%	Minority
<b>Green</b>	Fremont to Daly City	31.9	38.6	82.8%	Minority
<b>Red</b>	Richmond to Daly City to Millbrae	21.7	37.7	57.5%	Minority

\* US Census ACS 2019-2023

## C. ACS 5-YEAR ESTIMATES (2019-2023)

### Minority Status by Station Area

The table on the next page shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2019-2023. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the minority percentages are at or exceed the service area average of 68% are highlighted.

Given that the Pittsburg Center, Antioch, Warm Springs/South Fremont, Milpitas, and Berryessa/North San José stations opened after the 2015 Station Profile Study, their data is not complete. (\* The 5 stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.) SFO and OAK were not studied given their status as a destination station without a home-based population.

**Demographic data by Station Area using American Community Survey 2019-2023**

**Table 5. Minority Status by Station Catchment Area  
(American Community Survey 2019-2023)**

<b>Station</b>	<b>% Minority</b>	<b>% White</b>
Coliseum	89%	11%
Richmond	87%	13%
South Hayward	84%	16%
Bay Fair	83%	17%
Hayward	83%	17%
Balboa Park	83%	17%
Fremont	82%	18%
<i>Warm Springs*</i>	82%	18%
<i>Milpitas*</i>	82%	18%
<i>Berryessa / North San Jose*</i>	82%	18%
Union City	80%	20%
San Leandro	78%	22%
South San Francisco	76%	24%
El Cerrito del Norte	76%	24%
Fruitvale	74%	26%
Pittsburg / Bay Point	72%	28%
<i>Pittsburg Center*</i>	72%	28%
<i>Antioch*</i>	72%	28%
Glen Park	72%	28%
Daly City	72%	28%
Lake Merritt	69%	31%
12th St. / Oakland City Center	67%	33%
Colma	66%	34%
Castro Valley	65%	35%
San Bruno	65%	35%

<b>Station</b>	<b>% Minority</b>	<b>% White</b>
West Oakland	65%	35%
Millbrae	62%	38%
Powell St.	61%	39%
19th St. Oakland	61%	39%
West Dublin / Pleasanton	60%	40%
Dublin / Pleasanton	60%	40%
El Cerrito Plaza	60%	40%
MacArthur	57%	43%
Concord	57%	43%
North Concord / Martinez	57%	43%
Embarcadero	57%	43%
Civic Center / UN Plaza	57%	43%
Montgomery St.	56%	44%
24th St. Mission	54%	46%
Downtown Berkeley	54%	46%
16th St. Mission	53%	47%
Ashby	53%	47%
Pleasant Hill / Contra Costa Centre	47%	53%
North Berkeley	45%	55%
Rockridge	43%	57%
Orinda	43%	57%
Walnut Creek	38%	62%
Lafayette	34%	66%
<b>Total Five-County Average</b>	<b>68%</b>	<b>32%</b>

\* The five stations in italics were not open at the time of the 2015 survey, and therefore catchment areas based on survey data can't be created. As a proxy, the percentages from the nearest station were applied.

*This table shows the minority and non-minority percentages within a station's catchment area using tract-level data from ACS 2019-2023. Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts within the five-county area. Stations where the minority percentages exceed the five-county average of 68% are highlighted.*

*Including the 5 newer stations where minority percentages were estimated, BART has 21 stations which can be categorized as minority stations.*

## Income Status by Station

The table below shows the low income and non-low income percentages within a station's catchment area using tract-level data from the American Community Survey 2019 - 2023 (five-year estimates). Trip origin data from BART's 2015 Station Profile Study were used to define a station's catchment area using Census tracts. Stations where the low-income percentages are at or exceed the five-county average of 17.8% are highlighted.

*Income Status by Station*

	Low income	Not low income
Coliseum	39%	61%
Downtown Berkeley	34%	66%
Richmond	34%	66%
Fruitvale	27%	73%
Powell St.	26%	74%
19th St. Oakland	26%	74%
Civic Center / UN Plaza	25%	75%
12th St. / Oakland City Center	25%	75%
Lake Merritt	25%	75%
West Oakland	24%	76%
Pittsburg / Bay Point	24%	76%
<i>Pittsburg Center*</i>	24%	76%
<i>Antioch*</i>	24%	76%
Ashby	24%	76%
Bay Fair	24%	76%
San Leandro	23%	77%
El Cerrito del Norte	22%	78%
Glen Park	22%	78%
Hayward	22%	78%
Concord	21%	79%
Montgomery St.	21%	79%
Balboa Park	20%	80%
MacArthur	20%	80%
16th St. Mission	19%	81%
North Concord / Martinez	18%	82%
Embarcadero	17%	83%
El Cerrito Plaza	17%	83%
South Hayward	17%	83%
24th St. Mission	17%	83%
North Berkeley	17%	83%
Daly City	17%	83%
Pleasant Hill / Contra Costa Centre	16%	84%
South San Francisco	16%	84%
Fremont	15%	85%
<i>Warm Springs*</i>	15%	85%
<i>Milpitas*</i>	15%	85%
<i>Berryessa / North San Jose</i>	15%	85%
San Bruno	15%	85%
Millbrae	15%	85%
Castro Valley	14%	86%
Colma	14%	86%
Union City	14%	86%
Rockridge	12%	88%
Orinda	10%	90%
Walnut Creek	10%	90%
Dublin / Pleasanton	10%	90%
Lafayette	9%	91%
West Dublin / Pleasanton	8%	92%

## D. BART MAPS

### **Base Map**

The map below outlines the Census tracts in BART's four-county service area (Alameda, Contra Costa, San Francisco, and San Mateo counties). The BART line is shown in blue and stations are marked with white circles.

Since the last Triennial Update (1/19/20), two new stations have been added to the BART system. The Milpitas and Berryessa/ North San José stations are the second and third stations to extend the Green and Orange lines south of Fremont and will later connect with four additional stations planned for the Silicon Valley/Berryessa Extension project.

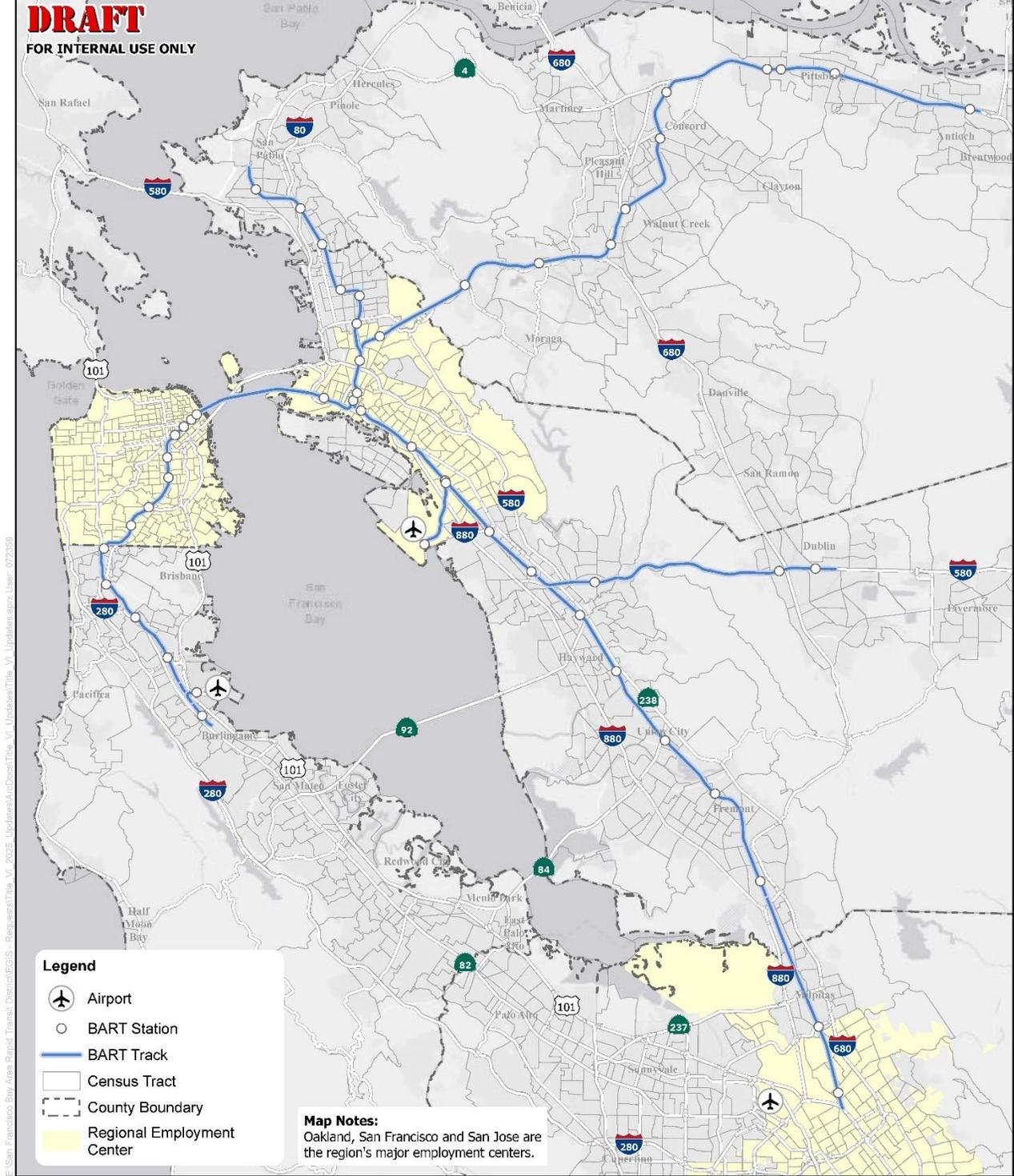


# BART BASE MAP

EGIS - Enterprise Geographic Information System

Date: 10/29/2025

**DRAFT**  
FOR INTERNAL USE ONLY



### Legend

- Airport
- BART Station
- BART Track
- Census Tract
- County Boundary
- Regional Employment Center

### Map Notes:

Oakland, San Francisco and San Jose are the region's major employment centers.

Notes: Bay Area Rapid Transit District;  
Basemap: ESRI, HERE, UGSG, NPS, IGN;  
Airports: ESRI; Employment Centers: US Census Bureau



0 1 2 4 6 Miles

Map Displayed in North American Datum of 1983  
California State Plane, Zone III FIPS 0403, US Feet

### San Francisco Bay Area Rapid Transit District

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## Recent and Planned Improvements

*Stations recently modernized or scheduled for modernization<sup>6</sup> over the next five years.*

Completed projects: Since the 2019 Title VI Triennial Update, BART has completed station modernization projects at:

- **Powell St** (ceiling, lighting, pilot canopy),
- **MacArthur** (safety, lighting),

Other modernization projects currently in the final design or construction phases:

- **North Berkeley** (access improvements)
- **Powell St.** (station modernization)
- **Balboa Park** (station modernization, elevators, and transit plaza), and
- **19<sup>th</sup> St/Oakland**, and
- the **Market St. San Francisco** Stations – Embarcadero, Montgomery, Powell, and Civic Center (escalators, canopies, improvements and bike stations).

Concept planning for future station modernization projects, underway or planned:

- **Downtown Berkeley** (station modernization),
- **Lake Merritt** (Operations Control Center and plaza).

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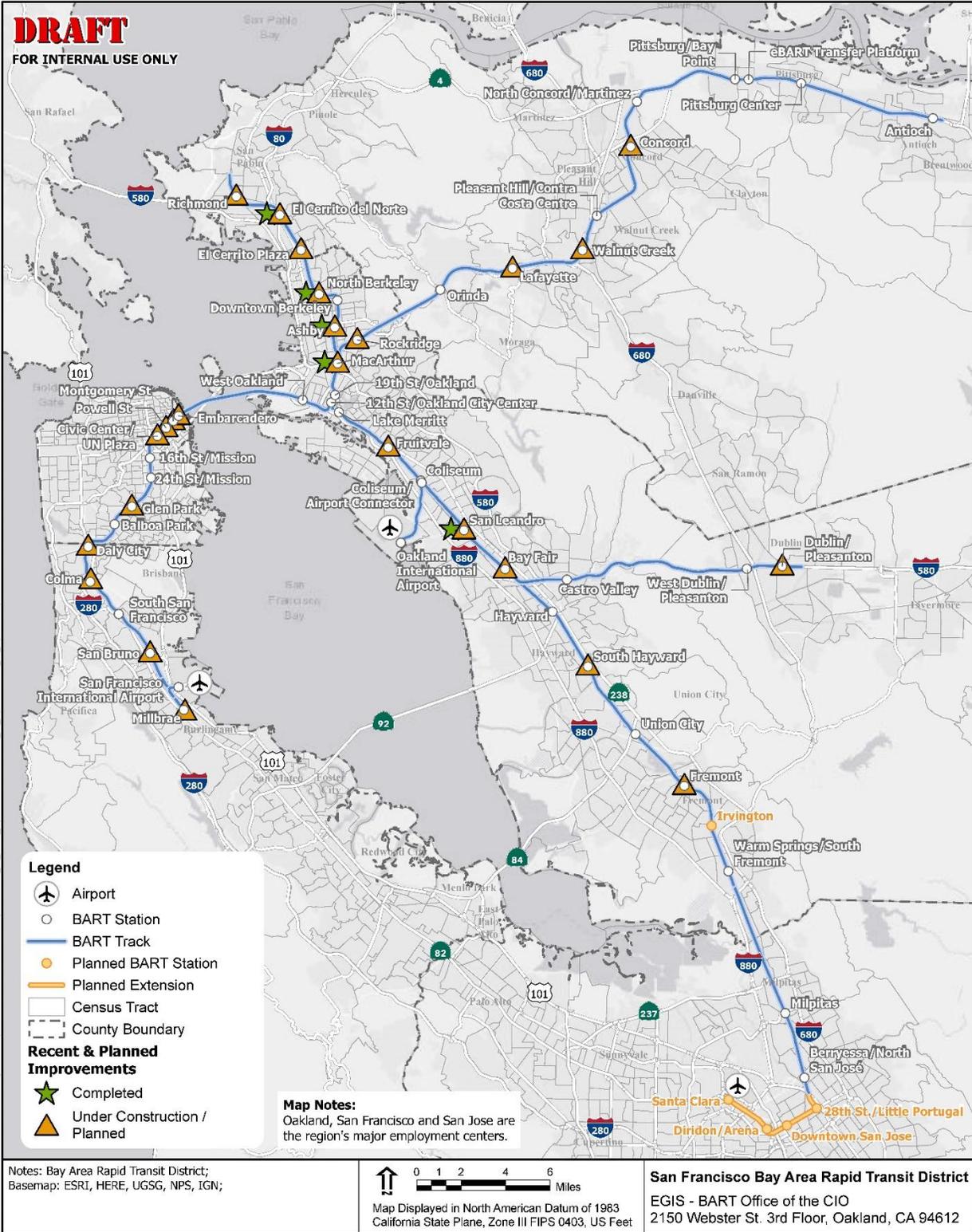
<sup>6</sup> Unless noted, Station Modernization includes comprehensive station improvements.



# BART'S Recent & Planned Improvements

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- **Concord** (lighting)

2025 Title VI Triennial Program Update

Appendix 10 Demographic Profile | 19

*Final design and/or construction dependent on securing and allocating funds.*

## **Transit Oriented Development (TOD) Projects**

### Approved/Under Construction TOD projects:

- **Balboa Park** (under construction)
- **Lake Merritt** (approved agreement with developer, construction not commenced yet)
- **Millbrae** (under construction- to be completed in early 2023)
- **Walnut Creek** (phase 1 near completion, Phase II/III not yet started)
- **West Oakland** (not yet initiated, but developer selected and grants secured for environmental remediation)
- **North Berkeley** (developer selected)
- **El Cerrito Plaza** (developer selected, design is underway)
- **North Concord** (developer was selected, but work has not commenced)
- **Pleasant Hill** (all phases but one are complete- final phase, Block D-office use, has stalled)
- **West Dublin/Pleasanton** (hoping to see design and construction commence in coming months)

### Planned TOD projects: (projects we expect to advance in coming 2 years)

- **Ashby** (developer selection process expected in coming months)
- **Rockridge**
- **Hayward**
- **Warm Springs/South Fremont**

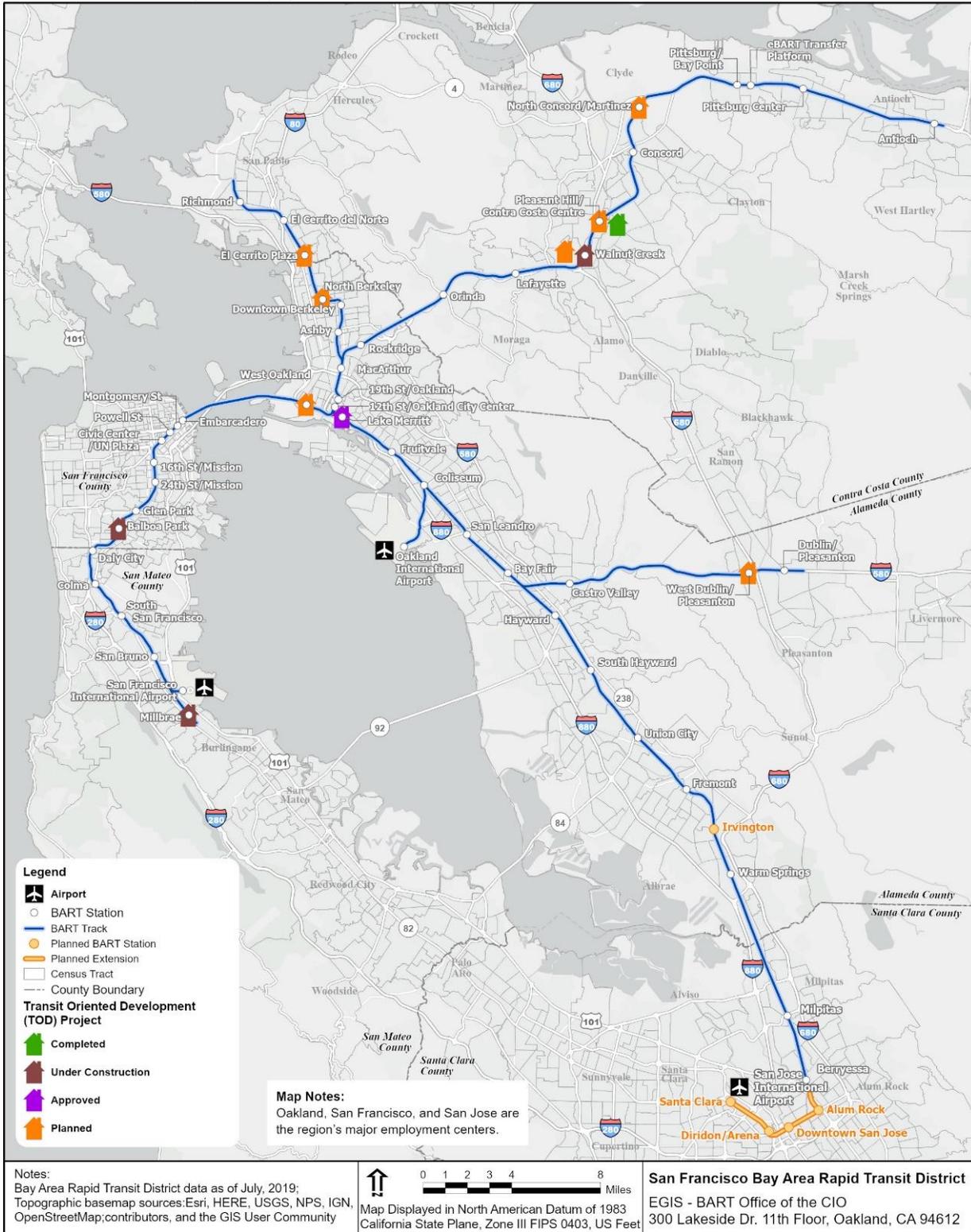
*Final design and/or construction dependent on securing and allocating funds.*



# BART'S Transit Oriented Development (TOD) Projects

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Date: 12/5/2022



## E. DEMOGRAPHIC MAPS

For the purposes of this Triennial, BART has elected to use ACS 5-Year Estimates (2019-2023) to determine service area thresholds and station catchment area demographics, as these are the most current estimates.

### **Minority and Non-Minority**

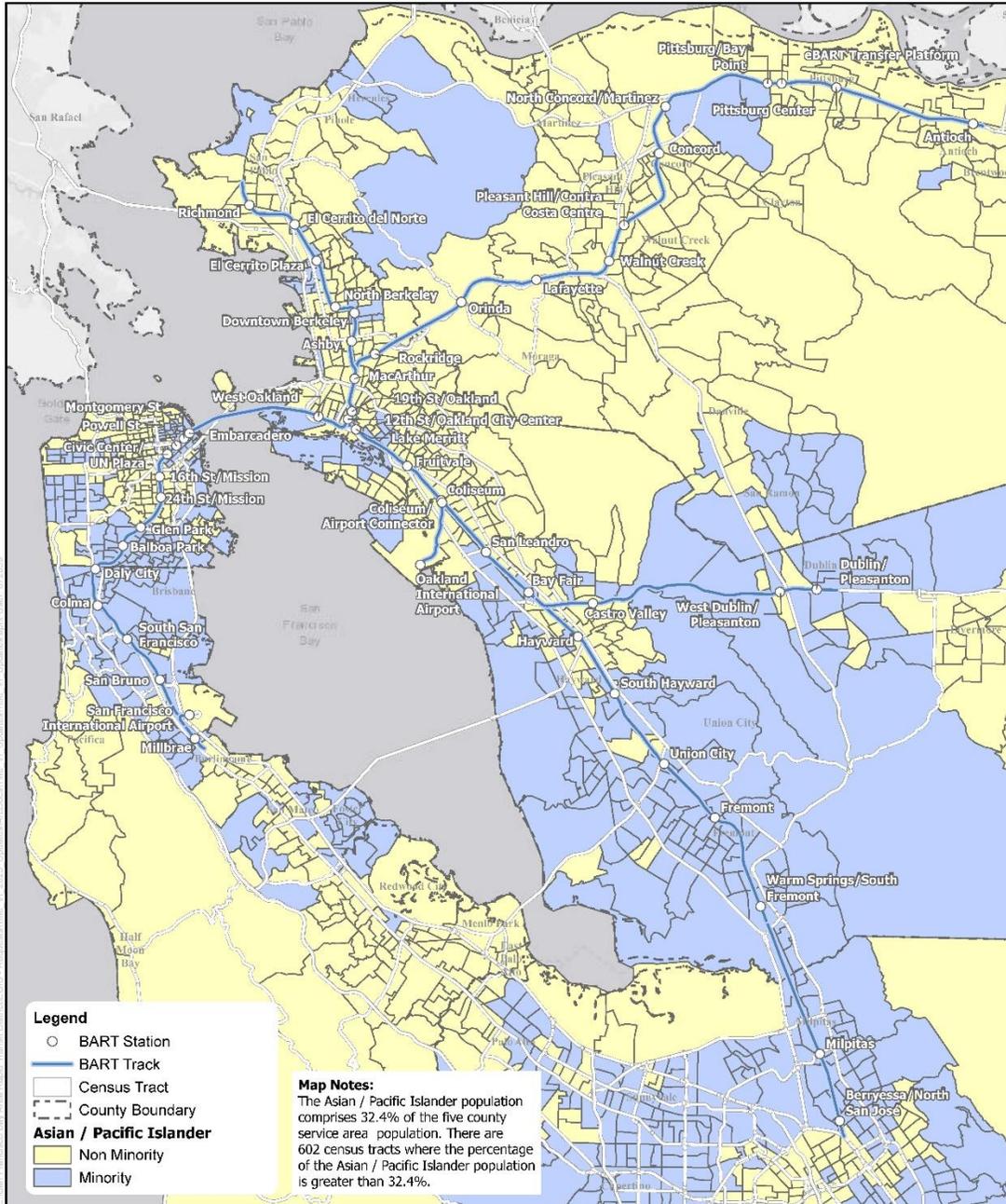
The following map shows the Census tracts where the minority population exceeds the five-county service area average of 68% (2019-2023 ACS Estimates).

### **Demographic Maps by Specific Race**

Looking at distinct minority groups, the following maps show Census tracts in which the percentage of Asian/Pacific Islander, Hispanic, and Black/African American residents, respectively, exceed overall service area averages.

#### **Asian/Pacific Islander**

The map shows tracts in which the **Asian / Pacific Islander** population exceeds the service area average of 32.4%.



Notes: Bay Area Rapid Transit District;  
Basemap: ESRI, HERE, UGSG, NPS, IGN;  
Black/African American Data: US Census Bureau American  
Community Survey (ACS) 5 year data 2019-2023

0 1 2 4 6 Miles  
Map Displayed in North American Datum of 1983  
California State Plane, Zone III FIPS 0403, US Feet

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## Hispanic

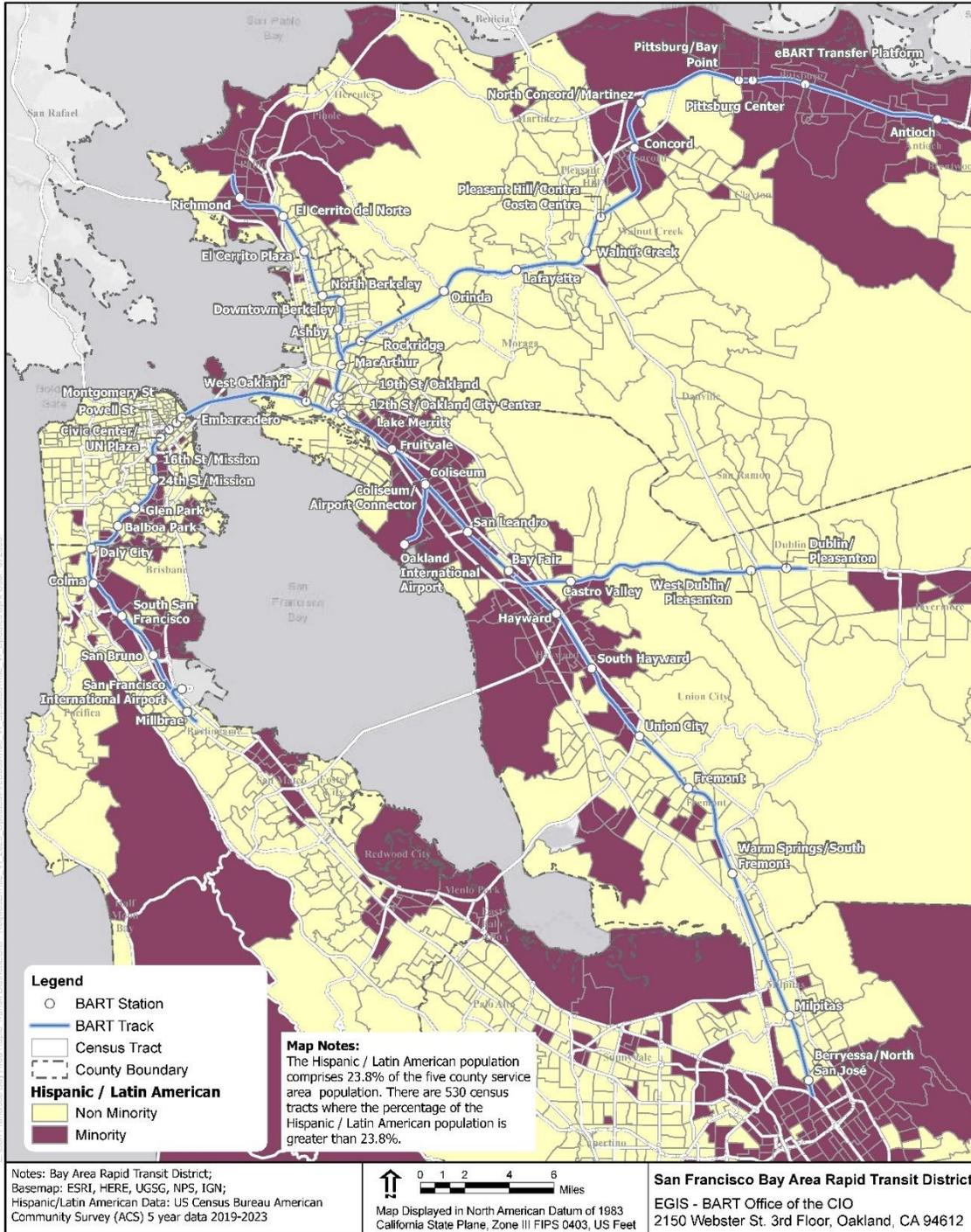
The map shows tracts in which the **Hispanic** population exceeds the service area average of 23.8%.



# HISPANIC / LATIN AMERICAN CENSUS TRACTS

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Date: 11/20/2025



## Black/African American

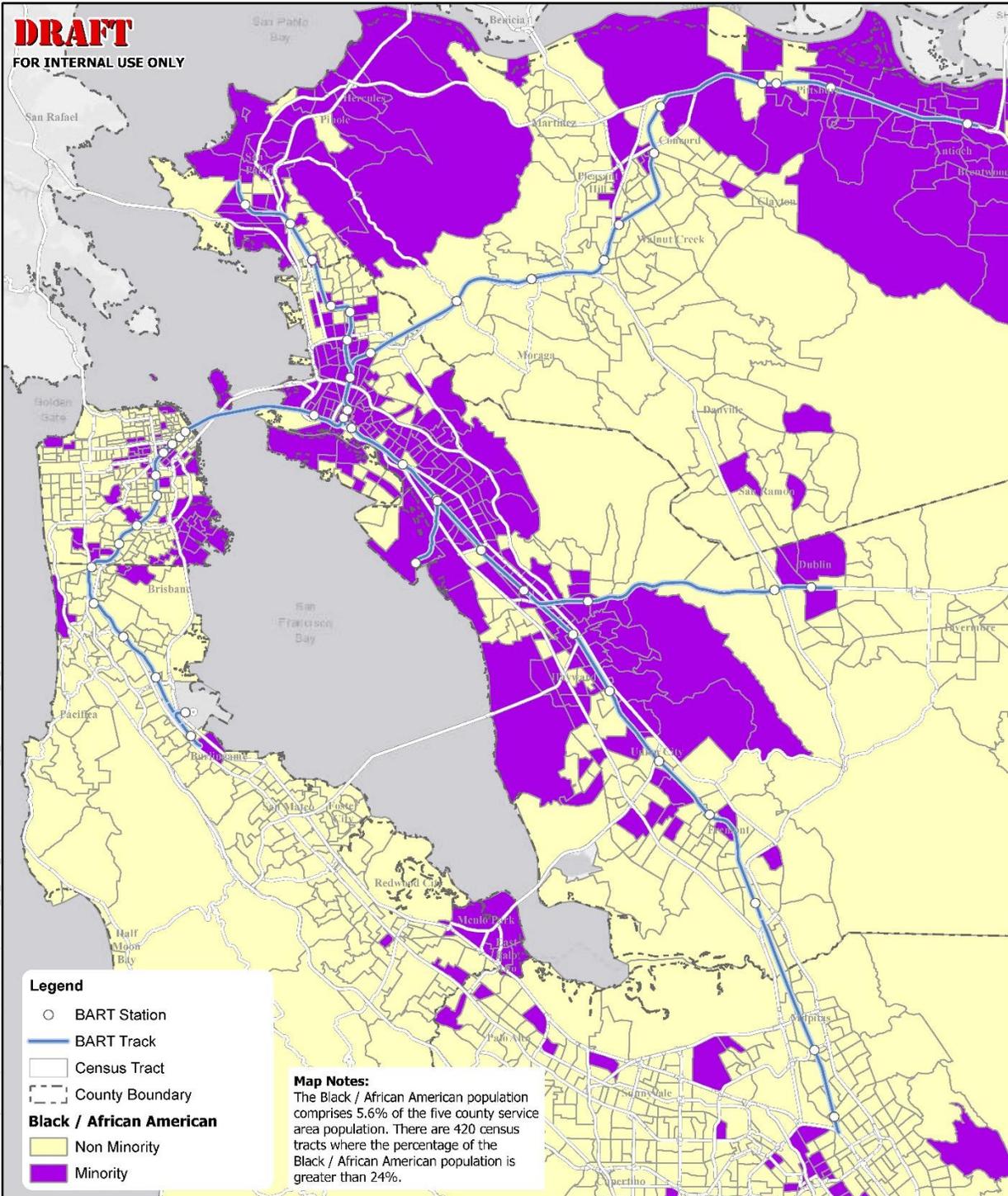
The map below shows tracts in which the **Black / African American** population exceeds the service area average of 5.6%.



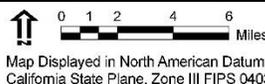
# BLACK / AFRICAN AMERICAN CENSUS TRACTS

EGIS - Enterprise Geographic Information System

Date: 10/29/2025



Notes: Bay Area Rapid Transit District;  
 Basemap: ESRI, HERE, UGSG, NPS, IGN;  
 Black/African American Data: US Census Bureau American Community Survey (ACS) 5 year data 2019-2023



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### **Limited English Proficiency (LEP)**

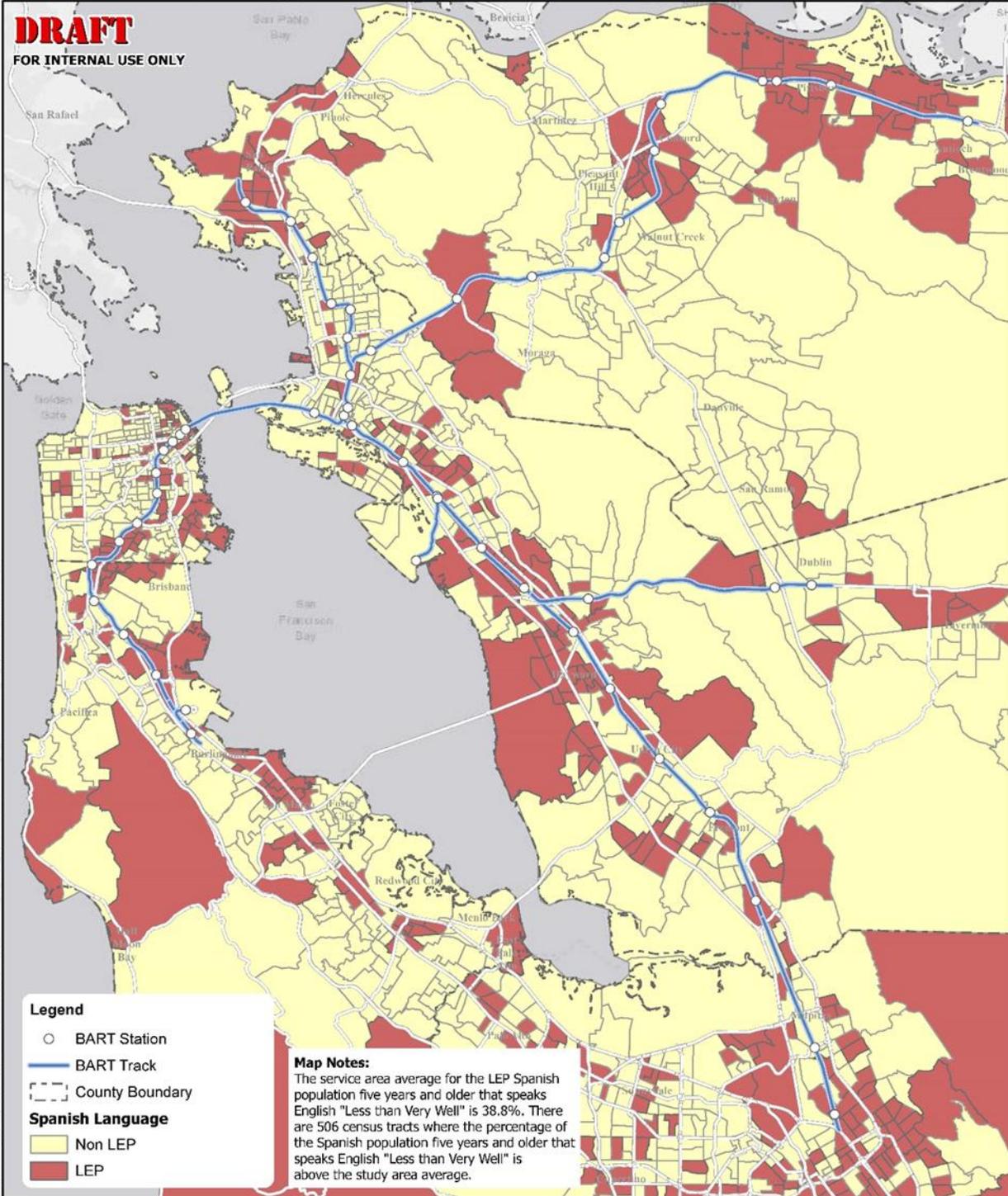
As noted above, Limited English Proficient (LEP) is defined as those who report that they speak English less than “Very Well.” This includes those who speak English “Well,” “Not Well,” or “Not at All.” The map below shows tracts in which the LEP population exceeds the service area average of 17.6%.



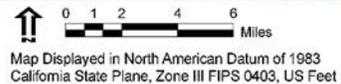
# SPANISH LIMITED ENGLISH PROFICIENT (LEP) CENSUS TRACTS

EGIS - Enterprise Geographic Information System

Date: 10/29/2025



Notes: Bay Area Rapid Transit District;  
 Basemap: ESRI, HERE, UGSG, NPS, IGN;  
 Limited English Proficiency Data: US Census Bureau  
 American Community Survey (ACS) 5 year data 2019-2023

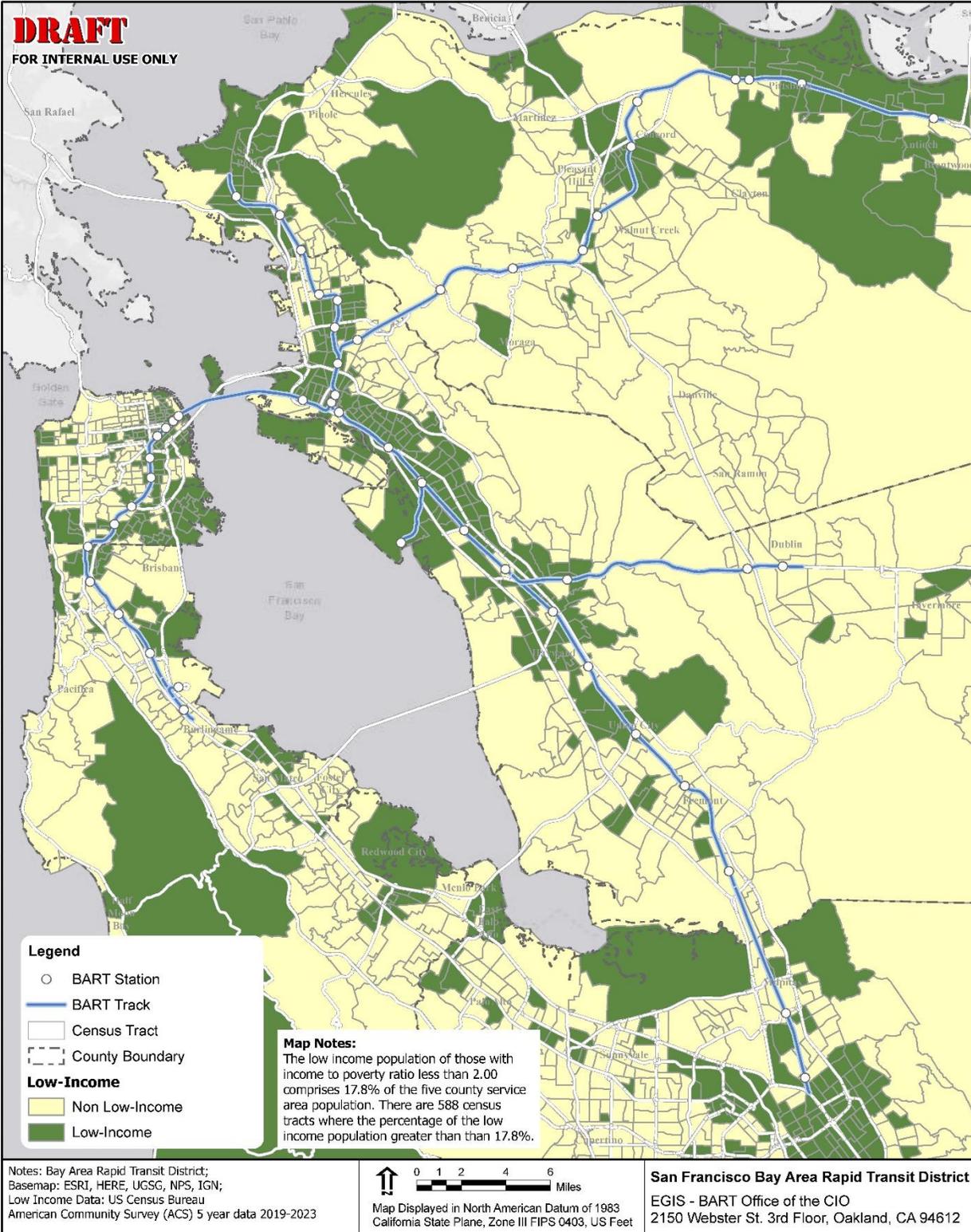


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## **Low-Income**

The map below shows the Census tracts where the low-income population exceeds the four-county service area average of 17.8%. Due to the high cost of living in the District, BART has defined low income as 200% of the federal poverty level.





# Appendix 11. Station Amenities

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2026 16:01

**2025 Title VI Triennial Program Appendices**  
Title VI Service and Fare Equity Analyses during the Reporting Period



## Detailed Station Pairs Analysis

### 1. San Leandro ↔ Rockridge

Out of the 24 transit amenity categories, there are **four** instances where the minority station (San Leandro) has fewer amenities than the non-minority station (Rockridge). The most significant variance is in **Bicycle Racks**, where Rockridge has substantially more bicycle parking due to a higher bicycle mode-access share. Conversely, San Leandro is more transit-oriented and accordingly provides **significantly more bus access facilities**.

---

### 2. Bay Fair ↔ Walnut Creek

Out of the 24 amenity categories, seven instances show fewer amenities at the minority station (Bay Fair) compared to the non-minority station (Walnut Creek). The most notable difference is in Bike Racks, which aligns with BART's practice of allocating bicycle facilities based on demonstrated and projected demand, as documented in the BART Bike Program Capital Plan (2017).

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### 3. Union City ↔ El Cerrito Plaza

Out of the 24 amenity categories, there are three instances where the minority station (Union City) has fewer amenities than the non-minority station (El Cerrito Plaza). The largest variance is in Bicycle Amenities—El Cerrito Plaza has 28 additional Bicycle Lockers and 25 additional rack/storage spaces. This reflects the higher bicycle mode-access share at El Cerrito Plaza. Union City, however, provides a significantly larger supply of parking spaces, which offsets the variance in bicycle facilities.

---

### 4. South Hayward ↔ Orinda

Across 24 amenity categories, **four** reflect fewer amenities at the minority station (South Hayward) compared to the non-minority station (Orinda). Overall, amenities are relatively balanced. The primary variance is in **Benches**, which is attributable to structural constraints such as station layout and bench sizing, rather than service equity issues.

---

### 5. South San Francisco ↔ Lafayette

Out of 24 categories, **seven** show fewer amenities at the minority station (South San Francisco). The most significant variance is in **Parking Spaces**, with Lafayette having 144 more spaces due

to considerably greater available land. South San Francisco is more transit-oriented, served by multiple SamTrans routes and extensive employer shuttles, which reduces its reliance on parking compared to Lafayette.

---

#### 6. Pittsburg/Bay Point ↔ Concord

Out of 24 amenity categories, the minority station (Pittsburg/Bay Point) has fewer amenities in five instances. The most substantial variance is in **Parking Spaces**, where Concord has 226 more spaces, consistent with its higher ridership levels. Differences in bicycle amenities also reflect mode-share patterns: Concord has a higher bicycle access share compared to Pittsburg/Bay Point.

---

#### 7. Hayward ↔ North Berkeley

Out of 24 categories, there are **four** instances where the minority station (Hayward) has fewer amenities than North Berkeley. The most significant differences are in **Bicycle Amenities**—North Berkeley has 28 additional Bicycle Lockers and 138 more Bicycle Racks, consistent with its unusually high system-wide bicycle mode-access share. Hayward, by contrast, provides **16 Bus Bays**, reflecting its higher reliance on public transit as an access mode.

---

#### 8. Lake Merritt ↔ Downtown Berkeley

Across 23 amenity categories (parking excluded due to both stations' dense urban locations), there are **two** instances where the minority station (Lake Merritt) has fewer amenities. Downtown Berkeley has significantly more **bicycle-related facilities**, including Bike Racks and a Bike Station, reflecting its high bicycle access share and proximity to a major university.

**Station Pairing - Minority/Non-Minority**

BART Line & Stations	Minority/Non-Minority	Platform Type	Station Agent Booths Staffed	Platform Canopies	Train Arrival Displays	Time Tables	Route Maps	Trash Receptacles	Restrooms	Benches	Bill to Bill Changer (BBC)	Ticket Vending Machine (TVM)	Clipper Vending Machine (CVM)
San Leandro	Minority	side	1	Yes	8	1	5	10	2	16	1	0	6
Rockridge	Non-Minority	center	1	Yes	8	1	2	6	2	20	1	0	6
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>-4</b>	<b>0</b>	<b>0</b>	<b>0</b>
Bay Fair	Minority	center	1	Yes	8	2	3	15	2	33	1	1	6
Walnut Creek	Non-Minority	side	1	Yes	8	1	4	14	2	15	1	0	3
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>1</b>	<b>-1</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>1</b>	<b>3</b>
Union City	Minority	side	1	Yes	8	0	14	5	2	35	3	0	4
El Cerrito Plaza	Non-Minority	side	1	Yes	8	0	9	12	2	14	1	0	4
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>0</b>	<b>5</b>	<b>-7</b>	<b>0</b>	<b>21</b>	<b>2</b>	<b>0</b>	<b>0</b>
South Hayward	Minority	side	1	Yes	8	0	10	9	2	12	1	0	4
Orinda	Non-Minority		1	Yes	8	1	10	25	2	29	1	0	4
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>-1</b>	<b>0</b>	<b>-16</b>	<b>0</b>	<b>-17</b>	<b>0</b>	<b>0</b>	<b>0</b>
South San Francisco	Minority		1	Yes	10	1	10	13	2	5	1	0	5
Lafayette	Non-Minority	center	1	Yes	8	3	5	6	2	12	1	0	4
<b>Difference</b>			<b>0</b>		<b>2</b>	<b>-2</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>-7</b>	<b>0</b>	<b>0</b>	<b>1</b>
Pittsburg/Bay Point	Minority	center	1	Yes	8	0	3	28	2	35	3	0	5
Concord	Non-Minority	center	1	Yes	8	1	1	7	2	28	1	0	5
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>-1</b>	<b>2</b>	<b>21</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>0</b>	<b>0</b>
Hayward	Minority	side	1	Yes	8	0	13	9	2	5	1	1	4
North Berkeley	Non-Minority	center	1	Yes (Subway)	8	0	5	8	2	20	1	0	4
<b>Difference</b>			<b>0</b>		<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>0</b>	<b>-15</b>	<b>0</b>	<b>1</b>	<b>0</b>
Lake Merritt	Minority	center/side	3	Yes (Subway)	12	4	18	15	2	12	3	0	7
Downtown Berkeley	Non-Minority	center	2	Yes (Subway)	8	1	7	8	2	12	3	0	7
<b>Difference</b>			<b>1</b>		<b>4</b>	<b>3</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Add Fare Machine (AFM)	Emergency Courtesy Phones	Public Address Systems	Digital Information Systems	Platform Elevators	Platform Escalators	Parking Spaces	Bike Lockers (keyed and electronic)	Bike Rack / Bikeeep	Bike Station (# of bikes that can be stored)	Bike Share Docks	Bus Access Facilities (Covered Bus Shelters)
6	10	Yes	Yes	2	4	898	96	91	0	0	12
3	9	Yes	Yes	1	1	886	72	160	0	25	0
3	1			1	3	12	24	-69	0	-25	12
9	11	Yes	Yes	1	1	1658	28	52	0	0	8
7	14	Yes	Yes	2	2	1271	96	175	0	0	15
2	-3	Yes	Yes	-1	-1	387	-68	-123	0	0	-7
8	17	Yes	Yes	2	4	951	84	82	0	0	12
3	12	Yes	Yes	2	2	742	136	94	0	0	7
5	5			0	2	209	-52	-12	0	0	5
2	12	Yes	Yes	2	2	1302	44	86	0	0	6
3	5	Yes	Yes	1	1	1302	36	86	0	0	2
-1	7			1	1	0	8	0	0	0	4
2	8	Yes	Yes	1	2	1350	42	44	0	0	9
3	10	Yes	Yes	1	1	1494	62	76	0	0	2
-1	-2			0	1	-144	-20	-32	0	0	7
4	12	Yes	Yes	2	2	2094	32	74	0	0	10
3	6	Yes	Yes	1	2	2320	100	79	0	0	11
1	6			1	0	-226	-68	-5	0	0	-1
3	7	Yes	Yes	2	2	1468	60	70	0	0	16
3	7	Yes	Yes	1	2	756	84	208	0	27	0
0	0			1	0	712	-24	-138	0	-27	16
7	20	Yes	Yes	2	9	0	12	30	0	35	0
6	11	Yes	Yes	1	1	0	0	100	332	0	0
1	9			1	8	0	12	-70	-332	35	0

All Station Pairing	Minority/Non-Minority	Platform Type	Station Agent Booths Staffed (#)	Platform Canopies (Y/N)	Brochure Bins (#)	Train Arrival Displays (#)	Time Tables (#)	Route Maps (#)	Trash Receptacles (#)	Restrooms (*At least 1 not open to the public) (#)	Benches (#)	Bill to Bill Changer (BBC) (#)
<b>Red/ Orange</b>												
Downtown Berkeley	Non-Minority	center	2	Yes (Subway)	0	8	1	4	8	2*	12	3
Lake Merritt	Minority	center	1	Yes (Subway)	0	8	1	4	15	2	12	1
Fruitvale	Minority	center	1	Yes	0	8	0	4	19	2	15	1
Coliseum	Minority	center	2	Yes	0	8	0	3	16	2*	21	5
San Leandro	Minority	side	1	Yes	0	8	1	5	10	2	16	1
Bay Fair	Minority	center	1	Yes	0	8	2	3	12	2	33	1
Hayward	Minority	side	1	Yes	0	8	0	6	9	2*	5	1
South Hayward	Minority	side	1	Yes	0	8	0	6	9	2	12	1
Union City	Minority	side	1	Yes	0	8	0	6	12	2*	35	3
Fremont	Minority	center	1	Yes	0	8	0	5	19	2	38	1
Warm Springs/South Fremont	Minority	center	1	Yes	0	8	0	11	22	2	14	2
Milpitas	Minority	side	1	Yes	0	8	0	7	35	2	29	4
Berryessa/North San Jose	Minority	center	1	Yes	0	8	0	5	22	2	22	2
<b>Yellow</b>												
Antioch Station	Minority	center	1	Yes	0	6	0	4	9	2	10	2
Pittsburg Center	Minority	center	0	Yes	0	5	0	4	8	0	4	2
eBART Transfer Platform		center	0	Yes	0	8	0	3	4	0	2	0
Pittsburg/Bay Point	Minority	center	1	Yes	0	8	0	3	25	2	35	3
North Concord/ Martinez	Non-Minority	center	1	Yes	0	8	0	3	15	2	16	1
Concord	Non-Minority	center	1	Yes	0	8	2	1	15	2	28	1
Pleasant Hill/Contra Costa Center	Non-Minority	side	1	Yes	0	8	1	3	21	2	9	1
Walnut Creek	Non-Minority	side	1	Yes	0	8	1	4	19	2	15	1
Lafayette	Non-Minority	center	1	Yes	0	8	1	3	6	2	12	1
Orinda	Non-Minority	center	1	Yes	0	8	1	4	25	2	29	1
Rockridge	Non-Minority	center	1	Yes	0	8	1	2	6	2	20	1
<b>Blue</b>												

All Station Pairing	Minority/Non-Minority	Platform Type	Station Agent Booths Staffed (#)	Platform Canopies (Y/N)	Brochure Bins (#)	Train Arrival Displays (#)	Time Tables (#)	Route Maps (#)	Trash Receptacles (#)	Restrooms (*At least 1 not open to the public) (#)	Benches (#)	Bill to Bill Changer (BBC) (#)
Castro Valley	Non-Minority	center	1	Yes	0	10	0	3	20	2	17	2
West Dublin/ Pleasanton	Non-Minority	center	2	Yes	0	10	0	4	15	2	14	2
Dublin/ Pleasanton	Non-Minority	center	1	Yes	0	8	2	4	25	2	38	2
<b>Yellow/ Red/ Green/ Blue</b>												
West Oakland	Non-Minority	side	1	Yes	0	9	1	2	7	2*	8	1
Embarcadero	Non-Minority	center	2	Yes (Subway)	0	8	0	5	15	2	4	2
Montgomery	Non-Minority	center	2	Yes (Subway)	0	8	0	5	17	2*	7	2
Powell	Non-Minority	center	2	Yes (Subway)	0	8	0	5	16	2	7	3
Civic Center	Non-Minority	center	2	Yes (Subway)	0	8	0	5	18	2*	5	1
16th Street Mission	Non-Minority	center	1	Yes (Subway)	0	11	0	5	6	2*	4	1
24th Street Mission	Non-Minority	center	1	Yes (Subway)	0	8	0	5	8	2*	4	1
Glen Park	Minority	center	1	Yes (Subway)	0	8	0	6	6	2	10	1
Balboa Park	Minority	center	1	Yes (Subway)	0	8	0	7	14	2	11	2
Daly City	Minority	center/side	1	Yes	0	12	0	5	24	2*	49	2
<b>Yellow/ Red</b>												
Colma	Non-Minority	center	1	Yes	0	8	0	3	28	2	45	2
South San Francisco	Minority	center	1	Yes (Subway)	0	10	0	5	15	2*	5	1
San Bruno	Non-Minority	center	1	Yes (Subway)	0	10	0	3	8	2	8	2
SFO Airport	Non-Minority	center	2	Yes (Subway)	0	20	0	6	19	2*	10	4
Millbrae	Non-Minority	center	2	Yes	0	15	5	7	26	2	55	3

Ticket Vending Machine (TVM) (#)	Clipper Vending Machine (CVM) (#)	Add Fare Machine (AFM) (X)	Emergency Courtesy Phones (#)	Public Address Systems (Y/N)	Digital Information Systems (Y/N)	Platform Elevators (#)	Platform Escalators (#)	Parking Spaces (#) *Information provided by Danielle Dai **Available Parking not BART Owned *** Lake Merritt under construction	Bike Lockers (keyed and electronic) (#) *Information providey by Heath Maddox	Bike Rack/Bikeep (#) *Information providey by Heath Maddox	Bike Station (# of bikes that can be stored) *Information providey by Heath Maddox	Bike Share Docks (#) *Information providey by Heath Maddox	Bus Access Facilities (Covered Bus Shelters) (#)
0	7	6	11	Yes	Yes	1	1	0	0	100	332	0	0
0	4	2	10	Yes	Yes	2	2	0	80	212	0	27	0
0	5	4	11	Yes	Yes	2	4	893	28	49	200	15	7
2	12	6	18	Yes	Yes	1	1	888	16	63	0	0	0
0	6	6	10	Yes	Yes	2	4	898	96	91	0	0	12
0	6	9	11	Yes	Yes	1	1	1,658	28	52	0	0	8
1	4	3	7	Yes	Yes	2	2	1,468	60	70	0	0	16
0	4	2	12	Yes	Yes	1	2	1,302	44	86	0	0	6
0	4	8	17	Yes	Yes	2	4	951	84	82	0	0	12
3	8	1	9	Yes	Yes	1	2	1,654	104	121	0	0	11
2	12	1	21	Yes	Yes	2	3	2,120	56	106	0	0	3
0	12	6	22	Yes	Yes	2	4	1631**	12	24	185	0	16
0	8	7	13	Yes	Yes	1	2	1527**	10	28	181	0	10
1	3	2	6	Yes	Yes	2	2	1885	12	16	0	0	12
0	3	2	5	Yes	Yes	1	0	262	0	0	0	0	0
0	0	0	4	Yes	Yes	0	0	0	0	0	0	0	0
0	5	4	12	Yes	Yes	2	2	2,034	32	74	0	0	10
0	4	3	11	Yes	Yes	1	2	1,978	32	74	0	0	3
0	5	3	6	Yes	Yes	1	2	2,320	100	79	0	0	11
0	3	5	14	Yes	Yes	2	2	2,883	110	234	215	0	10
0	3	7	14	Yes	Yes	2	2	1,271	96	175	0	0	15
0	4	3	10	Yes	Yes	1	1	1,494	62	76	0	0	2
0	4	3	5	Yes	Yes	1	1	1,302	36	86	0	0	2
0	6	3	9	Yes	Yes	1	1	886	72	160	0	25	0

Ticket Vending Machine (TVM) (#)	Clipper Vending Machine (CVM) (#)	Add Fare Machine (AFM) (X)	Emergency Courtesy Phones (#)	Public Address Systems (Y/N)	Digital Information Systems (Y/N)	Platform Elevators (#)	Platform Escalators (#)	Parking Spaces (#) *Information provided by Danielle Dai **Available Parking not BART Owned *** Lake Merritt under construction	Bike Lockers (keyed and electronic) (#) *Information providey by Heath Maddox	Bike Rack/Bikeep (#) *Information providey by Heath Maddox	Bike Station (# of bikes that can be stored) *Information providey by Heath Maddox	Bike Share Docks (#) *Information providey by Heath Maddox	Bus Access Facilities (Covered Bus Shelters) (#)
0	4	2	8	Yes	Yes	1	2	1,102	52	67	0	0	5
0	8	4	8	Yes	Yes	1	2	1,155	48	70	0	0	5
0	8	8	13	Yes	Yes	1	3	3,130	92	212	0	0	5
0	3	4	8	Yes	Yes	2	2	452	176	161	0	23	4
0	24	5	9	Yes	Yes	1	4	0	0	0	106	27	0
0	28	4	9	Yes	Yes	1	4	0	0	0	0	37	0
1	18	5	11	Yes	Yes	1	2	0	0	7	0	33	0
2	17	2	6	Yes	Yes	1	2	0	0	74	140	30	0
0	4	1	12	Yes	Yes	1	1	0	0	97	0	31	0
0	7	1	7	Yes	Yes	1	1	0	0	90	0	16	0
0	4	1	7	Yes	Yes	1	2	53	24	56	0	40	0
0	7	3	6	Yes	Yes	1	1	0	12	67	0	23	0
0	11	5	11	Yes	Yes	2	2	1,995	20	35	0	0	9
0	6	3	12	Yes	Yes	1	2	1,422	31	72	0	0	12
0	5	2	8	Yes	Yes	1	2	1,350	42	44	0	0	9
0	5	2	8	Yes	Yes	1	2	1,042	42	32	0	0	9
0	10	5	17	Yes	Yes	2	4	0	42	44	0	0	0
0	10	5	17	Yes	Yes	2	4	2,096	80	60	0	0	9

Appendix 12. Disparate Impact and Disproportionate Burden Policy, Public Participation Report and Board Approval Minutes (2013)



**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors  
Minutes of the 1,682nd Meeting  
July 11, 2013

A regular meeting of the Board of Directors was held July 11, 2013, convening at 9:07 a.m. in the Board Room, 344 20<sup>th</sup> Street, Oakland, California. President Radulovich presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich.

Absent: None.

President Radulovich announced that the Meeting would be adjourned in honor of former Director Willie B. Kennedy.

President Radulovich announced that the item on Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257) would be continued to a future meeting.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).
2. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).

Director Murray made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

1. That the Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special), be approved.
2. That the General Manager be authorized to award Agreement No. 6M5059, to MuniServices, LLC, to provide sales tax revenue collection services, pursuant to the notice to be issued by the General Manager, and subject to the District's protest procedures; the Agreement covers an initial term of three years with options for two additional one-year terms; and a contingency fee of 20 percent will be paid to MuniServices, LLC, based upon the amount of tax revenue recovered.

Director Murray, Chairperson of the Administration Committee, brought the matter of Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the

Period January 1, 2010, through June 30, 2014, before the Board. Ms. Pamela Herhold, Financial Planning, presented the item. The item was discussed. Director Saltzman moved that the General Manager be authorized to execute the Special Transit Fare (Fast Pass®) Agreement between the City and County of San Francisco and the San Francisco Bay Area Rapid Transit District for the period January 1, 2010, through June 30, 2014. Director Blalock seconded the motion. Director Mallett requested that the motion be amended to include direction previously given to staff to perform additional analysis and bring the results back to the Board. Directors Saltzman and Blalock accepted the amendment. The motion, as amended, carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes – 0.

Director Murray brought the matter of Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy, before the Board. Mr. Wayne Wong, Department Manager, Office of Civil Rights, Mr. Robert Mitroff, Manager of Fleet and Capacity Planning, and Ms. Herhold presented the item. The item was discussed.

Mr. Guillermo Mayer addressed the Board.

Director Raburn moved that the Board approve the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Directors Saltzman and Mallett seconded the motion.

Discussion continued. The motion carried by unanimous electronic vote. Ayes - 9: Directors Blalock, Fang, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Radulovich. Noes - 0.

Director Murray brought the matter of Draft Amendment to the District's Code of Conduct Policies before the Board. Ms. Marcia deVaughn, Deputy General Manager, and Mr. Benson Fairow, Deputy Chief of Police, presented the item. The item was discussed.

Director Murray brought the matter of Draft District Whistleblower Policy before the Board. Ms. deVaughn and Ms. Darlene Cummins, Department Manager of Internal Audit, presented the item. The item was discussed.

Director Fang, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation before the Board. Mr. Paul Oversier, Assistant General Manager, Operations, presented the item. Director Mallett moved that the General Manager be authorized to award Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation, to Shimmick Construction Company, Inc., for the Bid amount of \$2,761,000.00, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures and Federal Transit Administration's requirements related to protest procedures. Director Blalock seconded the motion. Discussion continued.

Director McPartland exited the Meeting.

The motion carried by unanimous electronic vote. Ayes - 8: Directors Blalock, Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 1: Director McPartland.

Director Fang brought the matter of Change Order to Contract No. 15PJ-110B, Earthquake Safety Program Four Station Structures – A Line, with Robert A. Bothman, for Seismic Retrofit of Pier P-238 (C.O. No. 2), before the Board. Mr. Thomas Horton, Manager of Earthquake Safety Programs, presented the item.

Director Keller exited the Meeting.

The item was discussed. Director Murray moved that the General Manager be authorized to execute Change Order No. 2 to Contract No. 15PJ-110B, BART Earthquake Safety Program Station Structures – A Line, for the retrofit of Pier P-238, in an amount not to exceed \$1,300,000.00. Director Blalock seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Blalock, Fang, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Keller and McPartland.

Director Fang brought the matter of Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority before the Board. Director Blalock recused himself from the discussion, stating that he sat on the San Joaquin Joint Powers Authority, the awarding body.

Mr. David Kutrosky, Managing Director, Capitol Corridor, presented the item.

Director Keller re-entered the Meeting.

The item was discussed. Director Raburn moved that the General Manager be authorized to submit a response to the Request for Proposals for Management and Administrative Services for the San Joaquin intercity passenger trains, on behalf of the District, to the San Joaquin Joint Powers Authority. Director Murray seconded the motion, which carried by unanimous electronic vote. Ayes - 7: Directors Fang, Keller, Mallett, Murray, Raburn, Saltzman, and Radulovich. Noes - 0. Absent – 2: Directors Blalock and McPartland.

Director Blalock re-entered the Meeting.

Director Blalock, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, had no report.

President Radulovich called for the General Manager's report. General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in.

President Radulovich called for Board Member Reports.

Director Mallett reported he had attended Hercules Planning Commission meetings, a Democratic Central Committee meeting, the opening of the Richmond Station parking garage, meetings with staff and Directors, West Contra Costa Transportation Advisory Committee meetings, a meeting with a prospective developer, and a Richmond neighborhood council meeting.

Director Blalock reported he had attended a meeting of the South Hayward BART Station Access Authority and had visited the Fremont Station to speak with employees and riders.

Director Murray reported she had attended a small business presentation for the Hispanic Chamber of Commerce and had met with a constituent about Capitol Corridor.

Director Keller reported he had visited three stations to speak with employees and riders.

Director Raburn reported he had attended a briefing with police leadership on crime reduction strategies in the Coliseum parking area and the Citizens Review Board meeting.

Director Saltzman reported she had attended the South Hayward BART Station Access Authority meeting and had visited the Rockridge Station to speak with employees and riders.

President Radulovich called for Roll Call for Introductions.

Director Saltzman requested a discussion of evening Board Meetings be agendized.

Director Saltzman requested the verbal announcement of Board votes when there is other than unanimity, to include at a minimum identification of those voting in the minority, in order to better inform those in the overflow room and those monitoring meetings via streaming or on demand.

Director Blalock requested the District evaluate the feasibility of installing windmills at stations for power generation, with the report to include costs and potential revenue sources for acquisition/installation/operation.

President Radulovich called for Public Comment. The following individuals addressed the Board.

Mr. Saul Almanza  
Mr. Anthony Zielonka  
Mr. Oscar David  
Mr. Kewal Singh  
Ms. Rose Sandoval  
Mr. Andrew Shaifer  
Ms. Gailene Gaines  
Ms. Carmen Williams  
Mr. Joe Bomberger  
Mr. Robert Fernandez  
Ms. Rhca Davis  
Mr. John Arantes  
Mr. James Riddle  
Ms. C. J. Hirschfield  
Ms. Jean Gomez  
Mr. Michael Parker  
Mr. Steve Arhontes  
Mr. Chris Daly  
Mr. Rickey Rideout

Ms. Jennifer Smith-Camejo  
Mr. Maurie Peaslee  
Mr. Paul Junge  
Ms. Roxanne Sanchez  
Ms. Sarah Bump  
Mr. Ken Hargreaves  
Mr. Alan Hollie  
Mr. Chris Finn  
Ms. Antonette Bryant  
Ms. Yuri Hollie

The Board Meeting was adjourned at 12:27 p.m. in honor of Willie B. Kennedy.

Kenneth A. Duron  
District Secretary



## DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

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The Federal Transit Administration (FTA) Title VI Circular 4702.1B requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed Major Service Changes or fare changes.

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### **Statement of Policy:**

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority<sup>1</sup> or low-income<sup>2</sup> populations or riders. A finding of disproportionate impacts would determine whether BART may need to take additional steps, as defined in this Policy.

### **Definitions:**

A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations. The thresholds, established by this Policy, will be used to assess adverse impacts on protected populations or riders.

### **Disproportionate Impact:**

The following definitions of disproportionate will apply to determine Disparate Impact and Disproportionate Burden on protected populations or riders.

1. For across-the-board fare changes, BART will compare the percent changes in the average fare for protected riders and non-protected riders. A fare change will be

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<sup>1</sup> Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

<sup>2</sup> Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under \$47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under \$50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

considered to have a disproportionate impact when the difference between the changes for protected riders and non-protected riders is equal to or greater than 5%.

2. For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media. 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 determination of statistical significance, BART will collect additional data.
3. Adverse effects of a Major Service Change to the existing system are borne disproportionately by protected populations or riders when either (a) the difference between the affected service's protected ridership share and the overall system's protected ridership share is equal to or greater than 5%, or (b) the difference between the percent change in travel times for protected populations or riders is equal to or greater than 5% when compared to the percent change in travel time for non-protected populations or riders.
4. New service and new fares, including for new modes, media, or service, will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%.

**Cumulative Impacts:**

1. The cumulative impacts of similar, major service changes or similar fare changes occurring during a three-year Title VI triennial reporting period will be analyzed as part of an equity analysis.

**Finding a Disparate Impact:**

Should BART find that minority populations or riders experience disproportionate 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 populations, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service or fare change only if BART can show that:

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

**Finding a Disproportionate Burden:**

Should BART find that low-income populations or riders experience disproportionate impacts from proposed major service or fare changes, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by service or fare changes.



**Disparate Impact and  
Disproportionate Burden  
Public Participation Report**

**July 2013**



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## **I. Introduction:**

### ***San Francisco Bay Area Rapid Transit District (BART):***

The San Francisco Bay Area Transit District (BART) is a rapid transit system that travels through 26 cities in Alameda, Contra Costa, San Francisco, and San Mateo counties. BART's five service lines cover 104 miles, comprising 43 stations, and serve an average weekday ridership of 340,000 passengers.

Recipients of federal financial assistance are required to ensure meaningful access to their programs, activities, and services by minority and low-income populations. As such, BART supports the goals of the following Title VI and Environmental Justice laws, regulatory requirements, and agency mandates (will herein be referred to as Regulations):

- Title VI of the Civil Rights Act of 1964 (as amended);
- Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations";
- United States Department of Transportation's Order 5610.2, "Order to Address Environmental Justice in Minority Populations and Low-Income Populations"; and
- Federal Transit Administration's Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients."
- Federal Transit Administration's Circular 4703.1, "Environmental Justice Policy Guidance for Federal Transit Administration Recipients."

Public participation is a fundamental principle of Title VI of the Civil Rights Act of 1964 and Environmental Justice. In accordance with these Regulations, BART has taken reasonable steps to develop and use focused public engagement efforts to encourage minority and low-income populations to participate during the planning and implementation of transit projects.

### ***Purpose:***

The Federal Transit Administration (FTA), as outlined in FTA Circular 4702.1B, requires BART to develop a Disparate Impact and Disproportionate Burden Policy for use in the assessment of proposed major service changes or fare changes.

The purpose of the Disparate Impact and Disproportionate Burden Policy is to establish a threshold that defines when impacts of a Major Service Change (see BART's Major Service Change Threshold) or a fare change result in disproportionate impacts on protected populations or riders, defined as minority<sup>1</sup> or low-income<sup>2</sup> populations or riders. A finding of disproportionate

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<sup>1</sup> Minority persons: For the purposes of this Policy, Minority persons include the following: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander.

impacts would determine whether BART may need to take additional steps, as defined in the Disparate Impact and Disproportionate Burden Policy.

This report describes the process BART used to establish the Disparate Impact and Disproportionate Burden Policy (Policy) and documents the process for collecting public input; reports the comments and questions received; and summarizes the results of community opinion and how those opinions were considered in developing the Policy.

### **Establishing a Disparate Impact and Disproportionate Burden Threshold:**

To establish a threshold used to assess disproportionate impacts of Major Service Changes or fare changes on protected populations, BART must first define the terms Disparate Impact and Disproportionate Burden so they can be communicated to and discussed with the public. A Disparate Impact refers to a facially neutral policy or practice that disproportionately and adversely affects members of a group identified by race, color, or national origin. A Disproportionate Burden refers to a neutral policy or practice that disproportionately and adversely affects low-income populations.

In advance of soliciting public input, BART staff reviewed historical data on BART's past major service changes and fare changes. BART staff also researched best practices from major transit agencies, throughout the United States to inform its approach. Transit Agencies in the San Francisco Bay Area, Austin, Los Angeles and Minneapolis have all adopted percentage thresholds ranging from 2% to 20%.

## **II. Process for Soliciting Public Input**

BART's service area is comprised of an ethnically and economically diverse, multi-national population. Therefore, a crucial component of the public participation process is offering a variety of ways for community members to participate in the public process.

Consistent with BART's Public Participation Plan, the Office of Civil Rights (OCR) with the support of staff from Operations, Financial Planning and the Office of General Council, conducted outreach with the Office of Civil Rights Title VI/Environmental Justice Advisory Committee (Advisory Committee), transportation equity advocacy groups and interested Board of Directors during June and July of 2013. Additionally, the Disparate Impact and Disproportionate Burden Policy, was posted on [bart.gov](http://bart.gov), social media outlets such as Facebook

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<sup>2</sup> Low-income person: BART defines low income as 200% of the federal poverty level. This definition takes into account the high cost of living in the Bay Area and is consistent with the Metropolitan Transportation Commission's definition. For reference, this threshold categorizes a four-person household with an annual income under \$47,100 as low income. When compiling information about the low-income populations within the BART service area using census data, this 200% threshold is used. When compiling information specifically about BART riders using survey data, the low-income definition is expanded to include all riders with annual household incomes under \$50,000. This modified definition approximates the 200% threshold definition using existing survey income categories.

and Twitter, and a corresponding webinar was available on BART TV via YouTube. Meetings, web posting and social media allowed BART staff to seek the public's input on the Policy.

Revisions requested by the Advisory Committee, the transportation equity advocacy groups, the Board of Directors and the public via BART's web-based outreach were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. The final Policy will be presented to the Board for approval on July 11, 2013.

In total, BART conducted eight outreach meetings: one meeting with the Advisory Committee, two meetings with transportation equity advocacy groups and five meetings with interested Board of Directors. A webinar was also made available on BART TV via YouTube and received 80 views. Comments were documented by BART Staff during all meetings. The Advisory Committee meeting was noticed 72 hours in advance in accordance with the Brown Act and was accessible to members of the public. The public was also able to provide written comments via US Mail, fax, phone or email. In compliance with the District's Language Assistance Plan, the Policy was translated into Chinese and Spanish and also available in additional languages upon request.

**Outreach:**

*Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:*

The Advisory Committee consists of members of community-based organizations that serve Title VI and Environmental Justice populations within the BART service area. Members represent the following community based organizations: Communities for a Better Environment, Greenlining Institute, Urban Habitat, Transform, Alameda Office of Education, Center on Race, Poverty and the Environment, West County Toxics Coalition, and San Francisco Planning and Urban Research Center.

BART advertised and conducted outreach for the meetings using the following methods:

- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times
- Website notice posted on [www.bart.gov](http://www.bart.gov)

The meeting notice included instructions for requesting translation services and/or meeting interpreters.

*Transportation Equity Advocacy Groups Focus Group Meetings:*

BART works closely with transportation equity advocacy groups serving limited English proficient, low-income and minority populations. Transportation equity advocacy groups that

participated in the focus group meeting include: Public Advocates, Urban Habitat, and TransForm. BART reached out to transportation equity advocacy groups to participate in focus groups using the following methods:

- Targeted e-mails
- Targeted phone calls

***Meeting Format:***

*Office of Civil Rights' Title VI/Environmental Justice Advisory Committee (Advisory Committee) Meeting:*

A public meeting of the Advisory Committee was held on June 3, 2013, at 2:00 p.m. The Advisory Committee meeting was held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

During the meeting, participants were asked to sign in and were provided meeting material including a copy of the agenda and draft Disparate Impact and Disproportionate Burden Policy. An OCR staff member acted as meeting Chair. BART Board of Director's are invited to attend the Advisory Committee Meetings and provided remarks. The BART meeting Chair briefly reviewed the agenda and meeting purpose and introduced each speaker.

OCR with support from BART Financial Planning and BART Operations presented a power point presentation to the Advisory Committee.

The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors Considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

Following the presentation, the speakers opened the floor for questions and comments. Comments were documented by OCR staff. See Appendix A for the Advisory Committee meeting notes.

*Transportation Equity Advocacy Groups Focus Group Meetings:*

BART conducted two focus group meetings with local transportation equity advocacy groups to seek their input on the Policy. Meetings were held at BART's Lakeside Administration Building in Oakland, CA on June 13 and June 26, 2013. In addition to the in-person meetings, on June 24<sup>th</sup> OCR and Office of the General Counsel held a conference call with members of the

advocacy group to answer additional questions. A comment letter expressing support for BART's thresholds was submitted to BART on behalf of the transportation equity advocacy groups.

A hard copy of the Policy was distributed. The meetings opened with welcoming remarks, staff introductions, and review of the meeting agenda. Meeting participants were invited to offer comments throughout the course of the presentation.

A power point presentation was presented during the June 13<sup>th</sup> meeting with the transportation equity advocacy groups.

The presentation elaborated on five main topics:

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in the development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations and Office of General Council. Comments were documented by OCR staff during the meeting. See Appendix B for a copy of the comment letter submitted on behalf of the transportation equity advocacy groups.

*Interested Board of Directors Outreach Meeting:*

Outreach meetings with interested Board of Directors were held at BART's Lakeside Administration Building in Oakland CA between May 29 and July 2nd 2013. Information about the Policy was presented to the Directors. Additionally, a hard copy of the Policy was distributed.

The meeting opened with welcoming remarks, staff introductions, and review of the meeting agenda. The Directors were invited to offer comments throughout the course of the presentation.

The presentation elaborated on eight main topics:

- Background on BART's Major Service Change Policy (see BART's Major Service Change Policy)
- Proposed Major Service Change Thresholds and Exclusions

- Background on Disparate Impact and Disproportionate Burden Policy
- Proposed Thresholds
- Factors considered in development of the Policy
- Examples of Proposed Thresholds
- Finding of Disproportionate Impacts
- Public Participation

OCR staff conducted the meeting with support from BART Financial Planning, BART Operations. Comments were documented by OCR staff.

*Web-based Outreach:*

Additionally, the Disparate Impact and Disproportionate Burden Policy was posted on bart.gov and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube. The Policy and webinar were available to the public on June 5<sup>th</sup>. The public comment period began on June 5<sup>th</sup> and closed on June 21<sup>st</sup>. Fourteen (14) individual comments were received in response to BART's web-based outreach. See Appendix C for a copy of the web-posting available on bart.gov

***Benefits of the Process:***

The Office of Civil Rights values its public participation efforts as an opportunity to build and strengthen relationships within the community. The Advisory Committee and focus group meetings with transportation equity advocacy groups offers a constructive setting for productive discussion of technical subjects such as the Disparate Impact and Disproportionate Burden Policy and allows BART staff to build partnerships with local CBOs and the community. The web-based public participation process also allows the community to gain a better understanding of BART's services and activities and answer questions without requiring their attendance at a meeting.

***Lessons for the Future:***

Based on successful interactions that occurred during BART's outreach meetings, BART will continue to reach out to these communities to maintain and nurture these relationships.

**III. Participant Responses**

Appendix D contains a summary of public comments received during the public participation process. While the comments can be compiled, generally categorized, and reviewed for popular themes, they should not be quantified and analyzed numerically. Doing so would give the

opinions of those who responded to what many consider to be an optional question undue weight in the process. Therefore, it is not possible to quantify opinions expressed via comments. However, categorizing the comments allowed BART to get a general indication of the points that public outreach participants wished to emphasize. Key findings from outreach process are summarized below:

***Title VII/Environmental Justice Advisory Committee:***

*Comments and Questions:*

- In terms of how BART access minority, non-minority and low-income, non-low income populations are survey respondents all self reporting?
- What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size different for each survey used?
- Are seniors included in the Disabled fare type example?
- It would be helpful to have a narrative around how BART does fare increases and why BART has increases. It will be helpful in understanding the context around this Policy.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

***Transportation Equity Advocacy Meetings:***

*Comments and Questions:*

- Does BART consider personal income and ability to pay fares in the equity analysis?
- Is impact on travel time the only service impact BART analyzes?
- Does BART break down analysis of minorities into subgroups and then compare the subgroups to the overall groups. It's a small disparity but one group could be more impacted. There should be a category by category analysis.
- What are new fare and new service thresholds?
- Supports BART applying the service methodology outlined in the circular, in addition to conducting the travel time analysis.
- Will BART consider a cumulative impact threshold?
- BART should collaborate with Community Based Organizations to conduct surveys will deepen relationships in the community and will allow BART to obtain additional survey data of minority, Limited English Proficient and low income populations.

### ***Interested Board of Directors Outreach Meeting:***

#### *Comments and Questions:*

- Does BART have to do an equity analysis for new service?
- Examples of business considerations should be provided.
- For new service would like to see an internal process to analyze ridership 1 year after opening a new station to see if there are any disproportionate impacts once we know the true ridership.
- The name of the Policy is overwhelming next time OCR should try to think more about how to message the Policy to the public to make sure it is easy to understand by non-professionals.
- The thresholds would apply differently for potential joint BART/Sam Trams projects. There could be an impact according to BART but would not have an impact according to Sam Trams threshold since the agencies are applying different thresholds.
- There should be an effort throughout the region to ensure transit agencies are collecting the correct survey data.

### ***Web-based Outreach:***

#### *Comments and Questions:*

- Does this Policy include senior and disabled riders?
- BART should expand and improve its definition of disproportionate impact.
- The Policy needs more examples of how to find a disproportionate impact.
- This is a good idea.
- Seniors and disabled riders are being disproportionately impacted by the removal of seats to accommodate bikes on BART.

## **IV. Changes Made to the Disparate Impact and Disproportionate Burden Policy**

Based on the input received from the Advisory Committee, transportation equity advocacy groups, interested Board of Directors and the public via BART's web-based outreach, BART made the following changes to its Disparate Impact and Disproportionate Burden Policy:

- As recommended by the transportation equity advocacy groups an analysis of cumulative impacts will be considered over a three-year Title VI Triennial reporting period.
- The majority of changes made to the Policy were made to the description of the Policy to clarify the thresholds. Language added or amended to the Policy includes:

- The addition of the word “only” to reflect the language provided in the FTA Circular 4702.1B.
- The replacement of the word “may” to the word “should” to reflect the language provided in the FTA Circular 4702.1B.
- For major service changes to existing service BART will apply the methodology outlined in the Circular as well as analyzing travel time savings.

#### **V. Future Steps**

Based on the feedback received from its public participation efforts, BART has updated its Disparate Impact and Disproportionate Burden Policy. OCR will conduct additional outreach meetings with its Board of Directors to present the final version of the Policy. BART will present the final version of the Disparate Impact and Disproportionate Burden Policy to its Board for approval on July 11, 2013.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

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

June 3, 2013  
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on June 3, 2013, at 2:00 p.m. The meeting will be held in the BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall – Third Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, California.

**AGENDA**

1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy.  
This item is continued from the April 16, 2013, Title VI/Environmental Justice Advisory Committee meeting. BART staff seeks comment on its final draft Policy, prior to presentation for adoption by the Board. This Policy defines a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. The draft Policy is attached to this agenda. The draft Policy will be posted and available for public comment on BART's website. For discussion.
  2. Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.
  3. New Business
  4. General Discussion and Public Comment.
  5. Next Committee Meeting Date.
  6. Adjournment.
-

**Title VI and Environmental Justice Advisory Committee  
Meeting Minutes**

**Date:** Monday, June 3, 2013

**Time:** 2:00pm – 4:30pm

**Location:** BART Board Room, Kaiser Center 20<sup>th</sup> Street Mall, 3<sup>rd</sup> Floor, Conference Room 303 344 20<sup>th</sup> Street, Oakland, CA 94604

**Agenda:**

**1. Review of BART's draft Disparate Impact and Disproportionate Burden Policy**

Meeting attendees were provided copy of the draft Disparate Impact and Disproportionate Burden Policy (Policy).

BART staff is seeking comments on the draft Policy, prior its adoption by the Board. The Policy will define a threshold for determining when BART's proposed major service or fare changes will have a disproportionate impact on minority populations and/or low-income populations. Disproportionate impact findings would then require that BART undertake additional measures to justify or lessen impacts. Presenters for the agenda item will be Seema Parameswaran. Bob Mitroff, Pam Herhold.

***Committee Comments and Questions:***

- Would the percentages result in negative numbers for the fare changes? Would those differences be considered benefits?
  - In terms of how you access minority, non-minority and low-income, non-low income are they all self reporting?
  - Are seniors included in the Disabled fare?
  - What data sources are used to calculate minority riders? What are the sample sizes for the fare type usage? What are the methods that are used to collect survey data? Why is the sample size for Customer stat smaller than the sample sizes for the Station Profile Survey?
  - If you ran the numbers with different studies would we get different numbers?
  - Are the surveys available in different languages?
  - Who did we hire to do surveying? Where they uniformed staff? There may be reluctance from vulnerable populations from taking surveys from people in uniforms with clip boards.
  - It may be helpful to have Marketing and Research staff on the agenda to talk about our surveying methods.
  - What data was used for calculating existing service?
  - Is there any way to capture the impact of fare changes on low income riders? Is there a way to figure out the impact on a person's household income? Percentage spent on transportation out of the household income. As fares increase the burden of paying for transportation can still impact low income folks before it reaches the Disproportionate Burden threshold.
  - Are you using the 200% definition to determine low income?
  - Will there be a discount program from employees at Oakland Airport Connector? BART should collect data from AC Transit 13 bus to figure out who our potential riders of the OAC may be and
-

## Appendix A: Title VI/Environmental Justice Advisory Committee Meeting Notes

who is low income and who are working at OAC. Encourage BART staff to talk with Unite 2 Union workers to obtain more data on OAC.

- NYMTA's 95% threshold method is not really clear. Will NYMTA have to establish a new threshold each time they do an equity analysis? Will they have to collect more data to establish their threshold each time if they don't have a large enough sample size?
- Will BART's Disparate Impact and Disproportionate Burden Policy be placed online?
- How will the link to the website be disseminated?
- Do we survey riders after a major service change or fare change has occurred to see how people were impacted by the change?
- It would be helpful to have a narrative around how we do fare increases and why BART has increases. It will be helpful in understanding the context around this policy.
  
- Do we know what those additional steps may be if a disparate impact or disproportionate burden is found? The language sounds evasive. BART should provide a more descriptive language around what the next steps are if an impact is found. It may be helpful to provide examples like the Late Night Service example.
- Do we post this type of data (technical data re: fare change and service change) on the website with the policy?
- Will this policy also apply to parking?
- Title VI applies to all racial groups, but when reading the policy you can be confused because BART is only measuring minority and communities of color. Might consider adding a sentence that clarifies who we are calculating impacts for and the comparison groups. Define what BART considers as minority, maybe add as footer.
- Regarding the finding a disproportionate impact slide it may be helpful to give an example of some of those steps, that BART is likely to take maybe add as footer.
- Maybe add another document that explains the numbers in the presentation (examples) maybe add more explanation in the presentation.
- BART's website is a very user-friendly tool, maybe adding examples on the website adding, pictures or pop out examples would be helpful.
- Appreciated the slide with the other agencies but there needs to be more context on the stories about how other agencies came up with their thresholds.
- BART should articulate that this work is new and not set in stone.

### TEN MINUTE BREAK

2. **Draft Title VI/Environmental Justice Advisory Committee Rules, Procedures and By-Laws. For Discussion and Action.**
  3. **New Business**
  4. **General Discussion and Public Comment.** None.
  5. **Next Committee Meeting Date.** Monday, August 19, 2013, 2:00pm-4:30pm, BART Board Room. Kaiser Center 20<sup>th</sup> Street Mall, 3<sup>rd</sup> Floor, Conference Room 303, 344 20<sup>th</sup> Street, Oakland, CA.
  6. **Adjournment.** 4:00 p.m.
-

June 27, 2013

Mr. Wayne Wong  
BART Office of Civil Rights  
300 Lakeside Drive, Suite 1800  
Oakland, CA 94612

RE: Comments on BART's Disparate Impact and Disproportionate Burden Policy

Dear Mr. Wong,

We submit these comments on behalf of Public Advocates Inc., TransForm and Urban Habitat in response to BART's proposed Disparate Impact and Disproportionate Burden Policy. First, we would like to thank BART staff for meeting with us in person on June 13 and 26 to discuss our views and questions about the policy. These conversations were very productive and helped address many of our initial concerns. Second, we commend staff for going above and beyond what FTA's Title VI Circular ("Circular") requires on at least two occasions in order to more effectively evaluate the impacts of fare and service changes on minority and low income populations in the BART service area. Such steps serve as model policies for other transit agencies. Finally, while we were unable to reach agreement on all of our recommendations, which we summarize below for the record, we look forward to working with staff and the Board in the future to address them.

**1. Addressing cumulative impacts of fare and service changes.** We thank staff for agreeing to analyze the cumulative impacts of fare and service changes as part of its Title VI Program submitted to the FTA on a triennial basis. The Circular encourages, but does not require, transit agencies to conduct cumulative analyses of such changes. By evaluating changes over a 3-year period, BART will be able to identify disparities along racial and income lines that might not be readily apparent from evaluating only one year of data. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other interested stakeholders to define the disparity thresholds for cumulative impacts.

**2. Setting thresholds and reporting disparities.** We thank staff for agreeing to report, as appropriate, the results of its service and fare equity analysis not only by percentage differences between the compared populations but also by standard deviations from the expected mean for each group. Courts generally recognize a disparity to be statistically significant where the observed outcome is two or more standard deviations from the expected rates.<sup>1</sup> *See Hazelwood School District v. United States*, 433 U.S. 299 (1977); *see also Castaneda v. Partida*, 430 U.S.

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<sup>1</sup> In the Title VII context, tests for determining whether a disparity establishes a prima facie case of disparate impact include the statistical significance test and the four-fifths rule adopted by the Equal Opportunity Employment Commission. We do not take a position here as to which test should be used, nor do we take a position on whether the statistical significance test provides an accurate framework for measuring disparities in the transit and Title VI context. However, we recommend that staff explore how their application can be useful in measuring disparities.

482, 496 n.17 (1997). The Circular gives transit providers the option to present the disparity threshold as a statistical percentage, and we recognize that setting 5% or 10% disparity thresholds may be helpful as a general rule of thumb. However, we recommend reassessing these thresholds every three years in order to ensure they are sufficiently sensitive to protect minority and low income populations from adverse impacts. This is particularly true for the 5% threshold for across the board fare changes since the examples provided by staff reveal that it is highly unlikely that any future changes would ever meet or exceed the threshold.<sup>2</sup>

**3. Methodologies for assessing fare changes and service extensions.** We thank staff for agreeing to improve the methodology for analyzing changes to individual fare elements (e.g., minimum fare, distance-based fares, etc.) by calculating differences in fare payment frequency between the comparison populations. This methodology, which is similar to the one proposed for analyzing changes in fare type, will allow for a more accurate assessment of whether minority and low income populations bear a disproportionate share of an increase. Further, BART's methodology for assessing across the board fare increases also appears to be an improvement from what the Circular requires, although (as stated above) the threshold should be reassessed at a later date to determine whether it is sufficiently sensitive to pick up real disparities. Finally, we thank staff for agreeing to use the methodology called for in the Circular for evaluating BART extensions to areas not previously served by the system. This requires a comparison of the population in the Census blocks or block groups served by the proposed route with the population of the system's overall service area. *See* FTA C 4702.1B Chapt. IV-14, 15.

**4. Impacts should be compared and disaggregated by race, ethnicity and income levels.** FTA guidelines require BART to compare service and fare change impacts between minority and non-minority groups. Because low income minorities may be particularly sensitive to fare and service changes, we recommend that BART also compare impacts on low income minorities with non-low income minorities and the overall population. In addition, because Title VI also protects individual racial and ethnic groups from discrimination, service and fare change impacts should be disaggregated by race and ethnicity, not just by minority and non-minority status. Similarly, BART should disaggregate the findings of its disproportionate burden analyses by income levels. We recommend that staff work with the Title VI/Environmental Justice Advisory Committee and other stakeholders to develop a methodology for conducting such comparisons.

**5. Improving passenger data collection.** In order to maximize participation by minority, Limited English Proficient and low income populations in efforts to gather relevant passenger data, BART should partner with community-based groups when carrying out surveys or other data-collection activities. This will help ensure that BART obtains a sufficiently large sample size for carrying out service and fare equity analyses and measuring disparities.

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<sup>2</sup> For instance, a difference of .32 percent was identified in the average fare increase between low income riders and non-low income riders in 2009. This was the largest difference identified in the 2009, 2012 and 2014 fare change analyses, yet it amounted to less than 1/15 of the difference needed to reach the 5 percent threshold. It is entirely plausible that across the board fare increases, particularly when combined with other increases to BART's complex fare structure over time, can result in fare payment disparities along racial and income lines. See slide 6 of staff presentation, available at <http://www.youtube.com/watch?v=Y2-XXjFzM-A&feature=youtu.be>.

Again, we thank you for the opportunity to submit these comments and to discuss these issues with your staff. We are pleased that staff have been attentive to our concerns. Please feel free to contact us if you have any questions.

Sincerely,



Guillermo Mayer  
Senior Staff Attorney  
Public Advocates Inc.



Clarrissa Cabansagan  
Transportation Advocate  
TransForm

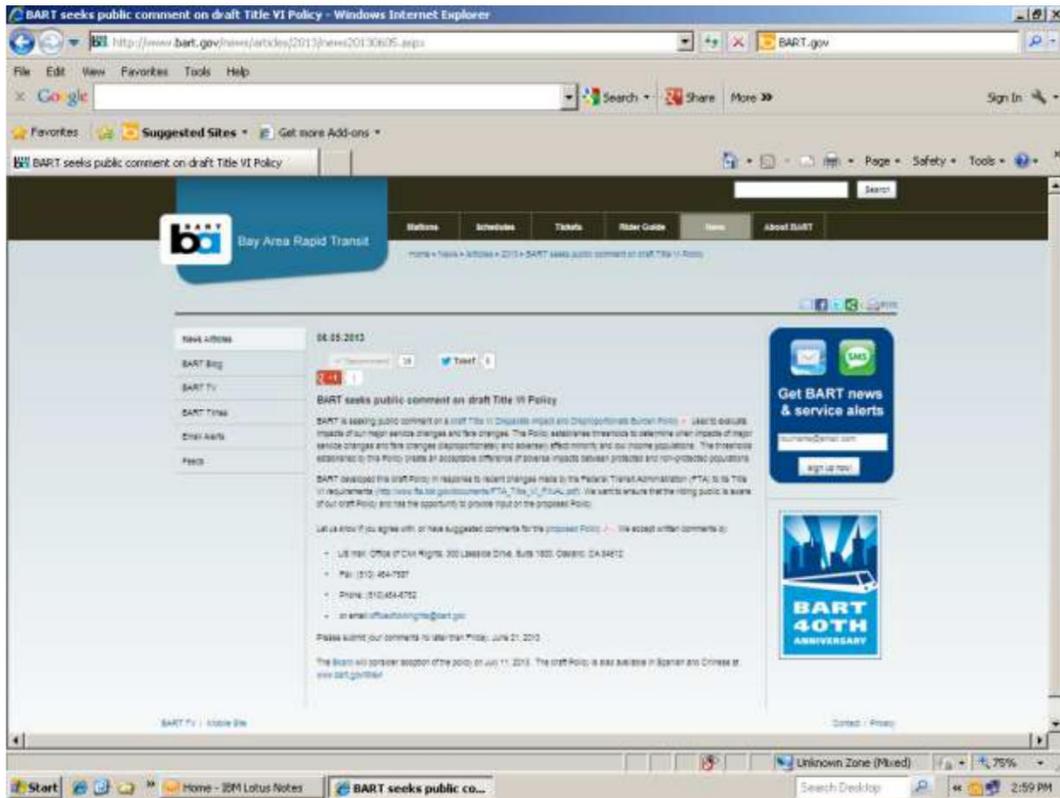


Marybelle Nzegwu  
Staff Attorney  
Public Advocates Inc.

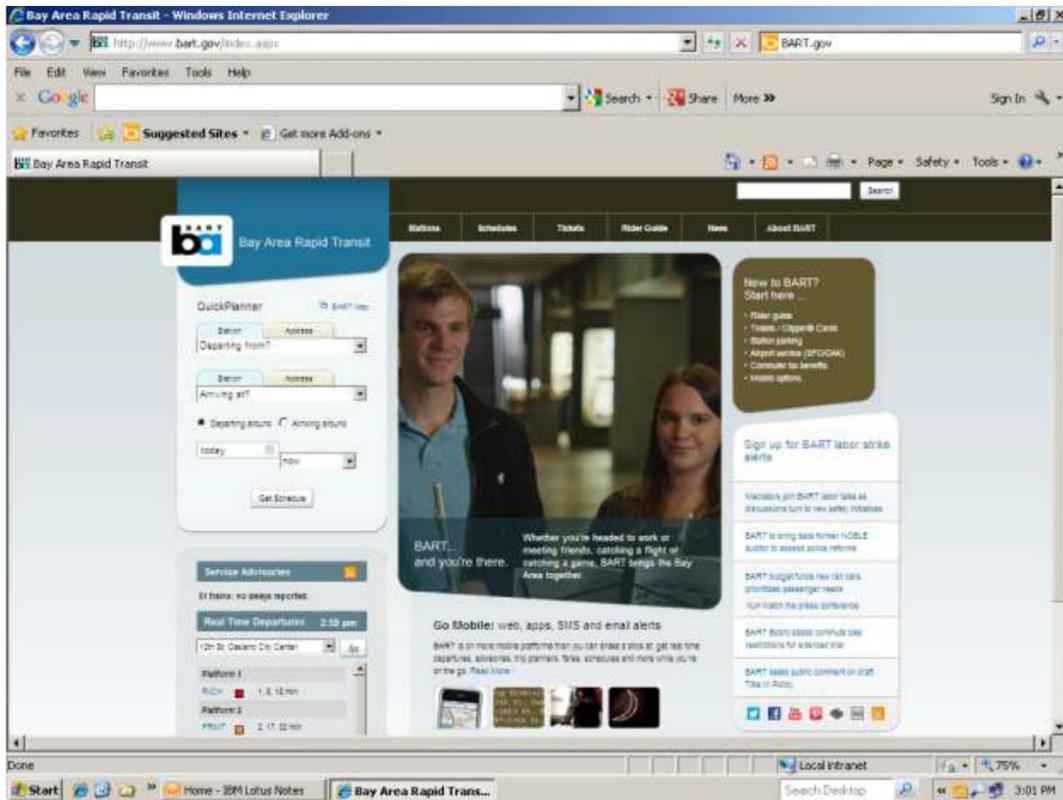


Bob Allen  
Director, Transportation Justice Program  
Urban Habitat

Appendix C: Web-based Outreach Web-posting



## Appendix C: Web-based Outreach Web-posting



Source	Date/Time Comment Received	Language	Comment	Category	Sub-Category	Action
1 EM	6/5/2013 19:22	English	don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Question- Policy	Bicycles on BART	Addressed in Policy
2 EM	June 8, 2013, 4:35:51 PM	English	Wish to see both - say costs of excess in buses for this burden (less impact). Says "disproportionate impact" should be disparate impact, word missing in that sentence after the DJ section. We were looking at your public notice and the types are on the actual policy, sorry so confused, have to get back into meeting.	Comment-Policy	Policy- Language	Addressed in Policy
3 EM	6/6/2013 8:35	English	I would just like to comment on the upcoming parking fee increases. I don't understand or see the point why parking fees are being increased at the stations who are already charging fees when some other stations still have free parking. It would make more sense if parking fees will be implemented on all BART stations first before increasing fees on the ones that are already charging now. I think this is a bit unfair for us riders who regularly pay for parking now. I talked to some riders regularly ride with and we all feel the same way about it. I got on BART at the Bayfair station in San Leandro and the daily parking fee at this station will be increased by .50 starting June 17. I think a 50 cents parking increase is a bit too much. A 25 cents increase will be more doable for many. An increase in parking fees on top of frequent fare increases is a bit of a burden to us riders who only makes average wages.	Question-Parking	Parking Fees	N/A
4 EM	6/6/2013 10:34	English	I like this idea.	Policy-Comment	N/A	N/A
5 EM	6/5/2013 19:22	English	I don't know whether seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Policy-Comment	Disables and Senior fares	Addressed in Policy
6 FB	Wednesday at 4:19pm via mobile	English	Seniors and disabled are covered by "disparate impact," but in order to provide space for bicycles, half of the BART seats near doors have disappeared. Seniors and disabled are "disparately impacted" by the taking away of seats in which seniors and disabled have priority. It is harder now to get a seat because they are often already filled with these special category people.	Policy-Comment	N/A	Addressed in Policy
7 EM	6/6/2013 16:33	English	First of all, the policy needs more examples of how to find disparate impacts, like the example on pg 45 of FTA-C-4702-1B, or the examples in appendix K. Second of all, the BART DDB Policy should explicitly take into account the relative nature of the price of a fare (relative, that is, to the rider's overall income) and therefore the relative nature of a fare increase. For instance, if you earn \$10/ hour, then a dollar is equivalent to 6 minutes. If you earn \$30/ hour, the fare increase is 20 minutes. Measured in dollars, the increases appear to be the same for the two riders, but measured in man-hours, the poorer rider is facing an increase that is 300% bigger than the fare increase for the less poor rider. That is a disparate impact, so the policy should reflect that. Thanks for your attn in this matter.	Policy-Comment	Examples on how to find disproportionate Impacts	Addressed in Policy and webinar
8 FB	June 5 at 6:41pm	English	The price we pay does not equal the quality of service we receive. BART is always late and there's always something that delays my commute. I would boycott BART forever if I had another way to get to work.	N/A	N/A	N/A
9 FB	6/5/2013 15:11	English	To Whom it May Concern,	Comment- Fares and	N/A	N/A
11 TW	6/11/2013 22:40	English	I am also glad that there will be channels through which BART will attempt to find ways to reduce or eliminate disproportionate burden/disparate impact of service changes. But who will be the one determining what is a "legitimate objective"? Who will determine if a sample size is "too small"? Who will determine if there are no viable alternatives? Who does the oversight for these policies? My main concern is that I found it hard to be clear how BART will determine these impacts, and I am a graduate student in statistics. If I can't figure out how you'd tell the difference between the changes for protected riders and non-protected riders, how will the protection be adequate? Even if it's translated into Spanish and Chinese, will it be clear enough? And what about Vietnamese? Have demographics been looked into for other languages? Thank you for posting this and seeing public comment. I am aware of BART's research into extending service hours later at night on Fridays at the expense of early morning hours on Saturdays. I believe there was a disproportionate impact found there and I was glad that BART did the legwork to check. Knowing that there is oversight for these things makes me feel even better about using the service. Thank you for all your hard work.	Policy-Comment-Question	Examples on disproportionate Impacts Collection of Survey data	Addressed in no Policy
13 EM	6/20/2013 10:24	English	Potential "Title VI" Discrimination To Whom It May Concern: I wish to address, for draft policy what "feel is a potential "Title VI" discrimination. When BART first opened, BART based its fares on "distance traveled". Along the way, things changed to where today, lower fares (minimum fares) are given to folks living in "the burbs", while charging "inner - city" residents, who are generally facing financial challenges high fares. "Inner City Fares" of "Short / Minimum Distance": MacArthur - Coliseum = \$2.05 West Oakland - Coliseum = \$2.00 "Burus Fares" of "Longer Distance Traveled": Orinda - Concord = \$1.75 Walnut Creek - Concord = \$1.75 Bay Fair - Fremont = \$1.75 Bay Fair - Dublin = \$1.75 Can you say "DISCRIMINATION" ??? Can you say "Title VI - DISCRIMINATION" ??? There are more examples that I can give, but I want to keep this e-mail short.	Fares-Accessibility	N/A	Comment has been addressed by email.



# Appendix 13. Title VI Service and Fare Equity Analyses during the Reporting Period

Title VI 2025 Triennial Update 2026-01-08| Last Saved: 1/5/2026 16:01



## List of Fare Increases or Major Service Changes

1. CPI Fare Increase - January 2024 & January 2025
  - a. These two fare increases together served as the second-to-last in BART's third series of productivity-adjusted inflation-based fare increases. The proposed fare increases help fares keep pace with inflation, generating revenue that supports BART operations as well as BART's capital reinvestment projects.
2. Clipper® Start<sup>SM</sup> Discount Increase – January 2024
  - a. To leverage the early successes of the pilot and enhance its impact, BART proposed to increase its per-trip discount from 20% to 50% off of the Clipper Adult fare for qualified riders.
3. Parking Policy Update - 2025
  - a. Based on capacity at each station, BART sets parking prices within a range. The policy change increases the range of rates BART may charge. Capacity will be periodically reviewed. If the station parking reaches capacity, only then could rates increase within the range.
  - b. The policy also included a request to extend the hours BART may charge for parking from 3:00 pm until 6:00 pm and Saturdays or Sundays.
4. Clipper BayPass and Free & Discounted Transfers – 2025
  - a. The Clipper BayPass provides an opportunity for Universities, Colleges, Affordable Housing entities, and other organizations to offer transit passes to students, residents, and employees. These entities purchase transit passes for their stakeholders and those riders can enjoy free access to all bus, rail, and ferry services in the nine (9) region area, except Muni cable cars.
  - b. The Free & Discounted Transfer Program offers a more seamless experience for riders. When making a trip that requires transferring between transit agencies, riders using Clipper will pay the full fare for just the first agency. Transfer trips made between agencies in the two hours following their first Clipper card tag will be free or discounted up to the maximum local fare.

Title VI Equity Analyses full reports: <https://www.bart.gov/guide/titlevi/program>

# Appendix 14. Customer 2022 Title VI Triennial Program Update Approval

Title VI 2025 Triennial Update 2026-01-08 | Last Saved: 1/5/2026 16:01

**2025 Title VI Triennial Program Appendices**  
Title VI Service and Fare Equity Analyses during the Reporting Period



# SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT | BART | 1957

Summary Applications/Awards TrAMS Users Locations Designated Recipient Related Actions

## SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT | Civil Rights Programs

### Recipient Details

Recipient ID	Recipient Name	DBE Tier
1957	SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT	TBD

### Civil Rights Programs

#### Civil Rights Programs

<input type="checkbox"/>	Program Name	Submission Status	Submitted Date	Reviewed Date	Due Date	Expiration Date
<input type="checkbox"/>	DBE Goal	Submitted - Reviewed	8/1/2019	9/26/2022	8/1/2025	9/30/2025
<input checked="" type="checkbox"/>	Title VI Program	Submitted	1/30/2023	1/26/2022	2/1/2026	3/31/2026
<input type="checkbox"/>	DBE Program	Submitted	9/27/2024	8/19/2021	N/A	N/A
<input type="checkbox"/>	EEO Program	Submitted	2/29/2024	4/29/2022	3/1/2028	4/30/2028

### Program Details

#### ▼ Title VI Program Status History

Status	Date	User
Submitted	1/30/2023	Hoa Sin
Submitted - Reviewed	1/26/2022	Karin Vosgueritchian
Submitted	1/29/2020	Giusseppe Dizon
Submitted	1/29/2020	Hoa Sin
Submitted - Reviewed	10/4/2017	Lynette Little

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#### ▼ Title VI Program Existing Document Details

Document Type	Document Name	Program Begin and End Dates	Date Uploaded	Uploaded By
Title VI Program Plan New Submission	BART's Title VI 2022 Program Update	N/A	1/30/2023	Hoa Sin
Title VI Other Documentation	Title VI 2/1/2020 - 1/31/2023 Concur Letter	2/1/2020 - 1/31/2023	1/26/2022	Karin Vosgueritchian
Title VI	Title VI 2019 Program_Triennial Update FINAL reduced.pdf	N/A	1/28/2020	Jennella Sambour-Wallace
Title VI	concur letter	1/1/2017 to 3/31/2020	10/4/2017	Lynette Little

TITLE VI	CONCUR LETTER	4/1/2017 TO 3/31/2020	10/4/2017	Lynette Little
Title VI	Civil Rights Program 2016 Triennial Update FINAL.pdf	N/A	1/31/2017	Sharon Moore

5 items

▼ Title VI Program Upload Document

Document Type

Select a Document Type ▼

Program Begin and End Dates

Document Name

Civil Rights Document

 Drop file here

▼ Title VI Program Comments

Civil Rights Program Comments

Remark By	Comment	Remark Date	↓
Hoa Sin	BART's submittal of its Title VI Program Update in compliance with FTA Circular 4702.1B.	1/30/2023	
Karin Vosgueritchian	Concurrence Letter emailed on 1/25/2022.	1/26/2022	
Giusseppe Dizon	Program status updated to 'In Review - Under FTA Review.' A Regional Civil Rights Officer (RCRO) will review the program submittal when able.	1/29/2020	
Hoa Sin	Submission of BART Title VI 2019 Program Update.	1/29/2020	
Lynette Little	Status changed to Concur due to attached concur letter.	10/4/2017	

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CLOSE

SAVE