

Bay Area Resident Views of BART Service

Key Findings of a Survey Conducted January 5-18, 2026



OPINION
RESEARCH
& STRATEGY

Survey Methodology

Dates	January 5-18, 2026
Survey Type	Multi-modal Resident Survey
Research Population	Adult Residents of the Five-County Bay Area
Total Interviews	1,397 (at least 300 each in Alameda, SF, Contra Costa Counties and at least 200 each in San Mateo and Santa Clara Counties)
Margin of Sampling Error	(Full Sample) $\pm 3.8\%$ at the 95% Confidence Level (Alameda, SF and Contra Costa Counties) $\pm 5.7\%$ at the 95% Confidence Level (San Mateo and Santa Clara Counties) $\pm 6.9\%$ at the 95% Confidence Level
Contact Methods	 Telephone Calls  Email Invitations  Text Invitations  Postcard Invitations
Data Collection Modes	 Telephone Interviews  Online Interviews
Languages	English, Spanish and Chinese

(Note: Not All Results Will Sum to 100% Due to Rounding)

Key Findings

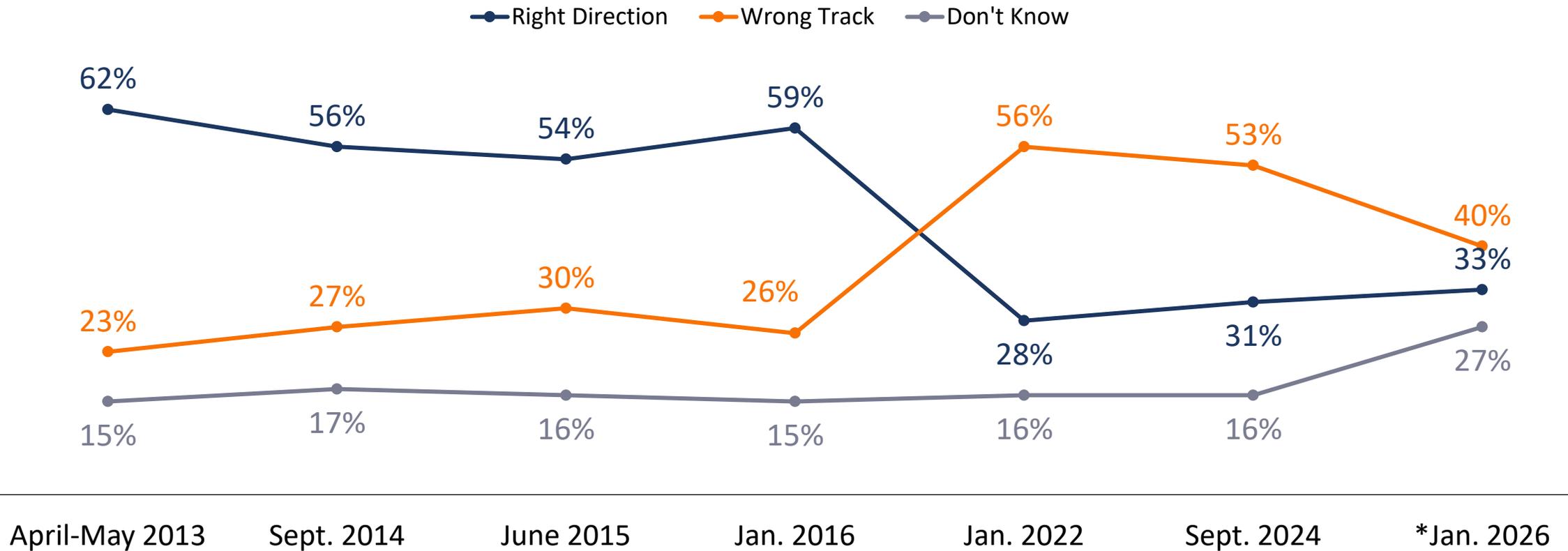
- Just over half of Bay Area residents have a positive impression of BART.
- Riders report higher levels of satisfaction with BART than non-riders.
- 87% believe that BART is important to the region's overall quality of life, a view that is shared across every major demographic and geographic group. Views of BART's impact on their personal quality of life vary.
- Regional residents value BART for ensuring people without cars, low-income people, and seniors, youth and people with disabilities can get around, as well as reducing traffic.
- More than two-thirds believe that BART has at least some need for additional funding in principle. Those who ride more frequently perceive greater need.
- Concerns about crime and cleanliness keep some non-riders from choosing BART. For others, their desired trips are not convenient to BART.



Context

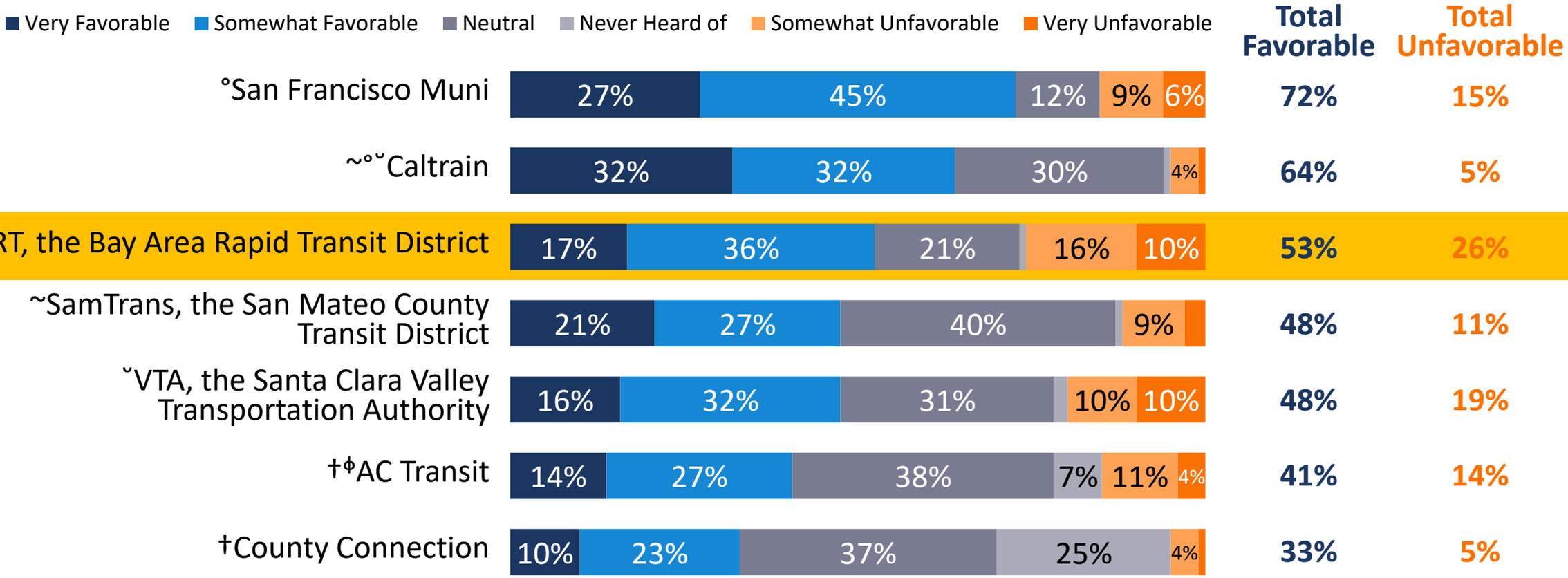
A plurality of adults in the Bay Area believe things are headed off on the wrong track.

First, would you say things in the Bay Area are headed in the right direction, or do you feel they are off on the wrong track?



A majority of residents have a favorable view of BART; about one-quarter have an unfavorable view.

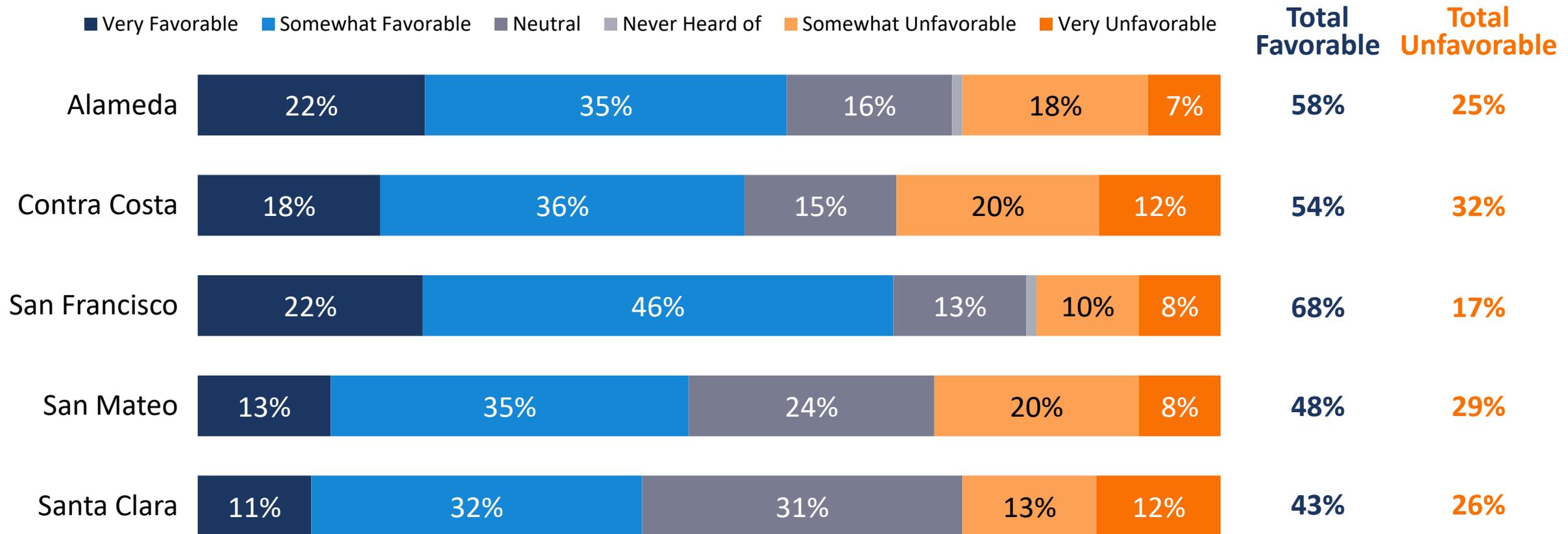
Next, here are some names of public organizations and, for each one, please indicate if you have a generally favorable, neutral, or generally unfavorable opinion of that group.



Q7. °Asked in San Francisco County; ~Asked in San Mateo County; ~Asked in Santa Clara County; °Asked in Alameda County; †Asked in Contra Costa County

BART is seen especially favorably in San Francisco; majorities in Alameda and Contra Costa also give BART high marks.

BART, the Bay Area Rapid Transit District by County

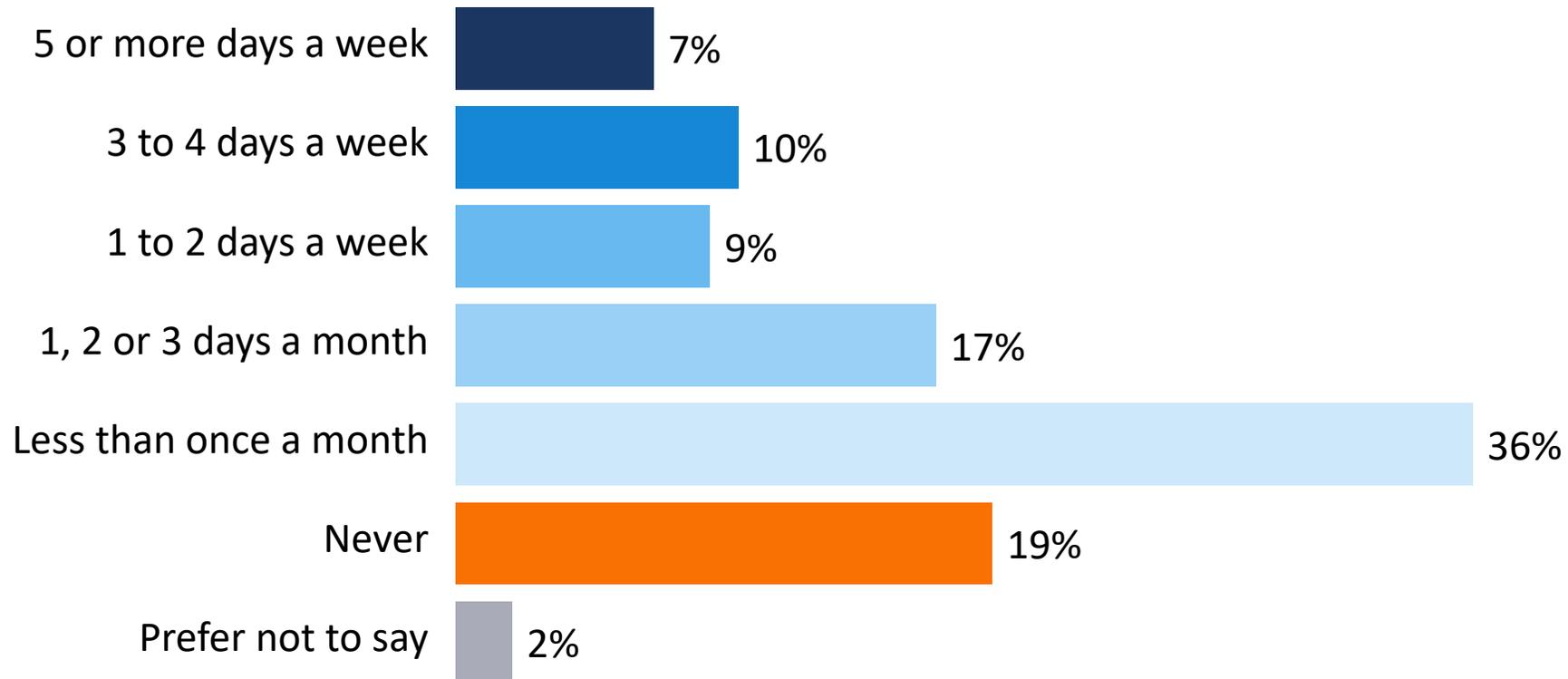




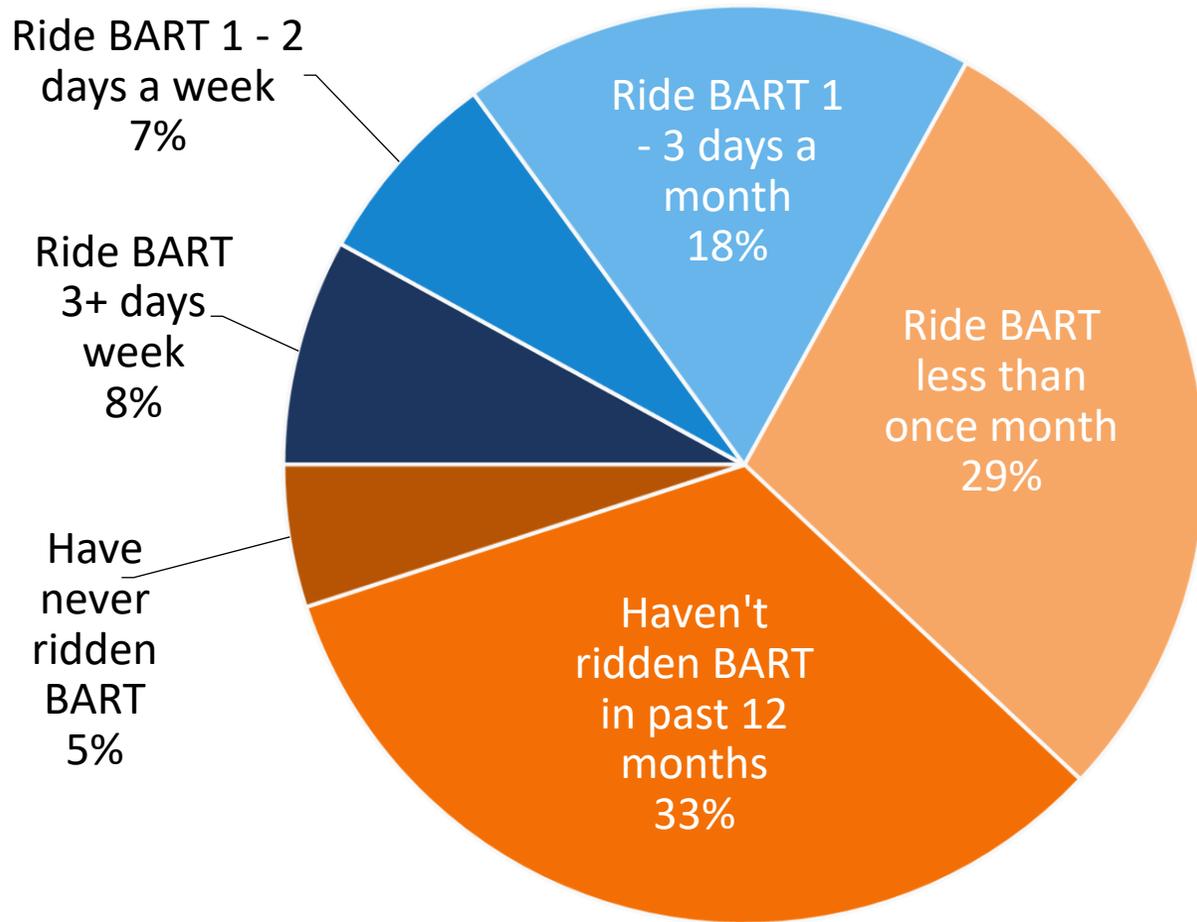
Transit Ridership

Most Bay Area residents ride public transit a few days a month or less.

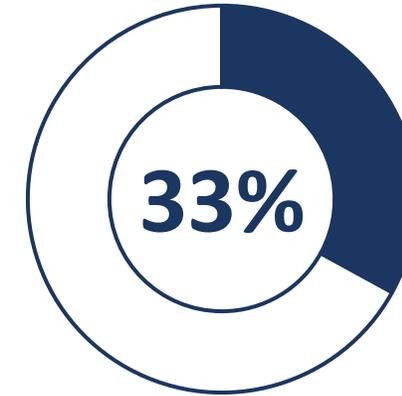
How often do you currently ride trains and buses in the Bay Area?



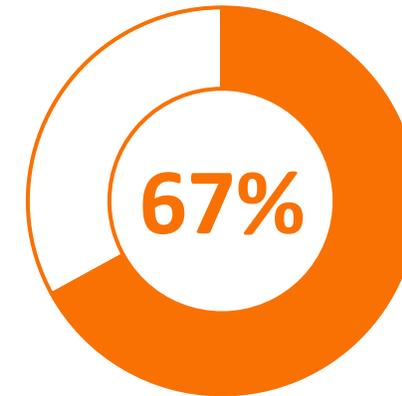
Overall BART Ridership: 5-county Service Area



Ride BART at least once/month



Ride BART less than once/month or never



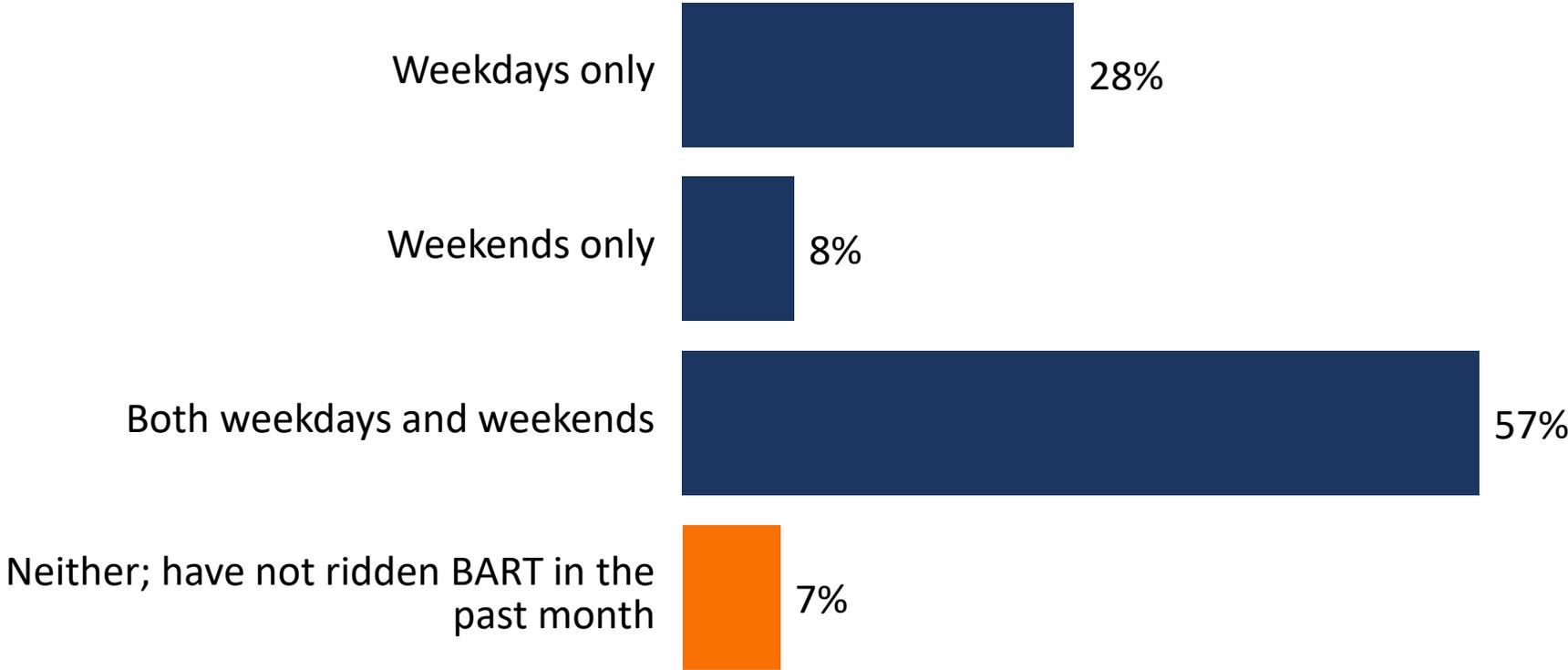
Overall BART Ridership by Geography

BART Ridership	Geography		
	5-County Service Area	3-County District	San Mateo + Santa Clara Counties
3+ days / week	8%	11%	4%
1 – 2 days / week	7%	10%	2%
1 – 3 days / month	18%	24%	10%
Less than once / month	29%	32%	26%
Haven't ridden past 12 months	33%	23%	47%
Have never ridden BART	5%	1%	10%
“Riders” (ride at least once/month)	33%	45%	16%
“Non-riders” (ride less than once/month or never)	67%	55%	84%

About three in ten BART riders only ride on weekdays; the majority ride on weekdays and weekends.

In the past month, have you ridden BART on ...

(Asked of Those who Have Ridden BART at Least Once a Month, n=449)



San Franciscans are the most likely to ride both weekdays and weekends (72%).

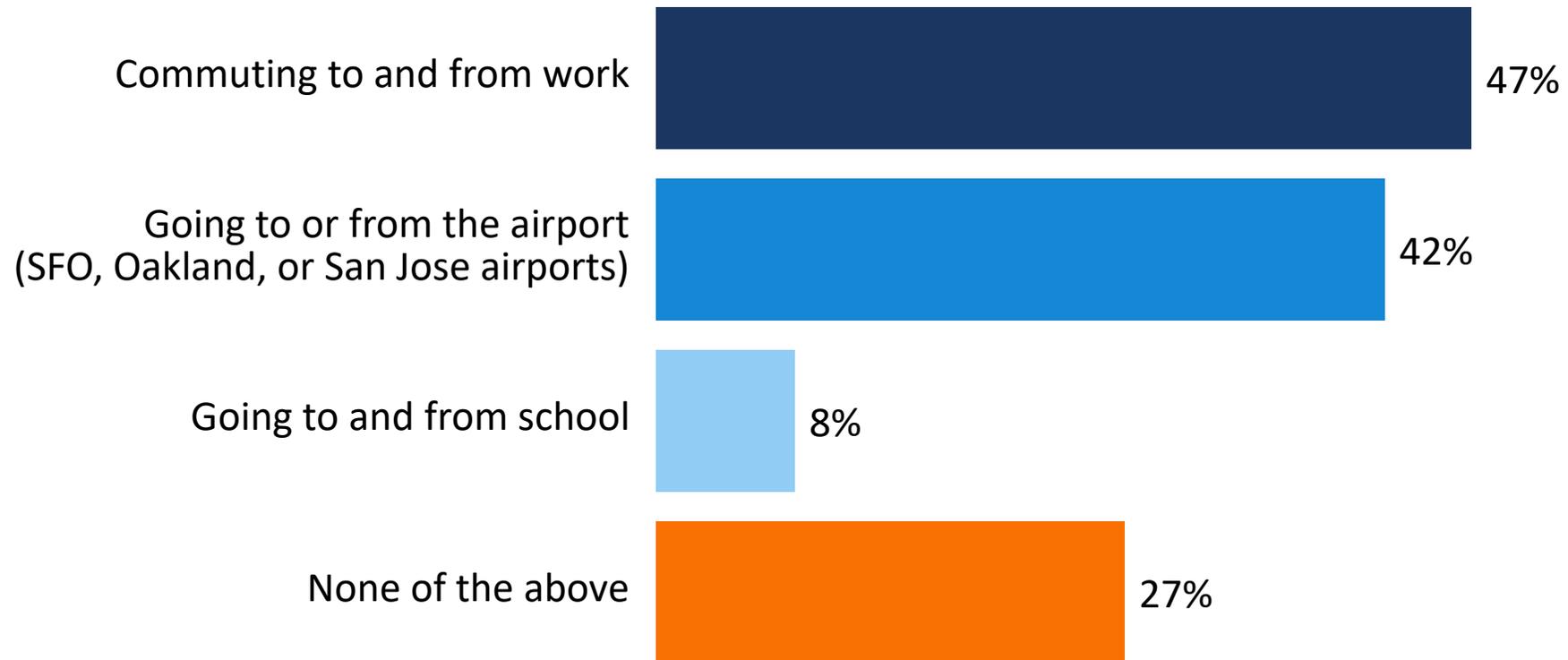
San Mateo County riders are most likely to ride on weekdays only (45%).



Transportation Patterns

Nearly half of Bay Area residents commute to a workplace using any mode of transportation.

*In the past month, which of the following types of trips have you made in the Bay Area?
(Multiple Responses Accepted)*



Among those who make trips to the airport, one-quarter ride BART.

Next, in the past month, what type of transportation did you use most often for these types of trips?
Select the one that best applies for each.

■ BART ■ Bus or Other Transit ■ Car ■ Uber or Lyft ■ Other

Going to or from the airport (n=581)



Commuting to and from work (n=656)

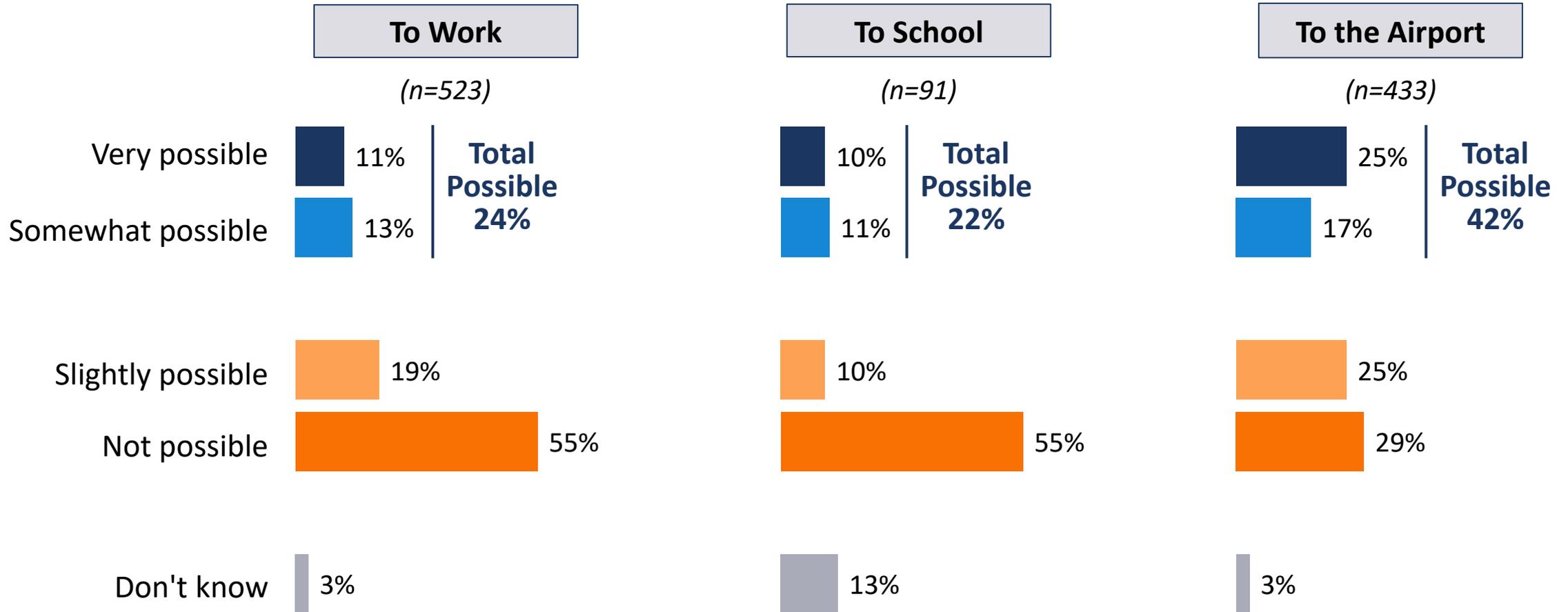


Going to and from school (n=107)



More than two in five say it's at least somewhat possible for them to make their airport trips using BART.

How possible is it for you to make your current trip ___ using BART?



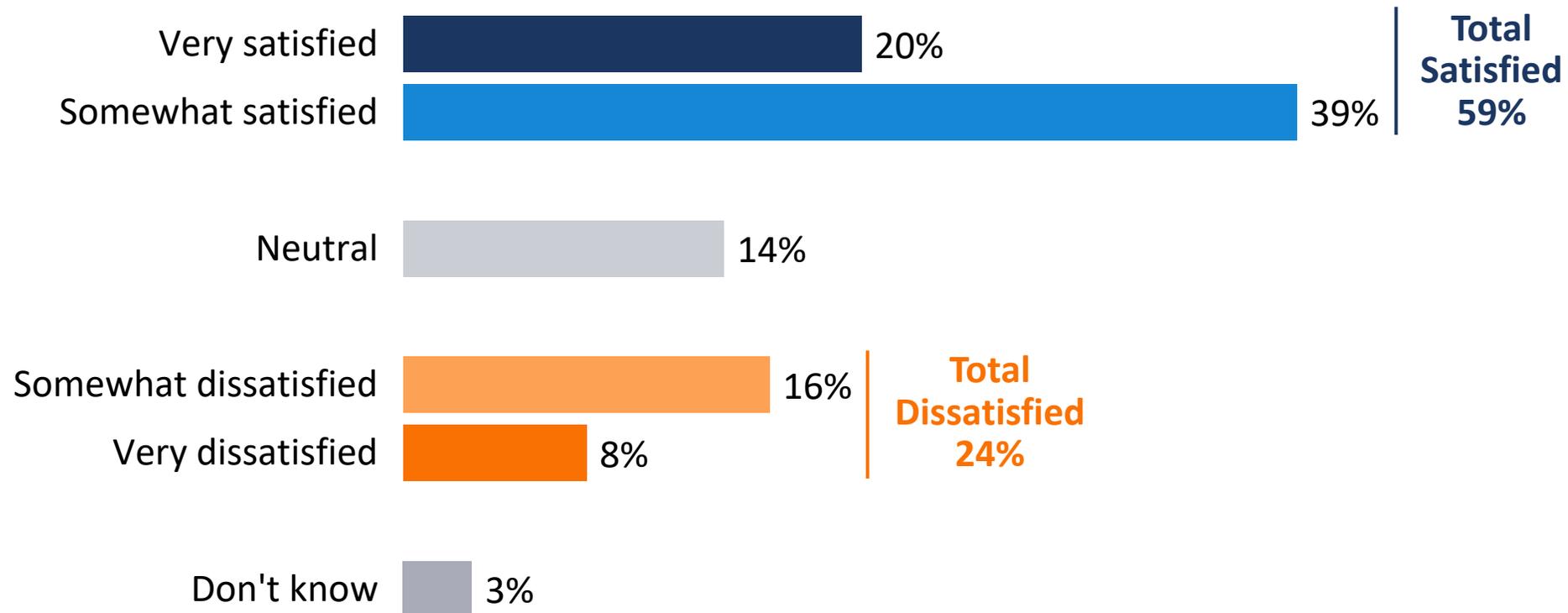


Views of BART

Three in five of those who have ever ridden BART are satisfied with the services they received.

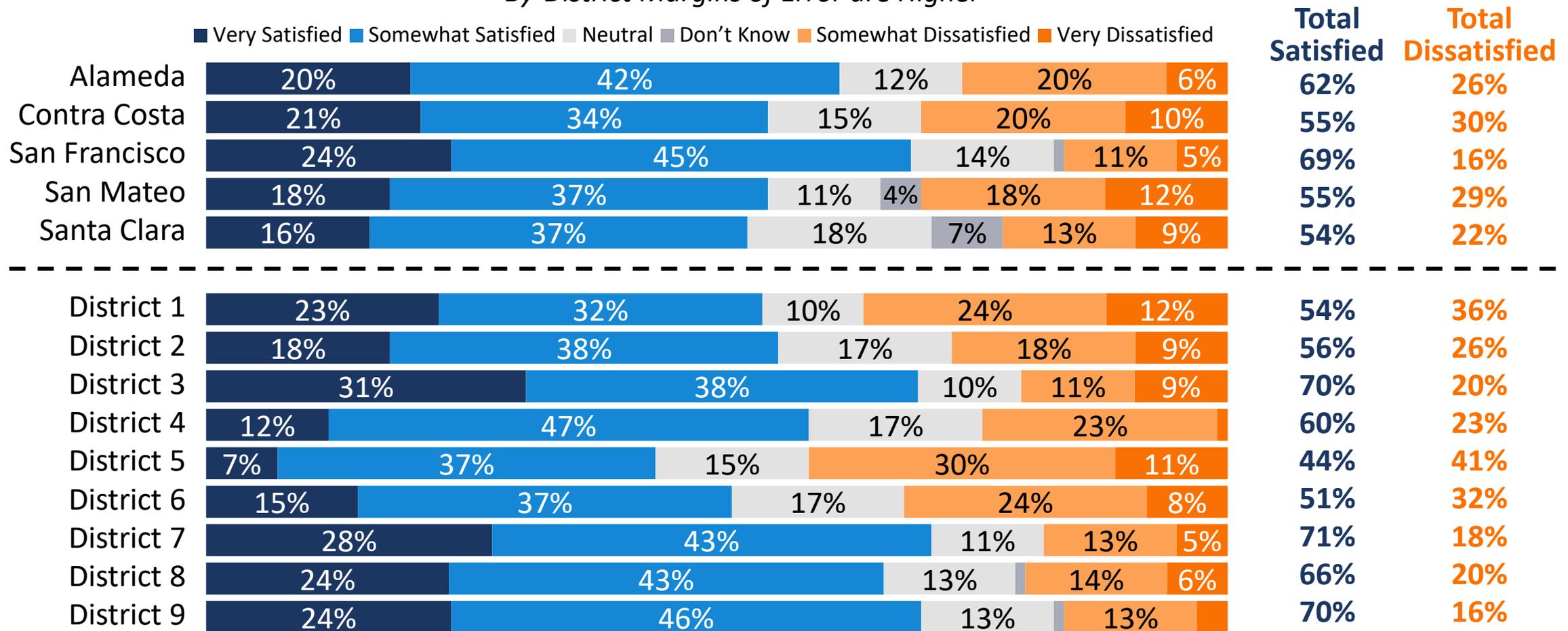
Overall, how satisfied are you with the services provided by BART?

(Asked if Ever Ridden BART, n=1,331)



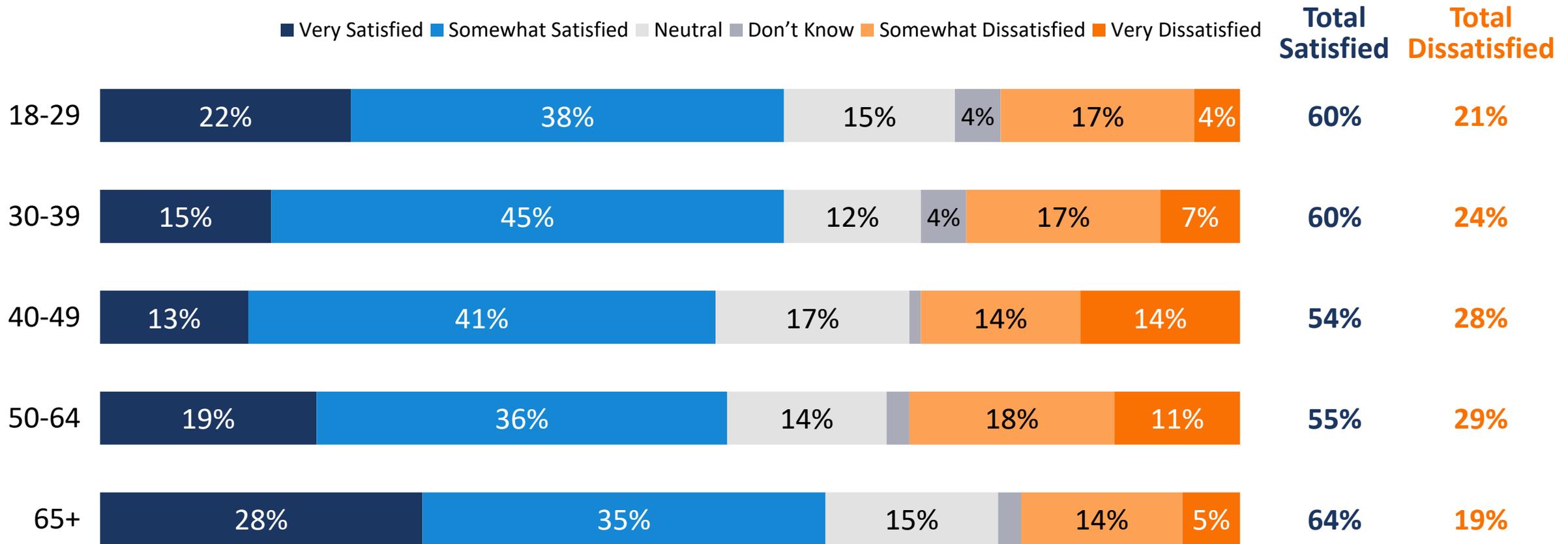
Majorities are satisfied in every county, with the level of satisfaction highest in San Francisco.

*BART Services Satisfaction by County & BART District
By-District Margins of Error are Higher*



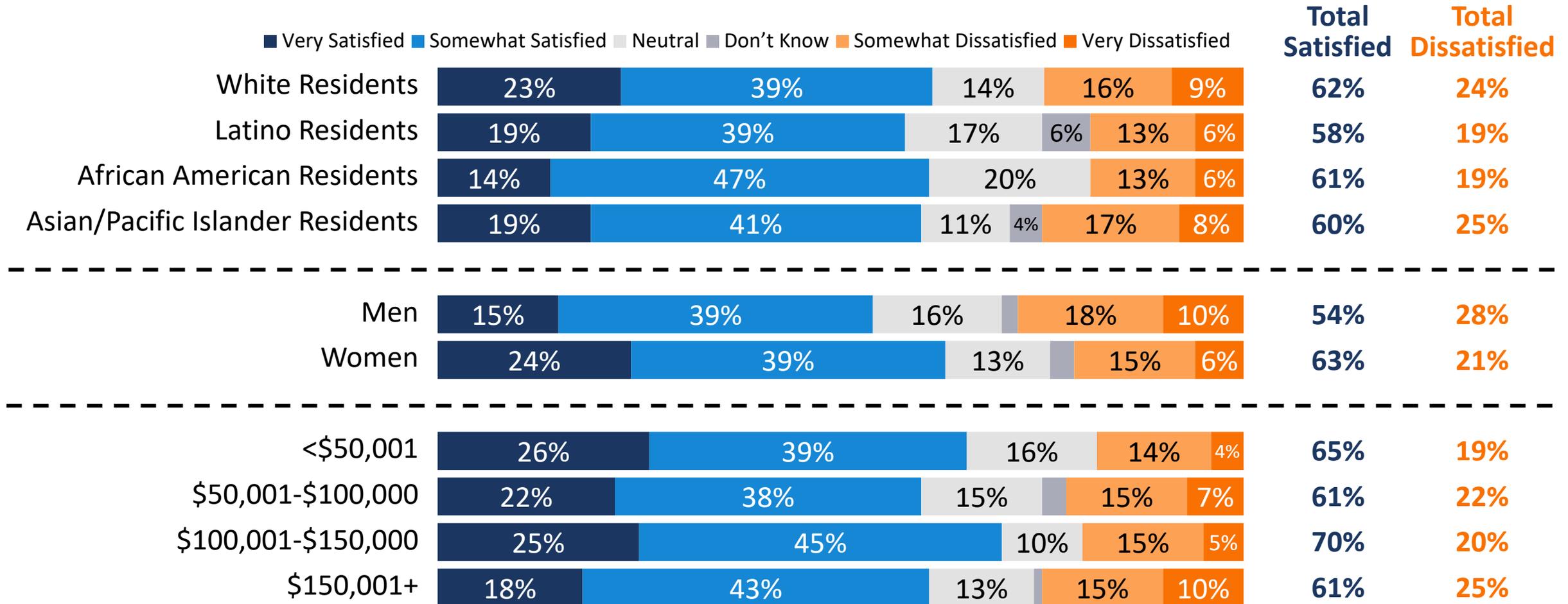
More than three in five under age 40 and over age 65 are satisfied with BART's services.

BART Services Satisfaction by Age



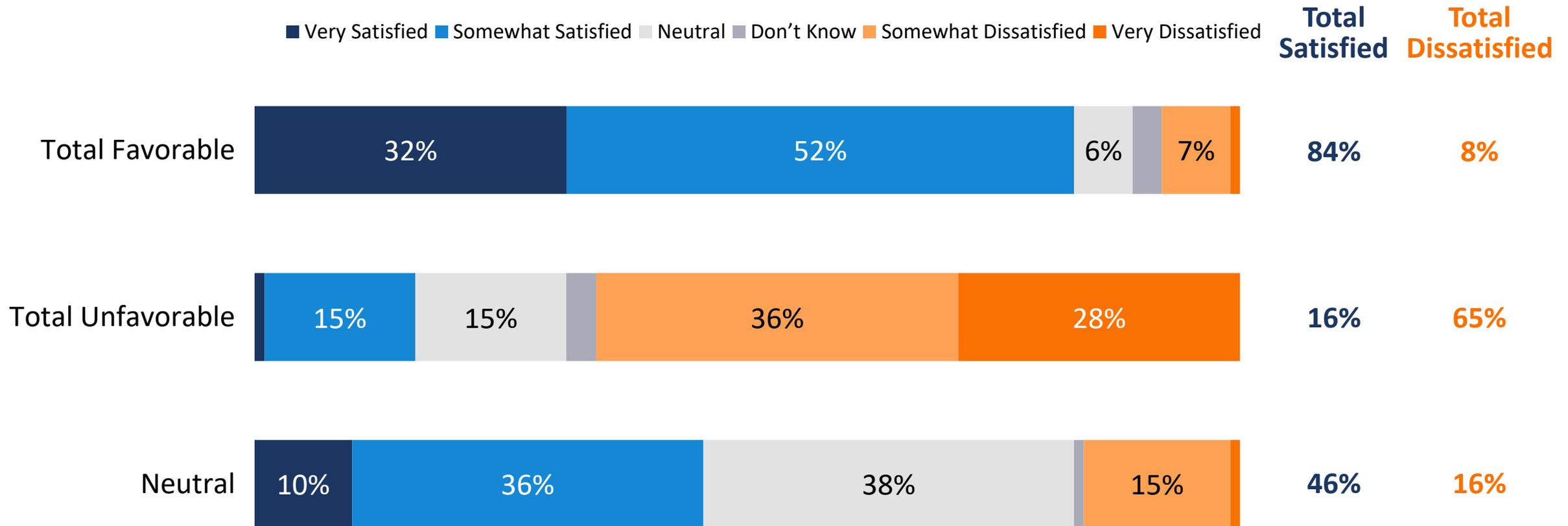
Broad shares are satisfied across race and ethnicity, gender, and level of household income.

BART Services Satisfaction by Race/Ethnicity, Gender & Household Income



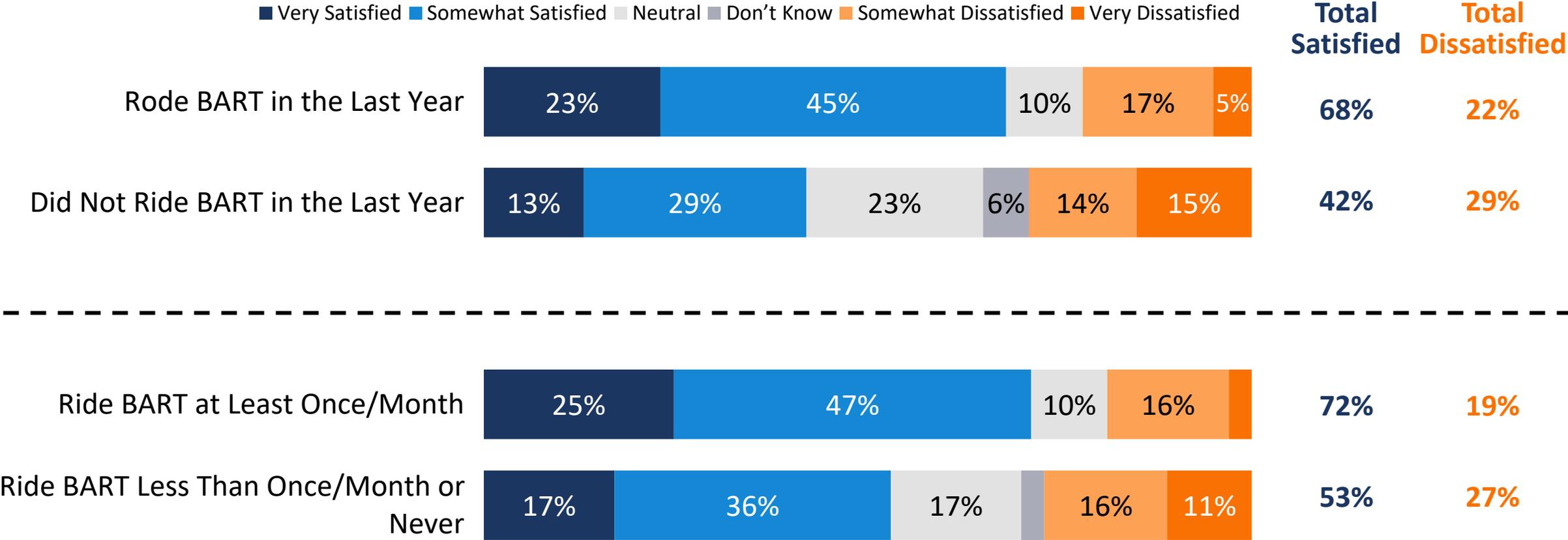
Those with a favorable view of BART are especially likely to also be satisfied with services.

BART Services Satisfaction by BART Favorability



Those who have ridden BART in the last year are more likely to be satisfied than those who did not.

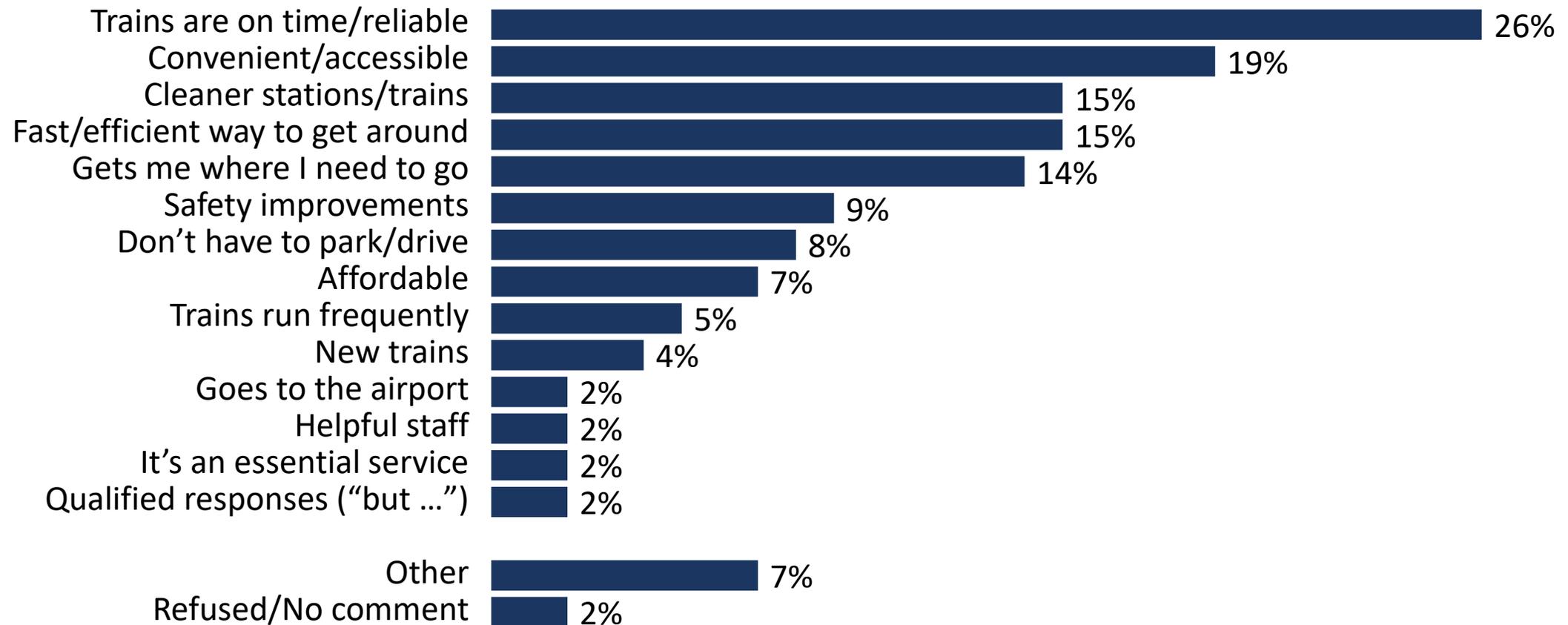
BART Services Satisfaction by Times a Week Ride Mass Transit, Rode BART in the Last Year & BART Rider Frequency



Those who are satisfied with BART services say they appreciate reliability, convenience and cleanliness.

*In a few words of your own, why are you **SATISFIED** with the services provided by BART?*

(Open-ended; Multiple Responses Accepted; Asked Those Who are Satisfied With BART Services, n=780)



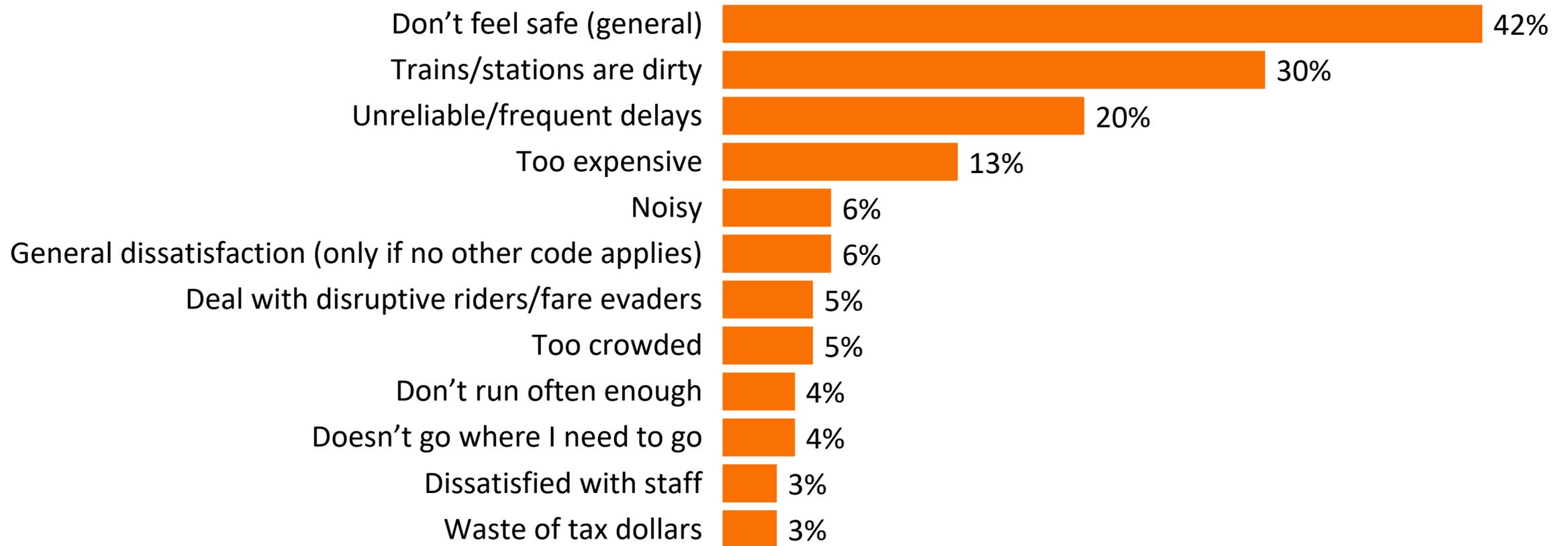
Rider verbatim responses: reasons for satisfaction

- *I can see BART District responding to the concerns of the community, such as more presence on trains and fare gate upgrades.*
- *Seems safer and cleaner. Love that I can pay for parking on the app. All I have to worry about is catching my train.*
- *...BART is an essential service that appears to be improving where they can, like new BART cars, new fare gates, allowing RFID enabled tap payments.*
- *Good headways on trains. Trains generally clean and on time. Good connections to airport.*
- *It is convenient, fast, economic and saves time in big city and heavy traffic areas!*
- *Trains on time and not crowded. Trains felt cleaner than usual, and no homeless / transient / drug user population on board.*
- *I appreciate the frequency of trains and my ability to get around without a car!*
- *Much cleaner now, like the new cars, on time for the most part.*
- *It is dependable, fast, clean, and essential for me as I don't drive and need BART to go to SFO, East Bay and South Bay.*
- *Convenient way to get to Oakland or SF without needing to worry about parking.*
- *I like BART, but I do not like what I have been hearing in the news.*

Those who are dissatisfied are worried about safety and cleanliness, as well as delays to a lesser extent.

*In a few words of your own, why are you **DISSATISFIED** with the services provided by BART?*

(Open-ended; Multiple Responses Accepted; Asked Those Who are Dissatisfied With BART Services, n=325)

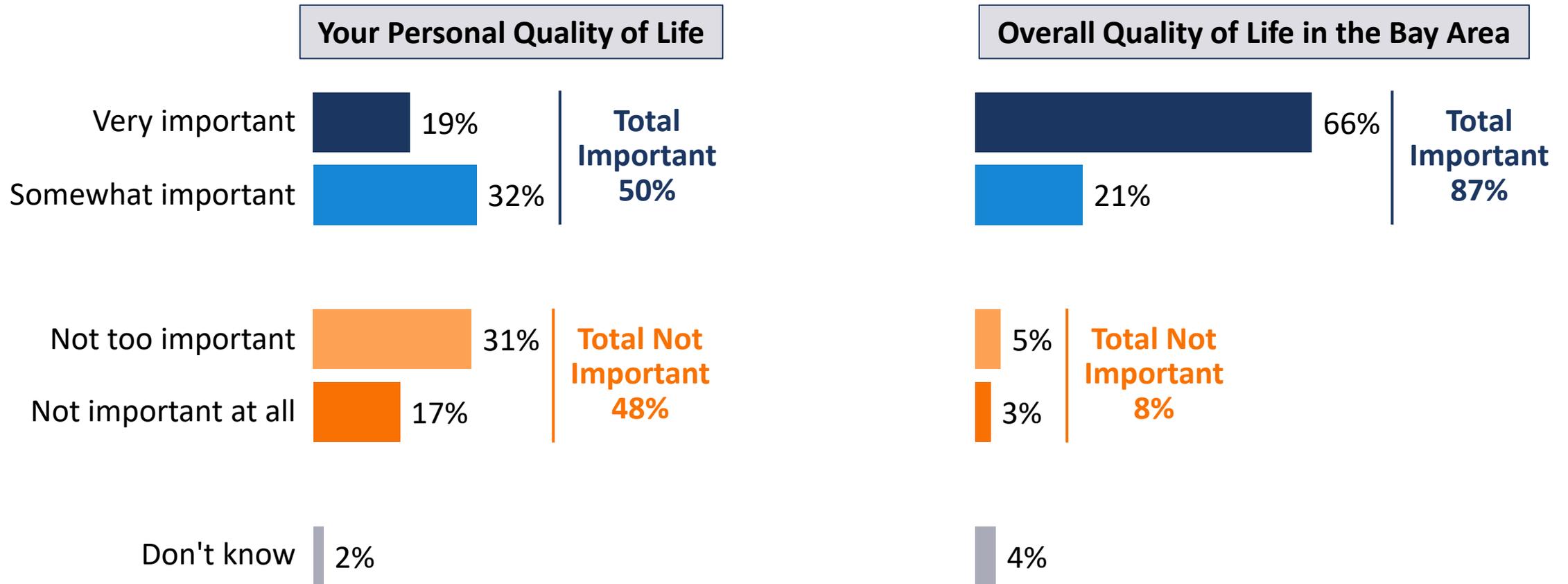


Rider verbatim responses: reasons for dissatisfaction

- *Lack of safety, not clean, not a pleasant ride.*
- *I've been riding BART since I was a young teen and as an adult, it still doesn't feel any safer onboard. There's always a sketchy person or a few causing a ruckus. I feel like without active security on the premises, there's no one to hold them accountable.*
- *Too many drug addicts on the trains and in the stations.*
- *Too expensive, very dirty, and unsafe for a woman to travel alone on.*
- *Late or missed trains, they aren't always on time or on schedule, and they didn't line up with the Muni buses that I needed to transfer to.*
- *Trains 20 minutes apart is too long.*
- *Lately there have been so many instances of service interruptions that it's difficult to depend on BART for one's commute*
- *In the few times I rode BART last month, my train was canceled or late twice. And there were multiple instances where I felt uncomfortable or unsafe on the train.*
- *Fare prices are always getting more expensive, but the changes and upgrades to the actual BART system are glacially slow.*
- *The noise is unbearable. If I forget to bring earplugs, I have to use my hands to protect my hearing.*

Nearly nine in ten of five-county Bay Area residents say that BART is important to the Bay Area's quality of life.

Overall, how important is BART to *(HALF SAMPLE: your personal quality of life)*
(HALF SAMPLE: the overall quality of life in the Bay Area)?



Those in core BART counties see BART as more important to their personal quality of life.

Demographic Group	Total Important	
	Your Personal Quality of Life	Overall Quality of Life in the Bay Area
County		
Alameda	67%	93%
Contra Costa	54%	94%
San Francisco	64%	94%
San Mateo	37%	85%
Santa Clara	32%	76%
Age		
18-29	38%	93%
30-39	61%	89%
40-49	52%	84%
50-64	53%	82%
65+	45%	88%
Gender		
Men	46%	87%
Women	54%	88%

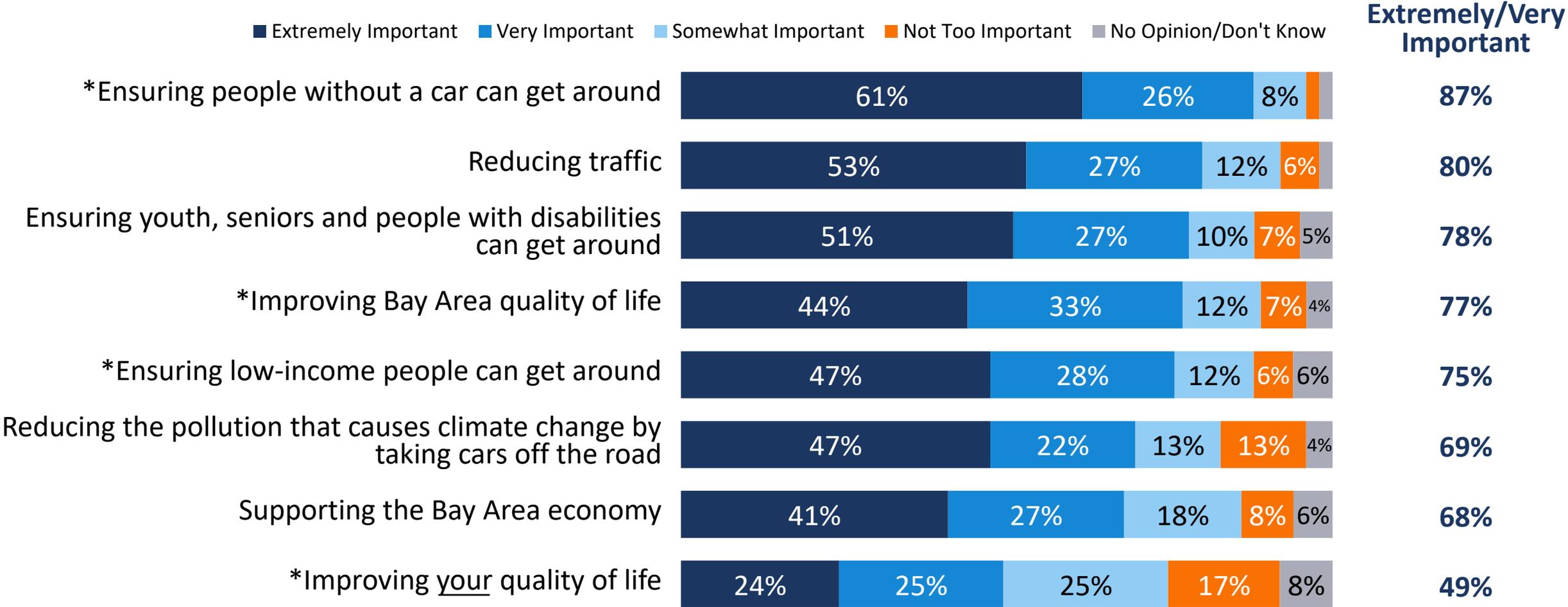
Black residents see BART as more important to their personal quality of life than those in other ethnic groups.

Demographic Group	Total Important	
	Your Personal Quality of Life	Overall Quality of Life in the Bay Area
Race/Ethnicity		
White Residents	52%	93%
Latino Residents	43%	88%
African American Residents	67%	83%
Asian/Pacific Islander Residents	53%	82%
Household Income		
<\$50,001	49%	93%
\$50,001-\$100,000	53%	89%
\$100,001-\$150,000	55%	84%
\$150,001+	51%	90%

Even non-riders see overall benefits of BART for the area.

Demographic Group	Total Important	
	Your Personal Quality of Life	Overall Quality of Life in the Bay Area
All Residents	50%	87%
BART Favorability		
Total Favorable	66%	97%
Total Unfavorable	34%	71%
Neutral	28%	86%
Rode BART in the Last Year		
Yes	66%	91%
No	23%	81%
BART Rider Frequency		
At Least Once a Month	81%	96%
Less Than Once a Month/Never	36%	83%

BART is seen as crucial for regional mobility – especially for those without cars, youth, seniors, and people with disabilities – and for reducing traffic.



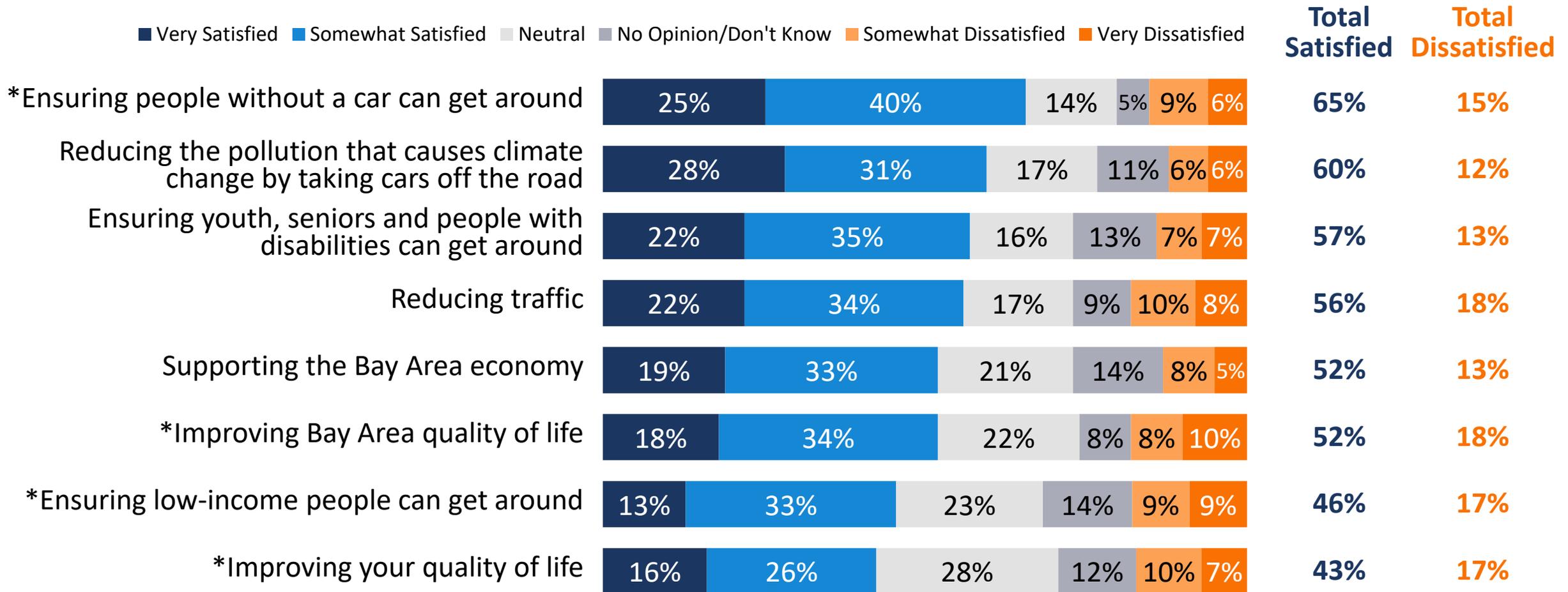
What people value about BART is similar across ridership and satisfaction levels.

Goal	Extremely/Very Important					
	All Residents	BART Rider Frequency		BART Satisfaction		
		At Least Once/Mo.	Less Than Once a Month/Never	Total Satisfied	Neutral	Total Dissatisfied
*Ensuring people without a car can get around	87%	95%	86%	94%	82%	72%
Reducing traffic	80%	90%	75%	91%	73%	65%
Ensuring youth, seniors and people with disabilities can get around	78%	88%	74%	89%	67%	65%
*Improving Bay Area quality of life	77%	91%	71%	89%	71%	65%
*Ensuring low-income people can get around	75%	81%	72%	85%	66%	66%
Reducing the pollution that causes climate change by taking cars off the road	69%	82%	64%	81%	62%	52%
Supporting the Bay Area economy	68%	77%	65%	80%	59%	51%
*Improving <u>your</u> quality of life	49%	70%	41%	58%	26%	41%

Women, Alameda County, and SF residents are more likely than others to say it's important that BART improves their quality of life.

Goal	Extremely/Very Important							
	All Res	County					Gender	
		Alameda	Contra Costa	San Francisco	San Mateo	Santa Clara	Men	Women
*Ensuring people without a car can get around	87%	90%	84%	94%	89%	83%	83%	91%
Reducing traffic	80%	84%	80%	89%	79%	72%	73%	86%
Ensuring youth, seniors and people with disabilities can get around	78%	82%	81%	80%	75%	74%	72%	84%
*Improving Bay Area quality of life	77%	81%	83%	82%	72%	70%	76%	79%
*Ensuring low-income people can get around	75%	79%	78%	77%	74%	69%	70%	79%
Reducing the pollution that causes climate change by taking cars off the road	69%	77%	70%	81%	71%	56%	59%	79%
Supporting the Bay Area economy	68%	72%	66%	78%	68%	61%	64%	72%
*Improving <u>your</u> quality of life	49%	59%	47%	57%	35%	44%	38%	60%

Majorities are satisfied with BART helping seniors and people without a car get around and for reducing pollution.



Those who ride BART are more likely to be satisfied with the full range of outcomes than those who do not.

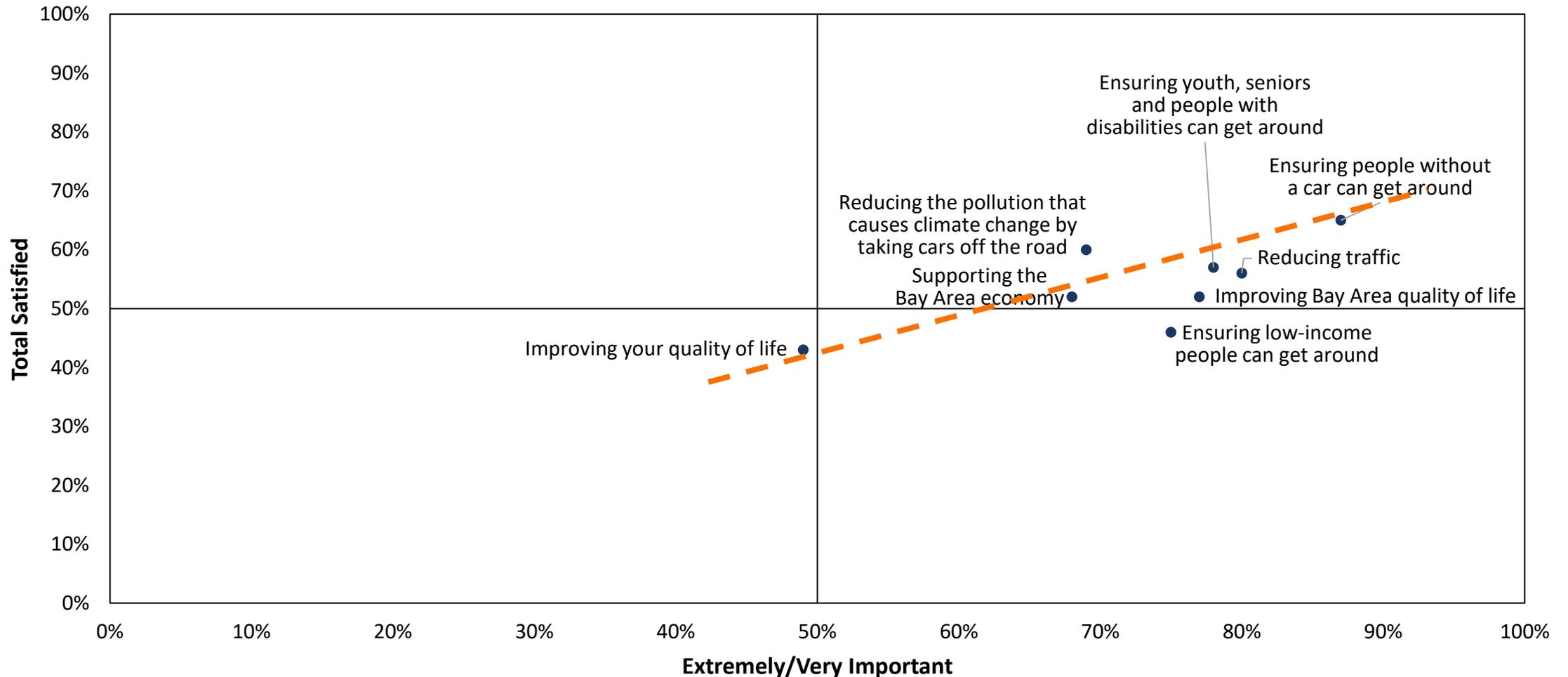
Goal	Total Satisfied					
	All Res.	BART Rider Frequency		BART Satisfaction		
		At Least Once/Month	Less Than Once a Month/ Never	Total Satisfied	Neutral	Total Dissatisfied
*Ensuring people without a car can get around	65%	75%	63%	76%	58%	41%
Reducing the pollution that causes climate change by taking cars off the road	60%	78%	50%	74%	41%	42%
Ensuring youth, seniors and people with disabilities can get around	57%	71%	51%	72%	45%	30%
Reducing traffic	56%	71%	49%	71%	42%	35%
Supporting the Bay Area economy	52%	65%	46%	70%	35%	22%
*Improving Bay Area quality of life	52%	66%	46%	74%	42%	22%
*Ensuring low-income people can get around	46%	55%	41%	61%	36%	24%
*Improving <u>your</u> quality of life	43%	70%	30%	61%	22%	8%

Q25. Next, please consider this same list. For each one, please indicate how satisfied you are with BART'S performance on each: very satisfied, somewhat satisfied, neutral, somewhat dissatisfied or very dissatisfied.
 *Split Sample

San Franciscans are especially satisfied with BART for its impact on traffic reduction.

Goal	Total Satisfied							
	All Res.	County					Gender	
		Alameda	Contra Costa	San Francisco	San Mateo	Santa Clara	Men	Women
*Ensuring people without a car can get around	65%	68%	70%	74%	54%	60%	62%	68%
Reducing the pollution that causes climate change by taking cars off the road	60%	65%	59%	73%	51%	52%	55%	64%
Ensuring youth, seniors and people with disabilities can get around	57%	57%	62%	63%	52%	54%	55%	59%
Reducing traffic	56%	57%	59%	70%	52%	49%	53%	60%
Supporting the Bay Area economy	52%	52%	54%	63%	47%	48%	49%	55%
*Improving Bay Area quality of life	52%	57%	57%	66%	42%	44%	52%	52%
*Ensuring low-income people can get around	46%	45%	43%	55%	49%	42%	43%	48%
*Improving <u>your</u> quality of life	43%	47%	48%	54%	32%	34%	33%	51%

Generally, the outcomes they value the most are the ones they are most satisfied with.

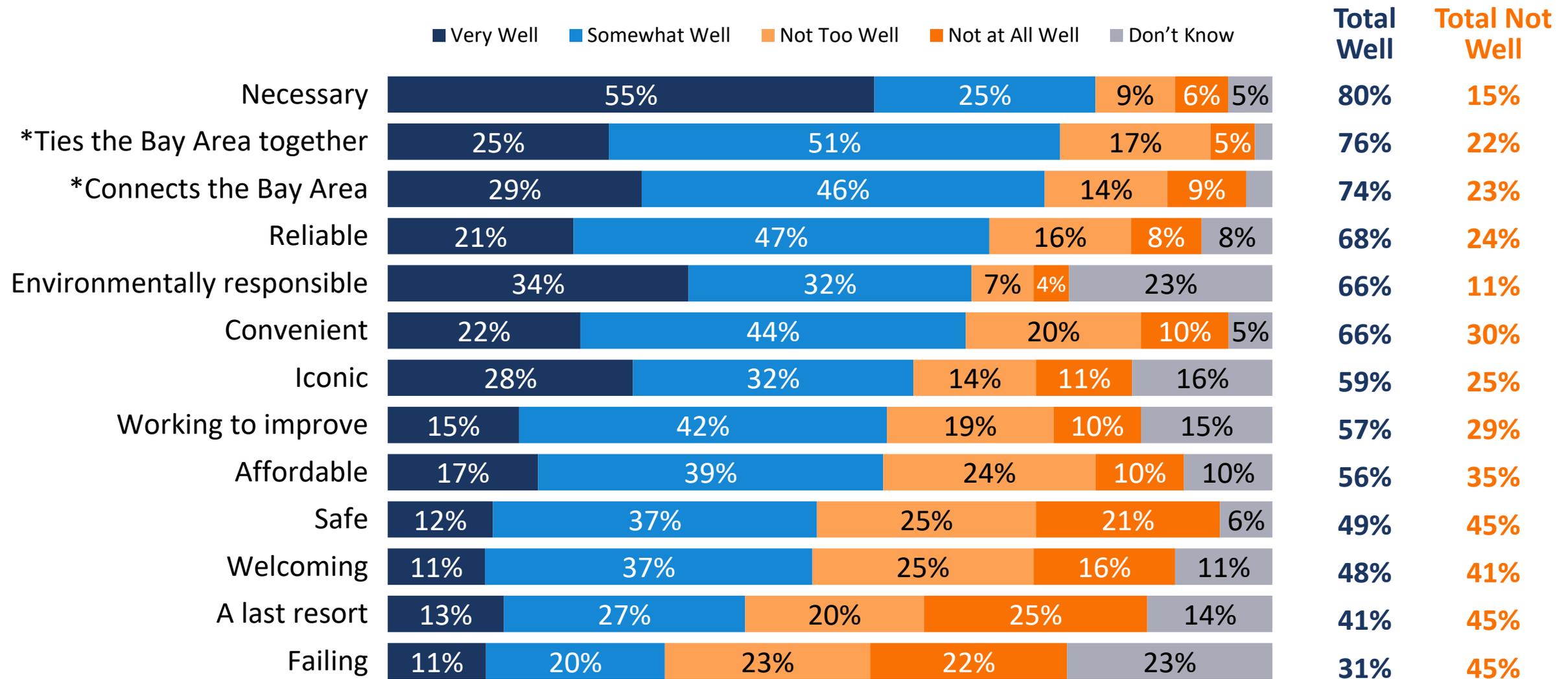


Q24. Next, please indicate how important BART is in achieving each of the following goals: either extremely important, very important, somewhat important, or not too important. *Split Sample

Q25. Next, please consider this same list. For each one, please indicate how satisfied you are with BART'S performance on each: very satisfied, somewhat satisfied, neutral, somewhat dissatisfied or very dissatisfied.

*Split Sample

Fully four in five residents of the Bay Area see BART as “necessary.”



Those who are dissatisfied with BART are more likely to call it “failing” and “a last resort.”

Word/Phrase	Total Well					
	All Residents	BART Rider Frequency		BART Satisfaction		
		At Least Once/Month	Less Than Once a Month/Never	Total Satisfied	Neutral	Total Dissatisfied
Necessary	80%	92%	75%	91%	71%	67%
*Ties the Bay Area Together	76%	88%	71%	84%	73%	58%
*Connects the Bay Area	74%	84%	69%	90%	56%	58%
Reliable	68%	78%	64%	87%	52%	44%
Environmentally Responsible	66%	76%	62%	81%	53%	47%
Convenient	66%	80%	59%	83%	58%	40%
Iconic	59%	72%	53%	72%	51%	45%
Working to Improve	57%	69%	51%	77%	49%	19%
Affordable	56%	63%	53%	70%	42%	37%
Safe	49%	58%	45%	72%	27%	12%
Welcoming	48%	61%	43%	68%	34%	16%
A Last Resort	41%	31%	45%	37%	40%	53%
Failing	31%	22%	35%	18%	34%	62%

Q22. Next, here are some words and phrases that could be used to describe BART. For each one, please indicate whether you think it describes BART very well, somewhat well, not too well, or not at all well

*Split Sample

San Francisco residents are more likely to say that positive words and phrases describe BART well.

Word/Phrase	Total Well							
	All Residents	County					Gender	
		Alameda	Contra Costa	San Francisco	San Mateo	Santa Clara	Men	Women
Necessary	80%	85%	88%	88%	79%	68%	78%	82%
*Ties the Bay Area Together	76%	83%	83%	85%	70%	64%	76%	77%
*Connects the Bay Area	74%	81%	81%	80%	72%	63%	71%	77%
Reliable	68%	71%	72%	74%	64%	62%	66%	69%
Environmentally Responsible	66%	74%	66%	75%	67%	55%	64%	68%
Convenient	66%	73%	78%	73%	59%	51%	64%	68%
Iconic	59%	63%	65%	68%	56%	51%	61%	58%
Working to Improve	57%	63%	54%	64%	50%	52%	52%	61%
Affordable	56%	57%	55%	62%	53%	54%	59%	53%
Safe	49%	52%	46%	61%	46%	44%	47%	51%
Welcoming	48%	54%	49%	58%	43%	41%	48%	49%
A Last Resort	41%	41%	48%	28%	42%	41%	40%	42%
Failing	31%	31%	33%	23%	37%	33%	35%	28%

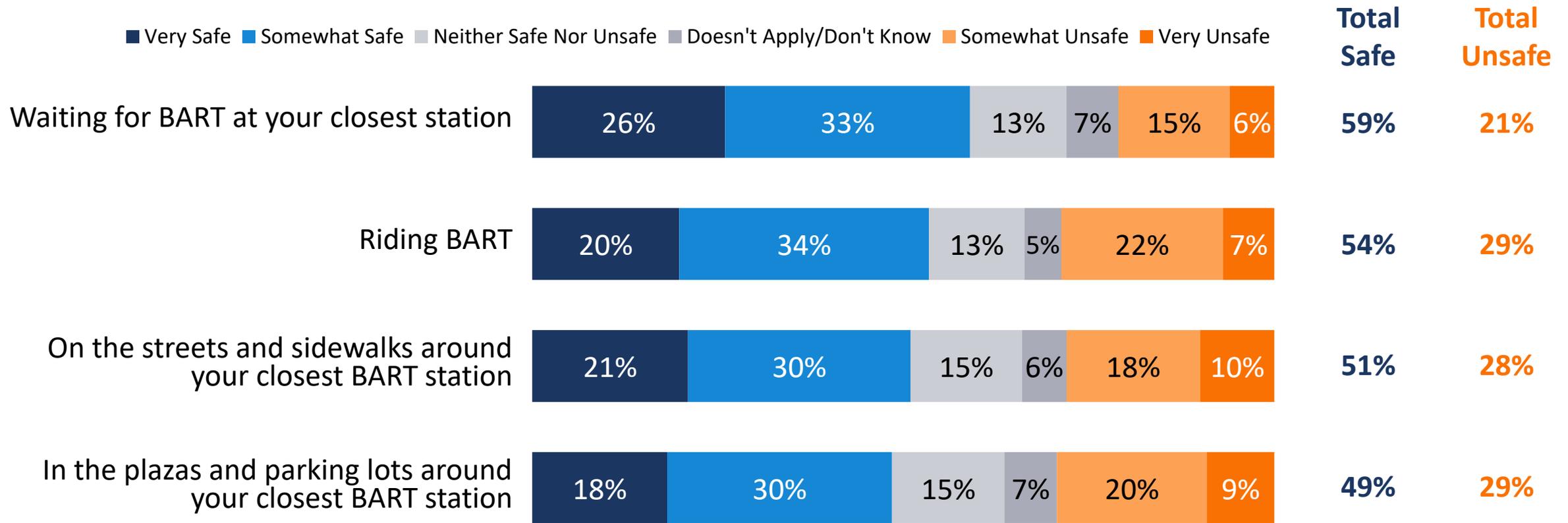
Q22. Next, here are some words and phrases that could be used to describe BART. For each one, please indicate whether you think it describes BART very well, somewhat well, not too well, or not at all well

*Split Sample

The majority feels safe waiting for BART at stations and riding BART, but a bit less safe around their closest BART station.

How safe do you feel ____?

(Asked of Those Who Have Ever Ridden BART Only, n=1,301)



Those who ride BART most frequently are the most likely to feel safe.

Statement	Total Safe		
	All Residents	BART Rider Frequency	
		At Least Once/ Month	Less Than Once a Month/Never
Waiting for BART at your closest station	59%	73%	51%
Riding BART	54%	65%	49%
On the streets and sidewalks around your closest BART station	51%	57%	48%
In the plazas and parking lots around your closest BART station	49%	54%	46%

Contra Costa County riders feel safer than those in other counties on streets and plazas around their closest BART station.

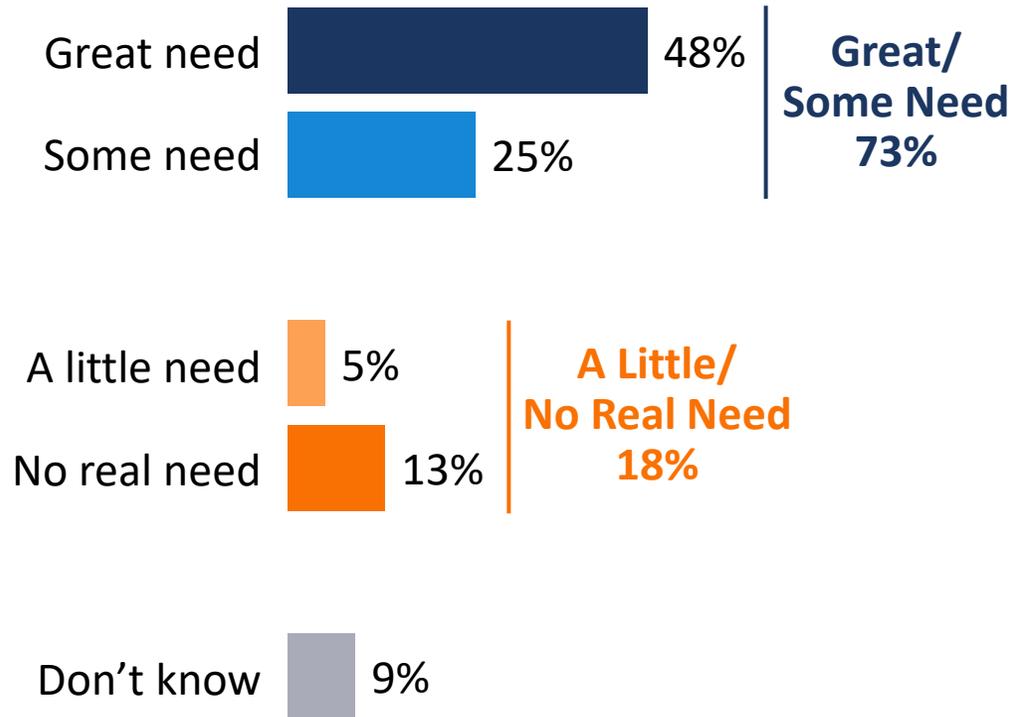
Statement	Total Safe							
	All Residents	County					Gender	
		Alameda	Contra Costa	San Francisco	San Mateo	Santa Clara	Men	Women
Waiting for BART at your closest station	59%	62%	63%	62%	52%	53%	60%	57%
Riding BART	54%	54%	55%	64%	49%	50%	53%	55%
On the streets and sidewalks around your closest BART station	51%	51%	57%	48%	50%	49%	52%	50%
In the plazas and parking lots around your closest BART station	49%	50%	54%	42%	47%	48%	49%	48%

Black riders are less likely to feel safe on streets and sidewalks near their closest BART station than Latino and API residents.

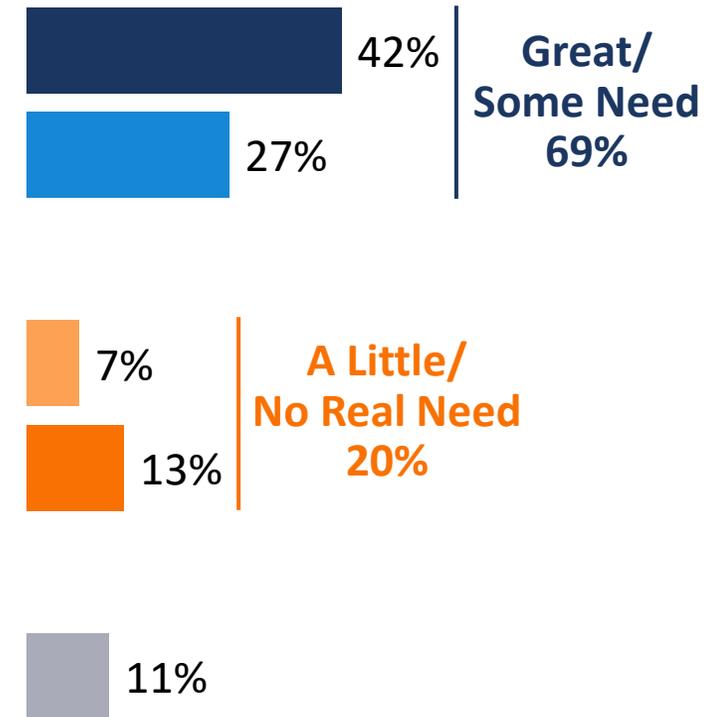
Statement	Total Safe				
	All Residents	Race/Ethnicity			
		White Residents	Latino Residents	African American Residents	Asian/ Pacific Islander Residents
Waiting for BART at your closest station	59%	62%	56%	55%	61%
Riding BART	54%	56%	59%	51%	53%
On the streets and sidewalks around your closest BART station	51%	51%	54%	46%	54%
In the plazas and parking lots around your closest BART station	49%	50%	52%	44%	48%

Seven in ten believe that BART has “a great need” or “some need” for additional funding.

Next, would you say that Bay Area public transit, in general, has a great need for additional funding, some need, a little need, or no real need for additional funding?



And, would you say that BART, specifically, has a great need for additional funding, some need, a little need, or no real need for additional funding?

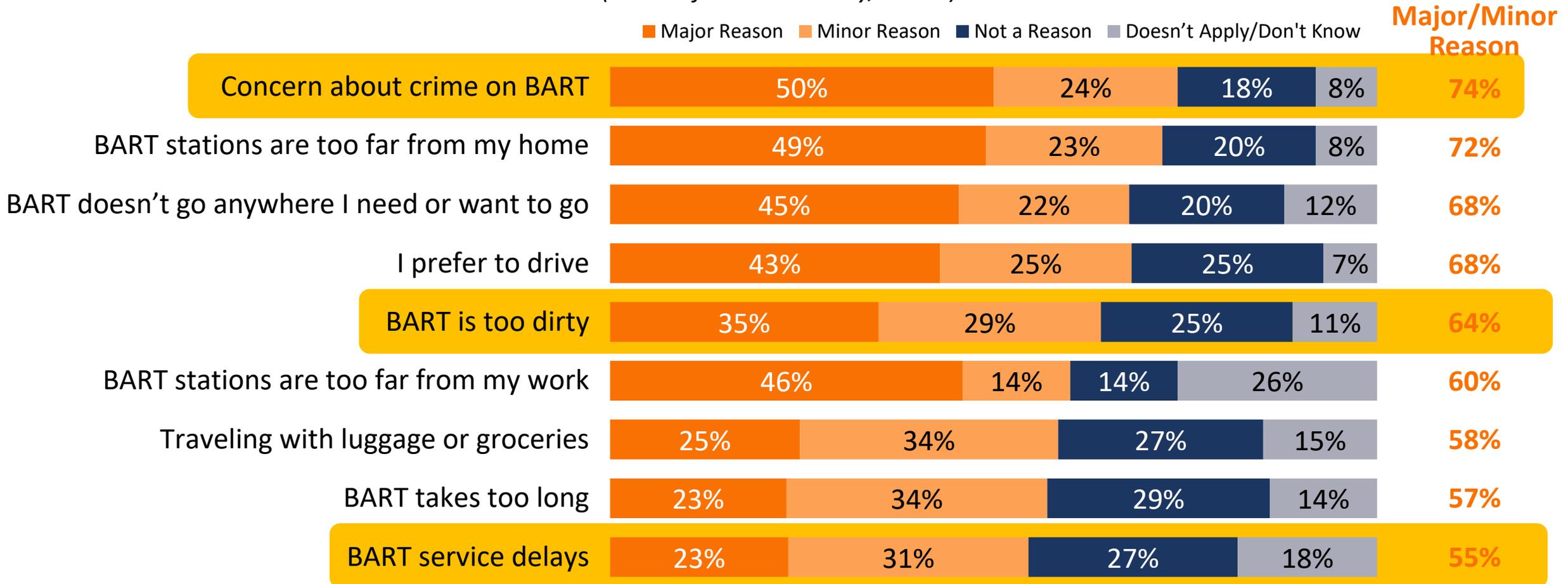




Barriers to BART Ridership

Among non-riders, major barriers include perceptions of crime and having trips not served by BART.

Reasons to Not Ride BART
(Asked of Nonriders Only, n=932)

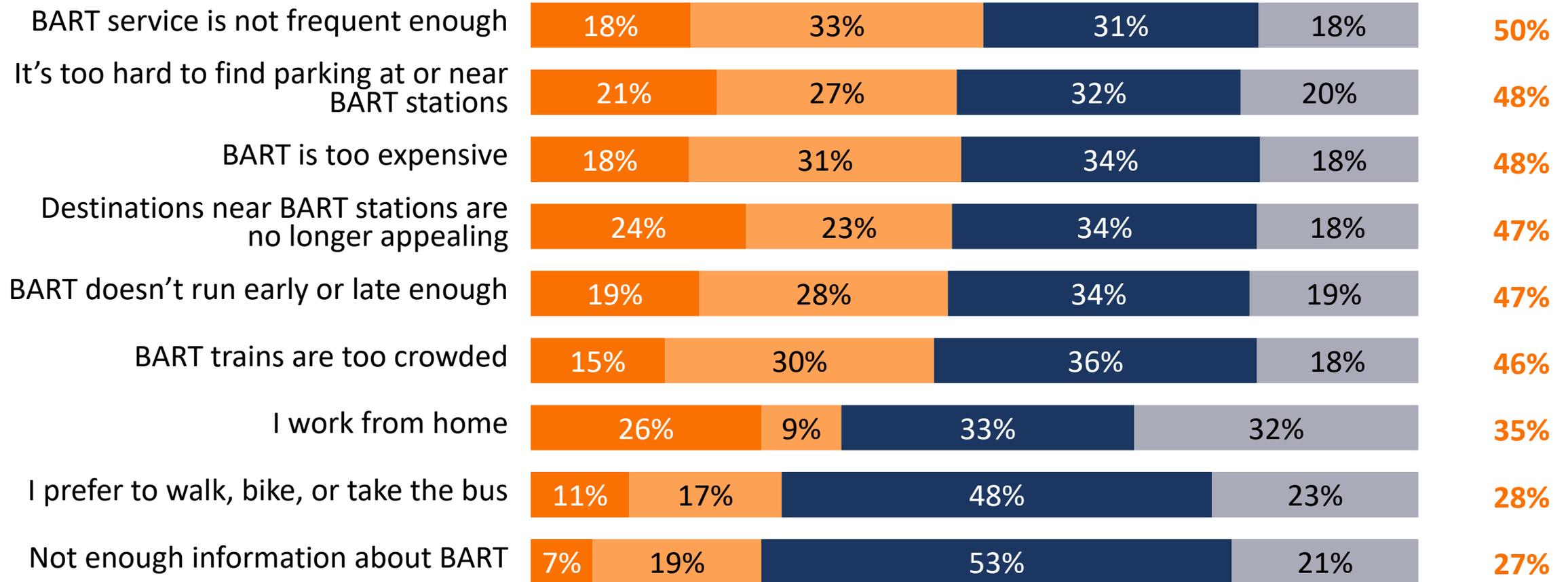


Other barriers include service frequency, parking, and cost.

Reasons to Not Ride BART
(Asked of Nonriders Only, n=932)

■ Major Reason ■ Minor Reason ■ Not a Reason ■ Doesn't Apply/Don't Know

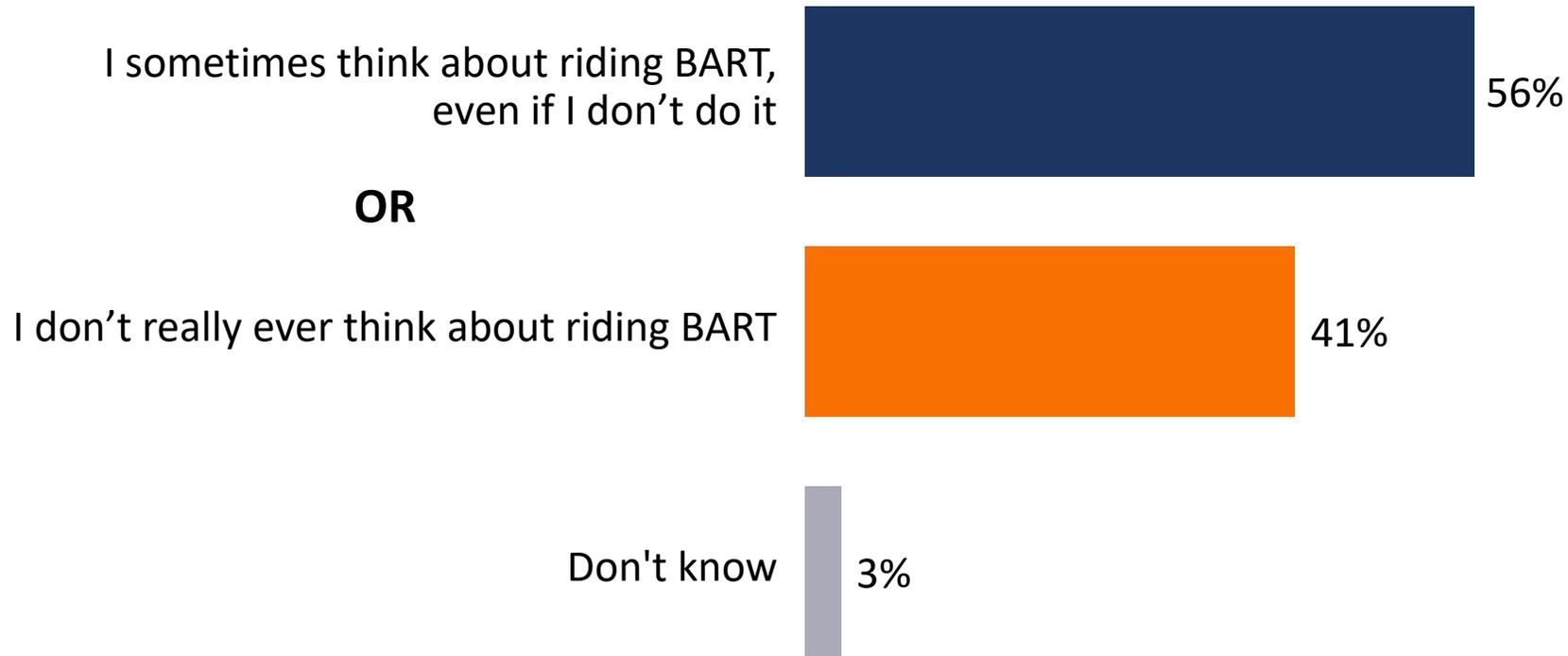
Major/Minor Reason



More than half of non-riders say they think about riding BART, even if they don't do it.

Next, here are a couple pairs of statements about how you might think about riding BART. For each pair, please indicate which statement comes closer to your opinion. Please choose just one even if it's hard to decide.

(Asked of Nonriders Only, n=932)



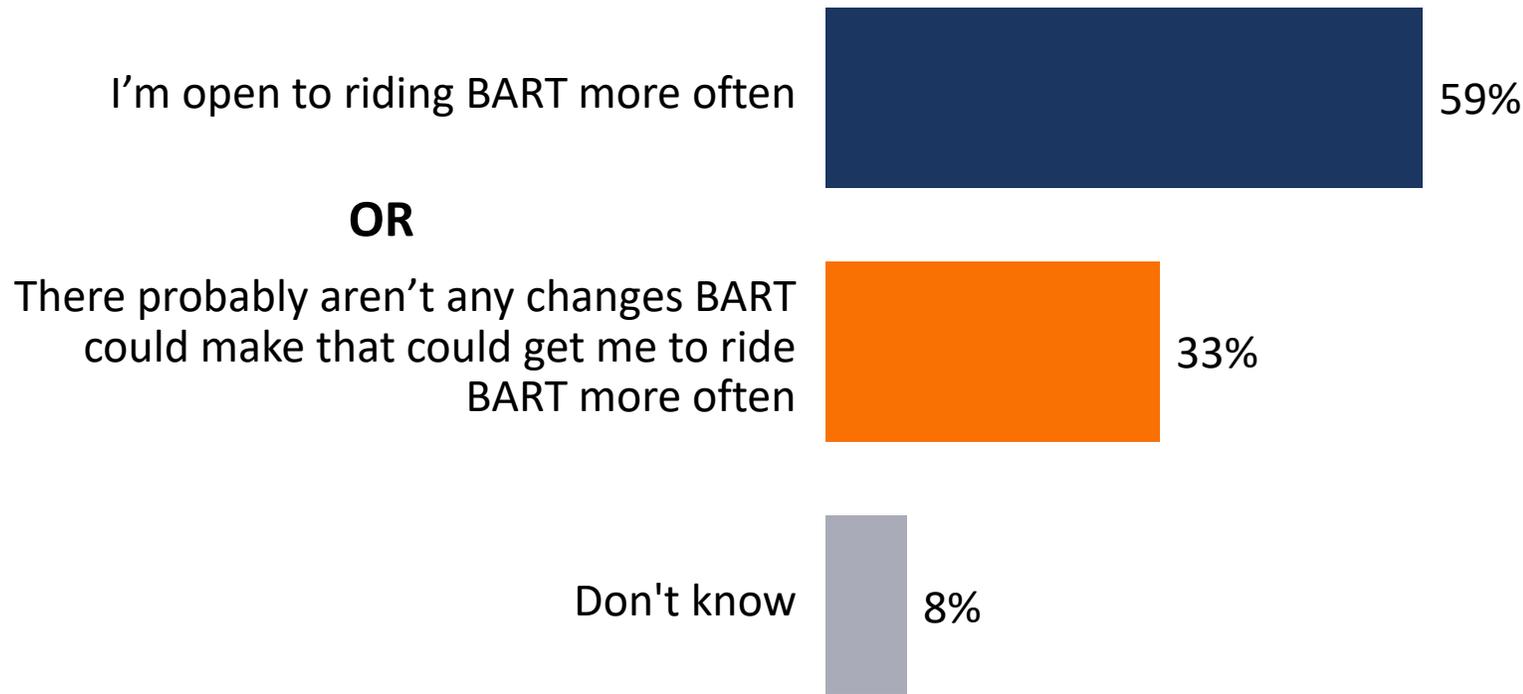
Especially Likely to Think About Riding

- BART Districts 3 and 7
- College-educated women
- Post-graduate educated
- Lived in the Bay Area 10-19 years
- Work from home rarely

Three in five non-riders are open to riding BART more often.

Next, here are a couple pairs of statements about how you might think about riding BART. For each pair, please indicate which statement comes closer to your opinion. Please choose just one even if it's hard to decide.

(Asked of Nonriders Only, n=932)

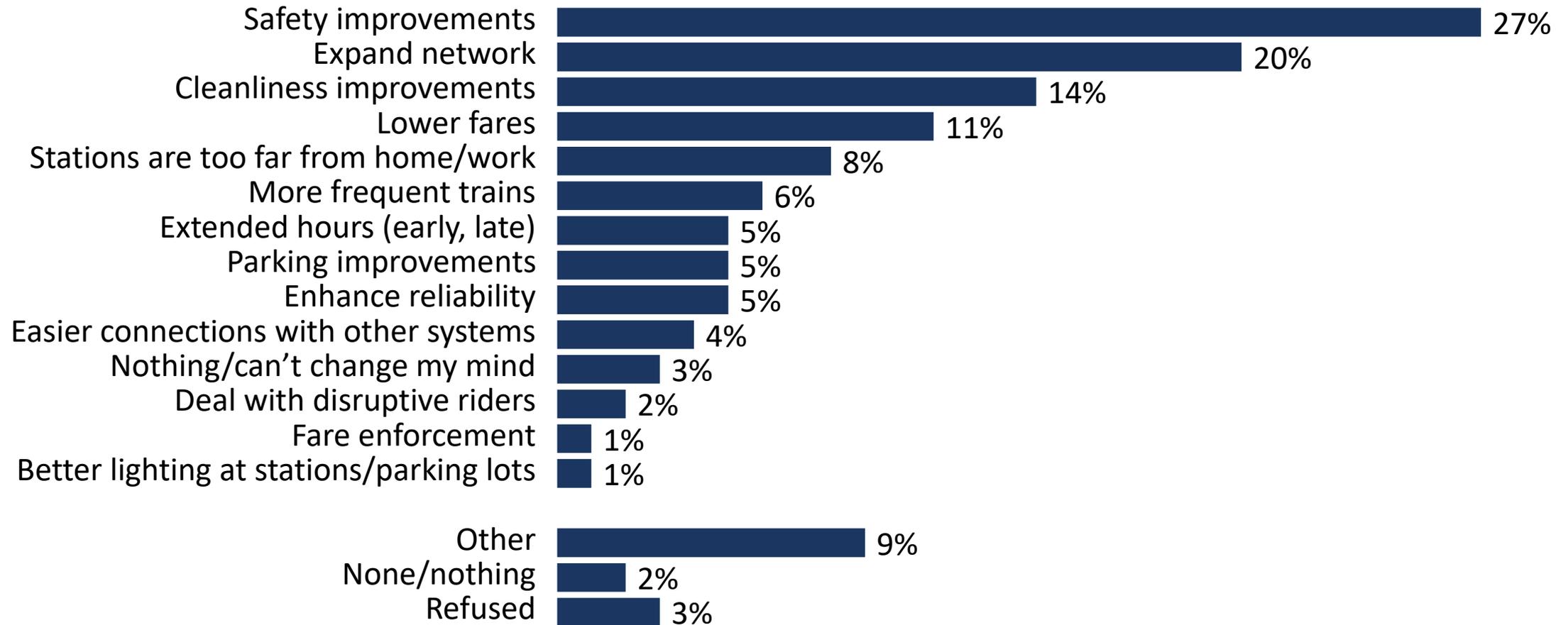


Especially Likely to Be Open to Riding:

- BART District 7
- Lived in Bay Area 9 years or less
- Work from home 3-5 times per week
- Ages 18-39
- Post-graduate educated

Among non-riders, the most enticing improvements are focused on safety and cleanliness.

*In a few words of your own, what is the most important thing BART could do to get you to ride more often than you do now?
(Open-ended; Asked of Nonriders Only, n=932)*



Non-rider verbatim responses: what would compel them to ride more often

- *Clean, safe, and on time.*
- *Make the parking lots and surrounding station areas better lit and safer especially at night. Put more security on the trains and have them run more frequently.*
- *Reduce crime, crazy people who hang around and make life miserable for the functional. I realize this falls outside of BART's responsibilities, however BART might apply pressure on city governments to enforce laws that do reduce crime.*
- *Safety is #1 priority. Harassment goes unreported, too many homeless on the trains, loud and hostile people walk around freely. If there are any negative reports about safety on BART, my family will not ride.*
- *Safety and cleanliness around the BART destinations – mainly San Francisco...*
- *There is no BART near my house. Driving or taking a bus to the closest station would make the entire journey unreasonably long.*
- *Nothing; either BART goes to where I need to go or to doesn't. Nothing BART can do about that.*
- *It'd need to actually go anywhere useful in the South Bay. As it is, public transit in this region is virtually nonexistent outside San Francisco.*
- *Personally, I prefer the complete flexibility of arranging my own transportation at the times that I happen to need it. There's nothing that BART can do to change that.*



Curt Below

Curt@FM3research.com

Miranda Everitt

Miranda@FM3research.com



Appendix: Results by BART District

Districts 3, 4, 7 and 9 see more benefit personally.

Demographic Group	Total Important	
	Your Personal Quality of Life	Overall Quality of Life in the Bay Area
BART District		
District 1	59%	91%
District 2	47%	94%
District 3	72%	97%
District 4	70%	94%
District 5	51%	89%
District 6	49%	92%
District 7	76%	94%
District 8	58%	89%
District 9	70%	99%

The relative ranking of importance of goals BART helps achieve is similar across BART Districts.

Goal	Extremely/Very Important									
	All Res	BART District								
		1	2	3	4	5	6	7	8	9
*Ensuring people without a car can get around	87%	87%	79%	93%	93%	85%	86%	89%	95%	95%
Reducing traffic	80%	78%	76%	91%	77%	79%	84%	86%	87%	91%
Ensuring youth, seniors and people with disabilities can get around	78%	75%	81%	89%	87%	81%	71%	84%	81%	82%
*Improving Bay Area quality of life	77%	73%	86%	88%	74%	72%	86%	90%	75%	92%
*Ensuring low-income people can get around	75%	67%	81%	91%	73%	75%	84%	80%	71%	78%
Reducing the pollution that causes climate change by taking cars off the road	69%	63%	73%	82%	76%	67%	72%	78%	78%	86%
Supporting the Bay Area economy	68%	65%	63%	78%	71%	66%	68%	73%	72%	85%
*Improving <u>your</u> quality of life	49%	56%	41%	61%	66%	42%	44%	63%	61%	59%

Satisfaction with BART's impact on quality of life varies by district.

Goal	Total Satisfied									
	All Res.	BART District								
		1	2	3	4	5	6	7	8	9
*Ensuring people without a car can get around	65%	73%	71%	70%	83%	62%	56%	69%	76%	76%
Reducing the pollution that causes climate change by taking cars off the road	60%	56%	57%	72%	56%	71%	60%	62%	72%	76%
Ensuring youth, seniors and people with disabilities can get around	57%	54%	65%	68%	50%	66%	52%	54%	59%	67%
Reducing traffic	56%	59%	59%	67%	53%	58%	50%	56%	71%	71%
Supporting the Bay Area economy	52%	52%	52%	65%	57%	45%	42%	52%	57%	67%
*Improving Bay Area quality of life	52%	53%	60%	75%	73%	36%	51%	47%	65%	71%
*Ensuring low-income people can get around	46%	33%	51%	52%	45%	56%	33%	45%	48%	59%
*Improving <u>your</u> quality of life	43%	53%	38%	66%	30%	44%	28%	56%	55%	57%

Residents across every BART district broadly believe that the system is “necessary” and “ties the Bay Area together.”

Word/Phrase	Total Well									
	All Residents	BART District								
		1	2	3	4	5	6	7	8	9
Necessary	80%	87%	87%	91%	95%	84%	75%	86%	84%	92%
*Ties the Bay Area Together	76%	84%	80%	87%	78%	68%	90%	89%	88%	81%
*Connects the Bay Area	74%	72%	91%	87%	81%	65%	87%	79%	78%	83%
Reliable	68%	69%	70%	79%	73%	69%	68%	72%	73%	73%
Environmentally Responsible	66%	66%	60%	83%	74%	67%	69%	72%	70%	77%
Convenient	66%	74%	75%	88%	79%	63%	65%	75%	69%	80%
Iconic	59%	63%	66%	69%	60%	54%	60%	66%	67%	70%
Working to Improve	57%	45%	56%	71%	62%	49%	57%	67%	60%	67%
Affordable	56%	55%	47%	66%	44%	51%	62%	60%	55%	69%
Safe	49%	48%	40%	68%	49%	25%	47%	57%	54%	66%
Welcoming	48%	48%	47%	62%	52%	37%	52%	56%	57%	58%
A Last Resort	41%	50%	48%	37%	41%	49%	51%	35%	27%	28%
Failing	31%	32%	32%	28%	23%	44%	35%	26%	27%	23%

Q22. Next, here are some words and phrases that could be used to describe BART. For each one, please indicate whether you think it describes BART very well, somewhat well, not too well, or not at all well
 *Split Sample

Those in BART District 5 are less likely to feel safe riding BART, compared to those in other districts.

Statement	Total Safe									
	All Residents	BART District								
		1	2	3	4	5	6	7	8	9
Waiting for BART at your closest station	59%	69%	60%	71%	53%	48%	60%	65%	61%	67%
Riding BART	54%	56%	53%	68%	52%	29%	45%	65%	59%	66%
On the streets and sidewalks around your closest BART station	51%	64%	51%	66%	39%	36%	52%	53%	54%	44%
In the plazas and parking lots around your closest BART station	49%	55%	54%	60%	39%	50%	53%	47%	46%	40%



Appendix: Additional Results by Race/Ethnicity

Latino and African American residents are especially satisfied with BART in ensuring that people without cars can get around.

Goal	Total Satisfied				
	All Residents	Race/Ethnicity			
		White Residents	Latino Residents	African American Residents	Asian/Pacific Islander Residents
*Ensuring people without a car can get around	65%	61%	73%	74%	65%
Reducing the pollution that causes climate change by taking cars off the road	60%	60%	60%	57%	60%
Ensuring youth, seniors and people with disabilities can get around	57%	55%	65%	54%	58%
Reducing traffic	56%	59%	61%	54%	50%
Supporting the Bay Area economy	52%	51%	55%	51%	52%
*Improving Bay Area quality of life	52%	55%	60%	45%	49%
*Ensuring low-income people can get around	46%	46%	55%	26%	45%
*Improving <u>your</u> quality of life	43%	46%	48%	42%	37%

Q25. Next, please consider this same list. For each one, please indicate how satisfied you are with BART'S performance on each: very satisfied, somewhat satisfied, neutral, somewhat dissatisfied or very dissatisfied.

*Split Sample

Latino residents are more likely to call BART “welcoming.”

Word/Phrase	Total Well				
	All Residents	Race/Ethnicity			
		White Residents	Latino Residents	African American Residents	Asian/Pacific Islander Residents
Necessary	80%	85%	81%	84%	75%
*Ties the Bay Area Together	76%	78%	78%	82%	71%
*Connects the Bay Area	74%	77%	84%	71%	68%
Reliable	68%	68%	74%	71%	63%
Environmentally Responsible	66%	72%	61%	57%	66%
Convenient	66%	68%	72%	75%	57%
Iconic	59%	58%	58%	55%	63%
Working to Improve	57%	56%	62%	58%	57%
Affordable	56%	58%	57%	50%	54%
Safe	49%	50%	53%	47%	48%
Welcoming	48%	47%	57%	49%	47%
A Last Resort	41%	33%	52%	55%	40%
Failing	31%	29%	30%	31%	33%

Q22. Next, here are some words and phrases that could be used to describe BART. For each one, please indicate whether you think it describes BART very well, somewhat well, not too well, or not at all well
 *Split Sample