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Title VI Civil Rights Program 2016 Triennial Update



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SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT TITLE VI CIVIL RIGHTS PROGRAM 2016 Triennial Update

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INTRODUCTION

The San Francisco Bay Area Rapid Transit District (BART or 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. 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).

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, 2014 to December 31, 2016.

GENERAL REQUIREMENTS AND GUIDELINES

1. Notification to Beneficiaries of Protection Under Title VI

In order 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 1). BART's Title VI Statement of Policy, Complaint Procedures and Complaint Form (Appendix 2) are available upon request from the Office of Civil Rights and on www.bart.gov.

2. 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 has 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 2) are available upon request from the Office of Civil Rights and can be downloaded from www.bart.gov. 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). These languages include: Spanish; Chinese; Tagalog; Vietnamese; Russian; Korean; Japanese; Persian; Hindi; Arabic; Portuguese; French; Italian; Thai; Cambodian; German; Urdu; Laotian; Serbo-Croatian; Gujarati; and Armenian. A translation summarizing staff assistance and language or sign interpretation availability is included in the Title VI Complaint Procedure.

3. Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits

In order 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 sub recipient 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. In order 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 sub recipient 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. Currently, BART does not have any ongoing Title VI complaints or lawsuits. While the following complaints were not determined to be Title VI complaints, the Office of Civil Rights, addressed the following customer service inquiries, below in Table 1:

Table 1: BART Title VI Complaints, Lawsuits, and Investigations

Date Filed	Summary of Allegations (basis of complaint: race, color, or national origin)	Status/Action Taken
10/14/2015	Low-Income - CP alleges that the rush hour trains added to the PB/BP line are disproportionately affecting those who live past the Pleasant Hill station.	Closed. Staff looked into the matter and found no evidence to support CP's alleged Title VI complaint. Closing letter mailed 10/8/2015.

4. Promoting Inclusive Public Participation

Pursuant to FTA Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and LEP populations in public participation activities. To meet these requirements, in 2011 BART developed the Public Participation Plan (PPP or Plan), a document intended as a guide for how BART will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP includes example public participation strategies, designed using the PPP goals, principles and methods. The Plan 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 under-represented groups.

See Appendix 3 for a list of BART's Public Participation activities from January 1, 2014 to December 31, 2016. A copy of the PPP is available to the public and can be accessed online at bart.gov. BART previously submitted a copy of the PPP in its previous Title VI Triennial submittal in 2011.

As mentioned in the last Triennial, since the adoption of its PPP in 2011, BART has made the following updates to the Plan:

- Created two new advisory committees focused on Title VI compliance.
- Expanded its database of community-based organizations from approximately 400 to 600 contacts.
- Improved outreach and increased public participation from riders by publicizing events through station banners and signage, hosting more events at stations, and utilizing staff to outreach during peak commute hours.
- Collected information on participants' specific geographic area through print and online surveys. Participants had the option to provide demographic data and were asked to indicate a "home" station (only available for projects starting from 2012).

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 in compliance with 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 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 PPPro adds value to BART’s PPP and is a helpful resource for BART staff because the manual ensures and encourages staff to outreach appropriately to the Title VI/EJ communities. A copy of the manual is provided in Appendix 4.

5. Providing Meaningful Access to LEP Persons

BART supports the goals of Title VI of the Civil Rights Act of 1964, DOT’s implementing regulations, and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (65 FR 50121, Aug. 11, 2000), 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 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 Language Assistance Plan (LAP) was approved by the Federal Transit Administration (FTA) on July 16, 2014 (Appendix 5).

6. Minority Representation on Planning and Advisory Bodies

In order to comply with 49 CFR Section 21.5(b)(1)(vii), BART’s Office of Civil Rights maintains a list depicting the racial breakdown of the membership of its transit-related non-elected planning boards, advisory councils and committees (Table 2) and descriptions of efforts made to encourage the participation of minorities on its committees. Below is a list BART’s non-elected advisory councils and committees, including each committee’s roles and responsibilities and a description of efforts made to encourage the participation of minorities.

Table 2: Minority Representation on BART Non-Elected Advisory Committees

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic/Latino	American Indian	White	Total # of Members
Accessibility Task Force	5%	5%	5%	0	83%	18
Bicycle Task Force	0	0	0	0	100%	6
Business Advisory Council	31%	38%	8%	0	23%	13
BART Police Citizen Review Board	0	28%	9%	0	45%	11**
Earthquake Safety Program Citizens' Oversight Committee	40%	20%	0	0	0	5***
LEP Advisory Committee	50%	8%	25%	8%	8%	12
Title VI/Environmental Justice Advisory Committee	40%	30%	10%	0	20%	10

Non-Elected Advisory Committee	Asian/Pacific Islander	Black/African American	Hispanic/Latino	American Indian	White	Total # of Members
Transit Security Advisory Committee	0	0	20%	0	80%	5

*Percentages are rounded and, hence, do not necessarily add up to 100%.

** One member from the BPCRB declined to state racial identity information. One seat is vacant.

*** Two members from the Earthquake Safety Program Citizens' Oversight Committee declined to state racial identity information.

Accessibility Task Force

The BART Accessibility Task Force (BATF) advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to and useable by people regardless of disability or age. All meetings are open to the public. Membership on the Task Force is by appointment by the Board of Directors with an annual appointment process which begins in August of each year. BATF members are individuals with various disabilities and seniors, who currently use BART, and represent a range of organizations, ethnicity, and gender. Additionally, the BATF looks for members that use the BART system for different reasons, and it is important to draw people from the entire geographical BART District to reflect the needs of riders from all areas. It is also possible that a non-disabled person could be a BATF member if they represent a group of people with a disability who cannot easily represent themselves.

Bicycle Task Force

There are six appointed members of the Bicycle Task Force, two people from each of the counties represented by BART: Alameda, Contra Costa and San Francisco. These members are appointed by each county's Bicycle Advisory Committee. The Task Force is charged with reviewing and working with BART to improve bicycle access to and on BART. The meetings are open to the public. Specifically, the Bicycle Task Force, reviews proposed bicycle policies and offers suggestions for improvements; discusses problems and complaints regarding bicycles on BART; presents recommendations to BART Board of Directors; and acts as a liaison between BART and bicyclists.

Business Advisory Council

The Business Advisory Council (BAC) advises BART in its efforts to ensure that Disadvantaged, Minority, Women and Small Business Enterprises (D/M/W/SBE) 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. Office of Civil Rights (OCR) staff sent a letter to Community Based Organizations (CBOs) including CBOs representing ethnic professional organizations and ethnic Chambers of Commerce to notify them of the development of the (BAC) and solicit their participation on the committee. OCR also contacted businesses in the area of professional services, construction and procurement and requested they submit a letter of interest. OCR staff reviewed all of the letters submitted and selected representatives from each of the three areas to ensure a balance of

representation in professional services, construction and procurement areas. Effective January 2014, in order to fill vacancies, OCR staff will seek referrals, CBOs will be asked for recommendations, and individual business representatives will be notified of the opportunity to submit letters of interest.

BART Police Citizen Review Board

The selection of 10 of the BART Police Citizen Review Board (BPCRB) members is entirely at the discretion of the Board of Directors, and the selection of the other BPCRB member is entirely at the discretion of the BART Police unions. The Office of Independent Police Auditor (OIPA) was not involved in the initial application process for appointments to the CRB, although OIPA has facilitated subsequent appointments at the direction of the Board of Directors as necessary due to the expiration of terms and/or resignations. Members of the BPCRB 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 the 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 associations; and participating in community outreach.

Earthquake Safety Program Citizens' Oversight Committee

The Earthquake Safety Citizen's Oversight Committee was created upon passage of General Obligation (G.O.) Bond Measure in 2004 that funded most of the Seismic Upgrade Program. The five members are appointed by the Board and serve two year terms. Their responsibility is to assure the public that G.O. Bond funds are spent on seismic upgrades to the system as promised. The language of the Bond Measure specified that the Committee had to be composed of one of each of the following areas of expertise: Engineering, Seismology, Project Management, Auditing, and one member representing the citizens at large. BART sends invitations to apply for membership to a wide range of professional, community, business, alumni associations, technical associations and general interest groups, including minority, faith and community-based groups. In addition, BART posts the information at community meeting halls, libraries, schools and other local institutions. The applications are available on line and notices are posted prominently within BART Stations and run on BART's DSS moving message signs.

Limited English Proficiency (LEP) Advisory Committee

The Limited English Proficiency (LEP) Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. The committee assists in the development of the District's language assistance measures and provides input on how the District can provide programs and services to customers, regardless of language ability. The Committee consists of members or active participants of CBOs, within BART's service area, that serve LEP populations. To recruit members, staff directly contacted CBOs, including CBOs representing LEP populations to notify them of the development of the Committee and solicit their participation on the committee.

Title VI / Environmental Justice Advisory Committee

The purpose of the Title VI/Environmental Justice Advisory Committee is to ensure the District is taking reasonable steps to incorporate Title VI and Environmental Justice Policy principles in its transportation decisions. It is a policy of the District that no segment of the population shall, because of race, ethnicity, national origin, or socioeconomic characteristics, bear a disproportionate share of adverse effects nor be denied equal access to benefits resulting from changes to the District's services, capital programs, plans or policies. 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. Members provide input on effective methods to engage and respond to Environmental Justice and Title VI populations. The Committee consists of members or active participants of CBOs, within BART's service area, that are involved in advancing Title VI and Environmental Justice issues within the BART service area. To recruit members for the Title VI/Environmental Justice Advisory Committee, staff sent a letter to CBOs, including CBOs representing low-income and minority populations to notify them of the development of the Committee and solicit their participation on the committee. OCR staff also placed an announcement for applications on bart.gov. Staff reviewed all submitted applications, conducted an interview with all applicants and selected representatives from BART's four county service area to ensure a balance of representation.

Transit Security Advisory Committee

California Assembly Bill 716 grants BART police officers the authority to issue prohibition orders to offenders who are cited or arrested for certain offenses. The overall purpose of this safety program is to reduce the number of crime-related disruptions in the BART system. As mandated by the law, the BART Transit Security Advisory Committee (TSAC) was created and called upon to meet with BART staff every quarter to ensure non-discrimination in the administration and enforcement of this new safety program. Board-appointed members of TSAC are professionals in the areas of mental health, homelessness, public safety and youth advocacy and cultural awareness. More specifically, TSAC meets to provide recommendations regarding the type and extent of training that should be undertaken by individuals with responsibility for issuance and enforcement of prohibition orders; identify services and programs to which persons that are homeless or mentally ill maybe referred by BART Police prior to or in conjunction with issuance of a prohibition order; monitor the issuance of prohibition orders; and provide BART Board of Directors and the California State Legislature with an annual report.

7. Assisting and Monitoring Subrecipients

In accordance with FTA Circular 4702.1B, BART has developed procedures to provide assistance to subrecipients, distribute funds in an equitable and non-discriminatory 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.

In January 2014, BART sent written correspondences to its subrecipients informing them of the Circular requirements and upcoming Title VI Subrecipient Monitoring Workshop for BART Subrecipients. A copy of this letter can be found in Appendix 6.

BART has developed a Title VI training program for subrecipients. In November 2014, BART held a two-hour Title VI Subrecipient Monitoring Workshop to inform subrecipients 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 subrecipients with 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 training material including: agenda, powerpoint presentation and Subrecipient Monitoring Checklist and 2014-2017 Schedule can be found in Appendix 6. Sample program documents have been provided to subrecipients. Some of these documents include: 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 draft Title VI Program Update from one of its two subrecipients. In September 2016, BART sent written correspondent to its subrecipient informing them of deficiencies found in their draft program. A copy of the letter is included in Appendix 6.

BART will continue to provide its subrecipients with assistance via in-person or conference call meetings to support subrecipients in their compliance efforts.

8. 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 has not built any new fixed facilities during the reporting period of this triennial report.

9. BART Board Approval of 2016 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 BART's Board of Directors prior to submission to the FTA. Appendix 7 contains BART's Board Meeting Minutes, Agenda and Meeting Notice from its January 12, 2017 meeting at which the Board approved BART's Title VI Program Update.

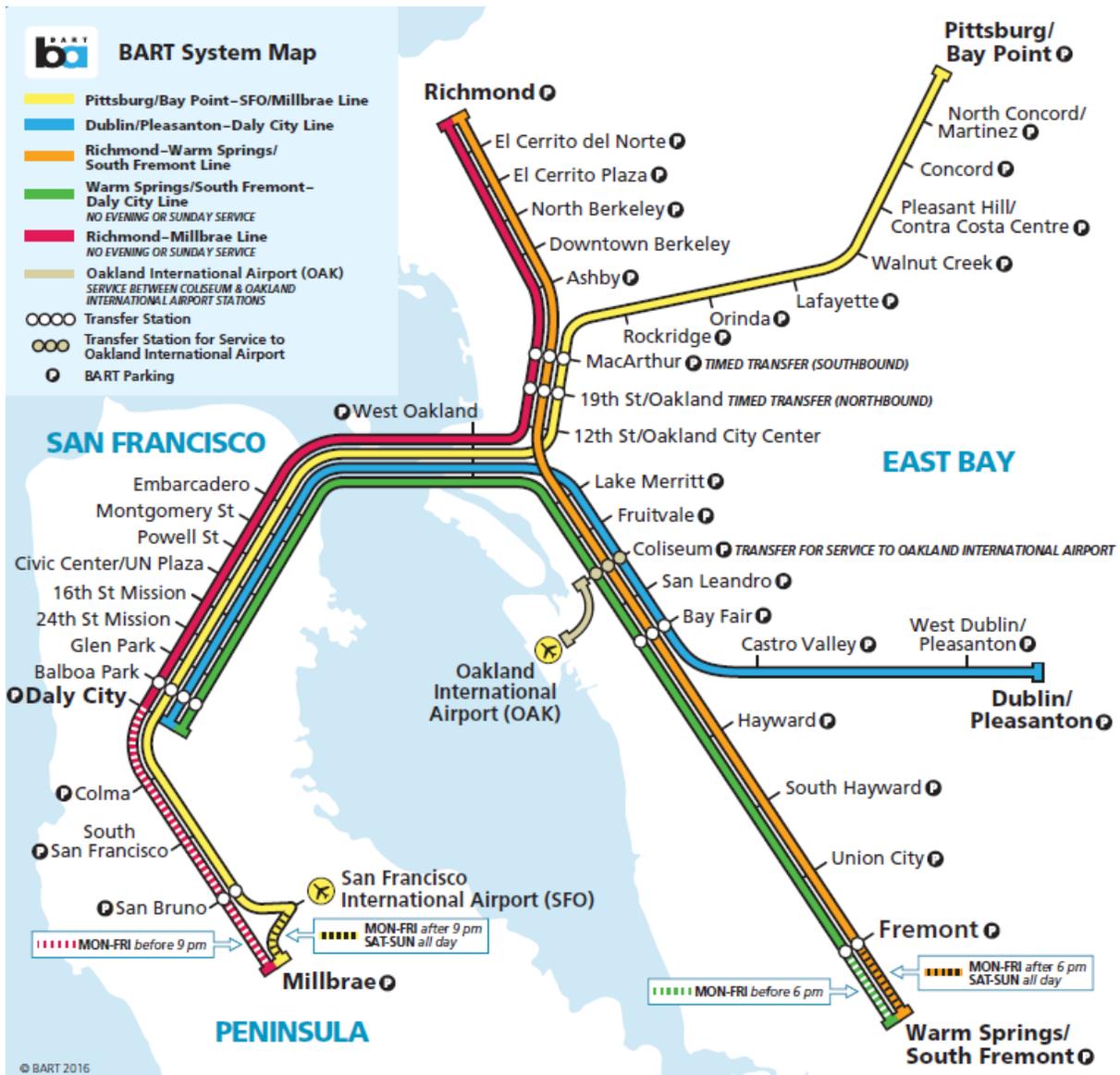
REQUIREMENTS AND GUIDELINES FOR FIXED ROUTE TRANSIT PROVIDERS

1. 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 operations practices do not result in discrimination on the basis of race, color, or national origin. Appendix 8 contains BART's Board approved System-wide Service Standards and Policies, Board Meeting Minutes, Agenda and Meeting Notice from its January 9, 2014 Board meeting, where the BART Directors formally adopted the aforementioned items. BART will use the January 2014 adopted Service Standards & Policies to monitor its transit service for this current Triennial reporting period, January 1, 2014 – December 31, 2016. The Service Standards and Policies outlined in this section will apply to BART's subsequent Title VI Triennial reporting period (2017 – 2019). Appendix 7 contains BART's Board Meeting Minutes, Agenda and Meeting Notice from its January 12, 2017 meeting at which the Board approved BART's new system-wide Service Standards and Policies, as part of the 2016 Triennial, for its next reporting period.

Service Standards

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 identified 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 and non-minority populations 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 home origin of surveyed BART station users from BART’s 2015 Station Profile Study, preliminary results.) Those stations whose catchment area’s minority population share exceeds BART’s Census 2010 service area average of 60% are considered “minority stations.”

The next step is to add up the revenue vehicle miles serving minority stations. The result is shown in Table 3 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 3: Minority and Non-Minority BART Lines, US Census 2010 Data

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles	Revenue Miles		
Yellow	Pittsburg / Bay Point to SFO - Millbrae	24.55673	53.41689	46.0%	Minority
Blue	Dublin / Pleasanton to Daly City	24.41286	38.99996	62.6%	Minority
Orange	Fremont to Richmond	29.86943	36.02083	82.9%	Minority
Green	Fremont to Daly City	31.58663	38.70357	81.6%	Minority
Red	Richmond to Daly City to Millbrae	21.37605	36.51464	58.5%	Minority

As shown in Table 3 above, all BART lines are considered minority as each line's respective minority revenue miles (above BART's systemwide minority average) exceed one-third of the total revenue miles.

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. Comparing US Census 2010 data to BART's 2015 Station Profile Study survey data (preliminary results), it was determined that four more stations would be considered minority using Census 2010. These four stations include: 19th Street/Oakland, Glen Park, Lake Merritt, and Montgomery. Based on this comparison, BART will use the more inclusive dataset, US Census 2010, to determine minority and non-minority BART lines. 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 as it is not considered a home origin station. The 2015 Station Profile Study (preliminary results) of the station's ridership, on the other hand, does allow it to be clearly defined as a non-minority station. As shown in Table 4 below, using ridership survey data instead of Census 2010 data would not affect which lines are determined to be minority versus non-minority.

Table 4: Minority and Non-Minority BART Lines, BART 2015 Station Profile Survey Data*

Line		Minority	Total	Minority Share of Revenue Miles	Line Determination
		Revenue Miles	Revenue Miles		
Yellow	Pittsburg / Bay Point to SFO - Millbrae	19.2	53.1	36.2%	Minority
Blue	Dublin / Pleasanton to Daly City	20.6	38.8	53.1%	Minority
Orange	Fremont to Richmond	29.8	37.7	79.1%	Minority
Green	Fremont to Daly City	31.9	38.6	82.8%	Minority
Red	Richmond to Daly City to Millbrae	21.7	37.7	57.5%	Minority

*2015 Station Profile Study preliminary results

**See Appendix 9 for Line Classification using low-income data.

Disparate Impact Test for 2017 - 2019

As indicated above, when comparing US Census 2010 data to BART's 2015 Station Profile Study survey data (preliminary results), it was determined that all of BART's lines will be classified as minority for the Service Standards and Policies set for the 2017 – 2019 Title VI Triennial reporting period. To ensure lines are evaluated equitably and adequately assess impacts on minority populations, BART is currently working with the FTA to develop a methodology to assess impacts for the disparate impact test for vehicle load levels. This methodology will be shared with BART's Title VI/Environmental Justice Advisory Committee to solicit public input.

Vehicle Load

BART's vehicle load levels are measured at points on the system where trains are observed to carry the greatest number of passengers during the 3 consecutive hours of highest throughput for each line. The 3 consecutive hours that comprise the weekday 3 hour Peak period vary from day to day, from line to line, and throughout the year.

Historically, BART's highest loadings during the AM Peak occur inbound (towards Oakland and San Francisco from the outlying areas of the East Bay) and during the PM peak, outbound (from Oakland and San Francisco to the outlying areas of the East Bay). AM and PM peak-hour loads for all Trans-Bay lines (Yellow, Green, Red and Blue) occur between Embarcadero and West Oakland. Maximum loadings for the Orange Line, operating between Richmond and Fremont, occur between 12th St. Oakland and Lake Merritt.

BART does not use the traditional Load Factor calculation (passengers per seat per revenue vehicle) since there are several different configurations, and 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 (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 changed over the past several years to make the accommodations noted above, declining from an average of 67 seats per car in 2008 to 63 in 2012, and to 59 seats per car in 2016.

Peak Period Peak Direction Vehicle Load Standard

BART's Peak Period consists of its busiest three hours in the morning and in the afternoon, expressed in terms of passenger exits from Central Business District stations in San Francisco and the East Bay. BART uses a floating peak period calculation to determine the daily true peak period. On average, the AM peak runs from between 6:41 AM and 9:41 AM and the PM peak runs between 4:00 PM and 7:00 PM.

When setting a Vehicle Load Standard, it should be understood 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. 'Crowding' is in this context a subjective term, determined by such factors as the seating arrangement, the duration or proportion of a trip spent standing, and the numbers, behaviors and expectations of passengers. For a typical 59-seat BART car, the first major step relating passenger comfort to vehicle crowding occurs when loading exceeds 59 passengers per car, i.e., when every passenger seat is occupied. The next step increase would occur when standing goes from being 'comfortable' to being 'uncomfortable,' or when passenger circulation within the car becomes impeded, increasing station dwell times.

Given that approximately 311 square feet of floor space are available to standing passengers in a 59-seat BART car, BART sets its one-hour Peak-of-the-Peak Vehicle Load Standard at 115 passengers per car. This equates to an average of 5.4 square feet of floor space for each of the standees in a car. This is the minimum area required for an individual passenger's standing comfort prescribed by the Transit Capacity and Quality of Service Manual, published by the Transit Cooperative Research Program (TCRP). The Transit Capacity and Quality of Service Manual recognizes this allowance as "a comfortable level without body contact, reasonably easy circulation, and similar space allocation as seated passengers."

During peak periods, per-car loadings on all lines regularly exceed 115 passengers per car. Since four BART lines converge on the Market Street subway corridor in San Francisco, peak-period peak-direction headways there are as short as 2.5 minutes per train. These short headways elevate the importance of free passenger circulation to keep station dwell times as short as possible. So, while observed loadings regularly exceed 115 per car, for service planning and scheduling purposes, BART applies 5.4 square feet per passenger to define the maximum peak-period load for comfort and circulation.

Off-Peak Vehicle Load Standards

During the Off-Peak period (early morning, midday, nights), BART’s objective is to maximize seating utilization, while allowing for passengers with personal mobility devices, bicycles, and luggage. Consequently, the Off Peak Vehicle Load standard is **80 passengers per car**.

BART’s Vehicle Load Standard

<u>Period of Service</u>	<u>Load Standard</u>
AM/PM Peak Period / Peak Direction	115 passengers per car
Off-Peak	80 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 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 would apply for Off Peak train runs. A disparate impact on minority passengers would exist when the average passengers per car on all minority lines is 5% greater, in aggregate, compared to non-minority lines.

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 th 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 DI/DB Policy, BART applies a 5% threshold to the analysis of its Vehicle Headways.

A disparate impact on minority riders would 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 lines, by more than can be justified based on the lines' ridership, relative to non-minority lines. Thus, during the Peak Period Direction, a disparate impact exists, if the average passengers per train (when measured at each line's maximum load point) is 5% or greater in aggregate on all minority lines compared to non-minority lines.

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 **92%**.

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 **95%**.

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

Using as guidance, 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% or below the average aggregate Train On-Time Performance for non-minority lines.

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 exists when minority census tracts have on average a 5% greater linear distance to their nearest BART station compared to non-minority census tracts.

Service Policies

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 60% minority share of the population of the BART four-county service area. Tables 5 and 6 below show these results:

Table 5: Minority BART Stations
(Census 2010 Minority Population Exceeds 60%)

Coliseum	Union City	Bay Fair	Colma	Pittsburg/Bay Point	San Bruno*
Richmond	South San Francisco	Fruitvale	Daly City	19 th St./Oakland	Montgomery*
South Hayward	Hayward	El Cerrito del Norte	12 St./Oakland City Center	Lake Merritt*	
Balboa Park	San Leandro	Fremont	West Oakland	Glen Park*	

*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), is based on the home origin of surveyed BART station users from BART's 2015 Station Profile Study (preliminary results). BART conducted a new station catchment area analysis using data from its new 2015 Station Profile Study (preliminary results). As a result of this updated analysis, BART's system-wide minority threshold increased from 59.4% (2013 Title VI Triennial) to 60% - therefore increasing the number of minority BART stations from 20 to 22.

Table 6: Non-Minority BART Stations
(Census 2010 Minority Population is Equal to or Less Than 60%)

Ashby	Millbrae	N. Concord/Martinez	Rockridge	Walnut Creek
MacArthur	Civic Center/UN Plaza	Embarcadero	North Berkeley	San Francisco Airport*
Powell	24th St./Mission	16th St./Mission	Pleasant Hill/Contra Costa Centre	
El Cerrito Plaza	Concord	Dublin/Pleasanton	Lafayette	
Castro Valley	Downtown Berkeley	West Dublin/Pleasanton	Orinda	

*San Francisco Airport station's determination is based on 2015 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.

Vehicle Assignment

In allocating vehicles among lines of service and trains, BART assumes that all of its cars are identical and interchangeable across all of its lines. Consequently, BART's three 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 their 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 and 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. It is difficult to say which cars are "older" - the 40-year-old, but recently renovated A and B Cars, or the 16 to 26-year-old C Cars. Another concept must be applied: 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 to focus on the allocation of the rail car fleet based on remaining useful life, because starting in 2017 BART will begin activating its 'Fleet of the Future.' The cars that comprise this new fleet will replace the 669 aging legacy cars, and will enlarge the fleet to facilitate both extensions and core system growth.

Disparate Impact Test for Vehicle Assignment

Using as guidance, BART's 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.

2. Collection and Reporting of Demographic Data

Summary of BART Ridership Demographics

BART serves a diverse population within four counties in the San Francisco Bay Area. According to a recent onboard survey of weekday and weekend passengers, the 2014 BART Customer Satisfaction Survey, BART's customer base is approximately 62% minority. This compares to a service area minority population of approximately 61%, based on available service area data at the time the survey was conducted (2013 American Community Survey: 1 year estimates). The race/ethnicity chart contained in this report compares the racial composition of BART's customers with the racial composition of the service area as a whole.

Looking at household income, BART's customer base is fairly similar to the region as a whole, with some noticeable differences at the lower and higher income categories. Twenty-five percent of BART's customers report having household incomes under \$30,000 per year, vs. only 20% of households in the region. At the other end of the spectrum, 32% of BART's customers report having household incomes of \$100,000 or more per year vs. 40% of households in the region. Please refer to the household income chart in this report for further details.

With regards to defining low income households in the BART service area, BART has adopted the definition of 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 defines a four-person household with an annual income under \$48,600 as low income in 2016 (refer to Table 7 below).

Table 7: 2016 Poverty Guidelines: Federal* and the BART Service Area

Persons in family/household	Poverty guideline (federal)	200% (BART Service Area)
1	\$11,880	\$23,760
2	16,020	\$32,040
3	20,160	\$40,320
4	24,300	\$48,600
5	28,440	\$56,880
6	32,580	\$65,160
7	36,730	\$73,460
8	40,890	\$81,780

*For the 48 Contiguous States and the District of Columbia

Source: U.S. Department of Health & Human Services

When compiling information about the low-income population within the BART service area using Census data, this 200% threshold is used. When compiling information specifically about BART riders using BART's passenger survey data, the low-income definition is modified slightly using survey income categories. (BART does not ask riders for their exact household incomes on its surveys as the Census does.) For example, a passenger who reports a household size of four

and a household income of under \$50,000 (vs. under \$48,600) would be classified as low income in reported survey data.

Ridership Survey Data: 2014 BART Customer Satisfaction Study

BART conducts a system-wide survey of its weekday and weekend passengers every two years. The first of these surveys was conducted in 1996, and the latest (conducted in fall 2014) marked the tenth such survey. The primary purpose of the survey is to track key customer satisfaction measures and service attributes, so that BART can stay in tune with its customers. It also enables BART to focus its resources on key areas where they may have the greatest impact. In addition to collecting passengers' ratings of BART, the survey asks passengers to provide some demographic information. This allows BART to compare its passengers' demographics against the demographics of the four-county service area as a whole, using the latest available American Community Survey data at the time of the survey.

The 2014 Customer Satisfaction questionnaire was available in English, Spanish, Chinese, Korean, and Vietnamese. Among the 5,609 questionnaires collected, 5,498 were completed in English, 63 in Spanish, 44 in Chinese, 2 in Korean, and 2 in Vietnamese.

Findings of the survey revealed high levels of satisfaction that span all demographic groups, including customers of all ethnicities, income levels, ages, and genders.

Unless otherwise stated, the system-wide survey data presented in this report are from the 2014 Customer Satisfaction Study. The full 2014 BART Customer Satisfaction Study report is included in Appendix 10.

Ridership Survey Data: 2015 BART Station Profile Study

BART conducts a large survey of its weekday passengers at every station approximately every five to ten years. This survey is designed to have a sufficient sample size at each station in order 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.

The most recent survey was conducted in spring 2015 and is the 14th such survey conducted. It was administered primarily via interviewers using tablet computers. Bilingual interviewers (primarily Spanish or Chinese) were available, and print versions of the survey were also 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 (preliminary results). More details about this study, as well as additional data and maps, are available at bart.gov/stationprofile.

Demographic Maps and Charts

Appendix 11 provides demographic and service profile maps and charts.

3. Monitoring Transit Service

This section detailing BART's Service Monitoring Results 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. Using the methodology and standards developed for each of these metrics in the Service Standards and Policies section (Appendix 8) of BART's 2013 Triennial Update (set for the three year period 2014 – 2016), BART concludes that there are no disparate impacts in the levels of service which it provides to minority communities.

Definitions

Line: a “grade separated right-of-way served by BART train consists.” In BART's specific case, a Line shall mean any of the following:

<u>Line</u>	<u>Station Range</u>
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

Minority Threshold: Using 2010 Census data, the percent of the population that is minority in BART's 4 County (Alameda, Contra Costa, San Francisco, and San Mateo) service area was determined to be 60%. Stations and Lines were designated as “predominantly minority” when the minority share of their station catchment area exceeded this percentage.

Peak Direction: Two-thirds of BART's morning peak period ridership travels Westbound 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.

Revenue Vehicle: A BART heavy rail car used to transport paying passengers.

Consist: a term used to describe a group of rail vehicles which are coupled into a train. BART cars are coupled into trains which run most frequently as 10-car, 9-car, 8-car, 6-car, 5-car, 4-car, and 3-car consists.

Vehicle Load

Peak Period Peak Direction

Actual data on Vehicle Load levels for each of BART’s five lines was collected from samples taken between April and May, on weekdays Tuesday – Thursday. For past monitoring, BART has collected data from the last week of February through the end of March. This time period changed during this current reporting period due to unanticipated service interruptions that occurred during February and March 2016 on our Yellow Line. For consistency, BART decided to monitor its service during April and May for all three years. This period was selected because it is a time period during which ridership levels were not impacted by holidays, school vacations, major service disruptions, and other outlier events like the San Francisco Giants’ World Series appearance or the Golden State Warriors NBA Championship.

The next step in this Vehicle Load analysis was to determine which scheduled train dispatches or “runs” were assigned to the three hour AM and three hour PM peak periods. BART’s Peak Period consists of its busiest three hours in the morning and in the afternoon, expressed in terms of passenger exits from Central Business District stations in San Francisco and the East Bay. BART uses a floating peak period calculation to determine the daily true peak period. Additionally, BART uses its origin-destination matrix which calculates system-wide BART ridership at 15 minute intervals. On average, the AM peak runs from between 6:41 AM and 9:41 AM and the PM peak runs between 4:00 PM and 7:00 PM.

The table below lists each of the five BART lines. Four of BART’s lines (Green, Orange, Red, and Blue) are classified as minority as defined by FTA Title VI Circular. The Yellow line, in contrast, is BART’s only non-minority line. These designations are also noted in the Table 8 below. Table 8 then shows the number of passengers per car at the maximum loading point on each Line for the entire six hour daily peak period for each of the last three years. The standard these Peak Period Vehicle Load Levels are compared to is 100 passengers per car.

**Table 8: Three Year Summary of Peak Vehicle Load Levels by Line
Peak Period Standard is 100 Passengers per Car**

Line	Station Range	Minority	2014	2015	2016	3 year avg.	Rank
Green	Fremont to Daly City	Yes	106	116	117	113	1
Yellow	Pitts/BayPoint to SFO	No	102	109	106	106	2
Blue	Dublin/Pleasanton to Daly City	Yes	98	108	107	104	3
Red	Richmond to Millbrae	Yes	88	96	105	96	4
Orange	Fremont to Richmond	Yes	75	76	76	76	5
Minority Line			92	99	101	97	
Non-Minority Line			102	109	106	106	
% Difference Minority vs. Non-Minority			-11.17	-10.10	-4.69	-8.56	

Off Peak period (and the Off Peak Direction during the Peak Period)

A similar calculation of Vehicle Load Levels was conducted with April/May sample data for the service periods which are outside of the six hour Peak Period. The results of this analysis are shown in Table 9 below:

Table 9: Three Year Summary of Off-Peak Vehicle Load Levels by Line
Off-Peak Period Standard is 63 Passengers per Car

Line	Station Range	Minority	2014	2015	2016	3 year avg.	Rank
Yellow	Pitts/BayPoint to SFO	No	45	48	43	45	1
Green	Fremont to Daly City	Yes	42	46	41	43	2
Blue	Dublin/Pleasanton to Daly City	Yes	36	40	36	37	3
Red	Richmond to Millbrae	Yes	34	38	37	36	4
Orange	Fremont to Richmond	Yes	25	26	22	24	5
Minority Line			34	38	34	35	
Non-Minority Line			45	48	43	45	
% Difference Minority vs. Non-Minority			-31.39	-28.00	-26.47	-28.61	

Disparate Impact Test for Vehicle Load Levels

During the six hour daily Peak Period, 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 100 passengers per car Peak Period Vehicle Load Standard. As noted in Table 8, over the past three years the average Vehicle Load Level in the Peak Direction was 5% or lower on BART's minority lines than its non-minority Yellow Line and at 97 passengers per car (PPC) was less than the Peak Vehicle Load Standard of 100.

Applying a similar test for Off Peak train runs, a disparate impact on minority passengers would exist when the average Vehicle Load Level on Off Peak train runs is 5% greater in aggregate on all minority lines than it is on non-minority lines and exceeds the 63 passenger per car Off Peak Vehicle Load Standard. As shown in Table 9, Off-Peak vehicle load levels for minority lines was 35 passengers per car (3 year aggregate) compared to 45 PPC on BART's non-minority line. In addition no line exceeded BART's 63 passengers per car Off Peak Load Standard.

No disparate impact on minority lines exists for the Vehicle Load Level standard since for both Peak and Off Peak periods the average Vehicle Load Levels are actually less for minority lines than for non-minority lines and do not exceed the applicable Vehicle Load Standards.

Corrective Actions

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

Vehicle Headways

Over each of the last four years, BART’s current schedule employed the following base headways for each of its five lines:

- 15 minutes (four trains per hour) on weekdays from start of service until 7:30PM
- 20 minutes (three trains per hour) after 7:30 PM on weekdays and all day on Saturdays and Sundays

The table below documents how AM three-hour peak period inbound ridership (based on a April/May sample – average over 3 years) varies from Line to Line. It also shows that in response to this variation, BART adds additional trains beyond its base headway trains to help balance Vehicle Load levels across all Lines.

Table 10
Three Hour Morning Peak Inbound (AM) Passengers per Train

Line	AM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional “Rush Trains”	Total Trains	Average Passengers per Train
Green	13,142	15 min	12		12	1095
Orange	5,813	15 min	12		12	484
Yellow	24,414	15 min	12	12	24	1017
Red	11,126	15 min	12		12	927
Blue	11,116	15 min	12		12	926
Total	65,611		60	12	72	911
Minority Lines	41,197		48	0	48	858
Non-Minority Lines	24,414		12	12	24	1017
% Difference Minority vs Non-Minority						-19%

**Table 11
Three Hour Afternoon Peak Outbound (PM) Passengers per Train**

Line	PM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional “Rush Trains”	Total Trains	Average Passengers per Train
Green	12,447	15 min	12		12	1037
Orange	6,266	15 min	12		12	522
Yellow	24,676	15 min	12	13	25	987
Red	11,179	15 min	12		12	932
Blue	11,695	15 min	12		12	975
Total	66,263		60	13	73	908
Minority Lines	41,587		48	0	48	866
Non-Minority Lines	24,676		12	13	25	987
% Difference Minority vs Non-Minority						-14%

Inbound Transbay ridership (AM westbound commute - heading towards downtown San Francisco) is roughly the same over the three hour AM peak period on the Red and Blue Lines (11,126 Red Line passengers and 11,116 Blue Line passengers). The Green line is slightly more crowded with average 13,142 passengers per train. The Yellow Line, by contrast carries over 24,414 inbound Transbay passengers, nearly double any of the other four lines. To maintain equal Vehicle Load levels across all five lines, BART supplements the Yellow Line’s base headways with 12 additional “rush trains” over the three hour AM peak period. These “rush trains” generally operate on only the interior portion of the Yellow Line (between Pleasant Hill and downtown San Francisco) to directly relieve crowding levels on that part of the system. As noted in the rightmost column in the table above, even with these 12 additional “rush trains,” the Yellow Line still has one of the highest number of AM Peak Period Inbound riders per train on the BART system.

During the PM Peak Period outbound (heading from downtown San Francisco to the Eastbay), ridership is slightly more than during the AM Peak Period. BART adjusts to this increased number of passengers by adding another “rush train” on the Yellow Line, from 12 to 13 in recognition of this fact. However, the Yellow Line still maintains the highest passengers per train in the system during the PM Peak.

Disparate Impact Test

All lines received scheduled service which matched BART’s peak and off peak headway standards. In addition, “rush trains” added to the Yellow Line during the peak period did not result in passengers per train being higher on minority lines than non-minority lines. In fact, during the AM Peak Period, there were 14% fewer passengers per train on minority lines than on non-minority lines. During the PM Peak this difference was 19%.

Corrective Actions

No corrective actions are required.

On-Time Performance

As detailed in the Service Standards Chapter of this Triennial Update, BART has two measures for On-Time Performance: Customer On-Time and Train On-Time. The former metric 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 latter is defined as the percentage of scheduled train runs that dispatch from their proper start station, provide service at all stations along planned routes without any run-throughs, and finish at their planned end station no more than 5 minutes beyond the scheduled arrival time.

The performance goal for System-wide On-Time Performance was set in the Operating Budgets as 96% for Customer On-Time and 94% for Train On-Time. As documented in the Table 12 below, BART’s actual On-Time Performance and Customer On-Time Performance were under their goals during each of the last three years.

**Table 12
Three Year System-wide On-Time Performance**

Fiscal Year	Customer on Time	Train on Time
2014	94%	91.5%
2015	91.9%	87.8%
2016	91.5%	90.4%
Goal	96.0%	94.0%

Actual data for On-Time Performance levels for the past three years by BART Line is only available for Train On-Time Performance. The results shown in Table 13 below are based on a sampling from April and May, 2014 - 2016. They show that the Yellow Line had the worst Train On-Time performance (86.7%) over the three year period, which also was below BART’s standard of 94.0%. The Orange Line was the best performer with 92.2% Train On-Time Performance, but still below BART’s 94% standard.

**Table 13
Train On-Time Performance by Line**

Line	2014	2015	2016	Average	Rank
Orange	92.90%	91.50%	92.10%	92.20%	1
Blue	92.80%	88.60%	91.40%	90.90%	2
Green	92.20%	87.10%	92.70%	90.70%	3
Red	92.20%	85.90%	89.00%	89.00%	4
Yellow	89.60%	83.60%	86.80%	86.70%	5
Average	91.94%	87.34%	90.40%	89.90%	
Goal	94.00%	94.00%	94.00%	94.00%	
Minority Lines	92.53%	88.28%	91.30%	90.70%	
Non-Minority Lines	89.60%	83.60%	86.80%	86.70%	
% Difference Non-Minority vs Minority	-3.26%	-5.59%	-5.18%	-4.61%	

Disparate Impact Test

As noted in the Train On-Time Performance by Line Table 13 above, the non-minority Yellow Line had the lowest On-Time Performance on the system during this period and was below the BART standard. The four minority Lines, Green, Orange, Red, and Blue were also below BART's standard, by an average of 3.3%. The Disparate Impact Test for this standard is that minority lines, in the aggregate, both not be below BART's system-wide standard and not be 5% less than non-minority lines. BART's minority lines, in the aggregate, on-time performance is better than the BART's non-minority line and does not exceed the 5% threshold. However, the minority lines in aggregate are below BART's on-time performance goal of 94%. Both provisions of the disparate impact test must be met in order for a disparate impact to be found, which is not the case in this situation. However, BART must work to resolve its on-time performance issues and is taking steps to fix this situation such as on-going track maintenance, a new operations control center, and the arrival of its new rail cars in 2017.

Corrective Actions

No corrective actions are required.

Service Availability

BART has conducted an analysis of the linear distance from its nearest stations to the population-centroids of each of the 918 populated 2010 Census Tracts in its four county service area. Census Tracts whose minority population share exceeded the service area's average minority share of 60% were designated as minority tracts while those below this level were designated as non-

minority tracts. The results shown in Table 14 below indicate that the average linear distance to the nearest BART Station is 2.3 miles from the population-centroids of minority Census Tracts and 3.9 miles from the population-centroids of non-minority Census Tracts.

Table 14
Travel Distance to Nearest BART Station

Category	N= Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	454	2.3
Non-Minority Census Tracts	464	3.9

Disparate Impact Test

Since the travel distance to the nearest BART station from minority Census Tracts is nearly half 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

According to BART’s Service Monitoring Procedures, the following is the District’s standard for 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
- Platform Canopies
- Trash Receptacles
- Route Maps
- Arrival Information Systems
- Ticket Vending Machines, Addfares, and Change Machines
- Emergency (Courtesy) Telephones
- Elevators and Escalators
- Parking Spaces (unless otherwise impacted by geographic, planning, and local/regional 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 44): customer information services, restrooms, benches, trash receptacles, route maps, timetables, informative publications, arrival information displays, ticket vending machines, change machines, emergency telephones, elevators, escalators, parking facilities, and bicycle and bus access facilities (where appropriate).
- BART will identify a number of station pairs which each 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 has attempted to determine whether each of its 44 stations serves a predominantly minority population. Table 15 below shows those stations whose minority population share exceeds the District's service area average minority threshold of 60% are also categorized as minority (highlighted in yellow).

Table 15
Minority Population Share of BART Stations

Station	% Minority	% White
Coliseum	92%	8%
Richmond	86%	14%
South Hayward	84%	16%
Balboa Park	81%	19%
Union City	78%	22%
South San Francisco	77%	23%
Hayward	77%	23%
San Leandro	75%	25%
Bay Fair	74%	26%
Fruitvale	74%	26%
El Cerrito del Norte	73%	27%
Fremont	73%	27%
Lake Merritt	71%	29%
Daly City	70%	30%
12th St. / Oakland City Center	68%	32%
West Oakland	66%	34%
Glen Park	65%	35%
Pittsburg / Bay Point	63%	37%
19th St. Oakland	62%	38%
Colma	61%	39%
San Bruno	61%	39%
Montgomery St.	60%	40%
Ashby	56%	44%
MacArthur	56%	44%
Powell St.	56%	44%
El Cerrito Plaza	55%	45%
Castro Valley	50%	50%
Millbrae	50%	50%
Civic Center / UN Plaza	50%	50%
24th St. Mission	49%	51%
Concord	49%	51%
Downtown Berkeley	48%	52%
North Concord / Martinez	48%	52%
Embarcadero	47%	53%
16th St. Mission	45%	55%
Dublin / Pleasanton	43%	57%
West Dublin / Pleasanton	42%	58%
North Berkeley	41%	59%
Pleasant Hill / Contra Costa Centre	35%	65%
Rockridge	34%	66%

Orinda	32%	68%
Walnut Creek	26%	74%
Lafayette	25%	75%
Catchment area average	60%	40%

As shown in the second column of the following Station Amenities inventory chart, BART has 22 stations which can be categorized as minority Stations. In addition to documenting this minority versus non-minority designation, this Station Inventory Amenities chart also shows the amount each of BART's 44 stations has for the following categories of station amenities: Public Address Systems (all stations have one), Digital Information Systems (all stations have one), Arrival Information Systems (all stations have one), Platform Canopies (all stations have one per platform), Station Agent Booths (staffed), Brochure Bins, Time Tables, Route Maps, Trash Receptacles, Restrooms, Platform Benches, Ticket Vending Machines, Addfares, Change Machines, Emergency Courtesy Telephones, Platform Elevators, Platform Escalators, Parking Spaces, Bicycle Locker, Bicycle Spaces, and Bus Access Facilities (Bays).

See Appendix 12 for BART Station Amenities Inventory for this 2016 Triennial Update.

Analysis of Station Pairs

Any methodology for comparing the transit amenities between the 44 stations on the BART system will have shortcomings because 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 its Service Monitoring Procedures, BART has attempted to conduct a meaningful comparison of transit amenities by identifying eight station pairs which each have 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, see Table 16 below:

**Table 16
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	Colma	North Berkeley
8	12 th St/Oakland City Center	Downtown Berkeley

Twenty-one 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, taking into account certain identified limitations, minority stations have fewer transit amenities than non-minority stations in a majority (at least 11 out of 21) of the amenity categories evaluated.

Findings

As shown in Table 17 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 11 of the 21 Transit Amenity Categories.

**Table 17
Results Summary of Station Pairs Analysis**

Station Pair	Minority Station	Non-Minority Station	# of Categories with Less Amenities at Minority Station
1	San Leandro	Rockridge	5
2	Bay Fair	Walnut Creek	8
3	Union City	El Cerrito Plaza	4
4	South Hayward	Orinda	3
5	South San Francisco	Lafayette	5
6	Pittsburg/Bay Point	Concord	5
7	Colma	North Berkeley	3
8	12 th St/Oakland City Center	Downtown Berkeley	1
Average	Minority	Non-Minority	4.25

Some variances may appear to favor some stations over others, particularly for escalators/elevators, parking spaces, bicycle spaces, and bicycle lockers. However, upon closer examination, the variances were proportionate to each station’s ridership numbers/needs or 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

Parking spaces are another amenity category generating a number of negative variances reflected in the tables. In some cases, variances are attributable to one station's larger ridership numbers. This is true for the Bay Fair (Minority) / Walnut Creek (Non-Minority) and Colma (Minority) / North Berkeley (Non-Minority) station comparisons. In cases where ridership numbers are equal, variances are attributable to different modes of access by riders. In these cases, a greater percentage of riders drive and park than do riders of station with fewer parking spaces. This is true for the South San Francisco (Minority) / Lafayette (Non-Minority) station comparison.

In other cases, variances are related to station location/design or local funding considerations. Although station parking space configurations were originally built to match the ridership projected around the BART system, BART has added several additional parking structures over the years to deal with specific cases of parking demand. In the early 1990's BART set aside funds to expand parking at six stations across the system. Three structures were built as a result of this effort at Hayward, Walnut Creek, and Concord Stations. Due to local community and political opposition, three of the proposed structures (at Rockridge, Union City, and Fruitvale) were not built at that time. Since then, federal, state, regional, and BART funds have been used for other critical needs, and station parking expansions have been limited to stations where local funding was available. Nonetheless, BART continues to work together with cities where parking does not meet rider demands. This is true for the Pittsburg/Bay Point Station where BART will be constructing new stations further to its east along with new parking spaces at those stations. This is also true for the Richmond Station where BART added 170 new parking spaces.

Bicycle Spaces and Lockers

Another amenity category where measurable variances exist between paired stations is that for bicycle parking. In most cases, negative variances in bicycle spaces and lockers are related to 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 Bicycle Access and Parking Plan, bicycle parking is allocated to stations based on the current and future demand for such facilities and is also subject to the availability of external funding. As such, bicycle parking facilities are concentrated at stations where demand for them is strong and where the bicycle mode share approaches or exceeds the system-wide average.

Disparity Findings

Transit Amenities at the eight station pairs evaluated in this section are distributed equitably and in proportion to their ridership levels.

Corrective Actions

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 (11) of the 21 categories. Moreover, in all cases where quantitative variances were found, these variances were in proportion to station ridership numbers/needs or attributable to station design, location, or local funding considerations. Accordingly, BART finds that Transit Amenities at its stations are distributed equitably and consistent with the District's standards for station amenity distribution. Therefore, no corrective actions are required with respect to the amenities discussed in this Section of the Service Monitoring Report.

Detailed Analysis of Station Pairs

Station Pair Analysis #1	Column 1 San Leandro	Column 2 Rockridge	Column 1- Column 2 Variance
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY16 Exits)	6,133	6,184	-51
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	2	-1
Time Tables	7	8	-1
Route Maps	4	5	-1
Trash Receptacles	25	12	+13
Restrooms	2	2	0
Platform Benches	8	12	-4
Ticket Vending Machines	4	4	0
Addfares	3	3	0
Change Machines	1	2	-1
Emergency Courtesy Telephones	14	8	+6
Platform Elevators	2	1	+1
Platform Escalators	4	1	+3
Parking Spaces	1,268	892	+376
Bicycle Lockers	80	72	+12
Bicycle Rack & Storage Spaces	91	160	-69
Bus Access Facilities (Bays)	18	0	+18

Analysis: Out of the 21 Transit Amenity categories documented above, there are 5 instances where the minority station (San Leandro) had fewer transit amenities than the non-minority station (Rockridge). The most significant variance in favor of the non-minority station is in the Bicycle Rack & Storage Spaces category. Rockridge Station has a higher bicycle mode access share than the San Leandro Station. San Leandro Station, on the other hand, is more oriented towards public transit access and is consequently, equipped with significantly more bus access facilities. San Leandro also has almost 400 more parking spots than Rockridge.

Station Pair Analysis #2	Column 1 Bay Fair	Column 2 Walnut Creek	Column 1 –Column 2 Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Twin Side	
Ridership (FY16 Exits)	6,004	7,138	-1134
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Station Agent Booths (staffed)	1	1	0
Platform Canopies	Yes	Yes	0
Brochure Bins	1	2	-1
Time Tables	8	8	0
Route Maps	2	4	-2
Trash Receptacles	24	4	+20
Restrooms	2	2	0
Platform Benches	21	8	+13
Ticket Vending Machines	6	5	+1
Addfares	4	3	+1
Change Machines	1	1	0
Emergency Courtesy Telephones	7	12	-5
Platform Elevators	1	2	-1
Platform Escalators	1	2	-1
Parking Spaces	1,665	2,093	-928
Bicycle Lockers	20	96	-76
Bicycle Rack & Storage Spaces	42	91	-49
Bus Access Facilities (Bays)	14	11	+3

Analysis: Out of the 21 Transit Amenity categories documented above, there are 8 instances where the minority Station (Bay Fair) has less amenities than the non-minority station (Walnut Creek). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 928 additional Parking Spaces are directly related to the fact that the Walnut Creek station has more riders than the Bay Fair Station. In addition, the variance in parking spaces can also be explained by the fact that the Bay Fair Station, a BART transfer station and multi-modal transit hub, is better served by public transit than the Walnut Creek Station. It has more bus access facilities and a higher mode share for public transit than Walnut Creek.

Station Pair Analysis #3	Column 1 Union City	Column 2 El Cerrito Plaza	Column 1 – Column 2 Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Twin Side	
Ridership (FY16 Exits)	5,108	5,131	+23
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	1	0
Time Tables	5	7	-2
Route Maps	5	5	0
Trash Receptacles	26	13	+13
Restrooms	2	2	0
Platform Benches	40	16	+24
Ticket Vending Machines	4	4	0
Addfares	3	3	0
Change Machines	1	1	0
Emergency Courtesy Telephones	7	10	-3
Platform Elevators	2	2	0
Platform Escalators	2	2	0
Parking Spaces	1,144	750	+394
Bicycle Lockers	68	96	-28
Bicycle Rack & Storage Spaces	69	94	-25
Bus Access Facilities (Bays)	2	5	-3

Analysis: Out of the 21 Transit Amenity categories documented above, there are 5 instances where the minority Station (Hayward) has less amenities than the non-minority station (El Cerrito Plaza). The variance in favor of the non-minority station is in the Bicycle Amenity categories. Here there are 28 additional Bicycle Lockers and 25 additional Rack and Storage Spaces. However, Union City has +394 parking spaces. This net variance in favor of Bicycle Amenities at El Cerrito Plaza is explainable by the significantly higher bicycle mode access share at that station.

Station Pair Analysis #4	Column 1 South Hayward	Column 2 Orinda	Column 1 – Column 2 Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Twin Side	Center	
Ridership (FY16 Exits)	3,101	3,135	-34
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	2	-1
Time Tables	9	6	+3
Route Maps	5	2	+3
Trash Receptacles	16	14	+2
Restrooms	2	2	0
Platform Benches	13	15	-2
Ticket Vending Machines	4	4	0
Addfares	2	3	-1
Change Machines	1	1	0
Emergency Courtesy Telephones	12	8	+4
Platform Elevators	1	1	0
Platform Escalators	2	1	+1
Parking Spaces	1,079	1,361	-282
Bicycle Lockers	46	36	+10
Bicycle Rack & Storage Spaces	86	86	0
Bus Access Facilities (Bays)	8	3	+5

Analysis: Out of the 21 Transit Amenity categories documented above, there are 3 instances where the minority Station (South Hayward) has less amenities than the non-minority Station (Orinda). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 282 additional Parking Spaces at Orinda can be attributed to the greater availability of land for parking facilities at Orinda and the decision by BART to build a parking garage at the neighboring Hayward Station rather than the South Hayward Station in the early 1990's. At the time, Hayward had a higher level of parking demand than South Hayward.

Station Pair Analysis #5	Column 1 South San Francisco	Column 2 Lafayette	Column 1 – Column 2 Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY16 Exits)	3,786	3,842	-56
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	2	0
Time Tables	11	6	+5
Route Maps	5	0	+5
Trash Receptacles	13	18	-5
Restrooms	2	2	0
Platform Benches	5	12	-7
Ticket Vending Machines	5	5	0
Addfares	3	3	0
Change Machines	2	1	+1
Emergency Courtesy Telephones	9	9	0
Platform Elevators	1	1	0
Platform Escalators	2	1	+1
Parking Spaces	1,379	1,528	-149
Bicycle Lockers	38	62	-24
Bicycle Rack & Storage Spaces	44	113	-69
Bus Access Facilities (Bays)	9	1	+8

Analysis: Out of the 21 Transit Amenity categories documented above, there are only 5 instances where the minority Station (South San Francisco) has less amenities than the non-minority station (Lafayette). The most significant variance in favor of the non-minority station is in the Parking Spaces Category. Here the 149 additional Parking Spaces are directly related to the fact that there is significantly more land available for parking at the Lafayette Station than the South San Francisco Station. The latter station is situated between the CalTrain right-of-way to the East and the El Camino Real to the West. In addition, South San Francisco Station relies more on public transit (four different SamTrans lines and multiple employer shuttles) and less on parking than Lafayette as a means of access.

Station Pair Analysis #6	Column 1 Pittsburg/Bay Point	Column 2 Concord	Column 1 – Column 2 Variance
Description:			
Location Type	Suburban	Suburban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY16 Exits)	6,249	6,372	-123
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	8	8	0
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	1	1	0
Time Tables	5	5	0
Route Maps	4	2	+2
Trash Receptacles	31	18	+13
Restrooms	2	2	0
Platform Benches	6	6	0
Ticket Vending Machines	5	7	-2
Addfares	2	6	-4
Change Machines	3	1	+2
Emergency Courtesy Telephones	13	8	+5
Platform Elevators	1	1	0
Platform Escalators	2	2	0
Parking Spaces	2,035	2,358	-323
Bicycle Lockers	32	68	-36
Bicycle Rack & Storage Spaces	85	70	-15
Bus Access Facilities (Bays)	8	14	-6

Analysis: Out of the 21 Transit Amenity categories documented above, there are 5 instances where the minority station (Pittsburg/Bay Point) has less amenities than the non-minority station (Concord). The most significant variance in favor of the non-minority station is in the Parking Spaces category. Here the 323 additional Parking Spaces are partially related to the fact that the Concord Station has more riders than the Pittsburg/Bay Point Station. BART will be opening a new station to the east of the Pittsburg/Bay Point Station in Antioch in 2017. This station will relieve a portion of the parking demand at the Pittsburg/Bay Point Station. The variance in bicycle facilities in favor of the Concord Station can be explained by the fact that the bicycle mode access share is greater at Concord than for the Pittsburg/Bay Point Station.

Station Pair Analysis #7	Column 1 Colma	Column 2 North Berkeley	Column 1 – Column 2 Variance
Description:			
Location Type	Urban Fringe	Urban Fringe	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY16 Exits)	4,614	4,865	-251
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	12	8	+4
Platform Canopies	Yes	Yes	0
Station Agent Booths (staffed)	1	1	0
Brochure Bins	2	3	-1
Time Tables	6	6	0
Route Maps	5	5	0
Trash Receptacles	36	8	+28
Restrooms	2	2	0
Platform Benches	32	11	+21
Ticket Vending Machines	6	4	+2
Addfares	5	3	+2
Change Machines	2	1	+1
Emergency Courtesy Telephones	17	10	+7
Platform Elevators	2	1	+1
Platform Escalators	2	2	0
Parking Spaces	1770	795	+975
Bicycle Lockers	32	96	-64
Bicycle Rack & Storage Spaces	72	230	-158
Bus Access Facilities (Bays)	12	0	+12

Analysis: Out of the 21 Transit Amenity categories documented above, there are only 3 instances where the minority station (Colma) has less amenities than the non-minority Station (North Berkeley). The most significant variances in favor of the non-minority station are in the Bicycle Spaces Category. Here the 158 additional Bicycle Locker and Rack and Storage Spaces can be attributed to the fact that the North Berkeley Station has a much higher than average system-wide mode access share for bicyclists. Colma Station, on the other hand, has a much higher than average mode access share for parking and public transit. The 12 Bus Bays at Colma reflect this higher reliance on public transit as an access mode.

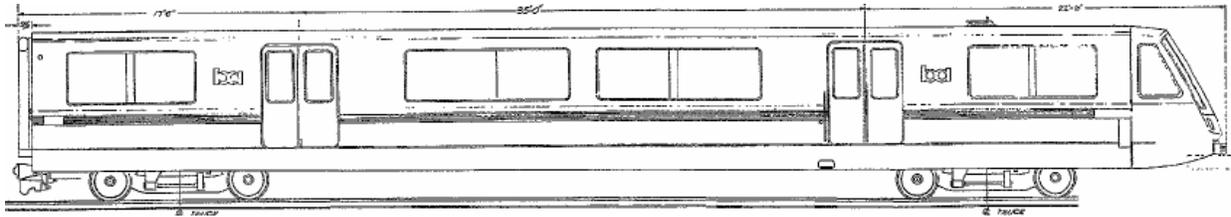
Station Pair Analysis #8	Column 1 12th St. Oakland City Center	Column 2 Downtown Berkeley	Column 1 – Column 2 Variance
Description:			
Location Type	Urban	Urban	
Minority Catchment Area	Yes	No	
Title VI Category	Minority	Non-Minority	
Platform Type	Center	Center	
Ridership (FY16 Exits)	14,403	13,748	+655
Amenities:			
Public Address Systems	Yes	Yes	0
Digital Information Systems	Yes	Yes	0
Arrival Information Systems	12	8	+4
Station Agent Booths (staffed)	3	2	+1
Brochure Bins	4	1	+3
Time Tables	15	8	+7
Route Maps	14	4	+10
Trash Receptacles	8	8	0
Restrooms	2	2	0
Platform Benches	12	12	0
Ticket Vending Machines	10	8	+2
Addfares	6	5	+1
Change Machines	3	2	+1
Emergency Courtesy Telephones	25	10	+15
Platform Elevators	1	1	0
Platform Escalators	8	1	+7
Parking Spaces	x	x	x
Bicycle Lockers	12	0	+12
Bicycle Rack & Storage Spaces	30	338	-308
Bus Access Facilities (Bays)	0	0	0

Analysis: Out of the 20 Transit Amenity categories (these stations do not have parking as they are downtown/urban) documented above, there is only 1 instance where the minority Station (12th Street/Oakland City Center) has less amenities than the non-minority Station (Downtown Berkeley). The one variance in favor of the non-minority station is in the Bicycle Rack and Storage Spaces category. Here the 308 additional Bicycle Spaces are related to the fact that the Downtown Berkeley station has a much higher mode access share for Bicycles than the 12th Street/Oakland City Center Station.

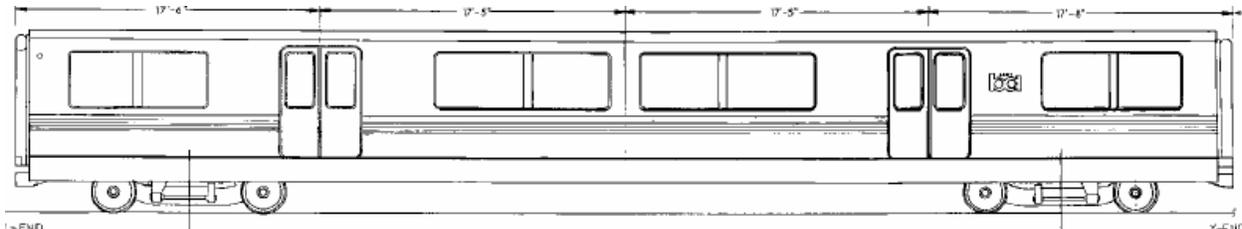
Vehicle Assignment

BART's heavy rail revenue vehicle fleet consists of 669 cars of three different types (see illustrations below). A-cars have an aerodynamically shaped operator control cab in their front, and can only serve as lead or tail cars. B-cars have no operator control cab and can only serve on the interior of a consist. C-cars have a stub end operator control cab in their front, and serve as either a lead, tail, or interior consist car.

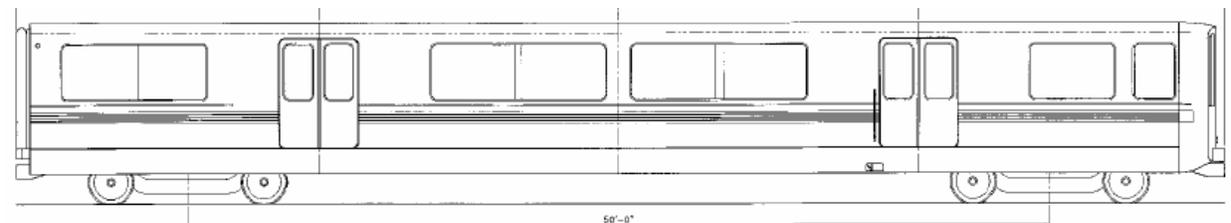
A-Car Profile



B-Car Profile



C-Car Profile



The assignment of car types to each of BART's five lines is made exclusively with operational considerations in mind. C-cars are allocated to all Lines where they are needed to support efficient make and break operations for intra-day train length adjustments. B-cars are the bulk of the BART fleet, and are used on all lines wherever a control car is not necessary. A-cars are the least flexible cars on the system given that they can only be used as lead or tail cars. They are used where they can be handled effectively.

All BART cars have nearly identical performance characteristics, and amenities (air conditioning, heating, windows, system maps, lighting, hand rails, and stanchions, etc.). There are slight differences in the interior space available in C1/C2 cars compared to A2 and B2 cars.

As far as the age of the different car types is concerned, the A-cars and B-cars were originally manufactured in the early 1970's and then rehabilitated between 1998 and 2002. This rehabilitation increased the minimum useful life of the A-car and B-car fleets by 15 years. Consequently, as of 2016, the average A car has 0.5 years of remaining minimum useful life while the average B cars has -0.5 years of remaining minimum useful life. The C-cars were manufactured in the late 1980's and mid-1990's. Using the FTA standard heavy rail car minimum useful life of 25 years yields in 2016 an average remaining minimum useful life for these cars of 0 years. As indicated by the table below BART is in desperate need of new rail cars and is currently waiting on its new Fleet of the Future to arrive. While the differences in remaining useful life between the three car types are relatively minor, BART is focusing its Vehicle Assignment analysis on this factor because we will be introducing an entire new fleet of replacement and expansion cars starting in the year 2017.

Table 18 below summarizes the composition and age of the current BART rail car fleet:

Table 18
BART Rail Car Fleet as of 2016

Car Model	Dates Manufactured/ Rehabilitated	Number of Cars	Remaining Useful Life (Years)*
A	1972 Original 2000 to 2002 Rehabilitated	59	0.5
B	1972 Original 1998 to 2002 Rehabilitated	380	-0.5
C	1987 to 1990/1995 to 1996	230	0
Total Fleet		669	

* Assumes 25 year useful life for new rail vehicles and 15 years additional life for rehabilitated vehicles

As of September 2015, BART is using around 88% of its fleet in service. The value does not add up to 100% exactly because some rail cars are out of service/currently in maintenance/used as a contingency plan (approx. 7 cars – 2 C cars and 5 B cars).

Table 19 below summarizes the current assignment of BART car types by line. It then uses the remaining useful life assumptions for each car type shown in Table 18, and determines the average remaining useful life per car for each line. As one would expect, since there are only small difference in the average remaining useful life per car type, there are also only small differences in the average remaining useful life per car on any line.

Table 19
Remaining Useful BART Car Life by Line, Weekdays

Line	A2	B2	C1/C2	Total	Car Years Remaining	Avg. Car Years Remaining per Car
Green		70	30	100	-35	-0.35
Orange	18	32	14	64	-7	-0.11
Yellow	14	137	51	202	-61	-0.30
Red	12	56	32	100	-22	-0.22
Blue		50	40	90	-25	-0.28
Total	44	345	167	556	-150	-0.27
Protected Lines	30	208	116	354	-89	-0.25
Non-Protected Lines				202	-61	-0.30
% Difference						-16%

Disparate Impact Test

As shown in Table 19, the average remaining useful life for cars assigned to BART's four minority lines is -.25 years which is less than BART's non-minority line (-.30 remaining useful life). All of BART's lines are carrying cars past or at the end of their useful life. What this section shows is that BART is in real need of new rail cars to ensure that passengers are carried safely from point A to B. Since the standard for disparate impacts under this section is that vehicles used on minority lines not have an average remaining useful life which is 5% less than vehicles used on non-minority lines, there is no disparate impact with regard to BART's Vehicle Assignment.

Corrective Actions

No corrective actions are required.

4. Major Service Change Policy

BART is required to develop a Major Service Change Policy that identifies what constitutes a “major service change” for its system. Transportation decisions that ride to the level of a “major service change” require a service equity analysis. BART’s Board adopted its amended Major Service Change Policy on October 13, 2016. Amendments include revising the exclusion of temporary services in effect from 180 days to 12 months for consistency with the FTA Circular and adding a Major Service Change exclusion to include service changes or service interruptions as a result of urgent or necessary maintenance. Appendix 14 contains BART’s Major Service Change Policy, a copy of the Board Agenda, Meeting Notice, and Meeting Minutes approving the Policy, and a public participation report documenting the outreach BART conducted to develop the Policy.

5. Disparate Impact and Disproportionate Burden Policy

BART is required to develop a Disparate Impact and Disproportionate Burden Policy that will be used to assess impacts of major service change and fare change on protected populations or riders. The Policy establishes thresholds to determine when adverse impacts are borne disproportionately by protected populations or riders. BART’s Board adopted its Disparate Impact and Disproportionate Burden Policy on July 11, 2013. Appendix 15 contains a copy of BART’s Disparate Impact and Disproportionate Burden Policy, a copy of the Board Agenda, Meeting Notice, and Meeting Minutes approving the Policy, and a public participation report documenting the outreach BART conducted to develop the Policy.

6. Equity Analysis of Service and Fare Changes

To ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5(b)(7), and Appendix C to 49 CFR part 21, BART has developed written procedures consistent with Section IV of the FTA Circular to evaluate, prior to implementation, any and all service changes that exceed BART’s major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The service and fare methodologies, detailed below, were approved in BART’s previous Triennial submission in 2014.

Service Changes

Service Methodology

Methodology Used to Assess the Effects of a Proposed Major Service Change

Adopted by the Board of Directors on July 2, 2013, Paragraph 3 of BART’s Disparate Impact & Disproportionate Burden Policy (“DI/DB Policy”) requires that BART assess major service changes with two methodologies: “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.”

The following steps outline the two methodologies BART uses to assess major service changes. Pursuant to its DI/DB Policy, BART will use **both** methodologies to assess all major service changes. A disproportionate impact shall be found if either methodology yields a disproportionate impact.

Step 1: Identify the data source (U.S. Census data or ridership survey data) and affected population(s) (catchment area or ridership group) to be assessed in the equity analysis¹.

Demographic Methodology (A)	Travel Time Methodology (B)
<p>Step 2: For the affected populations², determine the share of protected riders.</p> <p>Step 3: For the overall system ridership, determine the share of protected riders.</p> <p>Step 4: Determine whether the difference between the affected service’s protected ridership share and overall system’s protected ridership share exceeds BART’s Disparate Impact and Disproportionate Policy (3a). If so, proceed to Step 5.</p>	<p>Step 2: Based on the identified data source, estimate the system wide weighted average travel time, before and after the service change, for protected and non-protected populations affected by the service change.</p> <p>Step 3: Calculate the percentage change in travel time for protected and non-protected populations and compare the difference.</p> <p>Step 4: Determine whether the differences in the percent change in travel time for protected and non-protected populations exceed BART’s Disparate Impact and Disproportionate Burden Thresholds (3b). If so, proceed to Step 5.</p>

Step 5: Determine if a substantial legitimate justification for the proposed service change exist and if there are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

¹ Census data shall be compared to the population of the catchment area. Ridership survey data shall be compared to ridership data. Data should not be "mixed and matched."

² For New Service, “affected populations” will include ridership for the new service and will also include ridership for any existing lines whose service will change because of the new service. The share of protected riders for both New Service and the existing, affected lines will be assessed. For purposes of this Methodology, “New Service” shall be defined as service for a new, fixed guideway project. Pursuant to the DI/DB Policy, New Service “will be considered to have a disproportionate impact when the applicable difference is equal to or greater than 10%.”

Hypothetical Example Applying Its Methodology to a Major Service Change

BART must assess equity impacts of eliminating service on its “Silver Line”. Assume that this Silver Line has a higher-than-average minority and low income ridership. BART will assess disproportionate impacts using two methodologies. A disproportionate impact shall be found if **either** methodology yields a disproportionate impact.

Demographic Methodology³: The ridership for BART’s silver line is determined to be 70% minority and 30% non-minority. The ridership for the overall BART system is 60% minority and 40% non-minority. The difference between the minority ridership share of the Silver Line (70%) and the minority ridership share of overall system (60%) is 10%. BART determines that the elimination of the Silver Line represents a disproportionate impact that would require either mitigation or a substantial legitimate justification.

Type of Service Change	Ridership of affected route			Ridership of system	
	Total Boardings	% Minority	% Low-Income	% Minority	% Low-Income
Elimination of Silver Line	20,000	70%	30.0%	60%	24.7%*

Travel Time Methodology: BART’s equity analysis of this change determines that the elimination of the Silver Line would result in a 10% increase in travel times for minority and low income riders and a 4% increase in travel times for non-minority and non-low income riders on this line. Since the difference between these impacts at 6% is greater than BART’s proposed 5% DI/DB Policy thresholds, BART determines that the elimination of the Silver Line represents a disproportionate impact on minority and low income riders that would require either mitigation or a substantial legitimate justification.

Type of Service Change	Percent Change in Travel Time		
	% Non-Minority	% Minority	% Low-Income
Elimination of Silver Line	+4.0%	+10.0%	+10.0%

³ **Demographic Methodology for New Service**: For new, fixed guideway projects, BART will use a modified, demographic methodology as well as the 10% threshold for new service, per the DI/DB Policy. For illustrative purposes only, assume the Magenta Line is a new, fixed guideway project with new, additional service and that service to the Red Line will be cut as a result of the new Magenta Line service. BART would compare Magenta Line demographics (70% minority) to the overall system demographics (60% minority) as well as compare Red Line demographics (74% minority) to the overall system demographics (60% minority). Both lines would be determined to be disproportionately minority because the Magenta Line exceeds by 10% and the Red Line exceeds by 14%. So, BART would need to consider additional factors (e.g., number of riders on each line, extent of adverse impact, etc.) before determining whether, on balance, a disproportionate, adverse impact exists to protected riders.

Title VI Service Equity Analysis

BART conducted one Title VI Service Equity Analyses during the reporting period of this triennial report. The following equity analysis did not find in a disparate impact or disproportionate burden on minority or low-income populations, respectively.

- Warm Springs Extension Title VI Equity Analysis and Public Participation Report. This report was approved by BART's Board of Directors on May 14, 2015.

A copy of this analysis and Board approval documents can be found in Appendix 16.

Fare Changes

BART Fare Structure

BART's fares are calculated based on distance traveled, with surcharges applied to certain trips, adjusted by a speed differential. Below is a chart of BART's Fare Component and Ticket Prices.

BART Fare Components and Ticket Prices as of December 31, 2013

TRIP LENGTH	Minimum Fare: Up to 6 miles	\$1.75
	Between 6 and 14 miles	\$1.83 + 13.4¢/mile
	Over 14 miles	\$2.89 + 8.1¢/mile
SURCHARGES	Transbay	\$0.89
	Daly City ¹	\$1.03
	San Mateo County ²	\$1.30
	Capital ³	\$0.12
	Premium fare applied to trips to/from SFIA	\$4.06
SPEED DIFFERENTIAL	Charge differential for faster or slower than average trips, based on scheduled travel time	±5.1¢/minute
RESULTING FARES	Range ⁴	\$1.75 to \$11.05
	Average fare (before discounts) ⁵	\$3.66
	Average fare paid (after discounts) ⁵	\$3.40
RAIL FARE DISCOUNTS & SPECIAL FARES⁷	Children under 5	Free
	62.5% Discount: Youths 5 through 12 Persons 65 and over Persons with a qualifying disability	\$0.65 to \$4.10 when using Clipper card \$9 per mag stripe ticket that has \$24 in value ⁶
	Students 13 through 18: 50% discount ⁷ Regular adult: 6.25% discount	\$16 (\$32 ticket value) \$45 & \$60 (\$48 & \$64 loaded value on Clipper card)

NOTES:

1. The Daly City surcharge is applied to trips between Daly City station and San Francisco Stations; it does not apply to Transbay trips or San Mateo County surcharge trips.
2. The capital surcharge is applied to trips that begin and end in the 3-county BART District including Daly City; the Board approved this surcharge in May 2005 to be used to fund capital projects within the 3-county BART District including Daly City.
3. The San Mateo County surcharge is applied to trips between San Mateo County stations (except trips between SFIA station and Millbrae station for which only the Premium Fare is charged) and trips between San Mateo County stations (except Daly City) and San Francisco stations; it does not apply to Transbay trips.
4. Fares effective as of June 30, 2013. BART rail fares are computed by automatic fare collection equipment and are rounded to the nearest 5¢. Prior fare increases occurred on July 1 of 2012 and 2009; January 1 of 2008, 2006, 2004, and 2003; April 1 of 1997, 1996, and 1995; January 1, 1986, September 8, 1982, June 30, 1980; and November 3, 1975.
5. The average rail fare before and after discounts includes rail passenger revenue from all fare instruments. The figures shown are based on Fiscal Year 2013 through May 2013.
6. The discount is given at the fare gate when using the regional Clipper smart card and at the point of sale when purchasing a magnetic stripe ticket.
7. Tickets include a last ride bonus.

Fares Methodology

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

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. 2014 Customer Satisfaction Survey data are used to make this determination because it is the most recent survey data available. When the survey sample size of the ridership for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the Disparate Impact and Disproportionate Burden Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

The chart below shows the data by fare type for protected and non-protected riders from the 2014 Customer Satisfaction Survey (BART does not survey youth aged 5 through 12, so that discount fare type is not available). As an example, increasing the fares for the fare type for riders who are persons with disabilities would be considered to have a disproportionate impact because the use of the “disabled” fare type by low-income riders compared to overall low-income riders exceeds the policy threshold of 10%.

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
All Riders	62.0%	38.0%	5,431	29.2%	70.8%	5,013
Regular BART fare	62.2%	37.8%	4,146	31.8%	68.2%	3,848
<i>Difference from All Riders</i>	<i>0.2%</i>			<i>2.7%</i>		
High Value Discount	62.8%	37.2%	621	11.1%	88.9%	583
<i>Difference from All Riders</i>	<i>0.9%</i>			<i>-18.1%</i>		
"A" Muni Fast Pass	64.9%	35.1%	159	24.8%	75.2%	140
<i>Difference from All Riders</i>	<i>2.9%</i>			<i>-4.4%</i>		
Senior	37.8%	62.2%	218	21.0%	79.0%	188
<i>Difference from All Riders</i>	<i>-24.2%</i>			<i>-8.2%</i>		
Disabled	69.6%	30.4%	88	62.5%	37.5%	84
<i>Difference from All Riders</i>	<i>7.6%</i>			<i>33.4%</i>		
Student discount	86.7%	13.3%	13	38.3%	61.7%	9
<i>Difference from All Riders</i>	<i>24.7%</i>			<i>9.1%</i>		

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

The following steps outline the methodology BART uses to calculate weighted average fares, which are used to assess the adverse effects of across-the-board fare changes and any other fare change that is not to a fare type. To illustrate the process, the steps as applied to the recently approved productivity-adjusted inflation-based fare increase of 3.4% implemented on January 1, 2016 are described.

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

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 44 stations is estimated. The Oakland International Airport Station is not included in this analysis because 2014 average weekday entries were used, and this station opened about six weeks before the end of 2014. The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2014 Fares” reflecting BART’s current fares and the “2016 Fares” reflecting the proposed 3.4% inflation-based fare increase for 2016.

Sample of Weighted Average Fare Data for Proposed 2016 Increase

<i>Origin Station</i>	2014 Fares	2016 Fares
Richmond	\$ 3.63	\$ 3.76
El Cerrito del Norte	\$ 3.83	\$ 3.97
El Cerrito Plaza	\$ 3.35	\$ 3.47
North Berkeley	\$ 3.61	\$ 3.72
Downtown Berkeley	\$ 3.31	\$ 3.42

For each station, a station-to-station fare table is multiplied by the 2014 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed fare increase.

Fare Table used in “Before Fare Increase” Calculation	Fare Table used in “After Fare Increase” Calculation
Actual 2014 Fare Table	2014 Fare Table increased by 3.4% (“2016 Fare Table”)

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

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2014 Customer Satisfaction Survey. These percentages are then multiplied by the 2014 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders system-wide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same

step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

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

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

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

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

Title VI Fare Equity Analysis

BART conducted three Title VI Fare Equity Analyses during the reporting period of this triennial report. None of the following equity analyses resulted in a disparate impact or disproportionate burden on minority or low-income riders, respectively.

- Warm Springs Extension Title VI Equity Analysis and Public Participation Report. This report was approved by BART's Board of Directors on May 14, 2015. (Appendix 16)
- Title VI Assessment for Discontinuing the BART Plus Ticket Program as Jointly Offered by: BART, County Connection, Tri Delta Transit, Union City Transit, WestCAT, and Wheels. This report was approved by BART's Board of Directors on December 3, 2015.
- Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016. This report was approved by BART's Board of Directors on July 23, 2015.

A copy of the fare analyses and Board approval documents can be found in Appendix 16 - 18.

APPENDIX 1: Title VI Notice

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 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 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, denied the benefits of, or 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.

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
300 Lakeside, Suite 1800
Oakland, CA 94612
(510)874-7333 Fax (510) 464-7587
officeofcivilrights@bart.gov**

Complaint Forms can also be obtained on BART's website at
www.bart.gov/titlevi

Title VI is the Law



List of Stations where Title VI Notice is Posted and Translated

	STATION	KIOSK	Title VI Poster			EEO Poster
			English	Spanish	Chinese	English Only
A10	Lake Merritt	Yes	Yes	Yes	Yes	Yes
A20	Fruitvale	Yes	Yes	Yes	Yes	Yes
A30	Coliseum	Yes	Yes	Yes	Yes	Yes
Y20	Oakland International Airport	Yes	Yes	Yes	Yes	Yes
A40	San Leandro	Yes	Yes	Yes	Yes	Yes
A50	Bayfair	Yes	Yes	Yes	Yes	Yes
A60	Hayward	Yes	Yes	Yes	Yes	Yes
A70	South Hayward	Yes	Yes	Yes	Yes	Yes
A80	Union City	Yes	Yes	Yes	Yes	Yes
A90	Fremont	Yes	Yes	Yes	Yes	Yes
L10	Castro Valley	Yes	Yes	Yes	Yes	Yes
L20	W. Dublin	Yes	Yes	Yes	Yes	Yes
L30	Dublin/Pleasanton	Yes	Yes	Yes	Yes	Yes
M16	Embarcadero	Yes	Yes	Yes	Yes	Yes
M20	Montgomery Street	Yes	Yes	Yes	Yes	Yes
M30	Powell Street	Yes	Yes	Yes	Yes	Yes
M40	Civic Center	Yes	Yes	Yes	Yes	Yes
M50	16th Street Mission	Yes	Yes	Yes	Yes	Yes
M60	24th Street Mission	Yes	Yes	Yes	Yes	Yes
M70	Glen Park	Yes	Yes	Yes	Yes	Yes
M80	Balboa Park	Yes	Yes	Yes	Yes	Yes
M90	Daly City	Yes	Yes	Yes	Yes	Yes
W10	Colma	Yes	Yes	Yes	Yes	Yes
W20	South San Francisco	Yes	Yes	Yes	Yes	Yes
W30	San Bruno	Yes	Yes	Yes	Yes	Yes
W40	Millbrae	Yes	Yes	Yes	Yes	Yes
Y10	SFIA	Yes	Yes	Yes	Yes	Yes
R10	Ashby	Yes	Yes	Yes	Yes	Yes
R20	Berkeley	Yes	Yes	Yes	Yes	Yes
R30	North Berkeley	Yes	Yes	Yes	Yes	Yes
R40	EC Plaza	Yes	Yes	Yes	Yes	Yes
R50	EC Del Norte	Yes	Yes	Yes	Yes	Yes
R60	Richmond	Yes	Yes	Yes	Yes	Yes
M10	West Oakland	Yes	Yes	Yes	Yes	Yes
K10	12th Street	Yes	Yes	Yes	Yes	Yes
K20	19th Street	Yes	Yes	Yes	Yes	Yes
K30	MacArthur	Yes	Yes	Yes	Yes	Yes
C10	Rockridge	Yes	Yes	Yes	Yes	Yes
C20	Orinda	Yes	Yes	Yes	Yes	Yes
C30	Lafayette	Yes	Yes	Yes	Yes	Yes
C40	Walnut Creek	Yes	Yes	Yes	Yes	Yes
C50	Pleasant Hill	Yes	Yes	Yes	Yes	Yes
C60	Concord	Yes	Yes	Yes	Yes	Yes
C70	North Concord	Yes	Yes	Yes	Yes	Yes
C80	Pittsburg/BayPoint	Yes	Yes	Yes	Yes	Yes

Appendix 2: Title VI Statement of Policy, Title VI Complaint Procedures,
and Title VI Complaint Form



TITLE VI NON DISCRIMINATION POLICY

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.

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. 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.

**The Office of Civil Rights
300 Lakeside Drive, Suite 1800
Oakland, CA 94612
(510) 874-7333
(510) 464-7587 (fax)
officeofcivilrights@bart.gov**

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.

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. 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 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).
 - 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
300 Lakeside Drive, Suite 1800
Oakland, CA 94612
(510) 464-6100
(510) 464-7587 (fax)

The complaint may be sent via email to 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.



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		Work Telephone
Sex	Email Address	
Person discriminated against (if other than Complainant)		Home Telephone
Home Address Street	City, State	Zip
		Work Telephone

1. SPECIFIC BASIS OF DISCRIMINATION (Check appropriate box(es):

Race Color National Origin

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.

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 complaint was filed:

Federal Agency Federal Court State Agency State Court
 Local Agency Date Filed _____

6. Provide contact person 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
-----------	------

Appendix 3: List of BART's Public Participation Activities from January 2014 to December 2016.

**Title VI Civil Rights Program
2016 Triennial Update
Summary of Public Participation Activities**

This report describes BART's Public Participation Activities from January 1, 2014, to December 31, 2016. Each description provides a project overview and summary of public participation activities undertaken to ensure meaningful access and participation by minority, low income, and limited English proficient populations.

- Downtown Berkeley BART Plaza and Transit Area Improvement Project
- BART-to-Oakland International Airport Title VI Analysis – Fares and Service
- Fleet of the Future New Train Car Model
- 19th Street Station Modernization
- Powell Street Station Modernization
- El Cerrito del Norte Station Modernization
- BART Vision – Future BART
- Embarcadero-Montgomery Capacity Implementation and Modernization Study
- San Francisco Station Entrances on Market Street and Civic Center Station Modernization
- eBART Pittsburg Center Station
- Warm Springs Title VI Analysis - Fares and Service
- Concord Station Modernization
- Telephone Town Hall Meeting on Proposed Fiscal Year 2016 Budget
- Proposed Productivity-Adjusted Inflation-Based Fare
- Discontinuation of BART Plus Ticket Program
- Downtown Berkeley Station Modernization
- Balboa Park Station Drop-off/Pick-up
- Balboa Park Station Modernization

Downtown Berkeley BART Plaza and Transit Area Improvement

Project Overview

The Downtown Berkeley BART Plaza and Transit Area Improvement Project will serve a signature place-making function for the Downtown Area and improve access for an influx of new residents and employees. Currently serving over 30,000 daily transit riders including BART, Alameda Contra Costa Transit, and UC Berkeley Bear Transit Shuttle, the project will improve traffic safety and enhance the transit rider experience. Additionally, the project will redevelop and reallocate the public space surrounding the station; improve pedestrian safety; support commerce, arts and entertainment; replace sidewalk materials and landscaping; and incorporate other design amenities.

Public Participation Activities

On February 3, 2014, BART and the City of Berkeley hosted an Open House at the Berkeley Main Public Library from 4:30 pm to 7:30 pm. At the Open House, participants had an opportunity to learn about the project goals and timeline and provide feedback on various project elements. The meeting allowed members of the public to attend on a drop-in basis, view project boards with different design concepts, provide feedback on proposed improvements, and speak to members of the project staff /design team. The meeting was attended by approximately 115 community members and 63 comment cards were received.

On April 28, 2014, BART and the City of Berkeley hosted a second Open House from 4:30 pm to 7:30 pm at the David Brower Center in Downtown Berkeley to present Preliminary Design Plans for the Plaza. The design plan included proposals on BART entrances, bus shelters, and a redesigned Plaza. Meeting participants were able to review the proposals, provide input, identify issue areas and provide solutions. The meeting was attended by over 100 community members and 75 comment cards were received.

Language translation services were available but not requested for either Open House meeting.

BART conducted outreach for the two Open House meetings using the following methods:

- Creation of a meeting notice with instructions in four languages on how to request translation services
- Targeted email outreach by BART, City of Berkeley, Berkeley Downtown Business Association, and UC Berkeley
- Web posting on BART news and project page
- Web posting on City of Berkeley website
- Neighborhood outreach to residences and businesses within 2 block radius of station
- Two A-frame sign boards in Downtown Berkeley Station concourse
- Digital ads at Berkeley City College and Berkeley Main Public Library
- In-person outreach to Berkeley High School
- BART social media posts

BART-to-Oakland International Airport Title VI Equity Analysis – Fares and Service

Project Overview

The BART-to-Oakland International Airport project is a 3.2-mile automated guideway transit project that provides a rapid transit link between the Coliseum BART Station and a station at the Oakland International Airport (OAK). The project is a new service that began in November 2014 and replaced the fixed-route bus service, known as AirBART, which operated between OAK and the Coliseum BART Station.

Public Participation Activities

In March 2014, BART hosted a series of outreach events regarding the service and fares for the start of new BART service to the OAK. At the events, the public and riders utilizing the existing AirBART system had an opportunity to read information about key service changes associated with the new extension, speak with project staff, and provide comments on the changes through a survey.

The outreach events were held concurrently at both the Coliseum BART Station (concourse area) and OAK (AirBART pick-up/drop-off area). In an effort to capture the largest audience of current users, dates and times were selected based on peak travel time for users of AirBART, based on information provided by the Port of Oakland AirBART operators. Outreach events were held on the following dates:

- Monday, March 3, 2014 from 7:00 am to 11:00 am
- Tuesday, March 4, 2014 from 4:00 pm to 8:00 pm
- Thursday, March 6, 2014 from 7:00 am to 11:00 am
- Friday, March 7, 2014 from 4:00 pm to 8:00 pm

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists. The following publicity and outreach methods were used for this project:

- Creation of a multilingual flyer/mailer in English, Spanish, Vietnamese, Chinese, and Korean (including reference to the availability of translation services)
- Posting of an oversized copy of the multilingual flyer at the Coliseum Station
- BART website announcement
- BART passenger bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean) at all BART stations
- Advertisements in local print media including Oakland Post, El Mensajero (Spanish), Sing Tao (Chinese), Korean Times (Korean), Viet Nam, The Daily News (Vietnamese)
- Announcement on the BART Destination Sign System (DSS) at all BART stations
- BART social media posts
- Electronic flyers and online comment cards to more than 400 local community based organizations
- Email distribution to civic organizations, elected officials, business organizations, chambers of commerce, Oakland International Airport, and OAC Construction Management Team
- Presentations to BART Office of Civil Rights Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee
- Email of flyer and online comment card up to three times to the OAC email subscriber list (approximately 4,900)

- Recorded outreach details on the OAC Project Information Line with information on how to submit comments.

At each of the outreach events, the following information was available:

- A poster-sized map of the project area and new service alignment
- A handout with project information and facts about the major service changes associated with the new extension
- A comment form to collect input about the service changes and selected demographic data.

The informational handouts and comment cards also were translated into four languages: Spanish, Chinese, Vietnamese and Korean and available at the each of the events and online.

More than 600 public comments were collected through the outreach events and online. Of the total comments collected, 119 were submitted by employees working at or around the Oakland International Airport. 22 comment cards were received from LEP individuals.

Fleet of the Future Final Train Car Model

Project Overview

BART is in the process of replacing its original fleet of rail cars. The new Fleet of the Future will replace all 669 cars in the current fleet and add additional cars to alleviate crowding during peak periods and make more seats available to riders. BART's has already ordered 775 train cars and has plans to grow the fleet to 1,081 cars.

Public Participation Activities

In April and May 2014, BART presented a full-scale model of its proposed new train car design to the public through a series of ten events throughout the Bay Area. BART invited the public to tour the new car and provide feedback by completing a survey form.

BART conducted outreach for the public events using the following methods:

- Creation of an outreach flyer with instructions in four languages on how to request translation services
- BART website announcement and news story
- Multiple BART news alerts to project subscriber list
- Advertisements in local print media including Oakland Post, El Mensajero (Spanish), El Mundo (Spanish), Sing Tao (Chinese), World Journal (Chinese), Korean Times (Korean), Kyocharo Korean News (Korean), and Viet Nam, The Daily News (Vietnamese)
- Announcement on the BART Destination Sign System (DSS) at all BART stations
- Noticing at BART stations through event banners and signage
- BART social media posts
- Email distribution to over 400 CBOs and elected officials in Alameda, Contra Costa, and San Francisco County
- Email and presentations to BART Advisory Committees and Task Force Members
- Two videos posted to BART TV (Youtube)
- Outreach “street teams” located at the station during event hours

Event Locations	Date and Time	Surveys
Justin Herman Plaza (near Embarcadero Station)	Wednesday, April 16, 2014 11:30 am – 7:00 pm	1,254
West Oakland BART Station	Friday, April 18, 2014 2:00 – 7:00 pm	632
Fremont BART Station	Monday, April 21, 2014 2:00 – 7:00 pm	933
Pittsburg/Bay Point BART Station	Wednesday, April 23, 2014 2:00 – 7:00 pm	702
San Francisco Civic Center Plaza (Near Civic Center Station)	Friday, April 25, 2014 11:00 am – 7:00 pm	927
North Berkeley BART Station	Tuesday, April 29, 2014 2:00 – 7:00 pm	914

Event Locations	Date and Time	Surveys
Milpitas/San Jose – Great Mall Main Transit Center	Friday, May 2, 2014 2:00 – 7:00 pm	209
Dublin/Pleasanton BART Station	Monday, May 5, 2014 2:00 – 7:00 pm	591
Fruitvale BART Station	Wednesday, May 7, 2014 2:00 – 7:00 pm	709
Concord BART Station	Friday, May 9 2014 2:00 – 7:00 pm	795
	Total Surveys	7,666

Translated copies of the informational displays and surveys were available in Chinese, Korean, Spanish, and Vietnamese. Spanish translation services were provided for the event at Fruitvale Station.

In all, approximately 17,500 people attended the events and a total of 7,666 surveys were collected. Over 5,000 people also wrote comments on their survey forms. Of the total of 7,666 survey forms completed, 111 were completed in Spanish and 9 were completed in Chinese. No surveys were completed in Vietnamese or Korean.

19th Street/Oakland BART Station Modernization

Project Overview

BART is currently conducting a Station Modernization Program that invests resources into existing stations and surrounding areas to serve increased transit ridership throughout the day and enhance the quality of life around stations. The Station Modernization Program will improve the look, feel, and usability of BART stations for riders, as well as enhance the safety and comfort of the work environment for BART employees. The program will attempt to address all aspects of the stations, including buildings, escalators, circulation and signage, plazas and waiting areas, climate control and ventilations, lighting and ambient environment, and other station equipment upgrades.

The 19th Street/Oakland Station has been identified as one of the first phase of stations that will receive funding for modernization. A conceptual design plan has been undertaken to thoroughly assess the station's needs and prioritize a set of improvements to leverage funding. The plan creates a comprehensive vision to positively impact the station's users and the surrounding community through beatification, improved access, and enhance capacity.

Public Participation Activities:

BART conducted outreach to solicit input on the conceptual design plan and asked the public to prioritize recommended projects. BART developed a project webpage to disseminate timely information and held two outreach events at 19th Street/Oakland Station. The in-station events were held during the AM and PM peak ridership hours on June 6, 2014, from 4 pm to 7 pm and June 12, 2014, from 7 am to 10 am. During the events, project staff were on hand to present proposed improvements on large poster boards and answer any questions from the public. Individuals were also asked to fill out a paper or online survey to help prioritize what improvements they thought were most important.

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice translated into Chinese and Spanish
- BART website announcement and news story
- Email notification with flyer and survey link to Oakland CBO database, Community Benefit District, Business Improvement Districts, and Elected Officials in Alameda County
- In-person outreach to businesses within 1-2 blocks of the station
- Announcement on the BART Destination Sign System (DSS) at key stations
- Email and presentation to BART Advisory Committees and Task Force Members
- BART social media posts
- In-station signage

A total of 629 surveys (paper and online) were received. Translation services were available but not requested and 8 surveys were filled out in either Chinese or Spanish.

In addition to community input, BART solicited comments from various stakeholders in preparation of the conceptual design plan. These stakeholders included the City of Oakland; Alameda Contra Costa Transit, which operates the Uptown Transit Center adjacent to the 19th Street/Oakland Station; as well as the Lake Merritt/Uptown District Association. The stakeholders were invited to three workshop sessions in order to identify existing conditions and needs, discuss and vet proposed improvements, and help prioritize the recommended improvements.

Powell Street BART Station Modernization

Project Overview

As part of the Station Modernization Program, BART has developed a comprehensive vision for the Powell Street Station. The goal is to update and modernize the station so that it demonstrates BART's commitment to advancing transit ridership, improving the transit experience, enhancing the quality of life around the stations and meeting BART's needs for the future.

Public Participation Activities

BART held a series of in-station open houses to solicit public input for the Powell St. Modernization Plan. The first open house events were held on June 30, 2014, during the afternoon peak hours (4 pm to 7 pm) and July 1, 2014, during the morning peak hours (7 am to 10 am).

The first in-station events provided a broad overview of the project by presenting project goals, planning context, existing conditions, potential project ideas, and initial concepts for the station ceiling replacement. Project information was printed on poster boards displayed at the station. A survey was also distributed asking the public to rank potential station improvements from a pre-determined list and submit their preferred choice on ceiling concepts. Spanish and Chinese language interpreters were provided at both open houses to guide LEP individuals through the material, answer any questions, and fill out a Spanish or Chinese survey.

In total, the project received 1,766 surveys during this phase of outreach including 7 Spanish language surveys and 13 Chinese language surveys.

A second series of in-station open houses were held on November 11, 2014, during the morning peak and November 13, 2014, during the evening peak. The purpose of these events was to share with the public the results of the survey distributed at the first open house events, prioritized projects, proposed ceiling replacement concept and space plan for the concourse.

Event materials were printed on poster boards displayed at the station. BART staff and project team members were present to guide the public through the material and answer any questions. Spanish and Chinese language interpreters were also available to LEP speakers. Postcards with the project website were distributed and comments were collected in person by project team members.

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice with instructions in Spanish and Chinese on how to request language services
- Email notification with flyer to San Francisco CBO database, Community Benefit District, Business Improvement Districts, and Elected Officials
- BART website announcement and news story
- In-person outreach to CBOs and businesses
- Announcement on the BART Destination Sign System (DSS)
- Email and presentation to BART Advisory Committees and Task Force Members
- BART social media posts
- In-station signage
- Postcard size flyer with survey link

In addition to community input, BART solicited comments from various stakeholders in preparation of the plan. These included several departments within the City of San Francisco, Union Square Business Improvement District, Tenderloin Community Business District, Yerba Buena Business Improvement District, San Francisco Travel, Hotel Council of San Francisco, Flood Building/Milson Meany, Westfield Shopping Center, and the San Francisco Giants.

El Cerrito del Norte Station Modernization

Project Overview

BART is advancing the second round of the Station Modernization Program, which will invest resources into the existing core stations and surrounding areas to advance transit ridership and enhance the quality of life around the stations. BART has developed a conceptual redesign of the El Cerrito del Norte Station. The goal of the project is to develop potential station improvements to upgrade and modernize the station's function, safety, capacity, sustainability, and appearance, and improve the customer and employee experience.

Public Participation Activities

BART conducted outreach to solicit input on the conceptual design plan and asked the public to prioritize recommended projects. An in-station event was held during evening commute on October 9, 2014, from 4 pm – 7 pm. During the event, project staff were on hand to discuss the station's needs, proposed improvements, long-term vision and answer questions from the public. Comments were collected on small note cards and placed on project display boards. Open house participants were also given an opportunity to share their preferred improvements by placing stickers on a large display board with proposed station improvements listed.

A second open house was held on July 8, 2015, from 4 pm – 7 pm at the station. The focus of the event was to present a 65% Design Plan for the station. Conceptual designs included improvements to the Ohlone Greenway at both El Cerrito BART Stations, site circulation, paid area, and sustainability. BART project team members also discussed opportunities for art in different areas of the station. Comments were again collected on small note cards and placed on project display boards.

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice with instructions in three languages on how to request language translation services
- Creation of a separate Spanish and Chinese meeting notice
- BART website announcement and news story
- Email notification with flyer to Contra Costa CBO database, business organizations, neighborhood groups, and Elected Officials
- Email blast sent out by the City of El Cerrito
- Email and presentation to BART Advisory Committees and Task Force Members
- Announcement on the BART Destination Sign System (DSS)
- Social media announcements
- In-station signage

BART Vision – Future BART

Project Overview

BART Vision - Future BART is an effort to begin mapping out the future of the BART system. BART is now 44 years old, and requires significant system reinvestment to continue to provide high quality service. In addition, the region will change and grow significantly over the next 40 years. This planning effort explored the tradeoffs involved in considering how BART can meet these dual challenges. The BART Vision Plan is about narrowing down the options of projects BART should focus on by determining which ones are most important to the public and fit best into our goals of serving the Bay Area for years to come.

Public Participation Activities

The public was invited to a series of in station events to play an interactive planning and budgetary game on an Ipad tablet. The game outlined three improvement categories participants could select from: Fix and Modernize BART; More Train and Station Capacity; and New Lines & Extensions. Within the three categories participants could choose and prioritize specific projects and the revenue sources to help pay for them. Revenue sources included a bond measure, regional gas tax, higher bridge tolls, and others. The “player” was given a budget and needed to stick to it or select additional funding sources if they wanted to select more projects. The purpose of the exercise was to show participants, in real time, the potential benefits and impacts of different spending decisions and the annual household cost of your selected priorities. Large poster boards were also displayed at each in station event to educate the public on the BART Vision planning process and three improvement categories. Spanish Interpreters also were provided at the Pittsburg/Bay Point Station and Chinese interpreters were provided at Balboa Park and Montgomery Street Stations.

For members of the public not able to attend a station event, the game was available online at www.futurebart.org. During in-station events, BART staff also passed out postcard sized versions of the flyer with the website for the online game.

A total of ten in-station events were held on the following dates between 4 – 7pm.

- Fremont Station - Tuesday, Oct 7, 2014
- Balboa Park Station - Wednesday, Oct 8, 2014
- El Cerrito del Norte Station - Thursday, Oct 9, 2014
- Pittsburg/Bay Point Station – Tuesday, Oct 14, 2014
- Dublin/Pleasanton Station – Wednesday, Oct 15, 2014
- Walnut Creek Station – Thursday, Oct 16, 2014
- 19th Street /Oakland Station – Tuesday, Oct 21, 2014
- Downtown Berkeley Station – Wednesday, Oct 22, 2014
- Richmond Station – Tuesday Oct 28, 2014
- Montgomery Street Station – Thursday, Oct 30, 2014

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice translated into Chinese and Spanish with translation taglines in Tagalog, Vietnamese, and Korean
- Email notification with flyer to over 480 CBOs and Elected Official database
- BART website announcement and news story
- Email and presentation to BART Advisory Committees and Task Force Members

- Announcement on the BART Destination Sign System (DSS)
- Social media announcements
- In-station signage
- Postcard size flyer with survey link

Over 2,551 survey responses to the game were received by project staff. The feedback received will be used to develop the BART Vision Plan which will help guide the BART Board of Directors and staff when making decisions about the future of BART.

Embarcadero & Montgomery Capacity Implementation Plan and Modernization Study

Project Overview

BART is working to improve the capacity at two of our busiest stations – Embarcadero and Montgomery. While ridership has been growing for several years, BART has performed several studies to develop project concepts to handle the increasing demand. In addition, BART is identifying modernization needs to improve station functionality, safety, access, appearance, and the overall customer experience. Understanding the concerns of stakeholders and BART riders has been central to the planning underway. BART is now developing an implementation and phasing plan to move forward with the most effective near-term improvements as well as potential future projects to accommodate the increasing number of riders and modernize the stations. These efforts are vital to support the continuing growth of the region and its transit network.

Public Participation Activities

BART held a series of in-station open houses to solicit public input. The first open house events were held on October 28, 2014, at Embarcadero Station during the AM and PM commute hours and October 30, 2014, at Montgomery Station also during the AM and PM commute hours. The purpose of the outreach was to inform BART riders and the public about BART's planning process and efforts to implement capacity and modernization efforts at the stations; build awareness and understanding of challenges and potential solutions; identify community issues beyond those that have already been raised or anticipated; and survey riders and the public on preferences for modernization/capacity improvements.

During the four events, BART staff handed out more than 15,000 postcards with project information in three languages (English, Spanish, Chinese) and taglines in Tagalog, Korean and Vietnamese. The postcard included a link to the project webpage and a request to fill out a survey for each station. Hardcopy surveys and drop boxes for surveys were available at each station for at least 24 hours before and after the events. There were large display boards that included information about the overall project and concepts for increasing capacity and modernization improvements at these stations. The display boards and surveys were also available in Spanish and Chinese.

For Embarcadero Station 2,858 survey responses were received and for Montgomery Station 2,042, totaling 4,900 survey responses. In total, eight Chinese language surveys were collected and seven Spanish language surveys.

A second round of in-station open houses at Embarcadero and Montgomery BART stations was held in October 2015. These events focused on the recommended alternative concepts and modernization improvement options. The open houses were held at the Embarcadero Station on October 13, 2015, and at the Montgomery Station on October 14, 2015. Both were held during the morning commute from 7-10 AM in the free areas of the stations. The public had an opportunity to view display boards, laptops depicting pedestrian flow modeling and 3-D illustrations of the recommended concepts, recommended alternative concepts, and modernization options for each station. The display information was also available in Spanish and Chinese. Comments were collected in conversations (on clip boards) and on an unmonitored, large-format easel note pads that allowed anyone to comment on their own.

BART conducted public outreach for the in-station events using the following methods:

- Creation of outreach flyer with instructions in four languages (Chinese, Korean, Spanish and Vietnamese) on how to request translation services
- Email flyer and survey to key stakeholder mailing list including neighborhood organizations, business groups, community based organizations, elected officials, schools, media and members of the Technical Advisory Committee
- Announcements through BART's Destination Sign System
- BART news story and email alert
- Social Media announcements
- Email and presentation to BART Advisory Committees and Task Force Members
- In-station signage (large posters, digital signs, and sandwich boards)
- Postcard size flyer with survey link

San Francisco Station Entrances on Market Street and Civic Center Station Modernization

Project Overview

BART and the City of San Francisco are working to protect the shared transit stations from weather, and improve both security and escalator durability. The goal of the project is to develop a list of features to improve station function, safety, security, capacity, access, appearance, and overall customer experience. Current funding for this project is available for all station entrances at Powell Street and Civic Center Stations. Market Street will eventually have over 30 new protective canopies at the BART/MUNI entrances.

As part of the Station Modernization Program, BART is developing design and construction cost estimates for Civic Center Station. The goal of the project is to develop and prioritize potential station improvements to upgrade and modernize the station's function, safety and security, capacity, sustainability, appearance, and improve the customer experience. The Master Plan will identify and prioritize projects that address BART's needs as well as incorporate input from local stakeholders and our customers.

Public Participation Activities

BART sought the public's input on conceptual design plans by hosting two in-station events at Powell Street and Civic Center Stations during morning and evening commute on Tuesday, December 16, and Thursday, December 18, 2014.

During the events, project staff were on hand to discuss station needs, proposed improvements, a long-term vision for the station and answer questions. All materials were printed on poster boards displayed at the station. A customer survey was distributed asking the public to choose their preferred design concept. Event materials and the survey were also translated into Spanish and Chinese language. Translation services were available but none were requested.

For the entrance improvements at Powell St. Station, 299 survey responses were received and for Civic Center Station Modernization, 564 survey responses were received.

A second round of in-station events focused on entrances at Powell and Civic Center Station Modernization was held in April 2015. The second round focused on reporting back to the public and sharing proposed designs for the station entrances. The open houses were held on the following dates and times:

Civic Center Station: Tuesday, April 21 from 7 – 10 am and Thursday, April 23 from 4 – 7 pm
Powell Street Station: Tuesday, April 21 from 4 – 7 pm and Thursday, April 23 from 7 – 10 am

All event materials were printed on poster boards displayed at the stations. Staff shared early design ideas and concepts and information on current and future station improvements. Event materials and the station survey for Civic Center were also available in Spanish and Chinese. Over 450 surveys on the Civic Center Station Modernization were collected.

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice translated into Chinese and Spanish with taglines in Tagalog, Vietnamese, and Korean on how to request translation services

- Email notification with flyer to CBO San Francisco database, Community Benefit District, Business Improvement Districts, Project database and Elected Officials
- Announcements through the Destination Sign System
- BART web story and new alert
- Email and presentation to BART Advisory Committees and Task Force Members
- Social media announcements
- In-station signage
- Postcard size flyer with survey link

eBART Pittsburg Center Station

Project Overview

The eBART Project will be an extension of the existing BART system into eastern Contra Costa County using a different rapid transit technology, envisioned to help reduce congestion and ease connections to the conventional BART system while saving costs and construction time when compared to a traditional BART extension. The eBART Project will run from the Pittsburg-Bay Point BART Station, which is the current terminus of the Pittsburg-Bay Point - SFO BART line, eastward along the median of State Route (SR) 4 to the City of Antioch. eBART will use Diesel Multiple Unit (DMU) trains, or light-weight, self-propelled rail cars. The eBART Project will extend rail track 10 miles. Two new stations and one transfer/interface platform will be opened as part of this extension. The two eBART stations will be located at the intersection of Railroad Avenue and SR 4 in the City of Pittsburg (Pittsburg Center Station) and east of the intersection of Hillcrest Avenue and SR 4 in the City of Antioch (Antioch Station). The eBART service will replace existing freeway express bus services which are operated by Tri Delta Transit, the local bus transit service provider in the east county. BART began construction of the eBART project in 2011.

Public Participation Activities

BART conducted public outreach to provide information and to solicit public comment on the construction and operation of the Pittsburg Center Station. BART used established information outlets to engage the stakeholders who would be directly affected by construction and operation of the Pittsburg Center Station.

BART hosted three public meetings to draw participation from minority, low-income, and LEP communities. The meetings were held in the cities of Pittsburg, Antioch, and Brentwood. For the meetings, staff hand-distributed bilingual announcements to local CBOs, churches, and public offices and made announcements in the local Spanish-language newspaper. In addition, environmental documents were made available on BART's website, at local libraries, and at BART.

Approximately 135 individuals attended the three meetings. At each meeting, BART staff gave a presentation about the eBART project. The presentation included a description of the environmental benefits and project partnerships and detailed description of the three main topics, including: access to BART stations, proposed span of service by weekday, and potential fares and travel times. Following the presentation, staff answered questions and responded to comments from participants.

BART also hosted a community meeting to discuss and solicit input from community members regarding the Pittsburg Center Station project and the draft findings of the Title VI/EJ analysis for the station. The meeting was held Thursday, February 26, 2015, at Pittsburg City Hall (65 Civic Avenue) between 7:00 and 8:30 pm. An on-site Spanish interpreter was provided and more than 30 community members attended the meeting.

BART staff and consultants presented on the construction and operation of the Pittsburg Center Station project and on the potential adverse effects analyzed in the environmental justice analysis. BART board member Joel Keller and Pittsburg City Manager provided additional details about the project.

Following the presentation, meeting participants were encouraged to ask questions and provide feedback about the project. The following section provides questions and comments received at the meeting.

BART publicized the community meeting through print and online media, community organizations, and existing email lists (described below). BART used the following publicity and outreach methods for this project.

- Creation of a meeting announcement in English, Spanish, and Chinese with reference to the availability of translation services for the meeting
- Display of an oversized copy of the meeting announcement at the Pittsburg/Bay Point Station
- Meeting announcements mailed to over 2,000 residential and commercial addresses within a half-mile of the project site
- Meeting announcement on BART website
- Meeting announcement and draft Environmental Justice Report posted on BART's Title VI webpage
- Email of flyer and online comment section to 11 local community-based groups and civic organizations
- BART social media posts
- Email and presentation to Title VI/EJ and LEP Advisory Committees at meeting to discuss project
- Advertisement in local print media publication El Mundo (Spanish)
- Multilingual meeting announcement on the City of Pittsburg website and mailed announcements to the City of Pittsburg's list of community based organizations and list of active residents

Warm Springs Title VI Analysis – Fares and Service

Project Overview

The Warm Springs Extension will add 5.4-miles of new track from the existing Fremont Station south to a new station in the Warm Springs district of the City of Fremont, extending BART’s service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs district, are not served by the BART fixed guideway system.

Public Participation Activities

BART conducted public outreach to provide information to the public about the extension and the new Warm Springs/South Fremont station and solicit feedback on key service changes and proposed fare-setting.

BART hosted a series of outreach events with information tables where staff was able to speak directly with customers and communities that will be directly affected by the opening of the new Warm Springs/South Fremont Station and its related service changes. Outreach for the project consisted of two components:

Informing the Warm Springs community of the new service and the application of BART's existing distance-based fare structure to this new service, and performing outreach for the four system-wide service plan options, focusing on the three stations--Glen Park, Balboa Park and Daly City – where service might be impacted by the opening of Warm Springs.

At the outreach events, the public had an opportunity to read information about key service changes and the application of BART’s distance-based fare structure to the new Warm Springs/South Fremont Station and provide comments by completing a survey.

The outreach events provided customers with the following information:

- A poster-sized map of the four service plan options and the new service alignment
- A “Project Fact Sheet” handout with project information, facts about the new station and its amenities, and facts about the major service changes and new fares associated with the new extension; and
- A survey for customers to provide comments and feedback on the service options, application of BART’s current distance-based fare structure, and selected demographic data for BART to use in its Title VI analysis process.

BART sought the public’s input on the four proposed service options and fare-setting for the Warm Springs/South Fremont Station at outreach events in Fremont and San Francisco from Saturday, March 7th to Thursday, March 12th.

Date and Time	Location	Interpreters
Saturday, March 7 10 am – 2 pm	Milpitas Library 160 N. Main Street	Mandarin & Cantonese Vietnamese
Monday, March 9 6 am – 10 am	BART Fremont Station Concourse Area	Mandarin
Tuesday, March 10 4 pm – 8 pm	BART Fremont Station Concourse Area	Mandarin

Wednesday, March 11 11 am – 3 pm	BART Balboa Park Station Concourse Area	Cantonese
Thursday, March 12 11 am – 3 pm	BART Daly City Station Concourse Area	Cantonese Spanish

Outreach events held in Fremont captured input from current riders and potential riders who could use the Warm Springs/South Fremont Station. Events were scheduled at various times, Saturday and the morning and evening weekday commutes, in an effort to reach the largest audience. The events hosted at the BART stations at Balboa Park and Daly City were scheduled to seek input from riders who might be impacted by Service Option #3, in which most of the impacts will be during the off-peak period.

The surveys and project fact sheet were available in hard copy in English, Spanish, Chinese, Vietnamese, and Hindi at the five outreach events.

Additionally, the survey, project fact sheet, and project maps were available online at bart.gov/wsx for the public to view and provide feedback. These items were posted online from Thursday, March 5, 2015, to Wednesday, March 18, 2015 and were available in English, Spanish and Chinese.

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists. The following publicity and outreach methods were used for this project:

- A multilingual flyer/mailer in English, Spanish, Chinese, Vietnamese, and Hindi (including reference to the availability of translation services for the meeting)
- An oversized copy of the multilingual flyer was displayed at Fremont, Daly City, Balboa Park, Glen Park
- BART website announcements and posted draft Title VI Equity Analysis.
- BART social media announcements
- BART Passenger Bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean) at the following BART stations:
 - Fremont
 - Daly City
 - Balboa Park
 - Glen Park
 - MacArthur
 - West Oakland
 - Lake Merritt
 - Bay Fair
- Announcement broadcasted on the BART Destination Sign System (DSS) at all BART stations throughout the District, as well as targeted messages at Fremont, Daly City, Balboa Park and Glen Park stations
- Advertisements in local print ethnic media including:
 - El Mensajero (Spanish)
 - El Observador (Spanish and English)
 - India West (English)
 - Viet Nam, the Daly News (Vietnamese)
 - Sing Tao (Chinese)
 - World Journal (Chinese)

- Tri City Voice
- Email notice to more than 480 local community-based groups and civic organizations
- Email notice to approximately 5,186 recipients on the Warm Springs Project email subscriber list through GovDelivery
- Recorded outreach details on the WSX Project Information Line.

The public outreach effort resulted in 777 survey responses (428 online respondents and 349 hard copy), with five surveys completed in Spanish and 36 completed in Chinese.

Concord Station Modernization

Project Overview

BART is embarking on a Station Modernization Program that will invest resources and efforts into the existing core stations and surrounding areas to advance transit ridership and enhance the quality of life around the stations. As part of the Station Modernization Program, BART is developing a conceptual redesign of the Concord Station. The goal of the project is to develop potential station improvements to upgrade and modernize the station function, safety, capacity, sustainability, appearance, and improve the customer experience.

Public Participation Activities

On April 8, 2015, BART and the City of Concord hosted an Open House at the Willow Pass Center (2748 East Olivera Road) Concord) from 5:30 – 7:30pm. At the Open House, participants had an opportunity to learn about project goals and timeline, meet the project team, and provide feedback on various project elements such as placement of a new elevator in the fare paid zone, new stairway and two new egress stairs, new entries and relocation of the station agent booth, new concourse enclosure system, improvement of platform and concourse sightlines.

All event materials were printed on large poster boards and available in Spanish. Meeting participants were able to rate the relative importance of potential improvements on a scale of 1 to 5. In total, BART received 107 responses from the open house and online surveys. Spanish translation services were also provided at the community meeting.

BART conducted public outreach for the in-station events using the following methods:

- Creation of a meeting notice translated into Spanish
- Email notification with flyer to Contra Costa CBO database, Concord area stakeholder list, and local elected officials
- BART news story and alert
- Email and presentation to BART Advisory Committees and Task Force Members
- Social media announcements
- In-station signage
- Email outreach from the City of Concord

Telephone Town Hall Meeting and Online Webcast on Fiscal Year 2016 Budget

Project Overview

BART hosted a telephone town hall meeting and online webcast on Thursday, May 7, 2015, from 6:30pm-7:30pm to offer the public the opportunity to ask questions about BART's Fiscal Year 2016 budget before it was adopted by the Board of Directors.

During the town hall meeting, BART officials were able to take questions from participants who called in live to either an English or Spanish simulcast. There was also an online webcast feature that allowed participants to watch the event live from a computer and submit a question in writing during the event.

The telephone town hall included a brief overview of the budget, polls to gauge the public's priorities and an overview of the planned January 1, 2016, 3.4% inflation based fare increase to help fund new train cars, a new train control system, and a new maintenance facility.

Public Participation Activities

BART conducted public outreach for the telephone town hall meeting using the following methods:

- Creation of an outreach flyer in English and Spanish
- Email notification with flyer to CBO database, community stakeholders, and elected officials
- BART news story and email blast
- Email and presentation to BART Advisory Committees and Task Force Members
- Social media announcements
- In-person outreach at community fairs and festivals

There were a total of 320 phone participants in the telephone town hall meeting and 65 web participants. Twenty-four individuals participated in the Spanish simulcast and BART received a total of 59 questions/comments from phone and web participants.

Proposed Productivity-Adjusted Inflation-Based Fare

Project Overview

To ensure compliance with federal and state civil rights regulations, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In 2016, BART had a scheduled productivity-adjusted inflation-based fare increase valued at 3.4% to begin on January 1. This increase is the second in BART's program of productivity-adjusted inflation-based fare increases, which began in 2006, and has been extended to include increases in 2014, 2016, 2018, and 2020. In October 2013, the Board approved findings of the Title VI analysis for the 2014 fare increase. For each increase, once the inflation percentage increase is known for that year and public input is solicited, a Title VI analysis must be updated, finalized, and approved by the Board.

Public Participation Outreach

Consistent with BART's Public Participation Plan, BART solicited input from all riders, including minority, low-income, and Limited English Proficient (LEP) riders. BART made available in English, Spanish, and Chinese, as well as other languages upon request, information about the proposed fare increase as well as a survey for gathering rider comments and demographic data.

The public was made aware of the fare increase and survey through the following methods:

- BART news story. Examples of print, broadcast, and radio media that reported to the public on the increase include:
 - San Francisco Chronicle
 - Telemundo (Spanish language television)
 - San Mateo Daily Journal
 - ABC Channel 7
 - CBS Channel 5
 - Fox Channel 2
 - Oakland Tribune
 - PBS Channel 9
 - Contra Costa Times
 - KGO radio
 - KTSF Channel 26 (Asian language television)
- Posting on BART website with a link to a YouTube webinar on the fare increase, available in English, Spanish, or Chinese.
- Email and letter to over 480 community based organizations (CBOs) regarding the increase and directions for taking the survey.
- Community presentations at La Clinica de la Raza in Pittsburg and Lao Family Community Development and Family Bridges in Oakland
- Outreach by BART staff at Cinco de Mayo event in San Francisco to gather input.
- Discussion of fare increase during BART Telephone Town Hall Meeting on May 7, 2015 conducted in English and Spanish

The public could provide comments on the proposed 2016 fare increase by completing the online or print survey, by e-mail, by phone, by fax, or by US mail. BART received 485 surveys (281 print and 204 online surveys) that included 286 comments, and 49 comments were submitted through e-mail and phone. The most comments, 171, came from online survey respondents. Print survey respondents

provided 115 comments. In addition, the YouTube webinar had 68 views (40 in English, 18 in Spanish, and 10 in Chinese).

Input was also provided by members of BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. Four meetings were held with the advisory committees, two with each committee. Staff presented background on the inflation-based fare increase program, explaining that revenue from inflation-based increases by Board resolution will only be used to help fund BART's highest priority capital renovation projects including new rail cars, a train control system, and the Hayward Maintenance Complex.

Discontinuation of BART Plus Ticket Program

Project Overview

The BART Plus ticket, good for a two-week period, is used as a flash pass for unlimited bus rides, gives a discount of 5% to 8% for BART trips, and can be used to make a last BART trip with as little as a nickel left on the ticket. Ticket prices range from \$43 to \$76 for a two-week period. The price of the bus pass portion of a ticket is always \$29. For BART trips, the rider pays a discounted amount of \$14 to \$47 to receive BART value of \$15 to \$50.

The BART Plus ticket, is an intra-agency joint fare product accepted by BART and currently the following five bus operators:

Bus	Operating Agency
County Connection	Central Contra Costa Transit Authority
Tri-Delta	Eastern Contra Costa Transit Authority
Union City Transit	City of Union City
WestCAT	Western Contra Costa Transit Authority
Wheels	Livermore Amador Valley Transit Authority

The agreement among these agencies governing the BART Plus program expired on December 31, 2015. In 2013, San Francisco Muni, Dumbarton Express, SamTrans, and Santa Clara Valley Transportation Authority ended their participation because they had implemented the use of the all-in-one transit card Clipper. As the four operators chose to withdraw from the program, each of them was responsible for performing its own Title VI analysis of the impact of terminating participation. None of the completed Title VI analyses provided to BART found a disparate impact and/or disproportionate burden resulting from withdrawing from the BART Plus program.

As the Federal Transit Administration (FTA) has encouraged transit agency coordination in undertaking Title VI requirements for joint fare products, BART and the five bus operators agreed that BART would undertake coordinated Title VI analysis for the discontinuation of the BART Plus ticket.

Public Participation Activities

In accordance with BART's Public Participation Plan, public outreach was undertaken to receive input on discontinuing the BART Plus ticket from low-income, minority, and limited English-proficient (LEP) riders.

During September 2015, BART made available in English, Spanish, and Chinese, as well as other languages upon request, information about the program termination, available fare media alternatives to BART Plus, as well as a survey for gathering rider comments and demographic data. The survey was available online at bart.gov or in print.

Given that BART Plus riders represent just 0.007% of all daily BART riders, reaching BART Plus riders was difficult and challenging. Staff worked with the participating bus operators, canvassed bus riders in stations and analyzed actual BART Plus ridership trends to reach as many riders as possible.

The public was made aware of the outreach effort and survey through the following methods:

- A notice in English, Spanish, and Chinese posted in the public notice holder of the buses of BART Plus participants during the month of September 2015
- A public notice in English, Spanish, and Chinese posted on the 61 BART ticket vending machines at the 11 BART stations at which BART Plus bus operators connect to BART, first posted at the beginning of September 2015 to remain in place through December 2015
- Online information and a link to the BART Plus survey in the Title VI section of BART's website during the month of September 2015.
- In-station outreach events at which the survey in English, Spanish, and Chinese was handed out to BART Plus riders. Due to limited BART Plus ridership, staff had to analyze time-of-day BART Plus trip-taking information from BART's automated fare collection equipment to identify the stations and time periods where BART Plus trips were most likely to be made.
 - September 17, 2015, 5pm-6pm, Walnut Creek Station: Staff provided one BART Plus rider with the survey and a return self-addressed, stamped envelope. This survey was not mailed back to BART.
 - September 24, 2015, 4:30pm-5:30pm, Dublin/Pleasanton Station: Staff provided surveys to four riders, two of whom were BART Plus users. Two riders completed the survey in-station, neither of whom was a current BART Plus rider. Two riders took the survey with them to return using the self-addressed, stamped envelope provided, and both surveys were mailed back to BART.
 - September 30, 2015, 2:30pm-3:45pm, Concord Station: Staff canvassed the station and the bus waiting area for BART Plus riders, but no BART Plus riders were present to be surveyed.
- BART station agents were notified of the public outreach and asked to encourage BART Plus riders to complete the survey during the month of September 2015.
- Surveys were also available at the customer service departments of BART and the bus operators for mailing to customers requesting them during the month of September 2015.

Of the six surveys BART received, two surveys were from BART Plus riders. One respondent identified as minority and non-low income, and the other respondent identified as non-minority and non-low income. In addition to the two survey comments, one voice mail was left by a commenter who noted that BART Plus has been economical for her to use for years.

Input was also provided by members of BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART staff met with the Title VI/Environmental Justice Advisory Committee on May 11, 2015, and the LEP Advisory Committee on May 19, 2015. At the May meetings, staff presented background on the BART Plus program and the process for undertaking Title VI analysis and outreach for program termination. On October 20, 2015, a joint meeting of the two advisory committees was held at which staff presented Title VI analysis preliminary findings.

Downtown Berkeley Station Modernization

Project overview

As part of the Station Modernization Program, BART is currently developing a conceptual redesign of the Downtown Berkeley Station. The goal of the project is to create a blueprint for the Downtown Berkeley Station that identifies and prioritizes long-term improvements. The Station Modernization Conceptual Design Plan will provide BART with a vision for modernization and place making. This plan will identify improvements that bring a high standard of design excellence, functionality, and cost effectiveness.

Public Participation Activities

BART held two public in-station outreach events at the Downtown Berkeley BART Station to acquire riders' opinions on the modernization of the Downtown Berkeley Station. They were held on September 30, 2015, during the evening commute (4-7 pm) and on October 1, 2015, during the morning commute (7-10 am). BART riders and members of the public had an opportunity to learn about the modernization study, speak with BART planning staff, and provide comments through a paper survey form. In addition, between September 30 and October 19, 2015, BART collected feedback through an online survey. BART received 1,031 responses and 357 comments during this period. No translation services were requested by members of the public.

BART conducted public outreach for the in-station events using the following methods:

- Creation of outreach flyer with instructions in four languages on how to request translation services
- Targeted email outreach conducted by BART, City of Berkeley, Berkeley Downtown Business Association, and UC Berkeley
- Web posting on BART news and project page
- Web posting on City of Berkeley website
- Neighborhood outreach to residences and businesses
- Two A-frame sign boards in Downtown Berkeley Station concourse
- Outreach to Berkeley City College, Berkeley Main Public Library, and Berkeley High School
- Announcements through the Destination Sign System
- Email to BART Advisory Committees and Task Force Members
- BART social media posts
- Postcard size flyer with survey

Balboa Park Station Drop-off/Pick-up

Project Overview

BART and the City of San Francisco are considering removing the upper yard adjacent to the Balboa Park BART Station, which includes a drop-off/pick-up zone in order to accommodate an affordable housing project and public pedestrian-way.

In order to get feedback on the proposed improvements, and impacts on the removal and relocation of the drop-off/pick-up zone, BART created a customer survey in English, Spanish, and Chinese.

BART promoted the survey using the following methods:

- In person outreach to station users during peak commute periods
- Email notification with survey link flyer to local community based organizations, schools, planning groups, neighborhood councils, and elected officials
- Notice on project webpage
- In-station signage
- Outreach during the Balboa Park Station Modernization Open House in June 2015

In total, BART has received 306 survey responses since September 2015.

Balboa Park Station Modernization

Project Overview

As part of the Station Modernization Program, BART is currently developing design and construction cost estimates for Balboa Park Station. The goal of the project is to develop and prioritize potential station improvements to upgrade and modernize the station's function, safety and security, capacity, sustainability, appearance, and improve the customer experience. BART is also partnering with the City of San Francisco to identify plaza improvements to support the Upper Yard Affordable Housing Project. The Plan will position BART to partner and seek funding for implementation.

In order to get customer feedback on the proposed improvements, BART staff held two in-station events at Balboa Park Station to discuss the future of the station on Wednesday, June 15, 2016 during the morning and evening commute. BART riders and members of the public had an opportunity to learn about the modernization study, proposed improvements, fill out a survey, talk to BART staff and provide comments.

Public Participation Activities

BART conducted public outreach for the in-station events using the following methods:

- Creation of outreach flyer with instructions in four languages (Chinese, Korean, Spanish and Vietnamese) on how to request translation services
- Email notification with flyer to CBO database, Community Benefit District, Business Improvement Districts, and Elected Officials
- Postcard size flyer with survey link
- Email to BART Advisory Committees and Task Force Members
- BART news story
- Social media announcements
- In-station signage

BART received 371 survey responses including print and online. No translation services were requested.

Appendix 4: Public Participation Procedures (PPPro)

October 2015

For Internal Use Only



Public Participation Procedures



San Francisco Bay Area Rapid Transit

Prepared by the Office of Civil Rights in collaboration with Government & Community Relations

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I. INTRODUCTION

The San Francisco Bay Area Rapid Transit District's (BART or District) Public Participation Plan (PPP) was established in 2011 in order to ensure that BART, complying with Title VI of the Civil Rights Act of 1964 and other federal and state regulations, utilizes effective means of providing information and receiving public input on transportation decisions from low-income, minority, and limited English proficient (LEP) populations.

This guide (Public Participation Procedures) outlines the current public participation methods that BART utilizes, as well as future methods that BART is exploring. Experience has demonstrated that integrating outreach planning at the beginning of a project will ensure a smooth transition into the later stages of the project. To facilitate the process, District Project Managers and/or Supervisors (hereinafter referenced as PMs) can reference this guide (a condensed version of the current PPP) for their projects' public participation and outreach process.

A checklist (adapted from Government and Community Relations' (GCR) BART Public Participation Model) is included in Appendix A for PMs to easily refer to for public participation efforts. A public participation staff contact list is included in Appendix B.

PMs can utilize the many resources available in this guide to develop a meaningful public involvement plan for their project. BART's Office of Civil Rights (OCR), GCR, and Communications are departments that can assist in developing a public involvement plan. By combining the technical knowledge of the PM with these departments' experience working with elected officials, community-based organizations, special interest groups, and the general public, the PM can expect to develop and implement a successful public outreach plan.

II. PUBLIC PARTICIPATION: PLANNING PROCESS

Below are the suggested steps for a PM to consider when beginning the outreach process.

1. Submit a Transportation Decision Evaluation Form to BART's Office of Civil Rights (Optional)

Most projects should undergo a Title VI/Environmental Justice (EJ) review by the Office of Civil Rights (OCR). The PM should fill out a "Transportation Decision Evaluation Form" (available on WebBART's OCR webpage and in Appendix D) and submit it to OCR. OCR evaluates the form to determine what steps are necessary to comply with Title VI and/or BART's EJ Policy. OCR's compliance analysis identifies the level of analysis required for the project and the appropriate level of public outreach.

2. Budget Considerations

If your project is a capital project that will require public outreach, consider including a public participation budget in your grant request. Some budget considerations include:

- Facility fees
- Production of meeting notice and project graphics
- Document translation
- Direct mailing
- Newspaper advertisements
- Meeting recording/transcripts
- Translation services (contact OCR for translation services)
- Childcare
- Refreshments
- Consultant fees

Please see GCR's "Public Participation Outreach-Meeting Cost Estimates" document in Appendix D to help you better estimate the costs of your public participation.

3. Determine Project Outreach Goals and Objectives

Before beginning a project, you should consider what subject(s) and content you want to communicate to the public. In other words, you should consider what critical message(s) the project wants to convey to the public. Listing at least 3 main points is a helpful start.

4. Consider Your Project's Timelines: Board Approval

Will the project require Board approval? Are you attaching a public participation report to your EDD? If the answer is yes to these questions, you should consider various public participation factors when creating your project timeline. For example, if the project requires a presentation to the Advisory Committees, you should include this into the project's timeline and allow for adequate time and notice to present to the Committees.

5. Systemwide Change vs. Small Scale Change

The PM should identify whether the project is a systemwide change or a smaller project, because the public outreach will differ for both types of projects. See Section IV of this guide for an example of both a systemwide and small scale change project.

6. Determine the Audience

Determining the scale of the project will help the PM determine the audience the project is trying to reach. You should identify the following characteristics of the project's audience: gender, age group, ethnicity, race, country of origin, literacy level, etc. in order to tailor the project's public outreach.

7. Demographic Analysis to Identify Target Populations and Public Participation Needs

A demographic analysis might be required depending on the project. If that is the case, the PM or staff should contact OCR to obtain current demographic information relating to their project in order to make the outreach more specific. OCR can assist you in identifying significant populations for targeted outreach, including minority, low-income, and limited English proficient (LEP) populations. Alternatively, staff can also contact BART's IT/GIS department directly for demographic information.

Once you have determined the target population(s), you should consider the communities' preferences and needs. For further information on the language needs and requests of LEP populations in the 4-county BART service area, please see the Toolbox of Public Participation Methods in Appendix C.

8. Identify Language Service Needs

The PM should identify language service needs in order to distribute appropriate materials to the targeted communities.



BART-to-Oakland International Airport Outreach Event 2014

OCR can assist in identifying languages for targeted areas and translate documents into the 2 most frequently encountered languages (Spanish and Chinese) plus additional languages if needed. OCR can also provide interpreters for your event if requested. Forms for staff to request translations of documents and to request interpreters are available on WebBART's OCR webpage and in Appendix D.

9. Create an Outreach Strategy: Ways to Communicate

The PM must consider the most appropriate outreach method for community input. For media outreach, contact the Communications department.

a. The following are examples of community input formats:

- Informational meeting
- Open house
- In-station open house
- Focus group
- Site tour
- Telephone/key person interview
- Workshop
- Survey



*BART Embarcadero Station Capacity
Outreach Event 2014*

b. The following are some outreach methods that are currently being utilized at BART:

- Direct mail
- Station notifications (passenger bulletin, BART Times newsletter, Destination Sign System, informational table, etc.)
- Web (BART website, Facebook, Twitter, city website, etc.)
- Email notifications
- Local newspapers
 - The Oakland Post
- Ethnic media (news publication)
 - El Mensajero (Spanish)
 - Sing Tao (Chinese)
 - Korean Times (Korean)
 - Viet Nam, The Daily News (Vietnamese)
- Ethnic media (television)
 - Telemundo 48, Univision 14 (Spanish)
 - KTSF Channel 8 and 26 (Chinese)
 - Vietnamese TV, USA (Vietnamese)
 - KTSF Channel 8 and 26 (Korean)

- Radio
 - Regular communications with media
 - BART Board meetings
 - Partnerships with community-based organizations (CBOs)
 - Communications with elected officials
 - Press briefings and news releases
 - Participation in community fairs and festivals
 - Sponsorship of major community events
 - Mailings to neighbors of stations
 - Educational tours and briefings
 - Language Line Services (LLS)
 - Language interpreters at public meetings
 - Written language assistance services
- c. Meeting participants and survey respondents have suggested that effective methods for outreach include:
- Publicity at BART stations or trains
 - Direct mail
 - BART seat drops
 - Flyers at turnstiles/BART trains
 - Publicize opportunities on local buses or at local bus stops

10. Coordinate with Local Stakeholders

PMs should coordinate with local stakeholders who can help disseminate the information to the targeted communities. Please contact GCR for assistance in these efforts. GCR maintains a comprehensive list of 474 CBOs covering BART's 4-county service area. In order to coordinate with local stakeholders, the following steps must be considered.

- a. Identify all local stakeholders to engage in public outreach. Consider the following types of CBOs in order to reach minority, low-income, and LEP populations within the project area.
- Faith-based organizations
 - Geographic specific-tenant and neighborhood associations
 - Neighborhood/community development corporations

- Education
 - Social services
 - Recreation
 - Environmental
 - Political
 - Youth and senior
 - Chambers of Commerce
 - Convention and visitor's bureaus
 - Community centers
 - Social service agencies or CBOs that serve minority/low-income/LEP populations.
- b. Clearly explain the desired outcomes to the local stakeholders for the different public participation methods chosen. For example, a meeting format that allows for small group discussion will give participants an opportunity to discuss and understand the information being presented. For a construction project, an on-site informational tour may help community members better understand the impact the project would have on their immediate neighborhood.
- c. Consider the different roles each group may play such as sharing information, collecting input, letter writing, or setting community priorities.
- d. Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs. Community advisors can help BART avoid potential scheduling conflicts and take advantage of existing events where they can easily reach a significant number of community members.
- e. Meeting organizers should carefully consider convenient meeting locations and times in order to enhance participation from low-income communities. In 2010, focus groups with mainly low-income participants expressed some of the following concerns/preferences:
- Meeting times coordinated with transit schedules.
 - Weekend meetings preferred over weeknight evenings or during business hours.
 - Meetings held at accessible meeting locations, near or even at a BART station.
 - Meetings held at a safe location.
 - Refreshments and childcare offered at meetings.

11. BART's Advisory Committees

BART has a total of 8 Advisory Committees that staff should consider utilizing, depending on the project. They include: Accessibility Task Force, Bicycle Task Force, Business Advisory Council, Citizen Review Board, Earthquake Safety Program Citizens' Oversight Committee, Transit Security Advisory Committee, Limited English Proficiency (LEP) Advisory Committee, and Title VI/Environmental Justice (EJ) Advisory Committee.

12. OCR's Title VI/Environmental Justice (EJ) and Limited English Proficiency (LEP) Advisory Committees

Title VI/EJ and LEP Advisory Committee members have played an integral role in providing a voice for the communities in which they serve. Members are involved in BART's transportation decision process and have the opportunity to provide feedback on current projects that impact minority, low-income, and LEP populations.

OCR's Title VI/EJ Advisory Committee (established in April 2013), encourages the full and fair participation of minority and low-income populations in the District's transportation decision-making process. OCR's LEP Advisory Committee (established in November 2011), 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 ability.



OCR's Limited English Proficiency Advisory Committee 2014

Current Committee members are active participants of local community-based organizations that serve Title VI, EJ, and LEP populations within the BART service area. Advisory Committee members can also assist in distributing information to the community via flyers or surveys for any BART-related projects.

In 2013-2014, OCR's Advisory Committees provided input on the following projects:

- Station Modernization Program
- Consumer Price Index (CPI) Fare Increase Program
- Oakland Airport Connector Project Train and Station Signage and Audio Announcements
- Fleet of the Future Train Car Mockup
- BART Priority Seating and Train Safety Card Signage
- "Learn BART" booklet for LEP riders

In order to prepare for a meeting with the Title VI/EJ and/or LEP Advisory Committee, project staff should initiate the following steps:

- a. Determine the goal of your presentation.
 1. What is the purpose of your presentation?
 2. Do you have any specific questions you want to ask the Title VI/EJ and/or LEP Advisory Committee?
 3. How will you incorporate the Advisory Committee's feedback into your project?
- b. Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee.
- c. Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s).
- d. Inform OCR of the timeframe of your public outreach. Do you need feedback months in advance of your outreach, or sooner?
- e. A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation.
- f. If you plan on distributing handouts or copies of your presentation, please bring 20 copies.
- g. If you have an electronic presentation, email it to OCR in advance, if possible, otherwise bring it to the meeting in a USB flash drive. OCR will provide the laptop and projector.
- h. If Advisory Committee feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please inform OCR.
- i. Depending on the timeframe of the project, determine if you want any follow up meetings with the Advisory Committees and contact OCR if so.
- j. In some instances, the Advisory Committees may want to follow up on projects that were presented to them. OCR will contact you if this is the case.

13. Prepare for Outreach: Public Notice

Preparing for outreach is the next step. The following steps are suggested for outreach:

- a. Ensure that outreach begins 2 weeks prior to your event (if not sooner) in order to provide adequate meeting notice to the public.



BART Vision Outreach Event 2014

- b. Flyers, notices, surveys, etc. might require translation. Fill out OCR's "Translation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 4 weeks prior to your event (if not sooner) in order for your documents to be translated in a timely manner and to allow yourself at least 2 weeks to publicize your event.

- c. Some outreach events might require interpreters. Fill out OCR's "Interpretation Services Request Form" (available on WebBART's OCR webpage and in Appendix D) and submit to OCR at least 72 hours in advance of your event if you require an interpreter(s).

- d. Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area.
- e. Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.
- f. Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input.

14. Implement Public Participation Strategy

While conducting outreach, the public participation strategy must also be implemented.

- a. Implement the methods defined in the public participation strategy.
- b. Gather participant contact information during the public participation activity for future project correspondence and updates.
- c. Collect and record community input through note taking, wallgraphics, surveys, recordings, etc.

15. Compile, Review, and Report Results

After outreach has been conducted, the results should be compiled, reviewed, and reported.

- a. Compile and report results with the project team, partners, local governments, CBOs, etc.
- b. Utilize OCR's Title VI Outreach Form (available on WebBART's OCR webpage and in Appendix D) to record Title VI/EJ/LEP outreach information and submit to OCR. Outreach information provided by your project will be used by OCR in its required reporting to the Federal Transit Administration.
- c. Clearly define how public input will or will not be incorporated into the project scope/description. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken its recommendations into account as part of its overall analysis.
- d. Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance.

16. Community Reporting and Transparency

Throughout the entire project, transparency to the community is essential.

- a. Make sure the community is aware of key decision-making activities such as board meetings or where action should be taken, so community members can see how the decision was made.
- b. Communicate results back to the community, providing a record of the number and characteristics of the participants and date, time and location meetings, and description of the rationale for how and why suggestions made through community input were or were not implemented.
- c. Regularly update the community on the status of the issue and identify additional opportunities for community input.



BART Fleet of the Future Outreach Event 2014

- d. If Advisory Committee input was incorporated into your project, contact the responsible department and inform them. A follow-up meeting with the Advisory Committee(s) might be necessary.

III. INNOVATIVE OUTREACH METHODS

In the future, BART is planning on implementing new outreach methods. Traditionally, BART has used public meetings, outreach tables, printed surveys, and onboard surveys as some general outreach methods. BART has utilized You-Tube webinars, advisory committees, social media, and online and tablet surveys as some new methods of outreach.

Another method that BART is exploring for outreach include online town halls. Some options include Webinars, telephone town halls, and live videos on bart.gov. Please contact GCR and the Communications department if you are interested in utilizing any of these methods. BART will continue to explore innovative and effective outreach methods in order to better reach the public.



BART Vision Outreach Event 2014

IV. BART PUBLIC PARTICIPATION PLANS IN ACTION

1. Systemwide Change: Oakland Airport Connector

BART conducted a series of public outreach to provide information and to solicit public comment on the key service changes and new fares of the new BART-to-Oakland International Airport (OAK) service. The service had been widely reviewed in public forums over the past 10 years, and a key component of the outreach was to receive input from low-income, minority, and LEP community members.

BART hosted a series of outreach events with informational tables where staff interacted directly with customers currently utilizing the existing AirBART system. In addition, BART provided the public information about key services and new fares. The outreach events provided customers with information through a poster-sized map of the project area and new service alignment and a handout with project information and facts about the major service changes and new fares. Customers were provided with comment forms in order to comment on the service changes and new fares. This form also allowed BART to collect demographic data.

The handout and comment form were provided in e-mailed correspondence up to 3 times to the OAC e-mail subscriber list (4,900 recipients) and to more than 400 local community based groups and civic organizations including:

- GCR's CBO databases for the 4-county service area
- Airport Area Business Association
- Bay Area elected officials in Alameda, Contra Costa, and San Francisco County
- City of Oakland (multiple departments and contacts)
- Oakland Chamber of Commerce
- Oakland International Airport (multiple department and contacts)
- OCR's Title VI/EJ Advisory Committee and LEP Advisory Committee
- OAC Construction Management Team



*BART-to-Oakland International Airport
Outreach Event 2014*

The outreach events were held concurrently at both the BART Coliseum Station and Oakland International Airport. Dates and times were selected based on peak travel time for users of AirBART.

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists. Publicity included the following:

- Distributed multilingual flyer/mailer in English, Spanish, Vietnamese, Chinese and Korean (including a reference to the availability of translations services for the meeting).
- Displayed oversized copy of flyer at Coliseum Station.
- Posted BART website announcement.
- Distributed BART Passenger Bulletin at all BART Stations in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean).
- Placed advertisements in local print media, including those in different languages.

- Posted an announcement on the BART Destination Sign System (DSS) at all BART stations throughout the District. DSS messaging plays four times in an hour and broadcasts about 4,000 to 5,000 times a day.
- Posted on BART's social media: Facebook, Twitter.
- Recorded outreach details on the OAC Project Information Line with information on how to submit comments.

2. Small Scale Change: BART's DI/DB Policy

BART implemented the Disparate Impact/Disproportionate Burden (DI/DB) Policy per the requirements of the Federal Transit Administration's Circular 4702.1B.

In order to establish a threshold used to assess disproportionate impacts of major service changes or fare changes on protected populations, BART had to first define the terms "disparate impact" and "disproportionate burden" so these terms could be communicated to and discussed with the public.

During the months of June and July of 2013, outreach was conducted with OCR's Title VI/EJ Advisory Committee, transportation equity advocacy groups, and interested Board of Directors. Additionally, the DI/DB Policy was posted on www.bart.gov, on social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via Youtube.

In total, BART conducted 8 outreach meetings:

- 1 meeting with the Title VI/EJ Advisory Committee. The Advisory Committee meeting was noticed 72 hours in advance and was accessible to members of the public. The meetings were advertised at BART stations through posters, Destination Signage System (DSS) and BART Times. A website notice was posted on www.bart.gov.
- 2 meetings with transportation equity advocacy groups including Public Advocates, Urban Habitat, and TransForm. BART reached out to these organizations through targeted e-mails and phone calls.
- 5 meetings with interested Board of Directors.
- The public was also able to provide written comments via U.S. Mail, fax, phone, or email.
- The Policy was also translated into Chinese and Spanish and available in additional languages upon request in compliance with the District's Language Assistance Plan.

V. CHECKLIST

Please see Appendix A for a checklist for PMs to use that summarizes this guide.

VI. PUBLIC PARTICIPATION STAFF CONTACT LIST

Please see Appendix B for a list of staff.

VII. TOOLBOX OF PUBLIC PARTICIPATION METHODS

Please see Appendix C for a list of how to tailor outreach efforts to different communities' preferences.

VIII. BART RESOURCES AND FORMS

Please see Appendix D for BART forms that staff can utilize. Many of these forms are available on WebBART's OCR website.

IX. 2012-2013 PROJECTS: PUBLIC PARTICIPATION SUMMARY

Please see Appendix E for a "2012-2013 Public Participation Summary" compiled by GCR. It includes various BART projects and the different community input, outreach methods, and participation data. Similarly, the summary will give the PM ideas on how to implement his own public participation.

X. OUTREACH SAMPLE MATERIALS

Please see Appendix F for samples of documents that have been produced and translated for various projects.

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Public Participation Procedures Checklist Appendix A



Public Participation Procedures Checklist

I. Public Participation: Planning Considerations

1. Submit a Transportation Decision Evaluation Form to BART's Office of Civil Rights: (Optional)
2. Review the public participation staff list to contact appropriate staff.
3. Budget Considerations:
 - If your project is a capital project that will require public outreach, consider including a public participation budget in your grant request.
 - Utilize GCR's "Public Participation Outreach-Meeting Cost Estimates" document. Some budget considerations include:
 - Facility fees
 - Production of meeting notice and project graphics
 - Document translation
 - Direct mailing
 - Newspaper advertisements
 - Meeting recording/transcripts
 - Translation services (contact OCR for translation services)
 - Childcare
 - Refreshments
 - Consultant fees
4. Will the project require Board approval? Are you attaching a public participation report to your EDD?
5. Determine your project outreach goals and objectives. What is the critical message the project is conveying to the public?
6. Is your project a systemwide change? **OR** Is your project a small scale change?

II. Identify Target Populations and Public Participation Needs

1. The PM should identify the following to determine his audience: gender, age group, ethnicity, race, country of origin, literacy level, etc.
2. Contact OCR or GIS directly to obtain current demographic information relating to your project in order to make the outreach more specific.

III. Identify Language Service Needs

1. OCR and/or IT/GIS can assist in identifying the languages for targeted areas of your outreach.

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2. Languages:

- Spanish Chinese (Mandarin) Chinese (Cantonese)
 Vietnamese Korean Tagalog Other _____

IV. **Create an Outreach Strategy: Ways to Communicate**1. Examples of community input formats (choose as appropriate for effective community input):

- Informational meeting
- Open house
- In-station open houses
- Focus group
- Site tour
- Telephone/key person interview
- Workshop
- Survey

2. Current BART outreach methods:

- Direct mail
- Station notifications (passenger bulletin, BART Times newsletter, Destination Sign System, informational table, etc.)
- Web (BART website, Facebook, Twitter, city website, etc.)
- Email notifications
- Local newspapers
 - The Oakland Post
- Ethnic media (newspapers)
 - El Mensajero (Spanish)
 - Sing Tao (Chinese)
 - Korean Times (Korean)
 - Viet Nam, The Daily News (Vietnamese)
- Ethnic media (television)
 - Telemundo 48, Univision 14 (Spanish)
 - KTSF Channel 8 and 26 (Chinese)
 - Vietnamese TV, USA (Vietnamese)
 - KTSF Channel 8 and 26 (Korean)
- Radio
- Regular communications with media
- BART Board meetings
- Partnerships with community-based organizations (CBOs)
- Communications with elected officials
- Press briefings and news releases
- Participation in community fairs and festivals
- Sponsorship of major community events
- Mailings to neighbors of stations
- Educational tours and briefings

- Language Line Services (LLS)
- Language interpreters at public meetings
- Written language assistance services

3. Other suggested outreach methods:
- Publicity at BART stations or trains
 - Direct mail
 - BART seat drops
 - Flyers at turnstiles/BART trains
 - Publicize opportunities on local buses or at local bus stops

V. **Coordinate with Local Stakeholders**

1. Identify and consider the following types of CBOs in order to reach minority, low-income, and LEP populations within the project area.
- Faith-based organizations
 - Geographic specific-tenant and neighborhood associations
 - Neighborhood/community development corporations
 - Education
 - Social services
 - Recreation
 - Environmental
 - Political
 - Youth and senior
 - Chambers of Commerce
 - Convention and visitor's bureaus
 - Community centers
 - Social service agencies or CBOs that serve minority/low-income/LEP populations
2. Clearly explain the desired outcomes to the local stakeholders for the different public participation methods chosen. Examples:
- A meeting format that allows for small group discussion will give participants an opportunity to discuss and understand the information being presented.
 - For a construction project, an on-site informational tour may help community members better understand the impact the project would have on their immediate neighborhood.
3. Consider the different roles each group may play such as sharing information, collecting input, letter writing, or setting community priorities.
4. Identify the best way to publicize the public participation methods, select meeting dates and venues, and determine translation needs. Community advisors can help BART avoid potential scheduling conflicts and take advantage of existing events where they can easily reach a significant number of community members.

5. Community Concerns/Preferences:
- Meeting times coordinated with transit schedules.
 - Weekend meetings preferred over weeknight evenings or during business hours.
 - Meetings held at accessible meeting locations, near or even at a BART station.
 - Meetings held at a safe location.
 - Refreshments and childcare offered at meetings.
6. Consider utilizing BART's Advisory Committees for input and assistance in distributing your project information: Accessibility Task Force, Bicycle Task Force, Business Advisory Council, Citizen Review Board, Earthquake Safety Program Citizens' Oversight Committee, Transit Security Advisory Committee.
7. Consider utilizing OCR's Title VI/EJ and LEP Advisory Committees for input and assistance in distributing your project information.
- Determine the goal of your presentation.
 1. What is the purpose of your presentation?
 2. Do you have any specific questions you want to ask the Title VI/EJ and/or LEP Advisory Committee?
 3. How will you incorporate the Advisory Committee's feedback into your project?
 - Once you have completed steps 1-3 above, contact OCR if you would like to schedule a presentation date with an Advisory Committee.
 - Provide OCR with the title of your presentation and the name(s) of the presenter(s)/speaker(s).
 - Inform OCR of the timeframe of the public outreach. Do you need feedback months in advance of your outreach, or sooner?
 - A couple of weeks before the presentation, OCR will remind you of the date, time, and location of your presentation.
 - If you plan on distributing handouts or copies of your presentation, please bring 20 copies.
 - If you have an electronic presentation, email it to OCR in advance, if possible, otherwise bring it to the meeting in a USB flash drive. OCR will provide the laptop and projector.
 - If feedback has been incorporated in some manner (i.e. mentioned in a document, implemented at the outreach event, etc.), please inform OCR.
 - Depending on the timeframe of the project, determine if you want any follow up meetings with the Advisory Committees and contact OCR if so.
 - In some instances, the Advisory Committees may want to follow up on projects that were presented to them. OCR will contact you if this is the case.

VI. **Prepare for Outreach: Public Notice**

1. Ensure that outreach begins 2 weeks prior to your event (if not sooner) in order to provide adequate meeting notice to the public.
2. If translation services are necessary, fill out OCR's "Translation Services Request Form" and submit to OCR at least 4 weeks (if not sooner) prior to your event.
3. If interpretation services are necessary, fill out OCR's "Interpretation Services Request Form" and submit to OCR at least 72 hours (if not sooner) prior to your event.

4. Work to publicize activities using the chosen outreach methods, identify performance measurements and set targets for participation from the area.
5. Ensure that flyers, notices, and other outreach methods clearly describe the issue and purpose of the meeting or public participation activity.
6. Identify a specific number and sequence of public participation methods and clearly communicate how BART decision makers would use the public input.

VII. Implement Public Participation Strategy

1. Implement the methods defined in the public participation strategy.
2. Gather participant contact information during the public participation activity for future project correspondence and updates.
3. Collect and record community input through note taking, wallgraphics, surveys, recordings, etc.

VIII. Compile, Review, and Report Results

1. Compile and report results with project team, partners, local governments, CBOs, etc.
2. Utilize OCR's "Title VI Outreach Form" (available on WebBART's OCR webpage) to record Title VI/EJ/LEP outreach information after your event and submit to OCR.
3. Clearly define how public input will or will not be incorporated into the project scope/description. BART should be able to demonstrate to the community that it has considered and explored the direction recommended by the public and taken that into account as part of its overall analysis.
4. Revisit the participation goals established at the beginning of PPP strategy development to monitor progress and performance.

IX. Community Reporting and Transparency

1. Make sure the community is aware of key decision-making activities such as board meetings or where action should be taken, so community members can see how the decision was made.
2. Communicate results back to the community, providing a record of the number and characteristics of the participants and date, time and location meetings, and description of the rationale for how and why suggestions made through community input were or were not implemented.
3. Regularly update the community on the status of the issue and identify additional opportunities for community input.
4. If Advisory Committee input was incorporated into your project, contact the responsible BART department and inform them. A follow-up meeting with the Advisory Committee(s) might be necessary.

Public Participation Staff Contact List

Appendix B



PUBLIC PARTICIPATION STAFF CONTACT LIST

Department/Staff Contact	Contact Information	Purpose
Office of Civil Rights, Workforce and Policy Compliance (WPC)		
Sharon Moore (Program Mgr.)	smoore@bart.gov x7580	<ul style="list-style-type: none"> Title VI/Environmental Justice Outreach and Compliance Translation/Interpretation Services Requests Title VI/EJ and LEP Advisory Committees
Seema Parameswaran	sparame@bart.gov x6189	
Rachel Russell	rrussel@bart.gov x4709	
Jennella Sambour-Wallace	jsambou@bart.gov x6513	
Government and Community Relations		
Roddrick Lee (Dept. Mgr.)	rlee@bart.gov x6235	<ul style="list-style-type: none"> Outreach and Meeting Support Email and Outreach to Elected Officials: Contra Costa County (Karen), San Francisco County (Molly), Alameda County (Richard) Maintain Community-Based Organizations (CBOs) Database Email and Contact for CBOs
Maisha Everhart	meverha@bart.gov x7589	
Karen Basting	kbastin@bart.gov x4939	
Molly Burke	mburke@bart.gov x6172	
Richard Fuentes	rfuente@bart.gov x6883	
Amanda Cruz	acruz1@bart.gov x7422	
Communications Department		
Alicia Trost (Dept. Mgr.)	atrost@bart.gov x6154	<ul style="list-style-type: none"> Website Content and Social Media Branding and Other Creative Material Passenger Bulletins Media Outreach
Melissa Jordan	mjordan@bart.gov x7292	
Gina DeLorenzo	gdelore@bart.gov x6976	
Melissa Miller	mmiller@bart.gov x7161	
Denisse Gonzalez	dgonzal@bart.gov x7117	
Marketing & Research		
Dave Martindale (Marketing Mgr.)	dmarti2@bart.gov x6164	<ul style="list-style-type: none"> Advertisements DSS Signage and Digital Display Boards Surveys
Maureen Wetter	mwetter@bart.gov x6253	
Andrea Frainier	afraini@bart.gov x7131	
IT		
Khae Bohan	kbohan@bart.gov x7581	<ul style="list-style-type: none"> GIS Demographic Information

Toolbox of Public Participation Methods

Appendix C

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BART Resources and Forms Appendix D



Transportation Decision Evaluation Form

The Transportation Decision Evaluation Form will determine what steps are necessary to ensure compliance with Title VI of the Civil Rights Act of 1964, CA Government Code Section 11135-11139.7, and/or the BART Environmental Justice Program. This form must be completed prior to meeting with the Office of Civil Rights.

Please email the completed form to officeofcivilrights@bart.gov.
For questions please contact Sharon Moore, ext. 7580.

Project Title: _____

Project Manager: _____

Date: _____

Department: _____

Anticipated Completion Date: _____

Anticipated Environmental Review: _____

Anticipated Board Action: _____

1. Is this project a Fare Change or Major Service Change*?
 - Fare Change Major Service Change Both Not Applicable
2. For Major Service Changes and Fare Changes (only): All service and fare options must be discussed with the BART Board of Directors prior to beginning a Title VI Equity Analysis.
 - a. Have the fare options associated with this project been discussed with the BART Board of Directors?
 - Yes No Not Applicable
 - b. Have the service options associated with this project been discussed with the BART Board of Directors?
 - Yes No Not Applicable
3. Project Description:

*To determine if the project is a major service change, please review BART's Major Service Change Policy adopted July 11, 2013.

Transportation Decision Evaluation Form

4. Will BART riders and/or the community be impacted by this project?

Yes No

If yes, how will they be affected?

5. Will some riders/community be impacted more than others? Yes No

6. What station(s), location(s), residents will be impacted by this project?

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

Are you planning any changes to current station amenities for this project? Yes No

If yes, what are they? _____

8. Will there be any construction for this project? Yes No

9. What is the anticipated project cost? _____

10. Have there been similar projects of this nature at BART? Yes No

If yes, please list. _____

11. 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.

Project Manager: _____

DATE: _____

Title: _____

Transportation Decision Evaluation Form

Information below to be completed by Title VI Team

Recommended Title VI Process:

Equity Analysis: Yes No

Public Participation: Yes No

Languages Assistance Measures (LAM): Yes No

LAM Description:

Other:

Comments:

OCR:_____

DATE:_____

Government & Community Relations:_____

DATE:_____

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.	\$1,300
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	\$2,000 - \$2,500 (\$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)
Other Variable Costs (dependent on number of meetings and requests)		
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



Translation Services Request Form

Office of Civil Rights (OCR)-Workforce and Policy Compliance (WPC)

A. Requestor Information

1. **Date of Request:**
2. **Requestor Name/Contact:**
3. **Deadline for Request:**
4. **Document Title:**

B. Project Funding

5. Have funds been identified for this project?
 - Yes (*see 6 below*)
 - No
6. If yes, is this a capital-funded project or an operating-funded project?
 - Capital
 - Operating

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

C. Timeframe for Translation:

7. If possible, notify OCR by email of your upcoming request at least **ONE** week before your documents are ready.*

**Note: This allows us to notify the translation company in advance so they can line up their translators and/or InDesign team before receiving the actual files.*

8. When sending files to be translated, please allow **TWO** weeks for translation to avoid a rush fee.
9. Will proofing be required?
 - Yes (*see 9a below*)
 - No

9a. Send your finalized document(s) to OCR and add **ONE to TWO** days for turnaround.

D. Target Language(s) and Audience

10. Target language(s) for translation:
 - Spanish
 - Chinese (traditional)
 - Vietnamese
 - Korean
 - Tagalog
 - Other (specify)
 - Not sure/unknown (Contact OCR for demographic information.)

11. Who is your target audience? (Gender, age group, ethnicity, race, country of origin, literacy level, etc.)

E. Service(s)

12. If DTP is requested the translation service will lay out the translated text into the document. DTP requires InDesign files. Are you requesting DTP?
 - Yes
 - No

F. Design(s)

13. What is the type of media that requires translation?
 - Newspaper advertisement
 - Survey
 - Fact Sheet
 - Meeting Notice
 - PowerPoint presentation
 - Document
 - Other (specify)
14. In what format would you like your documents delivered?
 - Word
 - PDF
 - PowerPoint
 - Publisher
 - InDesign
 - Same as English version
 - Other (specify)

15. Will your document be posted online?

- Yes (*see 15a below*)
- No

15a. Specify the format you want the translated text or document for online posting:

- Word
- Writeable PDF
- None

G. Other Comments:

Email form to Jennella Sambour-Wallace (jsambou@bart.gov). If you have any questions please contact Jennella at ext. 6513.



Interpretation Services Request Form

Office of Civil Rights (OCR)-Workforce and Policy Compliance (WPC)

A. Requestor Information

1. **Date of Request:**
2. **Requestor Name/Contact:**
3. **Deadline for Request:**

B. Project Funding

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

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

C. Timeframe for Interpretation Request:

6. Contact OCR at least 72 hours in advance of your request, if not sooner.

D. Target Language(s)

7. What language(s) or dialect are you requesting for interpretative services?
 - Spanish
 - Chinese (Mandarin)
 - Chinese (Cantonese)
 - Korean
 - Vietnamese
 - Tagalog
 - Other (specify)
 - Not sure/unknown (Contact OCR for demographic information.)
8. Type of Interpretation (Check one):
 - Consecutive
(Interpreter waits for speaker to pause and interprets each section immediately afterwards.)
 - Simultaneous
(Interpreter interprets simultaneously as the speaker talks.)

E. Provide the Following Event Information:

9. **Date:**
10. **Time:**
11. **Meeting location:**
12. **Format of the event :**
13. **Number of interpreters/language needed:**
14. Requesting interpreting equipment, i.e. headsets?
 - Yes (*see 14a below*)
 - No
- 14a. **Number of headsets:**

Note: Extra cost of **\$5-\$10 per person. GCR Rep: See Lisa Moland for headsets/transmitters.*

15. On-site project staff contact information for event:
 - Name:
 - Cell phone number:
16. Do you have documents/information for the interpreter to review before the event?
 - Yes (*see 16a below*)
 - No
- 16a. Email to OCR:
 - Surveys
 - Flyers
 - Boards
 - PowerPoint presentation
 - Talking Points
 - Other (specify)

F. Other Comments:

Email form to Jennella Sambour-Wallace (jsambou@bart.gov).
If you have any questions please contact Jennella at ext. 6513.
Contact OCR at least **72 hours** in advance of your request, if not sooner.



Title VI Outreach Form

The Title VI Outreach Form is for BART project staff to complete after conducting outreach. If the only outreach conducted was distributing surveys, please skip to Questions 10, 15, & 16.

1. Event Date(s):
2. Location/Facility Name:
3. Time:
4. Event Contact Person:
5. Event Contact Person Phone Number:
6. Type of Meeting (i.e., informational, workshop, hearing, etc.):
7. Purpose of Meeting:
8. Number of Attendees:
9. Interpreters (Yes/No):
 - a. Language(s):
10. Translation of Written Materials (Yes/No):
 - a. Language(s):
11. How did you advertise for outreach events? Did you ensure that your outreach included minorities and low-income populations? Please respond in the box below.

12. Attach examples of advertisements, announcements and notices of public outreach events. (Outreach methods and materials include local newspapers, flyers, public service announcements on radio and television stations, website, etc.)
13. Were any concerns raised by or regarding minority or low-income populations? If so, specify the concerns and solutions offered, if any.

- 14. Limited English Proficiency (LEP) Outreach:** List special language services provided for this project. It is not necessary to discuss outreach events, but any other language services that staff rendered such as bilingual staff; providing interpreter assistance to individuals, either in person or via the telephone; providing translation of vital documents, announcements, notices, etc. when requested by the public.

Note: Please provide the number of times and type of language assistance that was provided.

15. Please attach examples of LEP translated materials.

16. If surveys were conducted, please fill out the following regarding the demographics of participants:

- a. Annual household income before taxes:

Under \$25,000 \$25,000 - \$29,999 \$30,000 - \$39,999

\$40,000 - \$49,999 \$50,000 - \$59,999 \$60,000 - \$74,999

\$75,000 - \$99,999 \$100,000 and over

- b. Race of Participants:

Hispanic/Latino/Spanish origin White Black/African American

Asian or Pacific Islander American Indian or Alaska Native Other

- c. Speak a language other than English at home?

No Yes

- d. If "Yes" to question 11c, how well do Respondents speak English?

Very well Well Not well Not at all

Email form with attachments to jsamboor@bart.gov or drop off to Jennella Sambour-Wallace, BART OCR-16th Floor.
If you have any questions please contact Jennella at ext. 6513.

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2012-2013 Projects: Public Participation Summary Appendix E

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2012-2013 Public Participation Summary

Project	Geographic area				Community Input Format							Outreach Methods													Participation			LEP Comments				
	District-wide	County	City	Station	Meeting	Open House	Paper Survey	Online Survey	Telephone Survey	Focus Group	Web Comment Form	Meeting Notice	Direct Mail	Email Notifications	Neighborhood Postings	Station Signage & Notification	On-board Advertisement	Bay Area Media (Print and Online)	Ethnic Media Advertisements	BART.gov website	Social Media	BART Advisory Committees	In-person Outreach	Number of Event Attendees	Number of Surveys Collected	Translation Services Requested	Chinese	Korean	Spanish	Vietnamese	Other	
Oakland Airport Connector Art Program			•	•	•							•	•	•	•			•		•			•	15	N/A	None						
Warms Springs Extension Art Program			•	•	•							•	•	•	•			•		•			•	18	N/A	None						
Daly City Station Access Improvement Plan			•	•	•							•	•	•	•								•	40	N/A	None						
Balboa Park Eastside Connection Project			•	•	•							•	•	•	•	•							•	50	N/A	None						
Proposed Fare Increase & Fare Increase Program	•				•		•	•	•			•	•	•	•			•	•	•	•	•	•	125	1,534	S	•		•	•	•	
Clipper Card Distribution for Senior and Youth	•				•		•	•	•			•	•	•	•			•	•	•	•	•	•	125	1,534	S	•		•	•	•	
Draft Environmental Justice Policy	•				•		•	•	•	•		•	•	•	•			•	•	•	•	•	•	135	1,534	S	•		•	•	•	
24 th Street Mission BART Plaza (Two Meetings)			•	•	•							•		•	•								•	85	42	S			•			
eBART Next Segment Study			•		•							•	•	•	•			•		•			•	70	N/A	S			•			
BART to Livermore – DEIR			•		•							•	•	•	•			•		•			•	85	N/A	None						
Paid Parking Program	•							•						•	•			•		•	•	•		N/A	8,861	None						
Small Business Programs	•				•							•	•	•	•			•	•	•	•	•		230	N/A	None						
Commute Period Bike Pilots (August and March)	•			•				•	•		•		•		•	•		•		•	•	•		N/A	13,573	None	•	•	•	•		
Fleet of the Future New Train Car Interior	•			•		•	•				•	•	•	•	•			•		•	•	•		4,450	1,810	None	•		•			
Glen Park Station Parking Lot			•	•	•							•	•	•	•								•	80	N/A	None						
Fleet of the Future Prototype Seats	•			•		•	•				•	•	•		•			•	•	•	•	•		2,500	2,319	C	•		•			

Outreach Sample Materials

Appendix F

Resources & Sample Materials

Ethnic Media Outreach

Community	Television	News Publication
African American		The Post
Hispanic	Telemundo 48, Univision 14	El Mundo, El Mensajero, El Tecolote
Chinese	KTSF Channel 8 and 26	World Journal, Sing Tao
Vietnamese	Vietnamese TV, USA	Vietnam Daily News
Korean	KTSF Channel 8 and 26	Korean Times/Korean Daily News SF Kyocharo Korean News
Russian	Channel One Russia	
Pilipino	KTSF Channel 8 and 26 The Filipino Channel (TFC)	Philippine News, Philippines Today,

Ethnic Media Advertisement

Sing Tao Newspaper – Fleet of the Future Seat Prototype Event

未来车队座椅原型系列宣传活动



您的意见很重要

目前为止，已经有 15,000 多名乘客对新列车的设计给出了宝贵的意见。我们很高兴带给大家另一个振奋人心的机会：针对 BART 未来车队的设计给予我们反馈。

座椅原型系列宣传活动

新列车的制造商 Bombardier Transportation 已经制作了多款座椅原型，用于公众参观。BART 希望您来参观，并告诉我们您的想法。我们将向设计评估的参与者发放调查表，并请各位记录观察结果。您的意见将有助于塑造未来几年的 BART 体验。

如果您需要语言援助服务，请于活动日期前至少 72 小时致电 (510) 464-6752。

站点活动

Union City

Monday, October 7th
3:00 pm - 7:00 pm

Pittsburg/Bay Point

Tuesday, October 8th
3:00 pm - 7:00 pm

Downtown Berkeley

Wednesday, October 9th
10:00 am - 6:00 pm

即将推出

Pleasant Hill/

Contra Costa Centre

Lake Merritt

West Dublin/Pleasanton

El Cerrito del Norte

Balboa Park

Powell Street

请在 bart.gov/cars 上订阅项目通知，以便收到日期和时间提醒。

Postcard for Station Distribution
Front




Bicycles Welcome All Day Every Friday in August 2012

On Fridays in August, BART is allowing bikes on its trains all day, including the normally restricted commute hours. This is a test, and we would like your input.

Tell us about your experience this Friday by filling out a brief survey:

- Visit www.bart.gov/bikes
- Call toll-free 1-888-743-9921
- Or scan this QR code 

BART... and you're there. 

Back



Los viernes de agosto, BART permite llevar bicicletas en sus trenes durante todo el día, incluso en el horario normalmente restringido de viajes diarios al trabajo. Esta es una prueba y nos gustaría conocer su opinión.

Infórmenos sobre su experiencia este viernes al completar una breve encuesta:

- Visite www.bart.gov/bikes
- Llame sin cargo 1-866-451-3195
- O échele un vistazo a este código QR 

八月的所有星期五, BART将全天允许乘客携自行车乘车, 包括通常受限的通勤高峰时段。这是一次实验之举, 我们希望听到您的宝贵意见。

请填写下面的简单调查, 告诉我们您在本星期五的感受。

- 登陆www.bart.gov/bikes
- 拨打免费电话 1-866-392-8987
- 或扫描本QR码 

8월 한 달간 평상시 제한되어 있는 통근 시간을 포함해서 하루 중 일 매 주 금요일마다 BART 열차 내에서 자전거가 허용이 됩니다. 시범적으로 시행될 자전거 허용에 대한 여러분의 의견을 듣고자 합니다.

들어 오는 금요일에 여러분의 경험담을 아래의 세 가지 방법 중에서 하나를 선택하셔서 설문 조사에 짧은 답변을 부탁드립니다.

- www.bart.gov/bikes
- QR 코드 입력 

Vào những ngày thứ Sáu trong tháng Tám, BART sẽ cho phép mang xe đạp lên những chuyến tàu của họ suốt cả ngày, kể cả những giờ đi làm bình thường bị hạn chế. Đây là một thử nghiệm, và chúng tôi muốn nhận được ý kiến đóng góp của quý vị.

Xin quý vị vui lòng cho chúng tôi biết kinh nghiệm của quý vị trong thứ Sáu này bằng cách điền vào một mẫu thăm dò ngắn gọn:

- Hãy ghé vào www.bart.gov/bikes
- Hoặc quét hình mã số QR này 

BART... and you're there. 

Postcard front

BETTER STATIONS.

BART is seeking **your input** on the future of our **Embarcadero and Montgomery stations.**

We are considering changes to make your BART experience more comfortable: we know that crowding is an issue, especially during commute times, so we are looking into improving how the stations function. We are also considering safety, access, appearance, and the overall customer experience at the stations.

Please let us know which improvements are important to you by filling out a brief survey about your experience:

- online at www.bart.gov/SFplatforms (click on the survey link)
- or scan the QRcode >

If you need language assistance services, please call 510-464-6752.



Please fill out the online survey:



Made possible with the financial participation of the Federal Transit Administration, Caltrans and SFCTA.

Postcard back**MEJORES ESTACIONES.**

BART quiere saber su opinión acerca del futuro de nuestras estaciones Embarcadero y Montgomery. Estamos pensando en implementar algunos cambios para hacer más cómoda su experiencia con el BART. Háganos saber qué mejoras son importantes para usted al completar una breve encuesta acerca de su experiencia: en línea en www.bart.gov/SFplatforms (haga clic en el enlace de la encuesta) o escanee el código QR >

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

更完善的車站

BART 敬邀您針對 Embarcadero 站和 Montgomery 站日後的發展提供寶貴意見。我們正在考慮幾項能提升 BART 服務舒適度的變革措施：請填寫一份簡短的意見調查表，讓我們知道您最重視的改建項目：網址：

www.bart.gov/SFplatforms (請按一下意見調查表連結) 或掃描 QRcode >

如需語言援助服務，請致電 510-464-6752

Nếu quý vị cần được giúp đỡ về ngôn ngữ, xin vui lòng gọi số 510-464-6752.

통역이 필요하신 분은, 510-464-6752로 문의하십시오.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.



Llene la encuesta en línea:

請填寫線上意見調查表：





Bay Area Rapid Transit

New BART Service Coming to Oakland International Airport

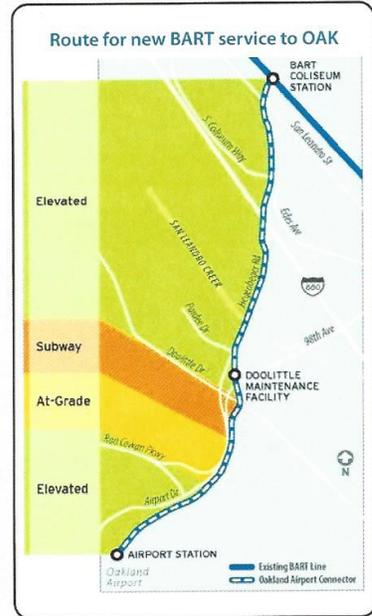
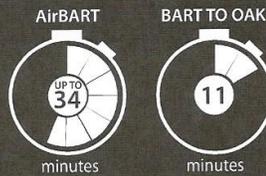
The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 3.2 mile extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover (APM) system similar to APMs at SFO and many other airports. Here are the major service differences between the existing AirBART bus and the new BART service (BART to OAK).

AVERAGE TRAVEL AND WAIT TIME

Up to 67% reduction in travel and wait time.

AirBART: 23 to 34 minutes total; includes 18 to 29 minute travel time (dependent on traffic) and average 5 minute wait time.

BART to OAK: 11 minutes total; includes 9 minute travel time (not dependent on traffic) and average 2 minute wait time.



FREQUENCY: VEHICLES PER HOUR

7 additional vehicles per hour.

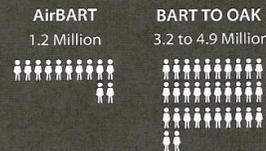
AirBART: up to 6 buses per hour (every 10 minutes).
BART to OAK: more than 13 vehicles per hour (every 4.5 minutes).



SYSTEM CAPACITY

Increase in system capacity of more than 3 times.

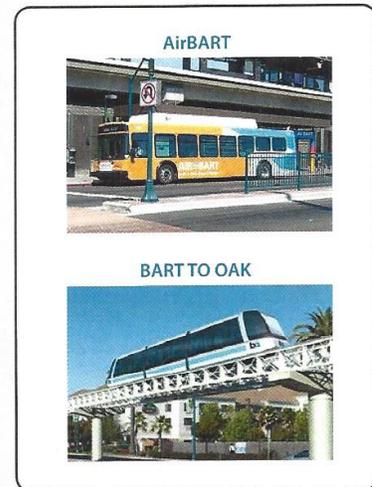
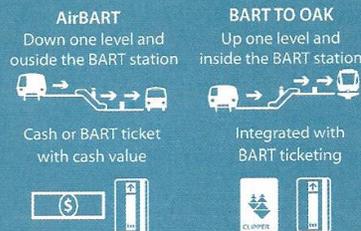
AirBART can carry up to 1.2 million passengers annually while **BART to OAK** can carry 3.2 million passengers annually (expandable up to 4.9 million).



CONNECTION TO BART

Easy connection to/from BART.

Passengers will no longer have to exit the BART station and purchase a separate ticket to get to the airport.



PROPOSED FARES FOR NEW SERVICE

A preliminary fare structure is currently being studied, and the cost to ride the new extension has not yet been determined. The fares being studied range from \$4 to \$6 (compared with \$3 AirBART service). BART is looking at different approaches of setting initial fares and timing fare increases.



Scan for more information or to provide comments
www.bart.gov/oac

Please provide comments on the back. Over

New BART Service to Oakland International Airport Comments and Feedback

1 Do you have any general comments about the new BART service to Oakland International Airport (OAK)?

2 There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?

- A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017
- A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017
- No preference

3 Do you have any other comments related to proposed fares?

Please tell us about yourself. Your answers will help us evaluate how well we're reaching all the communities that we serve.

4 Gender

- Male Female

5 Are you of Hispanic, Latino or Spanish origin?

- No Yes

6 What is your race or ethnic identification?

(Check one or more)

- White
- Black/African American
- Asian or Pacific Islander
- American Indian or Alaska Native
- Other (specify) _____

7 Do you speak a language other than English at home?

- No Yes → Language: _____

If yes, how well do you speak English?

- Very Well Well Not Well Not at all

8 Age

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

9 What is your total annual household income before taxes?

- Under \$25,000 \$50,000 - \$59,999
- \$25,000 - \$29,999 \$60,000 - \$74,999
- \$30,000 - \$39,999 \$75,000 - \$99,999
- \$40,000 - \$49,999 \$100,000 and over

10 Including yourself, how many people live in your household?

- 1 2 3 4 5 6 or more

11 Do you live in Northern California?

- No, I'm visiting Yes, I live in Northern California

12 Do you work at or around the Oakland International Airport?

- No Yes

Would you like to sign up for BART to OAK email alerts? Email: _____

Please turn in completed forms to a BART representative.

For more information, or to complete this comment form online, visit www.bart.gov/oac



베이 지역 신속 수송

오클랜드 국제공항으로 연결되는 새로운 BART 서비스

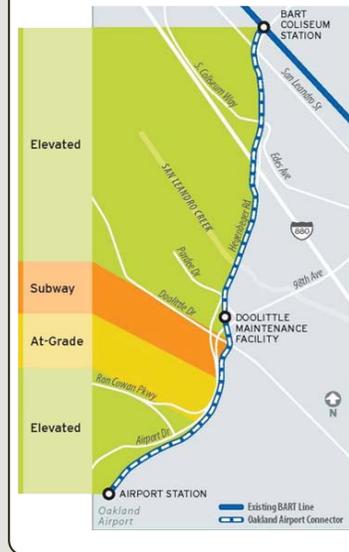
샌프란시스코 베이 지역 신속 수송 지구(BART)는 콜로시엄 역과 오클랜드 국제공항(OAK)을 연결하는 3.2마일 구간의 노선 연장 공사를 거의 완료했습니다. 이 새로운 노선은 AirBART 셔틀 버스를 SFO와 다른 많은 공항들이 사용하고 있는 자동 무인 경전철(APM) 시스템과 유사한 APM으로 교체할 것입니다. 다음은 기존의 AirBART 버스와 새로운 BART 서비스(OAK 연결 BART)의 주요 차이점입니다.

이동 및 대기 평균 시간

이동 및 대기 시간을 최대 67% 줄일 수 있습니다.
 AirBART: 총 23-34분 소요. 18-29분의 이동 시간(교통량에 따라 차이가 있음)과 평균 5분의 대기 시간 포함.
 OAK 연결 BART: 총 11분 소요. 9분의 이동 시간(교통 체증의 영향을 받지 않음)과 평균 2분의 대기 시간 포함.



OAK로 연결하는 새로운 BART 노선



운영 빈도: 시간당 차량 운행 횟수

시간당 7회 추가 차량 운행.
 AirBART: 시간당 최대 6회 버스 운행(10분 간격).
 OAK 연결 BART: 시간당 13회 이상의 차량 운행 (4.5분 간격).



시스템 수용 능력

3배 이상 증가된 시스템 수용 능력.
 AirBART는 연간 최대 120만 명의 승객을 수송할 수 있으나, OAK까지 운행하는 BART는 연간 320만 명의 승객을 수송할 수 있습니다(최대 490만 명으로 확장 가능).



BART 연결

편리한 BART 연결

승객들은 더 이상 BART 역을 나와서 별도의 탑승권을 구입하여 공항으로 이동할 필요가 없습니다.



OAK 연결 BART



새로운 서비스에 대한 요금 제안

예비 요금 구조는 현재 연구 중이고, 새로운 연장 노선에 대한 탑승 요금은 아직 결정되지 않았습니다. 연구 중인 요금은 4달러와 6달러 사이에서 결정될 것입니다(AirBART 탑승 요금은 3달러). BART는 초기 요금과 요금 인상 시기를 결정하기 위한 다른 접근방법을 검토하고 있습니다.

더 자세한 정보를 원하시거나 의견을 제시하려면 스캔하십시오
www.bart.gov/oac

뒷면에 의견을 기재해 주십시오. ➔ 계속

오클랜드 국제공항으로 연결되는 새로운 BART 서비스 의견 및 피드백

1 귀하는 오클랜드 국제공항(OAK)으로 연결되는 새로운 BART 서비스에 대해 일반적인 의견이 있으십니까?

2 탑승 요금을 결정하기 위해서는 다음과 같은 몇 가지 사항들을 고려해야 합니다: 1) 서비스 시스템을 건설 및 운영하는 비용을 총당, 그리고 2) 승객들의 시스템 이용을 촉진. BART는 탑승 요금을 4달러와 6달러 사이에서 결정할 것을 고려하고 있습니다. 귀하는 다음 중 어느 방법을 선호하십니까?

- 탑승 요금을 4달러와 같은 낮은 금액에서 시작하여 사전 계획에 따라 정기적으로 5달러까지 인상하고 2017년에 6달러로 인상
- 탑승 요금을 5달러와 같은 비교적 높은 금액에서 시작하고 이 금액을 더 오랜 기간 동안 유지 (2017년까지 유지 가능)
- 어느 방법도 선호하지 않음

3 제안된 요금과 관련하여 다른 의견이 있으십니까?

귀하에 대해 말씀해 주십시오. 귀하의 답변은 저희가 서비스를 제공하는 모든 지역사회를 얼마나 잘 파악하고 있는지를 평가하는 데 도움이 됩니다.

4 성별

- 남성 여성

5 귀하는 히스패닉, 라티노 또는 스페인 계통이십니까?

- 아니요 예

6 귀하의 인종 또는 민족은 어느 것에 속하십니까?

(하나 이상에 표시해 주십시오)

- 백인
- 흑인/아프리카계 미국인
- 아시아인 및 태평양 제도인
- 아메리칸 인디언 또는 알래스카 원주민
- 기타(자세히 기재해 주십시오) _____

7 귀하는 집에서 영어가 아닌 다른 언어를 사용하십니까?

- 아니요 예 → 언어: _____

“예” 라고 답변하신 경우, 영어를 얼마나 능숙하게 하십니까?

- 매우 능숙 능숙
- 별로 능숙하지 않음 전혀 능숙하지 않음

8 연령

- 12세 이하 35-44세
- 13-17세 45-54세
- 18-24세 55-64세
- 25-34세 65세 이상

9 귀하의 총 연간 세전 가구소득은 얼마나 됩니까?

- \$25,000 미만 \$50,000 - \$59,999
- \$25,000 - \$29,999 \$60,000 - \$74,999
- \$30,000 - \$39,999 \$75,000 - \$99,999
- \$40,000 - \$49,999 \$100,000 이상

10 귀하의 가구에는 귀하를 포함해서 몇 명이 살고 있습니까?

- 1명 2명 3명 4명 5명 6명 이상

11 귀하는 북가주에 거주하십니까?

- 아니요, 방문 중입니다 예, 북가주에 거주합니다

12 귀하는 오클랜드 국제공항이나 그 부근에서 일하십니까?

- 아니요 예

귀하는 OAK 연결 BART에 대한 이메일 알림에 등록하기를 원하십니까? 이메일: _____

작성하신 양식을 BART 담당자에게 제출해 주십시오.

더 자세한 정보를 원하시거나, 또는 이 의견 양식을 온라인으로 작성하려면 www.bart.gov/oac를 방문해 주십시오.



Hệ Thống Chuyên
Chở Công Cộng Tốc
Hành Vùng Vịnh

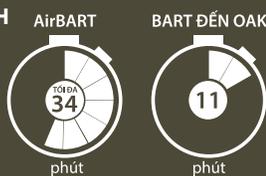
Dịch Vụ Mới Của BART Đến Phi Trường Quốc Tế Oakland

Địa Hạt Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh San Francisco (BART) gần hoàn tất đoạn nối dài 3.2 dặm từ Trạm Coliseum đến Phi Trường Quốc Tế Oakland (OAK). Đoạn nối mới này sẽ thay thế xe buýt con thoi AirBART bằng một hệ thống chuyển người tự động (APM), không người lái tương tự như những APM tại SFO và nhiều phi trường khác. Đây là những khác biệt chính yếu về dịch vụ giữa xe buýt AirBART hiện hữu và dịch vụ mới của BART (BART đến OAK).

THỜI GIAN DI CHUYỂN VÀ CHỜ ĐỢI TRUNG BÌNH

Giảm bớt đến 67% thời gian di chuyển và chờ đợi.

AirBART: tổng cộng từ 23 đến 34 phút; gồm cả từ 18 đến 29 phút là thời gian di chuyển (tùy thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 5 phút.
BART đến OAK: tổng cộng là 11 phút; gồm 9 phút là thời gian di chuyển (không lệ thuộc vào tình trạng xe cộ lưu thông) và thời gian chờ đợi trung bình là 2 phút.



MỨC ĐỘ THƯỜNG XUYẾN: SỐ CHUYẾN XE MỖI GIỜ

Thêm 7 chuyến xe mỗi giờ.

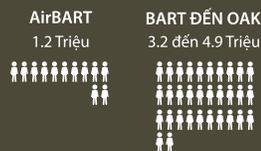
AirBART: tối đa 6 xe buýt mỗi giờ (mỗi 10 phút).
BART đến OAK: hơn 13 chuyến xe mỗi giờ (mỗi 4.5 phút).



SỨC CHỨA CỦA HỆ THỐNG

Tăng sức chứa của hệ thống hơn gấp 3 lần.

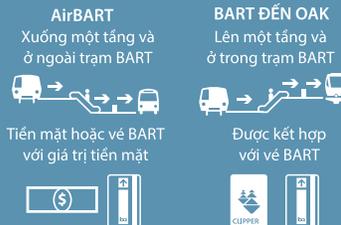
AirBART có thể chuyên chở tối đa 1.2 triệu hành khách mỗi năm trong khi **BART đến OAK** có thể chuyên chở 3.2 triệu hành khách mỗi năm (có thể mở rộng đến 4.9 triệu).



NỐI LIỀN VỚI BART

Dễ dàng nối liền với BART.

Hành khách sẽ không còn phải rời trạm BART và mua một vé khác để đón xe đến phi trường.



GIÁ VÉ ĐƯỢC ĐỀ NGHỊ CHO DỊCH VỤ MỚI

Một cấu trúc về giá vé sẽ sớm được nghiên cứu và phí tổn sử dụng đoạn đường nối dài mới chưa được định rõ. Giá vé đang được nghiên cứu sẽ ở trong khoảng từ \$4 đến \$6 (so với \$3 cho dịch vụ AirBART). BART đang cân nhắc những giải pháp khác nhau về cách ấn định giá vé khởi đầu và thời điểm tăng giá vé.

Tuyến đường cho dịch vụ mới của BART đến OAK



BART ĐẾN OAK



Đọc lướt qua để biết thêm chi tiết hoặc để đóng góp ý kiến
www.bart.gov/oac

Xin vui lòng đóng góp ý kiến ở mặt sau.

Dịch Vụ Mới Của BART đến Phi Trường Quốc Tế Oakland Ý Kiến và Nhận Xét

1 Quý vị có ý kiến tổng quát nào về dịch vụ mới của BART đến Phi Trường Quốc Tế Oakland (OAK) không?

2 Có nhiều điều cần phải cân nhắc khi ấn định giá vé, gồm cả: 1) thu lại phí tổn xây cất và điều hành dịch vụ, và 2) quảng cáo để tăng thêm số người sử dụng hệ thống. BART đang cân nhắc giá vé trong khoảng từ \$4.00 đến \$6.00. Trong những giải pháp dưới đây quý vị thích giải pháp nào hơn?

- Giá vé bắt đầu ở mức thấp hơn, có lẽ là \$4.00, và tăng lên đều đặn theo định kỳ đến \$5.00 rồi tăng lên đến \$6.00 vào năm 2017
- Giá vé bắt đầu ở mức cao hơn, thí dụ như \$5.00, nhưng ở nguyên mức đó trong một khoảng thời gian lâu hơn, có thể đến năm 2017
- Không thích giải pháp nào hơn

3 Quý vị có ý kiến nào khác về giá vé đề nghị không?

Xin vui lòng cho chúng tôi biết về quý vị. Câu trả lời của quý vị sẽ giúp chúng tôi đánh giá mức thành công của chúng tôi trong việc liên lạc với tất cả các cộng đồng mà chúng tôi đang phục vụ.

4 **Phái Tính**

- Nam Nữ

5 Quý vị có phải là người nói tiếng Tây Ban Nha, gốc Châu Mỹ La Tinh hoặc gốc Tây Ban Nha hay không?

- Không Phải

6 Lý lịch chủng tộc hoặc dân tộc của quý vị là gì

(Chọn một hoặc nhiều hơn)

- Da Trắng
- Da Đen/Người Mỹ Gốc Phi Châu
- Người Á Châu và Dân Đảo Thái Bình Dương
- Thổ Dân Hoa Kỳ hoặc Thổ Dân Alaska
- Chủng tộc khác (xin ghi rõ) _____

7 Quý vị có dùng một ngôn ngữ không phải là Anh Văn ở nhà hay không?

- Không Có → Ngôn Ngữ: _____

Nếu có, quý vị nói tiếng Anh thông thạo ở mức độ nào?

- Rất giỏi Giỏi Không giỏi
- Không nói được gì cả

8 **Tuổi**

- 12 tuổi trở xuống 35 - 44
- 13 - 17 45 - 54
- 18 - 24 55 - 64
- 25 - 34 65 tuổi trở lên

9 Tổng lợi tức hàng năm của gia đình quý vị trước khi trả thuế là bao nhiêu?

- Dưới \$25,000 \$50,000 - \$59,999
- \$25,000 - \$29,999 \$60,000 - \$74,999
- \$30,000 - \$39,999 \$75,000 - \$99,999
- \$40,000 - \$49,999 \$100,000 trở lên

10 Kể cả quý vị, có bao nhiêu người đang cư ngụ trong nhà của quý vị?

- 1 2 3 4 5 6 hoặc nhiều hơn

11 Quý vị đang cư ngụ trong vùng Bắc California phải không?

- Không, tôi đang viếng thăm
- Vâng, tôi cư ngụ trong vùng Bắc CA

12 Quý vị làm việc tại hoặc gần Phi Trường Quốc Tế Oakland phải không?

- Không Phải

Quý vị có muốn ghi tên để nhận email thông báo của BART đến OAK không? Email: _____

*Xin quý vị vui lòng trao những mẫu thăm dò đã điền đầy đủ cho một nhân viên của BART.
Muốn biết thêm chi tiết, hoặc điền vào mẫu ý kiến này trên mạng, hãy vào www.bart.gov/oac*

VISION PLAN



BART is seeking your input on important spending decisions we need to make over the next 40 years.

BART is faced with a number of important needs: the need to fix and modernize our aging system; the need to reduce crowding on trains and in stations; and the need to serve a growing region committed to sustainability -- possibly with new stations and lines.

We want to hear directly from our riders about the improvements they want to see and options to pay for them.

Join us at one of our in-station events or fill out a survey online at www.futurebart.org.

In-Station Events

Fremont	Tues., Oct 7
Balboa Park	Wed., Oct. 8
El Cerrito del Norte	Thurs., Oct. 9
Pittsburg/Bay Point	Tues., Oct. 14
Dublin/Pleasanton	Wed., Oct. 15
Walnut Creek	Thurs., Oct. 16
Fruitvale	Tues., Oct. 21
Downtown Berkeley	Wed., Oct. 22
Richmond	Tues., Oct. 28
Montgomery	Thurs., Oct. 30

All events 4-7 pm



If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752 hindi liliit sa 72 na mga oras bago ang petsa ng pangyayari.

언어 지원 서비스가 필요하시면, 행사 날짜로부터 늦어도 72시간 전에 (510) 464-6752로 전화해 주십시오.

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752 ít nhất là 72 tiếng đồng hồ trước ngày của dịp tổ chức.

PLAN DE VISIÓN



BART quiere conocer su opinión acerca de las importantes decisiones de gasto que se deben hacer en los próximos 40 años.

BART se enfrenta a un buen número de necesidades importantes: la necesidad de arreglar y modernizar nuestro envejecido sistema; la necesidad de reducir las aglomeraciones en los trenes y estaciones; y la necesidad de servir a una región en crecimiento que se compromete con la sustentabilidad -- posiblemente con la creación de nuevas líneas y estaciones.

Queremos oír la opinión de nuestros usuarios directamente acerca de las mejoras que quieren ver y las opciones disponibles para pagarlas.

Participe en uno de nuestros eventos en la estación o complete la encuesta en línea en www.futurebart.org

Eventos en la estación

Fremont	martes, 7 de octubre
Balboa Park	miércoles, 8 de octubre
El Cerrito del Norte	jueves, 9 de octubre
Pittsburg/Bay Point	martes, 14 de octubre
Dublin/Pleasanton	miércoles, 15 de octubre
Walnut Creek	jueves, 16 de octubre
Fruitvale	martes, 21 de octubre
Downtown Berkeley	miércoles, 22 de octubre
Richmond	martes, 28 de octubre
Montgomery	jueves, 30 de octubre

Todos los eventos de 4 p.m. a 7 p.m.



Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento.

遠景計畫



BART 希望您能就我們未來 40 年的重要支出決策提供寶貴意見。

BART 面臨許多重要需求：修理及汰換老舊系統；紓解列車上和車站內人潮擁擠的現象；以及擴大服務區域以維持長期經營（可能需要增加新車站和路線）。

我們希望乘客能夠直接針對他們所樂見的改建項目及費用選項提出意見。

歡迎踴躍參加我們在車站內舉辦的任何一場活動，或是上網至 www.futurebart.org 填寫意見調查表。

站內活動

Fremont	10 月 7 日星期二
Balboa Park	10 月 8 日星期三
El Cerrito del Norte	10 月 9 日星期四
Pittsburg/Bay Point	10 月 14 日星期二
Dublin/Pleasanton	10 月 15 日星期三
Walnut Creek	10 月 16 日星期四
Fruitvale	10 月 21 日星期二
Downtown Berkeley	10 月 22 日星期三
Richmond	10 月 28 日星期二
Montgomery	10 月 30 日星期四

所有活動均在下午 4 點到 7 點舉行



如需語言協助服務，請在活動日期前至少 72 小時致電 (510) 464-6752。

Appendix 5: Language Assistance Plan

BART
San Francisco Bay Area Rapid Transit District

**Limited English Proficiency
&
Language Assistance Plan**

Updated January 2017

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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.

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.

BART 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 was previously approved by the Federal Transit Administration (FTA) in February 2014, assesses language needs in the four-county BART service area shown in Figure 1 (Alameda, Contra Costa, San Francisco, and San Mateo Counties).

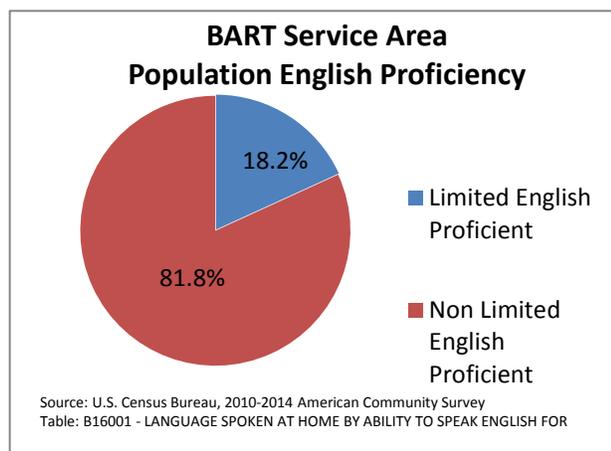
BART Self-Assessment

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.

Identification of LEP Individuals

For the first step of the four-factor needs assessment, the LEP population was defined as those persons who reported to the U.S. Census Bureau that they speak English “less than very well.” Recent U.S. Census Bureau estimates show that 30.6 percent of the four-county BART service area population, are foreign born.¹ The total population age 5 years and older—as estimated by the U.S. Census Bureau’s 2010 to 2014 American Community Survey for



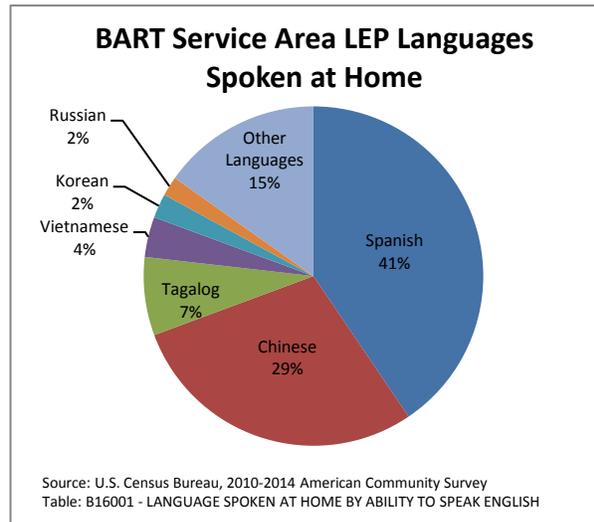
¹ Data from 2010-2014 American Community Survey, foreign born: 1,287,568.

the four-county BART service area—is 3,962,744. The LEP population was estimated at 720,062, or 18.2 percent of the eligible population. The primary languages spoken in the BART service area are Spanish and Chinese (Cantonese and Mandarin).

There are 21 languages with more than 1,000 estimated LEP persons.² Additional analysis shows that 45 percent of LEP persons live within 1 mile of a BART line.

Frequency of Contact by LEP Persons with BART Services

For the second step of the four-factor analysis, BART followed the USDOT Guidance and reviewed its Language Line Services requests for language assistance services, examined website page views, and reviewed its LEP encounters. These reviews disclosed that BART personnel come into contact with LEP persons frequently. Subsequently, BART engaged community-based organizations (CBOs) that serve LEP persons and populations across a broad spectrum of ethnicities residing in the Bay Area. All of the CBOs identified access to public transportation as a primary need because LEP persons typically do not have access to private transportation and rely on public transportation for mobility.



Station agents, customer information clerks, and other frontline staff reported that Spanish and Chinese were the 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 sent surveys to 12 CBOs on its LEP Advisory Committee. Additionally, staff met with BART’s LEP and Title VI/Environmental Justice Advisory Committees on December 12, 2016. The combined Advisory Committees represent 24 CBOs (see Appendix A for a list of CBOs represented on the Advisory Committees). The following are principal themes that emerged from this effort:

- **Access:** Access to public transportation continues to be a primary need of the LEP population. LEP persons typically rely on public transportation for mobility to access employment, health and governmental services and recreational activities.
- **System Transfers:** One committee member expressed the need for clear multilingual communication system for LEP populations who may find transfer between transit lines

² 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 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.”

and modes complicated and confusing. This member showed appreciation for BART current language assistance measures, but emphasized the need to continue to work with LEP populations in addressing this concern.

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.

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 to provide all language assistance services for the District. The Agreement allows the District to save on costs related to translation and interpretation services. 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. The cost of the Agreement was estimated from the language assistance costs that BART has tracked since the implementation of the previous Language Assistance Plan in 2013. BART will continue to track and monitor expenditures and language assistance requests in accordance with BART's Language Assistance Plan in order to better service 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 persons with limited English proficiency. BART currently provides oral language assistance through its bilingual transit information representatives, the Language Line Service for over the phone interpretation, and through BART's own language assistance line. The District's written language assistance includes the translation of vital documents posted on the BART website and the translation of meeting notices and surveys. Additionally, for public meetings, BART translates meeting notices and includes instructions, or taglines, for requesting translation services and/or meeting interpreters. The District implemented the Limited English Proficient Advisory Committee in 2011 which currently has 14 members representing 12 CBOs serving LEP communities. In addition, the District is planning new language assistance services that include trainings (such as cultural sensitivity) for frontline personnel and bilingual 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.

Vital Documents Guidelines

As part of its commitment to ensuring that LEP persons receive reasonable access to necessary 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 required by law. The District has established a three-tier system for identifying and translating Vital Documents. This system also prioritizes the translation of documents.

Tier 1 documents are the most important documents critical for safety, access to the BART transit service, and awareness of legal rights, especially 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. Translation of Tier 3 documents may be determined on a case-by-case basis.

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 the 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 21 "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 21 "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 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered." The total population age 5 years and older estimated by the 2010 to 2014 ACS for the four-county BART service area is 3,962,744. The LEP population was estimated at 720,062, or 18.2 percent of the eligible population. Table 6 shows 21 languages with more than 1,000 estimated LEP persons.

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, LEP Advisory Committee, and CBOs serving LEP populations. BART will 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. To date, interactive 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 District) is a rapid transit system that travels through 26 cities in San Francisco, San Mateo, Contra Costa, and Alameda Counties in California (see Figure 1). BART operates five service lines covering 104 miles connecting 44 stations, and serves an average weekday ridership of over 400,000 passengers.

The District supports the goal of the U.S. Department of Transportation (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.

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.

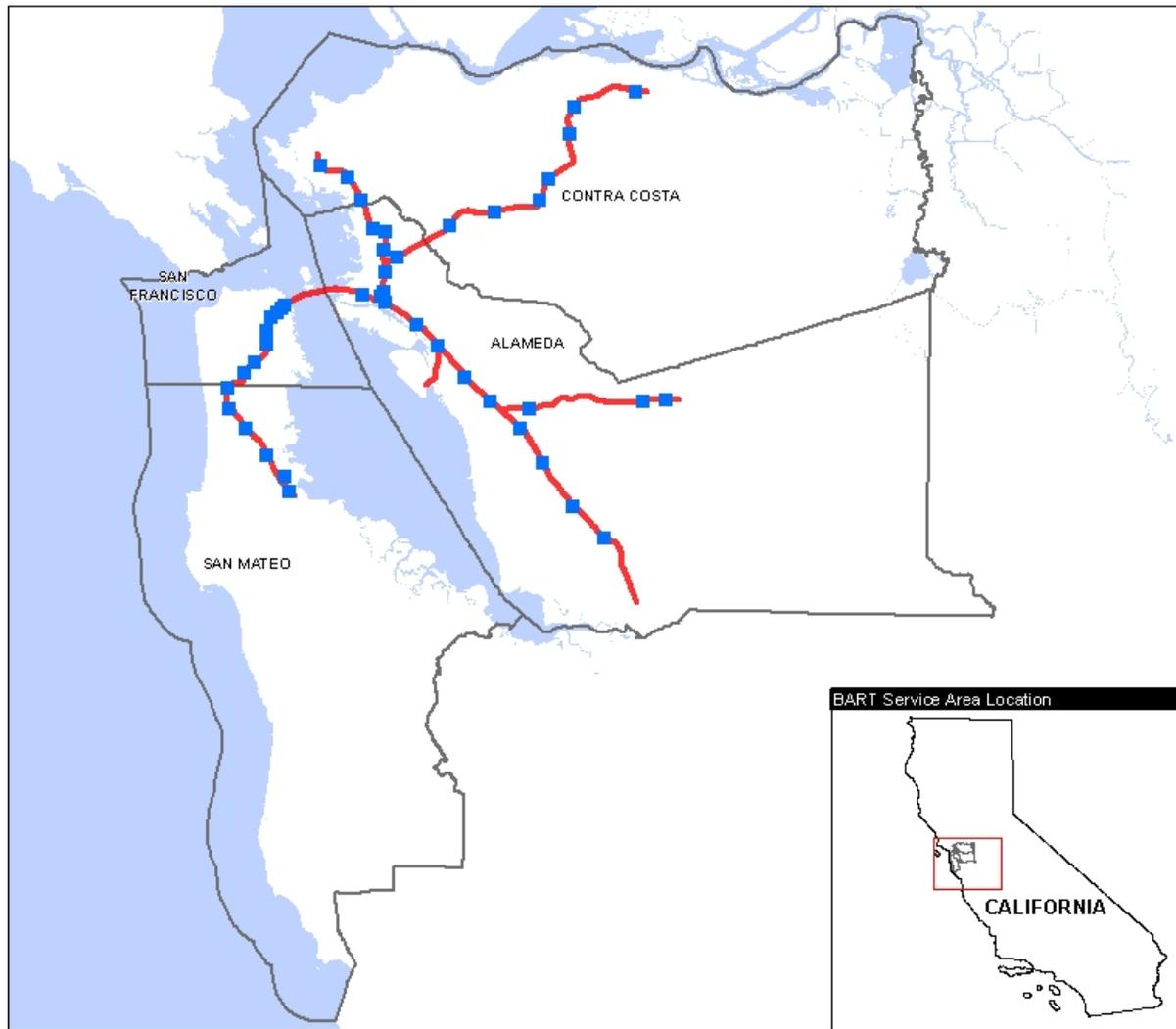
The four factor analysis includes the following:

- 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.

Four-County BART Service Area

Figure 1
Four-County
BART Service Area



Legend

- BART Stations
- BART System
- County Boundaries
- State of California
- Ocean Background



EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

2.0 FACTOR 1: LIMITED ENGLISH PROFICIENT POPULATION

The Factor 1 analysis assesses the number and proportion of persons with limited English-speaking proficiency likely to be encountered within BART’s four-county service area. The LEP population is those persons who reported to the Census Bureau that they speak English “less than very well.”

The four-county BART service area, shown in Figure 1, includes Alameda, Contra Costa, San Francisco, and San Mateo Counties. Within this area, the most recent census data from the American Community Survey (ACS) estimate that 720,062 or 18.2 percent, of the population age 5 years and older is LEP. The ACS data show 21 languages with 1,000 or more LEP persons.

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 language characteristics through an analysis of available data. 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, 2010 to 2014 ACS 5-Year Sample
- California Department of Education (CDE), English Learner Data

Census 2010

Census 2010 does not provide language proficiency data. Census 2010 is a short form with ten questions and provides data on “resident population”, “race, and “housing occupancy status.” There are 918 census tracts in the service area. The San Francisco Airport census tract has no population, which results in 918 tracts with population. The U.S. Census Bureau’s American Community Survey (ACS), 2010-2014, is the major data source for identifying LEP persons.

American Community Survey (ACS) U.S. Census Bureau (2010-2014)

The ACS is a continuous nationwide survey of addresses conducted monthly by the U.S. Census Bureau. It is intended to measure changing socioeconomic characteristics and conditions of the population on a recurring basis. 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 a secondary estimate of the number and distribution of LEP persons.

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 CDE data provide 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 89 primary, secondary, and unified school districts within the BART service area.

2.2 LEP Population Identification

American Community Survey 2010-2014

FTA describes LEP persons as having a limited ability to read, write, speak, or understand English. For this LEP analysis, those who reported to the U.S. Census Bureau that they speak English less than very well were used to tabulate the LEP population for the BART service area.

Table 1 shows English proficiency by county for the BART service area. The table shows that 18.2 percent of the population age 5 years and older reported speaking English “less than very well.” This is the overall LEP population.

Table 1 ACS 2010-2014 English Proficiency, by County

County or Area	Total Population Age 5 and Over	Speaks English Only	Speaks English		Percentage Less than Very Well
			Very Well	Less than Very Well	
Alameda	1,461,771	827,508	359,723	274,540	18.8%
Contra Costa	1,015,684	675,933	201,712	138,039	13.6%
San Francisco	791,638	438,896	176,113	176,629	22.3%
San Mateo	693,651	374,382	188,415	130,854	18.9%
Service Area	3,962,744	2,316,719	925,963	720,062	18.2%

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

The ACS 2010-2014 data, based on a sample of the population, include the number of persons ages 5 and above 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 four-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.

The data displayed in Table 2 are for the four-county BART service area population ages 5 years and above.

Table 2 Service Area English Proficiency, by Language Category

English Proficiency	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
Speak English "Very Well"	359,221	55.2%	185,129	73.1%	352,064	50.5%	29,549	66.7%
Limited English Proficient								
Speak English "Well"	130,099	20.0%	43,353	17.1%	174,031	25.0%	9,537	21.5%
Speak English "Not Well"	114,085	17.5%	18,582	7.3%	119,430	17.1%	3,969	9.0%
Speak English "Not At All"	47,654	7.3%	6,255	2.5%	51,814	7.4%	1,253	2.8%
LEP Subtotal	291,838	44.8%	68,190	26.9%	345,275	49.5%	14,759	33.3%
Grand Total	651,059	100.0%	253,319	100.0%	697,339	100.0%	44,308	100.0%

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

Table: B16004 - AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

When considered exclusively for persons 18 years and above, the data in Table 3 suggest that approximately 16.9 percent of the adult population residing in the BART service area (approximately 669,578 persons in total) spoke English “well,” “not well,” or “not at all” in 2010-2014.

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
Alameda County	100,364	25,626	122,616	5,464	254,070
Contra Costa County	69,717	15,798	37,966	3,147	126,628
San Francisco County	36,116	12,978	116,541	1,962	167,597
San Mateo County	58,513	10,122	49,802	2,846	121,283
Service Area	264,710	64,524	326,925	13,419	669,578
Service Area Total Population	3,962,744				16.9%

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

Table: B16004 - AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION

Additionally, the ACS 2010-2014 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 ‘very well.’ In other words, all members 14 years old and over have at least some difficulty with English.” In total, the ACS 2010-2014 5-Year sample data identified 1,539,432 households in the four-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
Linguistically Isolated	48,930	3.2%	17,386	1.1%	79,209	5.1%	3,336	0.2%
Not Linguistically Isolated	169,514	11.0%	102,839	6.7%	195,168	12.7%	15,478	1.0%
Total	218,444	14.2%	120,225	7.8%	274,377	17.8%	18,814	1.2%
Total Service Area Households	1,539,432							

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

Table: B16002 HOUSEHOLD LANGUAGE BY HOUSEHOLDS IN WHICH NO ONE 14 AND OVER SPEAKS ENGLISH ONLY OR SPEAKS A LANGUAGE OTHER THAN ENGLISH AT HOME AND SPEAKS ENGLISH "VERY WELL"

Table 5 shows the top five non-English languages spoken in the BART service area in 2010-2014 among the total population ages 5 years and older (includes both LEP and non-LEP populations). Although respondents to the 2010-2014 ACS identified a variety of languages spoken within the BART service area, Spanish, Chinese, Tagalog, Vietnamese, and Hindi were the primary languages spoken.

Table 5 Primary Languages Spoken in the BART Service Area, ACS 2010-2014

Language	Population Speaking Non-English Language	Margin of Error	Percentage of Total Population
Spanish or Spanish Creole	651,059	± 9,782	16.4%
Chinese	353,901	± 9,896	8.9%
Tagalog	157,437	± 8,037	4.0%
Vietnamese	47,968	± 4,440	1.2%
Hindi	42,827	± 4,424	1.1%
All Other Languages	392,833	± 66,251	9.9%
Total Speaking Non-English Languages	1,646,025	± 102,830	41.5%
Total Population	3,962,744		

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

Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Figure 2 identifies the LEP census tracts using ACS 2010-2014. This map shows the census tracts where the proportion of the population speaking English “less than very well” is greater than or equal to 18.2 percent, the service area mean.

More than 44 percent of the Spanish language speaking population is LEP in the four-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 44.8 percent of the Spanish language mean.

The study team did not prepare maps showing the “Indo-European” and “Asian or Pacific Islander” categories. Because of the large number of languages grouped within these broad categories, showing the geographic distribution of language categories would be inconclusive about where concentrations of specific languages are located. The map set prepared from the 2010 to 2014 ACS 5-Year Sample shows the geographic distribution of LEP persons for the primary languages by Census Tracts.

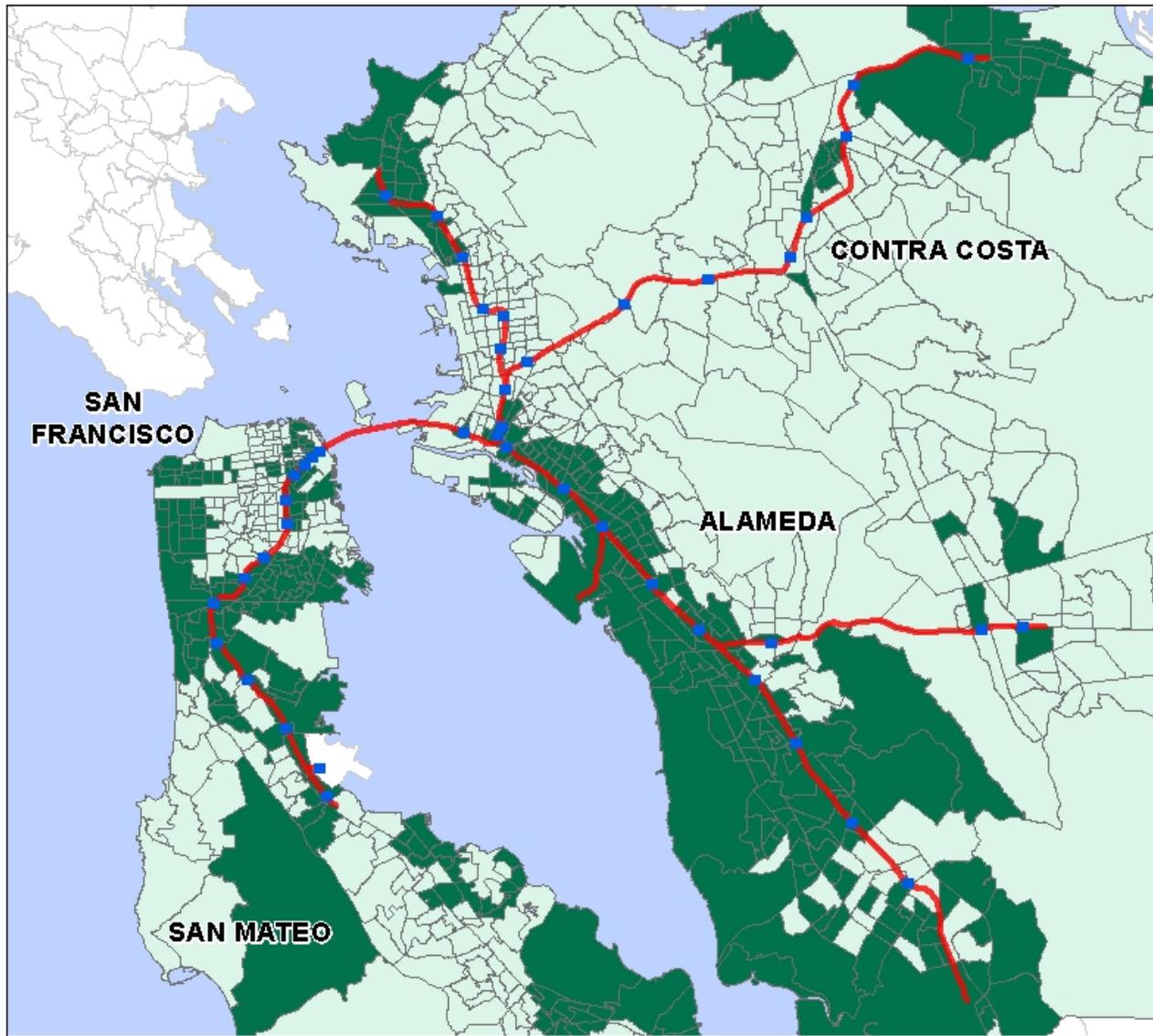


Figure 2: Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
 - BART System
 - Water
- LEP**
- Non LEP
 - LEP

Note: The service area average for the population older than five years that speaks English "Less than Very Well" is 18.2 percent. There are 386 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



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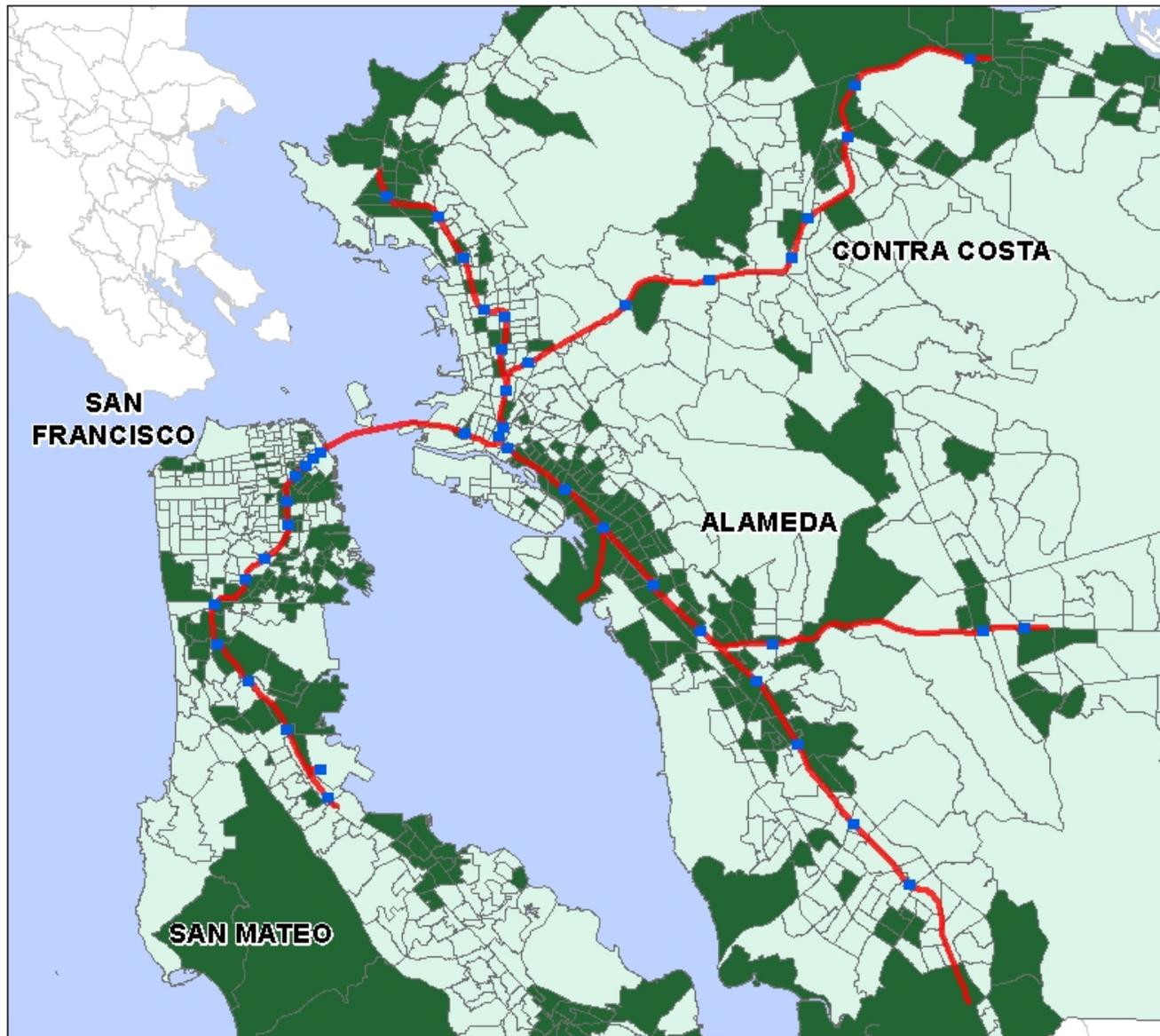


Figure 3: Spanish Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
 Speak English
 "less than very well"

Legend

- BART Stations
- BART System

Spanish Language

LEP Census Tracts

- Non LEP
- LEP

Note: The service area average for the Spanish population older than five years that speaks English "Less than Very Well" is 44.8 percent. There are 293 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



0 2.5 5 10 15 20 Miles

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Discussion

The ACS 2010-2014 data provides a detailed picture of the LEP population for the BART service area. It shows the top languages spoken by the LEP populations and the census tracts with higher-than-average concentrations of people who reported that they spoke English less than very well. Geographic analysis shows that 64.5 percent of the LEP population lives in a census tract within 1 mile of a BART line.

Figure 3 shows the Spanish speaking LEP population clustered primarily near the BART system. More than 51 percent of Spanish speaking LEP persons live in a census tract within 1 mile of a BART line. This LEP population concentrated along the system shows that for the Spanish LEP population, public transit is a key means of achieving mobility.

The American Community Survey 2010-2014 is the most geographically detailed set and reflects changes in the population. It provides detailed information to see the regional distribution of specific languages at the census tract level. The Census 2010 does not provide language data. The 2010 Census focus is on count and basic demographics. Instead, the sample data, historically collected on the “long form” in the census, are now collected throughout the decade in the ACS. ACS 5-year of sample are now being used to produce estimates comparable to the 2000 Census long form sample products.

2010 to 2014 American Community Survey

For this Factor 1 LEP analysis, the 2010-2014 American Community 5-year sample survey data was used to identify the geographic distribution of the languages spoken at home.

FTA describes limited English proficiency as having a limited ability to read, write, speak, or understand English. Similar to the approach used with the Census 2010 data, the study team defined the LEP population as the members of the population age 5 years and older who reported to the ACS that they speak English “less than very well”.

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 percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.”

The total population age 5 years and older estimated by the 2010 to 2014 ACS for the four-county BART service area is 3,962,744. The LEP population was estimated at 720,062, or 18.2 percent of the eligible population. Table 6 on the next page shows 21 languages with more than 1,000 estimated LEP persons.

Table 6 ACS Languages Spoken by LEP Persons Age 5 and Older

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

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

Table: B16004 - AGE BY LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE 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 or Spanish Creole	Chinese	Vietnamese	Tagalog	Korean	Russian	Other Languages	LEP Population	Total Population Age 5 and Over
Alameda	111,247	71,681	15,442	19,034	7,483	1,420	48,233	274,540	1,461,771
	7.6%	4.9%	1.1%	1.3%	0.5%	0.1%	3.3%	18.8%	100.0%
Contra Costa	77,747	16,134	3,629	10,228	3,804	2,901	23,596	138,039	1,015,684
	7.7%	1.6%	0.4%	1.0%	0.4%	0.3%	2.3%	13.6%	100.0%
San Francisco	38,494	94,744	6,663	9,213	3,720	6,540	17,255	176,629	791,638
	4.9%	12.0%	0.8%	1.2%	0.5%	0.8%	2.2%	22.3%	100.0%
San Mateo	64,350	24,913	1,813	15,246	1,714	2,532	20,286	130,854	693,651
	9.3%	3.6%	0.3%	2.2%	0.2%	0.4%	2.9%	18.9%	100.0%
BART Service Area	291,838	207,472	27,547	53,721	16,721	13,393	165,548	720,062	3,962,744
	7.4%	5.2%	0.7%	1.4%	0.4%	0.3%	4.2%	18.2%	100.0%

Source: U.S. Census Bureau, 2010-2014 American Community Survey
 Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

Discussion

As shown in Table 6, 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 have not changed from the previous four factor analysis performed in 2013 using 2010 Census data and 2007-2011 ACS data.

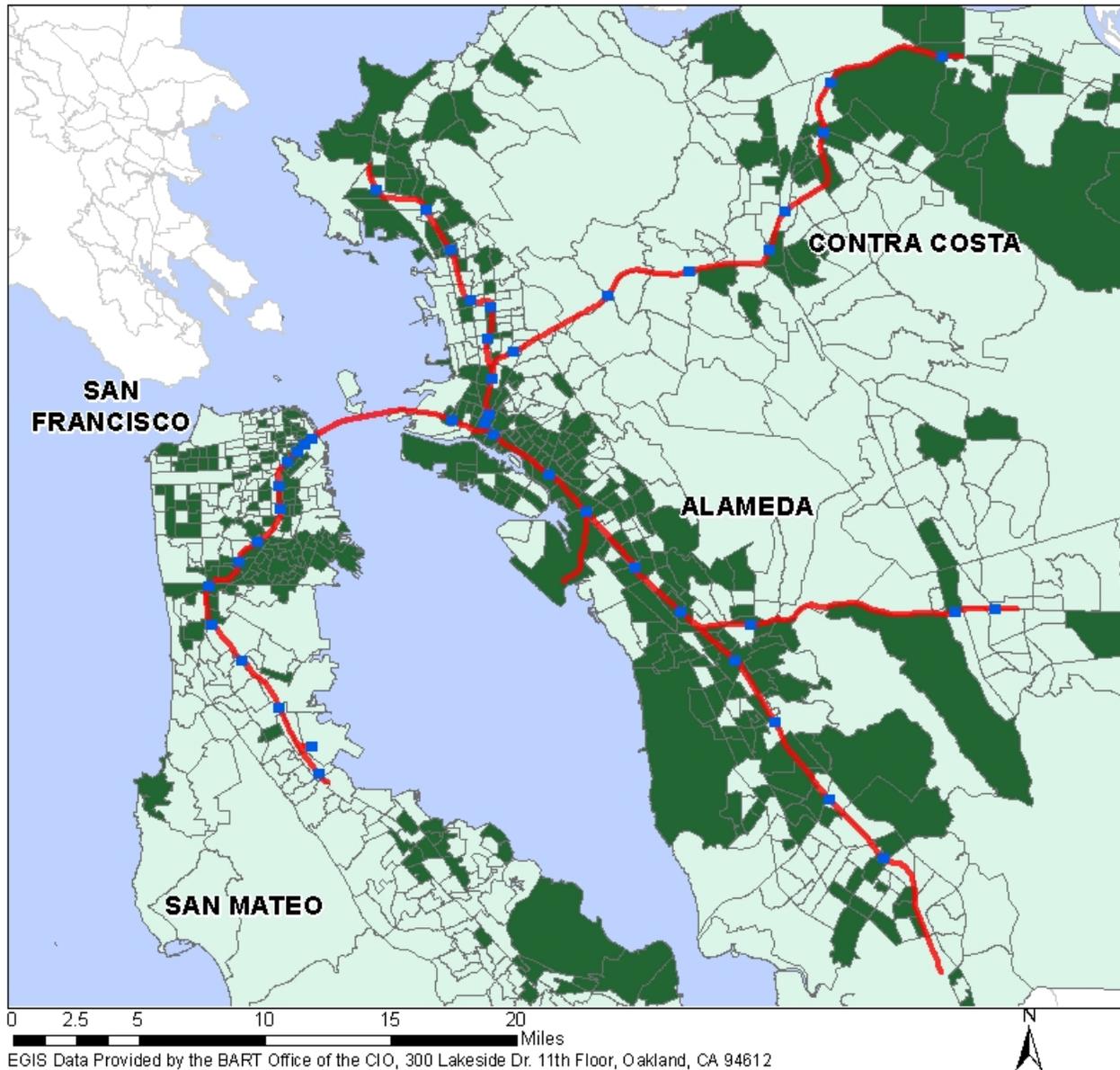


Figure 4: Chinese Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
 - BART System
- Chinese Language**
- LEP Census Tract**
- Non LEP
 - LEP

Note: The service area average for the Chinese population older than five years that speaks English "Less than Very Well" is 58.6 percent. There are 389 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



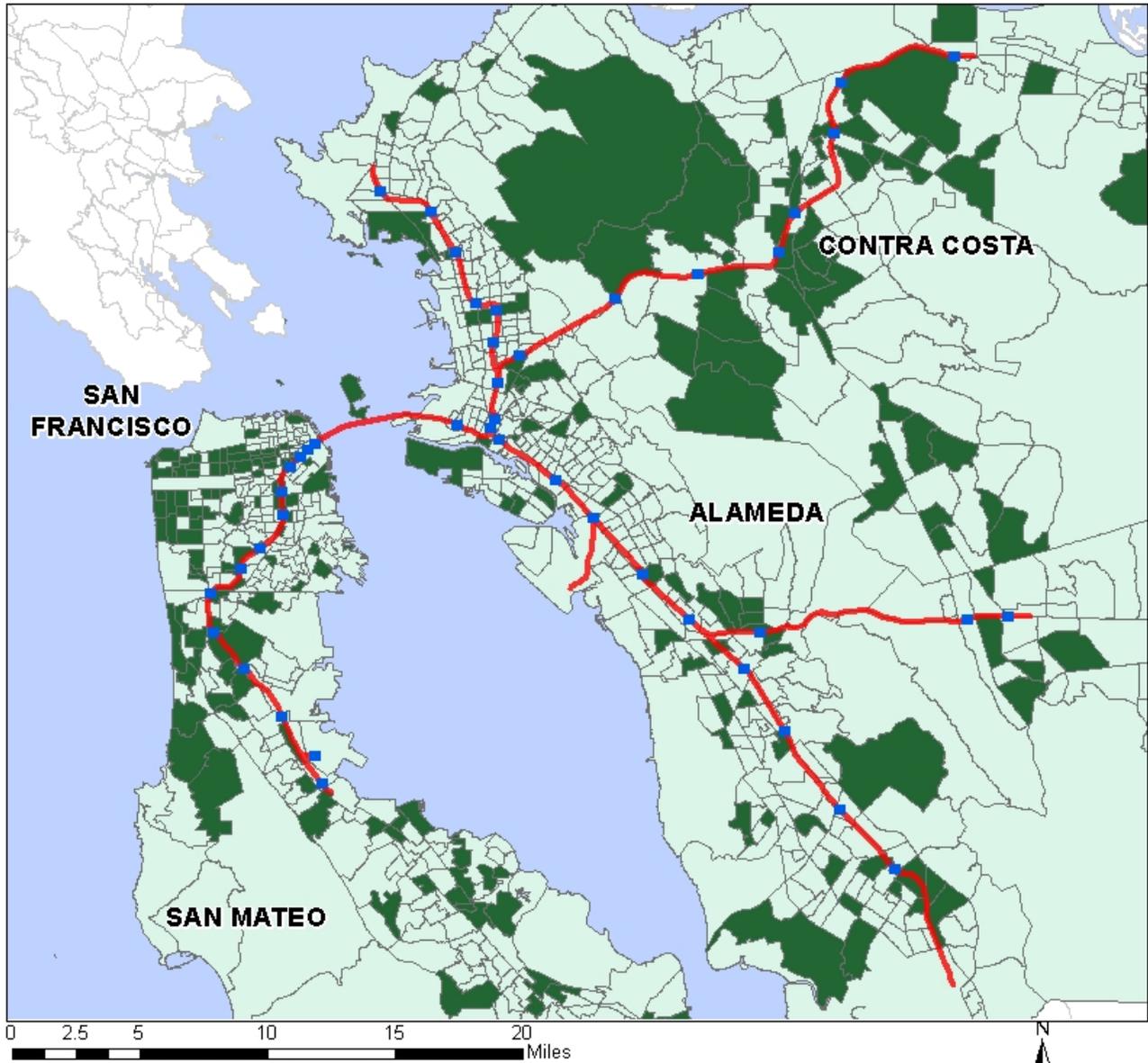


Figure 5: Russian Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
- BART System

Russian Language

- LEP Census Tracts**
- Non LEP
 - LEP

Note: The service area average for the Russian population older than five years that speaks English "Less than Very Well" is 46.4 percent. There are 217 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



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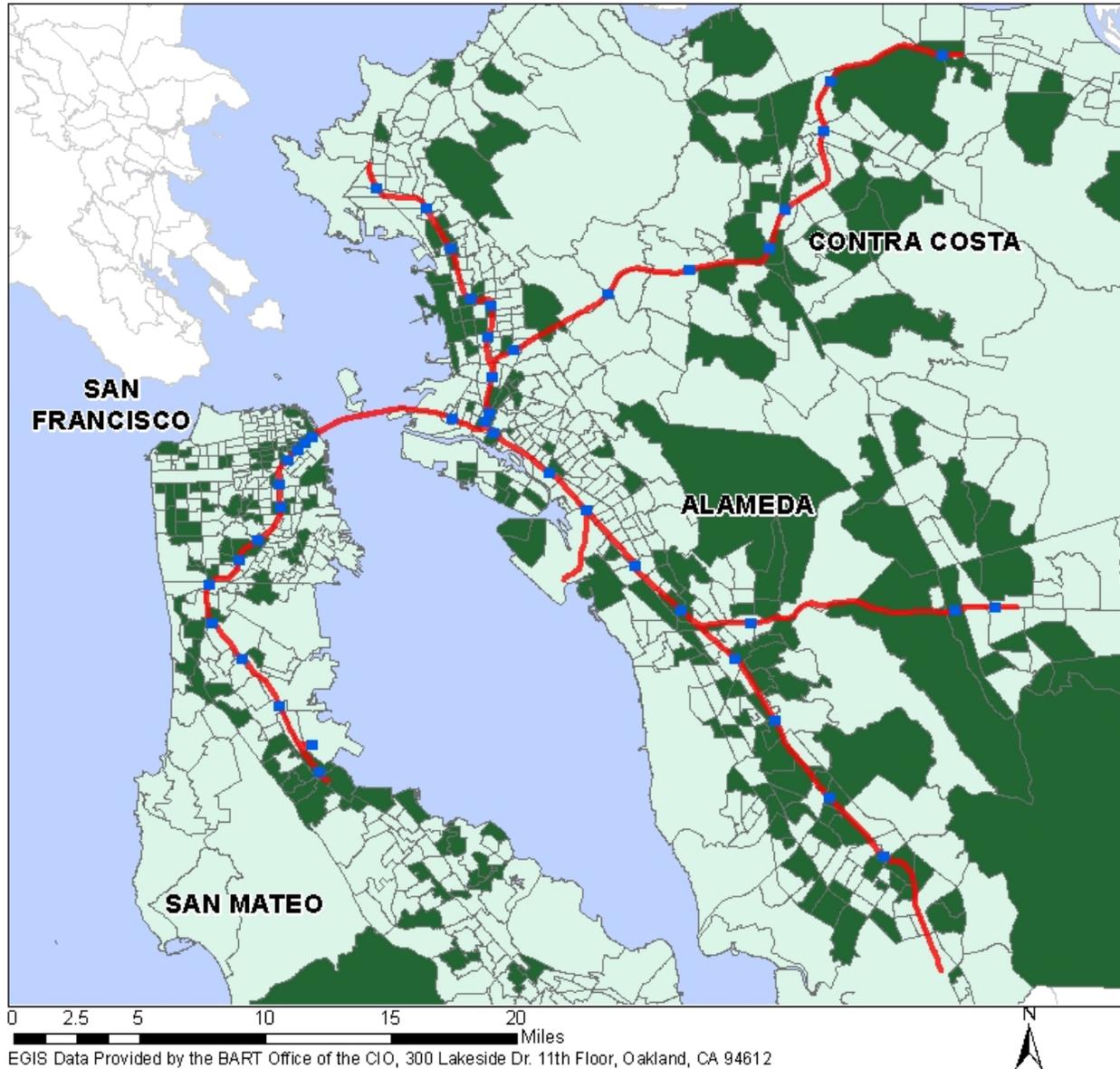


Figure 6: Korean Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
- BART System

Korean Language

LEP Census Tract

- Non LEP
- LEP

Note: The service area average for the Korean population older than five years that speaks English "Less than Very Well" is 58.6 percent. There are 255 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



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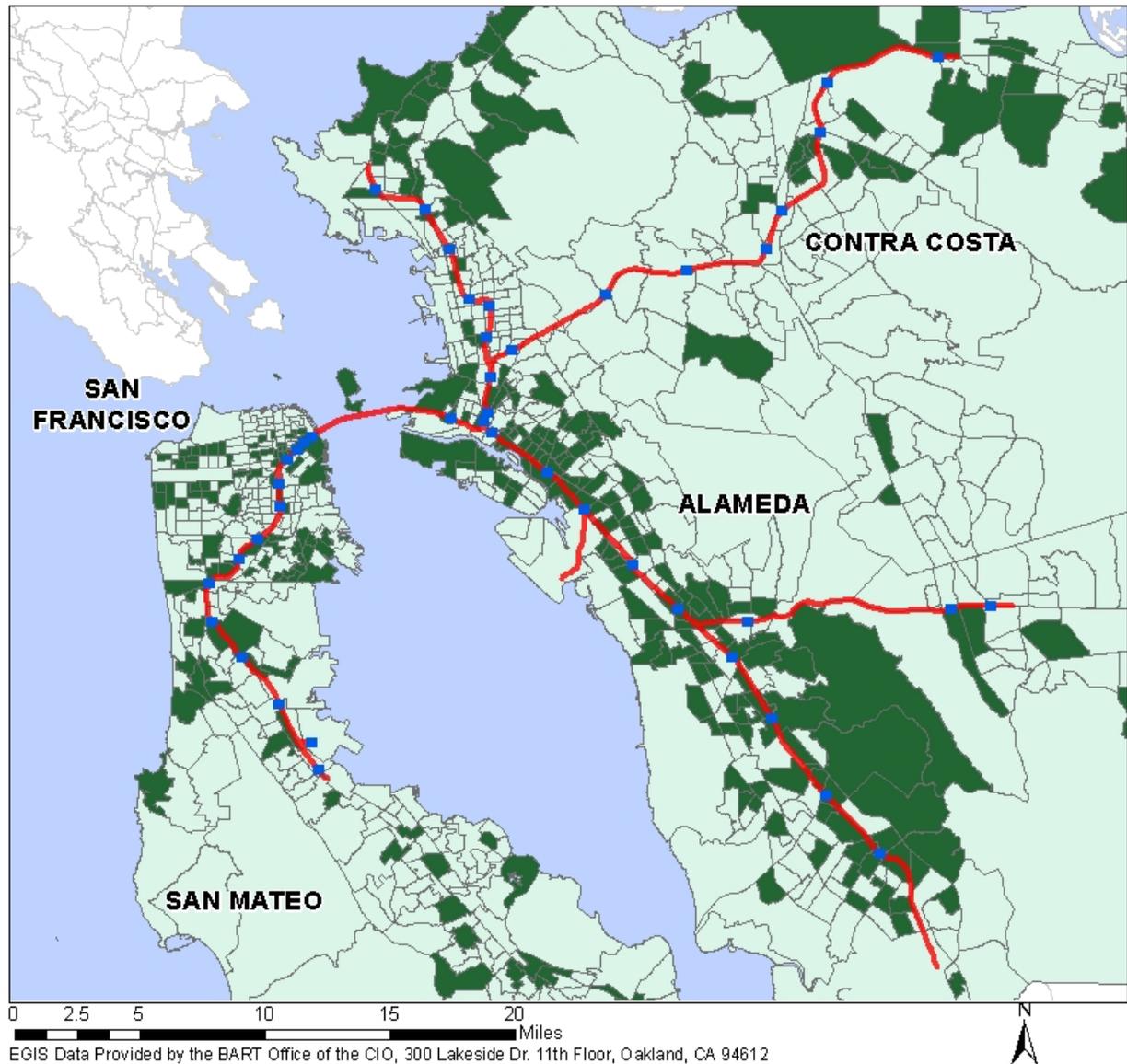


Figure 7: Vietnamese Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
- BART System

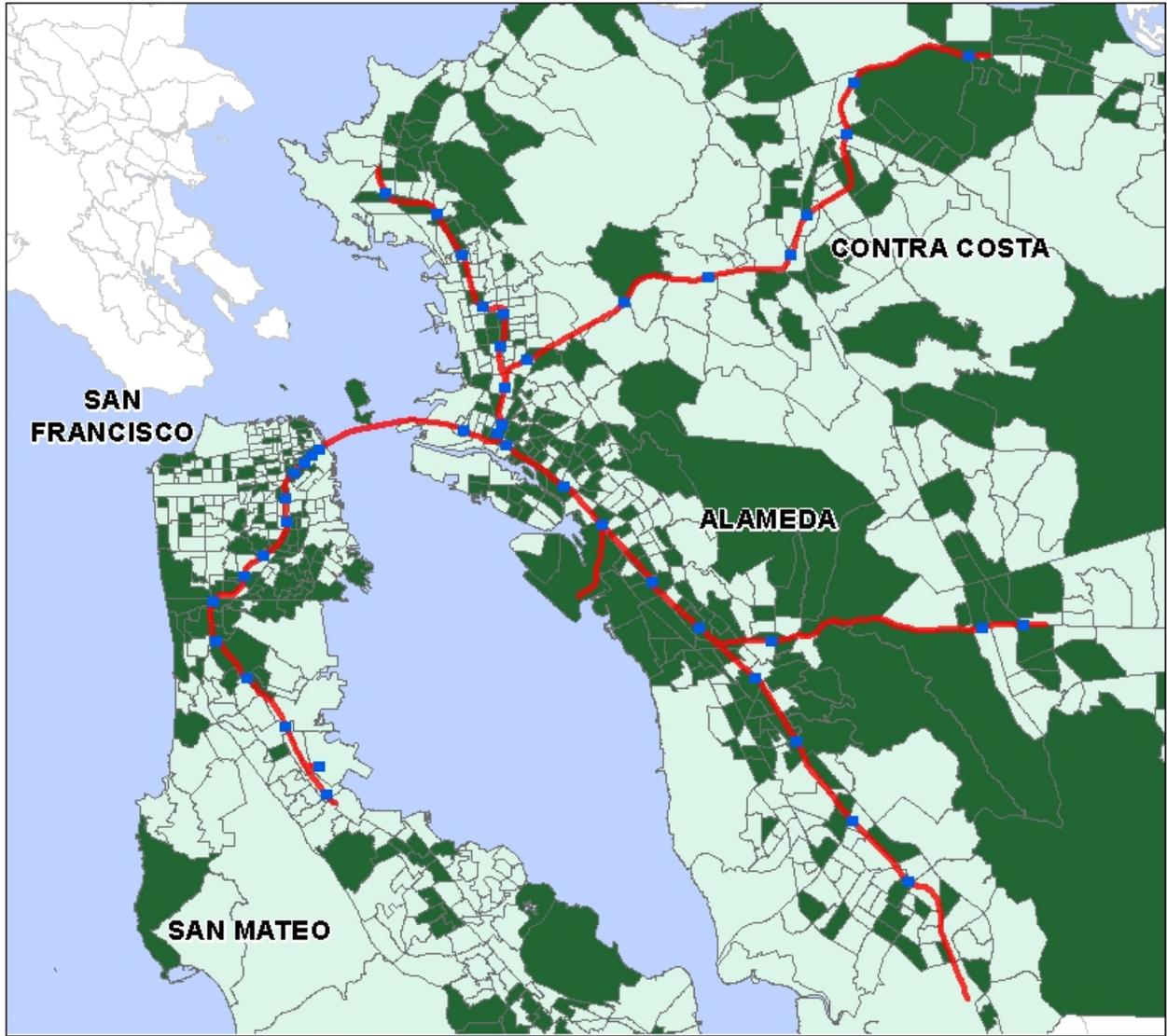
Vietnamese Language

- LEP Census Tract**
- Non LEP
 - LEP

Note: The service area average for the Vietnamese population older than five years that speaks English "Less than Very Well" is 57.4 percent. There are 301 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014





0 2.5 5 10 15 20 Miles

EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612

Figure 8: Tagalog Limited English Proficient (LEP) Census Tracts

ACS 2010-2014
Speak English
"less than very well"

Legend

- BART Stations
- BART System

Tagalog Language

- LEP Census Tract
- Non LEP
 - LEP

Note: The service area average for the Tagalog population older than five years that speaks English "Less than Very Well" is 34.1 percent. There are 363 census tracts where the proportion of the population five years and older that speak English "less than very well" is above the study area average.

Data Sources: U.S. Census Bureau, American Community Survey, (ACS) 2010-2014



In addition to considering the 2010 - 2014 ACS, the Factor 1 analysis considered language data from the California Department of Education (CDE). The state’s English Learners Database is another tool for identifying concentrations of potential LEP populations based on recent public school enrollment data.

These data include 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 2015 - 2016 enrollment of 557,599 students within the 89 primary, secondary, and unified school districts in the four-county BART service area. Table 8 shows the breakdown for 16 languages that are spoken by more than 500 English learners. The CDE language census 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	79,543	14.3%
Chinese	12,040	2.2%
Tagalog	4,437	0.8%
Arabic	3,020	0.5%
Vietnamese	2,420	0.4%
Punjabi	1,325	0.2%
Hindi	1,234	0.2%
Farsi (Persian)	1,163	0.2%
Russian	971	0.2%
Korean	880	0.2%
Telugu	856	0.2%
Japanese	774	0.1%
Urdu	634	0.1%
Portuguese	564	0.1%
Tongan	533	0.1%
Tamil	504	0.1%
Other Languages	7,999	1.4%
Total ELL Population	118,897	
Total Enrollment	557,599	

Source: 2015-2016 Number of English Learners by Language, California Department of Education DataQuest
2015-2016 County Enrollment by Grade, California Department of Education DataQuest

Table 9 shows the distribution of English learners by county. 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.

**English Learners, by
County**

Table 9

	Total Enrollment	English Learners	Percentage of English Learners
Alameda	225,925	48,656	21.5%
Contra Costa	176,413	31,275	17.7%
San Francisco	59,759	16,343	27.3%
San Mateo	95,502	22,623	23.7%
Service Area	557,599	118,897	21.3%

Source: 2015-2016 Number of English Learners by Language, California Department of Education DataQuest
2015-2016 County Enrollment by 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 similar to that shown by the 2010 - 2014 ACS data. Spanish and Chinese are the top languages spoken at home by English learners. While Tagalog, Vietnamese, Korean and Russian all appear in the list of languages with more than 500 English learners, the rank order of Tagalog and Vietnamese languages are the same as the ACS data set. Korean and Russian are different in ranking compared to the ACS data set. Tongan and Urdu both appear on the English Learner language list as displayed in Table 8.

2.3 Summary

This Factor 1 analysis used two sources of data recommended by FTA to describe the LEP population within the four-county BART service area. These sources are the 2010-2014 ACS 5-year sample and the CDE 2015-2016 data. These descriptions 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 percent confidence level.

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 four-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.”

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 2014 on-board Customer Satisfaction Survey. From these reviews, BART determined that its 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 (Cantonese and Mandarin), were most frequently reported. Both Japanese and German speakers have a high frequency of contact with the BART website, likely because of the high number of tourists from these countries.

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 2014 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 2014 through October 2016, 4,595 non-English and limited-English speaking individuals were documented through the Transportation and Station Intranet.

Table 10 provides a summary of the contacts recorded by BART personnel from January 1, 2014 to October 14, 2016. Spanish and Chinese are the language groups frequently encountered by frontline staff.

Table 10
LEP Encounters through the Transportation and Station Intranet
January 1, 2014 – October 14, 2016

Language	LEP Encounters
Spanish	3253
Chinese*	1077
Hindi	60
Portuguese	34
French	27
Vietnamese	15
Farsi	14
Russian	13
Arabic	10
Korean	10
Japanese	9
Tagalog	8
Burmese	5
Other Languages**	60
Total	4595

Source: BART Transportation and Station Intranet
 January 1, 2014 - October 14, 2016

*Chinese languages the following dialects: Cantonese (914), Mandarin (94), Chaochow (3), Fukiense (3) and other Chinese dialects (63)

** Includes 35 additional languages

[Calls to the Transit Information Center](#)

The Transit Information Center (TIC) is staffed between 8:00 am and 9:00 pm daily. It employs 13 transit information representatives and 1 supervisor who speak the following languages: English (16), Spanish (2), and Chinese (1) (Cantonese and Mandarin). From January 1, 2014 to October 14, 2016, the TIC documented 4,606 encounters with non-English and limited-English speaking individuals. LEP individuals who call the TIC have direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit information representatives. 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 number one frequently encountered language.

Table 11

BART LEP Contacts from January 1, 2014 to October 14, 2016

Language	LEP Encounters
Spanish	3260
Chinese*	1082
Hindi	60
Portuguese	34
French	27
Vietnamese	15
Farsi	14
Russian	13
Other Languages	101
Total	4606

Source: BART Transit Information Center January 1, 2014 - October 14, 2016

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

** Includes 38 additional languages

[LEP Contacts through the Language Line Service](#)

BART contracts with Language Line Services to assist frontline staff in providing accurate and complete interpretation to customers with Limited English Proficiency. 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, 2014 to September 30, 2016 the Language Line Services received 1104 calls from non-English and limited-English speaking individuals.

Table 12 represents the details of BART's efforts to provide information in multiple languages through Language Line Services. Chinese and Spanish are the top two frequently encountered language groups.

Table 12

Calls to Language Line Service January 1, 2014 – September 30, 2016

Language	LEP Encounters
Chinese*	453
Spanish	430
Vietnamese	33
Russian	29
Korean	27
Japanese	23
French	22
Farsi	17
Arabic	10
Other Languages**	60
Total	1104

Source: Language Line Services January 1, 2014 - September 30, 2016

*Chinese includes Cantonese, Mandarin and other Chinese dialects.

**Includes 21 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 2014-2016. However, these page views shown do not reflect all translation requests for the <bart.gov> website pages. Customers frequently translate other pages of the site using third-party services, such as www.microsofttranslator.com and translate.google.com.

The basic BART transit information 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.

Table 13

BART Website Translated Page View Summary

Language	Number of Page Views	Percentage of Page Views
Japanese	87,506	29.64%
Chinese	61,144	20.71%
Spanish	41,047	13.90%
German	34,939	11.83%
French	39,760	13.47%
Italian	19,102	6.47%
Korean	11,745	3.98%
Total Views per Year	295,243	

Source: BART, January 1, 2014 – October 14, 2016

Table 13 shows that approximately 29.64 percent of the translations were for Japanese pages, 20.71 percent for Chinese pages, 13.9 percent for Spanish pages and 11.83 percent for German pages. The high numbers for Japanese and German translation requests are not proportionate to the smaller size of these language groups relative to the Chinese and Spanish-speaking groups in the BART service area. These higher numbers, however, could be attributable to tourist language groups. BART serves international airports with a high percentage of tourist-riders. According to the San Francisco Convention and Visitors Bureau, Japan and Germany are the second and third highest producing international markets for San Francisco International Airport travel, behind the United Kingdom.³

BART Customer Satisfaction Survey

This on-board survey is conducted every 2 years to track customer satisfaction. While the questionnaire does not specifically collect LEP information, it is available in Spanish, Chinese, Korean and Vietnamese, in addition to English. In 2014, a total of 5,609 completed questionnaires

³ http://www.sfcvb.org/media/downloads/travel_media/sf_facts.pdf

were collected, including 63 in Spanish (1.1%), 44 in Chinese (0.8%), 2 in Korean, and 2 in Vietnamese.

The 2014 questionnaire included questions regarding English proficiency. According to survey responses, 37% of respondents speak a language other than English at home – 26% report that they speak English very well, and 10% report they speak English “Well,” “Not Well,” or “Not at all.” (The remaining 1% did not answer the question regarding English proficiency.) Please refer to Table 14 below for details.

Table 14 English Language Proficiency

Speak only English at home	62%
Speak another language at home	37%
<i>Speak English “very well”</i>	26%
<i>Speak English “well”</i>	8%
<i>Speak English “not well”</i>	2%
<i>Speak English “not at all”</i>	<1%
<i>No response re: proficiency</i>	1%
No response re: language spoken at home	2%

Source: BART 2014 Customer Satisfaction Study

BART 2015 Station Profile Study

Table 15 shows an estimate of LEP riders riding the BART system that was produced using the ACS data in combination with selected percentages from the BART 2015 Station Profile Study (preliminary data). For each of the four counties in the BART service area, the total population and LEP population were obtained from the ACS 2010-2014 database. Next, from the BART 2015 Station Profile Study and FY16 average weekday ridership, the number of home-based BART riders originating from each of the four counties was estimated. An estimate of potential LEP encounters in each county was estimated by applying a little more than half the percentage (57%) of LEP population in that county to the FY16 BART ridership originating from that county. It is estimated that on an average weekday, about 10% of BART’s riders are LEP.

Table 15 Estimated LEP Ridership, by County

County	Population age 5+ (ACS 5-year estimates 2010- 2014)	Speak English Less than Very Well	Percentage LEP	FY2016 Avg. Weekday Home-Based Riders ^a	Percentage LEP Riders ^b	LEP Riders
Alameda	1,461,771	274,540	19%	85,866	11%	9,142
Contra Costa	1,015,684	138,039	14%	45,535	8%	3,508
San Francisco	791,638	176,629	22%	41,732	13%	5,279
San Mateo	693,651	130,854	19%	19,789	11%	2,116
Total	3,962,744	720,062	18%	192,922	10%	20,046

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

Table: B16001 - LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER

^a Assumes 45.8% of weekday trips originate from home, based on 2015 Station Profile Survey (preliminary data). Percentages by county based on 2015 Station Profile Survey.

^b LEP population rides subway/rail at about half (57%) the rate of general population per ACS data from 2010 to 2014.

2016 Employee Survey

In September 2016, BART conducted an online and paper survey of its staff including frontline staff. The survey was available to all 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 B.

Based on the 567 responses received from online (253), paper (93) and through the TSI web (222) distribution outlets, about 19% of the respondents answered they encountered a customer seeking assistance who was unable to communicate well in English “many times a day.” About 12% reported encounters a “few times a day.” Employee respondents identified Spanish, 69% and Chinese, 96% (includes Cantonese, Mandarin and other Chinese dialects) as the most commonly encountered languages used by LEP customers⁴. Tables 16-18 shows a breakdown of the employee 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	174	31%
Less than once a month	71	13%
A few times a month	69	12%
A few times a month	76	13%
A few times a day	68	12%
Many times a day	108	19%
Total Responded	566	100%
Total Skipped	1	0%
Total Surveyed	567	100%

⁴ Percentage may not add 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.

	Total	Percentage
Spanish	359	69%
Chinese-Cantonese	218	42%
Chinese-Mandarin	280	54%
Tagalog	85	16%
Vietnamese	78	15%
Korean	55	11%
Russian	48	9%
Farsi	23	4%
French	51	10%
Hindi	46	9%
Arabic	27	5%
Portuguese	25	5%
Not Applicable	36	7%
Other Language	33	6%
Total Responded	522	92%
Total Skipped	45	8%
Total Surveyed	567	100%

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

	Total	Percentage
Very difficult	26	6%
Somewhat difficult	187	44%
Somewhat easy	144	34%
Very easy	22	5%
Not applicable – I don't encounter these customers	46	11%
Other	1	0%
Total Responded	426	75%
Total Skipped	141	25%
Total Surveyed	567	100%

Additional analysis of the survey results shows that of the 52% of station agents who responded to the employee survey, 49% indicated that they encounter customers seeking language assistance at least a few times a day. When asked to describe their experience with communicating with LEP customers about 47% of those interactions are considered to be “Somewhat Difficult.”

Conclusion

The Factor 2 analysis showed that there is frequent contact between LEP individuals and BART personnel. Language line calls, Transit Information Center, website page views, and the employee TSI LEP encounter data all show a high degree of contact between persons with limited English proficiency and 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 persons with limited English proficiency. The Factor 2 analysis showed that nearly 10 percent of BART’s ridership is limited English proficient, reporting that they speak English less than very well. Nationally, according to Census 2010 data, more than 11 percent of LEP persons 16 years or older use public transit as the primary means of transportation to work. In contrast, about 4 percent of English-speaking persons use public transit for their journeys to work.

BART currently offers language assistance services at its stations and through its TIC and website. The TIC provides direct access to Spanish and Chinese (Cantonese and Mandarin) speaking transit information representatives for BART riders. For other languages, Language Line Services provides translations for over 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, Safety Guide, are in print and PDF format in English, Spanish, and Chinese versions at BART stations and are available in English, Spanish, Chinese, Korean, and Vietnamese on the BART website.

4.2 Community-Based Organization Surveys

Community-Based Organization Surveys

In September 2016, BART distributed surveys to over 439 Community Based Organizations (CBOs) serving limited English populations to better understand how to increase use of the BART system by

persons with limited English abilities. The CBO surveys 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 C.

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’ ranges from 100 to over 15,000 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, Korean, Laotian, Vietnamese, Arabic, Nepalese, Cambodian, Russian, Hindi, Punjabi, Korean, and Tagalog.

CBOs indicated that a majority of the population served typically has some high school education. CBOs surveyed 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 CBOs, the expressed needs of LEP populations regarding language assistance include the following:

- **Affordable public transportation:** Families are moving further away from the city center, and rely on BART and a bus.
- **Improved connectivity and frequency with local bus services.**
- **Safety and security:** LEP persons have expressed confusion and fear as the primary reason for not using public transportation.
- **Audible Announcements on Trains, and at Stations.**
- **Repair of Elevators:** CBOs serving senior LEP populations have expressed concerns about the difficulty senior populations accessing BART when elevators are inoperable.
- **Signage and Brochures:** Some LEP populations have indicated that additional station signage and brochures should be published and made available at BART stations in their primary language.
- **System Transfers:** As another aspect of system comprehension and navigation, understanding the need to transfer between transit lines could be confusing to LEP populations. Directional instructions, either through a website or at stations on how to access destinations in specified languages would also help LEP populations.

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, including the needs identified in the Factor 3 analysis, with BART's current and projected financial and personnel resources. The first component of the Factor 4 analysis is 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.

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 BART's Language Assistance Plan. BART also 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 pay 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.

BART utilizes qualified translators and interpreters from a sole translation and interpretation company to keep costs low and quality high. Working with one company ensures consistency of translations and service.

5.3 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. The Agreement allows the District to save on costs 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. The cost of the Agreement was estimated from the language assistance costs that BART has tracked since the implementation of the previous Language Assistance Plan in 2013. 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 Language Assistance Plan, BART currently provides both oral and written language assistance. Oral language assistance includes bilingual transit information representatives that staff the TIC. These representatives speak Spanish and Chinese. Language Line Services provide interpreters for 170 languages over the telephone. This service is available at each of the 44 stations in the District's system including BART's Administration Office. BART also provides interpreters at public meetings and outreach events. 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") is available at all 44 stations.
- Third-party website translation services (such as <www.microsofttranslator.com> and <translate.google.com>) are available to translate content on <bart.gov>.
- Usage of pictograms or other symbols is present in stations.
- Provide interpreters as requested free of charge at outreach events community meetings and public meetings.
- Meeting notices and survey questionnaires are 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.
- Usage of 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 Limited English Proficient (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. Failure to ensure that LEP persons can effectively participate in or benefit from BART programs and activities, by providing language assistance measures or written translations, may violate the prohibition under Title VI against national origin discrimination.

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 the 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 21 "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 21 "safe harbor" languages.

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 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, 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 would 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 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 would 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 would 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. Particularly 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 2016, BART met with its LEP and Title VI/EJ Advisory Committee members and requested feedback from the members. Members were supportive of BART’s approach to our LAP.

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. Pictograms may be used, if appropriate. In this situation, department staff may need to discuss the underlying message by using a variety of relevant examples until the meaning is clearly understood by translators.

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 with regard to 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 would 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, during the BART track work projects in 2016, pre-recorded announcements were made in Chinese and Spanish (the top two languages most frequently encountered in BART's service area) to passengers informing them of stations being shut down over the weekend and of the bus bridges being provided.

Additionally, after receiving feedback from the 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) can 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 Language Assistance Plan 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.

For purposes of evaluating the LAP, BART will review the following information:

- Changes in demographics, types of services, or other needs.
- 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, American Community Survey and English Learner Data for the California Department of Education and update its LAP accordingly.
- On a quarterly 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 meets with its Limited English Proficiency Advisory Committee which consists of members from CBOs that service LEP populations within the BART service area. 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 is exploring technology options or other options to improve language assistance measures at BART stations, including upgrading telephone equipment to dual handsets to enhance customer service while using the Language Line Service and exploring the feasibility of enhancing signage and automated announcements on its new revenue cars.
- 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. Department Managers 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 Federal Transit Administration’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) 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 LEP persons and CBO representatives to obtain periodic feedback on the effectiveness of current language assistance services.
- BART staff will be surveyed annually 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 2014 to 2016 for station agents, operations supervisors, operations foreworker, transit information clerks, customer service representatives, BART police personnel, survey takers 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.

BART will 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 A

Limited English Proficiency Advisory Committee CBOs

African Advocacy Network
Building Blocks for Kids Richmond Collaborative
Catholic Charities of the East Bay
Chinatown Community Development Center
Chinese for Affirmative Action
Family Bridges
Day Labor Center-Hayward/Oakland
La Clínica de la Raza
Lao Family Community Development, Inc.
Mujeres Unidas y Activas
Oakland Chinatown Chamber of Commerce
San Francisco Southeast Asian Community Center
The East Bay Korean-American Senior Service Center

Title VI/Environmental Justice Advisory Committee CBOs

West County Toxics Coalition
Urban Habitat Boards and Commission Leadership Institute
Alameda County Office of Education
Urban Habitat Boards and Commission Leadership Institute
Center on Race, Poverty, and the Environment
Tenderloin Neighborhood Development Corporation (TNDC)
Asian Pacific Environmental Network
Richmond Main Street Initiative
Girls Inc. of Alameda County

Appendix A

Limited English Proficiency Advisory Committee CBOs

African Advocacy Network
Building Blocks for Kids Richmond Collaborative
Catholic Charities of the East Bay
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Oakland Chinatown Chamber of Commerce
San Francisco Southeast Asian Community Center
The East Bay Korean-American Senior Service Center

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Center on Race, Poverty, and the Environment
Tenderloin Neighborhood Development Corporation (TNDC)
Asian Pacific Environmental Network
Richmond Main Street Initiative
Girls Inc. of Alameda County



San Francisco Bay Area Rapid Transit District Employee Survey-Limited English Proficient (LEP) Customers

Please answer the questions below. Your answers will help us evaluate how well we're reaching the Limited English Proficient (LEP) communities we serve. **LEP persons are defined as individuals who have a limited ability to speak, read, write, or understand English.** Please complete and return the survey by **August 29, 2016** to **Office of Civil Rights, 300 Lakeside Drive 16th Floor, Oakland, CA 94612.** To complete the survey online, please go to <https://www.surveymonkey.com/r/LEPEmployeeSurvey>.

BART values your input. Information will be treated confidentially. Thank you for participating in this survey.

1. Thinking about your typical day at work, what is your primary work location? Select all that apply.
 - On a train (i.e. R-Line, C-Line) _____
 - In a station (i.e. Richmond, Embarcadero) _____
 - In shops or yards (i.e. OKS, ODT) _____
 - In an office (i.e. LKS, OCC) _____
 - Other (specify) _____
2. In your job, how often do you typically interact with BART customers?
 - Rarely or never A few times a week
 - Less than once a month A few times a day
 - A few times a month Many times a day
3. How often do you typically encounter customers seeking language assistance (persons unable to communicate well in English)?
 - Rarely or never (skip to question 9) A few times a week
 - Less than once a month A few times a day
 - A few times a month Many times a day
4. Of the topics below, what types of questions are you frequently asked from Limited English Proficient (LEP) customers? Select all that apply.
 - BART fares
 - Destinations
 - How to buy a ticket/Clipper Card
 - How to use ticket at machines
 - Not applicable – I don't encounter these customers
 - Other _____
5. How do you usually communicate with LEP customers? Select all that apply.
 - Call Language Line Services
 - Provide translated brochures (i.e. BART Basics Guide)
 - Point to signage/use diagrams or maps
 - Not applicable – I don't encounter these customers
 - Other _____
6. In general, describe your experience(s) communicating with Limited English Proficient (LEP) customers?
 - Very difficult Somewhat easy
 - Somewhat difficult Very easy
 - Not applicable – I don't encounter these customers

Please explain:

7. How do you typically encounter customers seeking language assistance? Select all that apply.
 - During daily work task Customer phone call
 - Community outreach Volunteer assignments (i.e. M15)
 - Not applicable – I don't encounter these customers
 - Other: _____
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.
 - Spanish Chinese-Cantonese Chinese-Mandarin
 - Tagalog Vietnamese Korean
 - Russian Farsi French
 - Hindi Arabic Portuguese
 - Not applicable – I don't encounter these customers
 - Other Language(s) _____
9. Do you speak any language other than English?
 - No
 - Yes. Which language(s)
 - Spanish
 - Chinese-Mandarin
 - Chinese-Cantonese
 - Other(s): _____
10. Is the current LEP signage in Stations effective?
 - Yes
 - Don't know
 - No. Please explain why: _____
11. Is the current LEP training effective?
 - Yes
 - Don't know
 - No. Please explain why: _____
12. Are you aware of any materials, services, or tools that BART uses to communicate with Limited English Proficient (LEP) customers?
 - No
 - Don't know
 - Yes. The following materials, services, or tools: _____
13. In what ways can BART improve its language assistance services for Limited English Proficient (LEP) customers? Are there additional resources that should be provided to BART employees to increase or strengthen their abilities to assist LEP customers? Please be as specific as possible.



San Francisco Bay Area Rapid Transit District

Language Assistance Questionnaire

Please attach additional sheets of paper if necessary

Name of Organization: _____

Contact Information:

Contact Name: _____

Address: _____

Phone: _____

Email Address: _____

1. What geographic area (county) does your agency serve?

<input type="checkbox"/> Alameda County	<input type="checkbox"/> Contra-Costa County
<input type="checkbox"/> San Mateo County	<input type="checkbox"/> San Francisco County
<input type="checkbox"/> Santa Clara County	<input type="checkbox"/> Other: _____

2. How many people does your agency provide services to?

3. Has the size of the population you serve increased, stayed the same, or decreased over the past five years?

<input type="checkbox"/> Increased
<input type="checkbox"/> Stayed the same
<input type="checkbox"/> Decreased

4. What are the countries of origin from which your population has emigrated?

5. Does your population come from an urban or rural background?

<input type="checkbox"/> Urban	<input type="checkbox"/> Rural
--------------------------------	--------------------------------

6. What are the languages spoken by the population you serve?

7. What is the age and gender of your population?
8. What is the education and literacy level of the population you serve?
9. What needs or expectations for public services has this population expressed?
10. Has the population inquired about how to access public transportation or expressed a need for public transportation service?
11. What are the most frequently traveled destinations?
12. Are there locations that the population has expressed difficulty accessing via the public transportation system?
13. Do the transit needs and travel patterns of the population vary depending on the age or gender of the population members?
14. What is the best way to obtain input from the population?
15. Who would the population trust most in delivering language appropriate messages?
16. What can BART do to improve our services to your community?



New BART Service to Warm Springs/South Fremont to Begin Late 2015

BART wants to hear from you!



BART is seeking your comments on upcoming new service to Warm Springs/South Fremont

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 5.4 mile extension from the Fremont Station to the new Warm Springs/South Fremont Station, which is expected to open for service in late 2015. BART invites the public to learn more about the extension and new station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx. For more details contact: Janice Adam, Community Relations Liaison, (510) 413-2060 or jadam@bart.gov.

El nuevo servicio de BART a Warm Springs/South Fremont empezará a finales de 2015 ¡BART desea escuchar su opinión!

BART desea obtener su opinión con respecto al nuevo servicio a Warm Springs/South Fremont

El San Francisco Bay Area Rapid Transit District (BART) pronto concluirá la extensión de 5.4 millas de la estación de Fremont a la nueva estación de Warm Springs/South Fremont, la cual se espera entre en servicio a finales de 2015. BART invita al público a obtener más información sobre la extensión y la nueva estación, así como a proporcionar comentarios relacionados con cambios elementales en el servicio. Las modificaciones en el servicio podrían incluir cambios en los horarios de servicio de las estaciones Glen Park, Balboa Park y Daly City.

Si necesita asistencia en otro idioma, por favor llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento. Aunque no pueda asistir a uno de nuestros eventos de difusión comunitaria, puede proporcionar sus comentarios llenando un formulario por Internet, el cual estará disponible a partir del 6 de marzo de 2015 en www.bart.gov/wsx. Para obtener información adicional comuníquese con: Janice Adam, Enlace de Relaciones con la Comunidad, al (510) 413-2060 o a jadam@bart.gov.

BART 的 Warm Springs/South Fremont (南佛利蒙) 新捷運延長線將於 2015 年底開始提供服務 • BART 需要民眾提供意見！

BART 希望徵求民眾對 Warm Springs/South Fremont 新捷運延長線服務的意見

舊金山灣區捷運局 (Bay Area Rapid Transit District, BART) 新工程即將完工；全長 5.4 哩捷運延長線將從 Fremont 捷運站延伸至 Warm Springs/South Fremont 新捷運站，預計於 2015 年底開始提供服務。BART 特邀民眾前來了解捷運延長線和新捷運站詳情，並針對重要服務變更提供意見。服務變更可能影響前往 Glen Park、Balboa Park 和 Daly City 等捷運站的時刻表。

如果您需要語言協助服務，請於活動日期前至少 72 小時撥打 (510) 464-6752 聯絡。如果您無法參加我們的外展活動，您仍可透過填寫線上意見表提供意見；該表格將於 2015 年 3 月 6 日在線上提供：www.bart.gov/wsx。如果要了解更多資訊，請聯絡：社區公關專員 (Community Relations Liaison) Janice Adam，電話為 (510) 413-2060；或可發送電郵至 jadam@bart.gov。

Dịch Vụ Mới của BART đến trạm Warm Springs/South Fremont Sẽ Bắt Đầu Vào Cuối Năm 2015 BART mong muốn lắng nghe ý kiến của quý vị!

BART đang tìm kiếm các ý kiến đóng góp của quý vị về dịch vụ mới sắp tới đến trạm Warm Springs/South Fremont

Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh (BART) San Francisco đang sắp hoàn thành việc nối dài 5.4 dặm từ trạm Fremont tới trạm Warm Springs/South Fremont mới, dự định bắt đầu hoạt động vào cuối năm 2015. BART kính mời công chúng tìm hiểu về việc nối dài cũng như trạm xe mới và đóng góp ý kiến nhận xét về những thay đổi dịch vụ chính. Các thay đổi dịch vụ có thể ảnh hưởng lịch trình tới các trạm Glen Park, Balboa Park và Daly City.

Nếu quý vị cần dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752 ít nhất 72 tiếng trước ngày diễn ra sự kiện. Nếu quý vị không thể tham dự sự kiện tiếp ngoài của chúng tôi, quý vị vẫn có thể đóng góp ý kiến phản hồi bằng cách điền vào mẫu đơn nhận xét trực tuyến, sẽ có tại www.bart.gov/wsx từ ngày 6 tháng Ba, 2015. Để biết thêm chi tiết, xin liên lạc: Janice Adam, Nhân Viên Quan Hệ Cộng Đồng (Community Relations Liaison), (510) 413-2060 hoặc jadam@bart.gov.

Warm Springs/South Fremont के लिए नई BART सेवा 2015 के अंत में शुरू होगी • BART आपकी बात सुनना चाहता है!

Warm Springs/South Fremont के लिए आगामी नई सेवा पर BART आपकी टिप्पणियां आमंत्रित करता है!

सैन फ्रांसिसिको खाड़ी क्षेत्र द्रुत पारगमन जिला (BART) का Fremont Station से नए Warm Springs/South Fremont Station के बीच 5.4 मील का वसतिार पूरा होने वाला है, जसि 2015 के अंत तक सेवा के लिए खोल दिए जाने की आशा है। BART इस वसतिार तथा नए स्टेशन के बारे में अधिक जानकारी लेने तथा प्रमुख सेवा प्रभागों पर टिप्पणियां देने के लिए जनता को आमंत्रित करता है। सेवा परिवर्तनों में Glen Park, Balboa Park और Daly City स्टेशनों के लिए अनुसूचति प्रभाव शामिल हो सकते हैं।

यदि आप भाषा सहायता सेवाएं चाहते हों, तो कृपया कार्यक्रम से कम से कम 72 घंटे पहले (510) 464-6752 पर काल करें। यदि आप हमारे आउटरीच कार्यक्रमों में से किसी एक में भाग लेने में असमर्थ हों, तो आप एक ऑनलाइन टिप्पणी फॉर्म भरकर भी फीडबैक दे सकते हैं, जो 6 मार्च, 2015 से www.bart.gov/wsx पर उपलब्ध होगा। अधिक ब्यौरे के लिए संपर्क करें: जैनिसि आदम, समुदाय संबंध सहाचार (Janice Adam, Community Relations Liaison), (510) 413-2060 या jadam@bart.gov.

OUTREACH EVENTS DATES AND LOCATIONS/FECHAS Y UBICACIÓN DE LOS EVENTOS DE DIFUSIÓN COMUNITARIA

外展活動日期和地點 / THỜI GIAN VÀ ĐỊA ĐIỂM CÁC SỰ KIỆN TIẾP NGOẠI / OUTREACH कार्यक्रम की तारीखें तथा स्थान

Saturday, March 7 10 am – 2 pm	Monday, March 9 6 am – 10 am	Tuesday, March 10 4 pm – 8 pm	Wednesday, March 11 11 am – 3 pm	Thursday, March 12 11am – 3 pm
Santa Clara Co. Library District Milpitas Library 160 N. Main Street Milpitas, CA	BART Fremont Station Concourse Area	BART Fremont Station Concourse Area	BART Balboa Park Station Concourse Area	BART Daly City Station Concourse Area

BETTER STATIONS.

BART is seeking **your input** on the future of our **Embarcadero and Montgomery stations.**

We are considering changes to make your BART experience more comfortable: we know that crowding is an issue, especially during commute times, so we are looking into improving how the stations function. We are also considering safety, access, appearance, and the overall customer experience at the stations.

Please let us know which improvements are important to you by filling out a brief survey about your experience:

- online at www.bart.gov/SFplatforms
(click on the survey link)
- or scan the QRcode >

If you need language assistance services, please call 510-464-6752.



Please fill out the online survey:



Made possible with the financial participation of the Federal Transit Administration, Caltrans and SFCTA.

Postcard back

MEJORES ESTACIONES.

BART quiere saber su opinión acerca del futuro de nuestras estaciones Embarcadero y Montgomery. Estamos pensando en implementar algunos cambios para hacer más cómoda su experiencia con el BART. Háganos saber qué mejoras son importantes para usted al completar una breve encuesta acerca de su experiencia: en línea en www.bart.gov/SFplatforms (haga clic en el enlace de la encuesta) o escanee el código QR>

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

更完善的車站

BART 敬邀您針對 Embarcadero 站和 Montgomery 站日後的發展提供寶貴意見。我們正在考慮幾項能提升 BART 服務舒適度的變革措施：請填寫一份簡短的意見調查表，讓我們知道您最重視的改建項目：網址：

www.bart.gov/SFplatforms (請按一下意見調查表連結) 或掃描 QRcode >

如需語言援助服務，請致電 510-464-6752

Nếu quý vị cần được giúp đỡ về ngôn ngữ, xin vui lòng gọi số 510-464-6752.

통역이 필요하신 분은, 510-464-6752로 문의하십시오.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752.



Llene la encuesta en línea:

請填寫線上意見調查表：



VISION PLAN



BART is seeking your input on important spending decisions we need to make over the next 40 years.

BART is faced with a number of important needs: the need to fix and modernize our aging system; the need to reduce crowding on trains and in stations; and the need to serve a growing region committed to sustainability -- possibly with new stations and lines.

We want to hear directly from our riders about the improvements they want to see and options to pay for them.

Join us at one of our in-station events or fill out a survey online at www.futurebart.org.

In-Station Events

Fremont	Tues., Oct 7
Balboa Park	Wed., Oct. 8
El Cerrito del Norte	Thurs., Oct. 9
Pittsburg/Bay Point	Tues., Oct. 14
Dublin/Pleasanton	Wed., Oct. 15
Walnut Creek	Thurs., Oct. 16
Fruitvale	Tues., Oct. 21
Downtown Berkeley	Wed., Oct. 22
Richmond	Tues., Oct. 28
Montgomery	Thurs., Oct. 30

All events 4-7 pm



If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event.

Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6752 hindi liliit sa 72 na mga oras bago ang petsa ng pangyayari.

언어 지원 서비스가 필요하시면, 행사 날짜로부터 늦어도 72시간 전에 (510) 464-6752로 전화해 주십시오.

Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6752 ít nhất là 72 tiếng đồng hồ trước ngày của dịp tổ chức.

PLAN DE VISIÓN



BART quiere conocer su opinión acerca de las importantes decisiones de gasto que se deben hacer en los próximos 40 años.

BART se enfrenta a un buen número de necesidades importantes: la necesidad de arreglar y modernizar nuestro envejecido sistema; la necesidad de reducir las aglomeraciones en los trenes y estaciones; y la necesidad de servir a una región en crecimiento que se compromete con la sustentabilidad -- posiblemente con la creación de nuevas líneas y estaciones.

Queremos oír la opinión de nuestros usuarios directamente acerca de las mejoras que quieren ver y las opciones disponibles para pagarlas.

Participe en uno de nuestros eventos en la estación o complete la encuesta en línea en www.futurebart.org

Eventos en la estación

Fremont	martes, 7 de octubre
Balboa Park	miércoles, 8 de octubre
El Cerrito del Norte	jueves, 9 de octubre
Pittsburg/Bay Point	martes, 14 de octubre
Dublin/Pleasanton	miércoles, 15 de octubre
Walnut Creek	jueves, 16 de octubre
Fruitvale	martes, 21 de octubre
Downtown Berkeley	miércoles, 22 de octubre
Richmond	martes, 28 de octubre
Montgomery	jueves, 30 de octubre

Todos los eventos de 4 p.m. a 7 p.m.



Si necesita servicios de asistencia de idiomas, llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento.

遠景計畫



BART 希望您能就我們未來 40 年的重要支出決策提供寶貴意見。

BART 面臨許多重要需求：修理及汰換老舊系統；紓解列車上和車站內人潮擁擠的現象；以及擴大服務區域以維持長期經營（可能需要增加新車站和路線）。

我們希望乘客能夠直接針對他們所樂見的改建項目及費用選項提出意見。

歡迎踴躍參加我們在車站內舉辦的任何一場活動，或是上網至 www.futurebart.org 填寫意見調查表。

站內活動

Fremont	10 月 7 日星期二
Balboa Park	10 月 8 日星期三
El Cerrito del Norte	10 月 9 日星期四
Pittsburg/Bay Point	10 月 14 日星期二
Dublin/Pleasanton	10 月 15 日星期三
Walnut Creek	10 月 16 日星期四
Fruitvale	10 月 21 日星期二
Downtown Berkeley	10 月 22 日星期三
Richmond	10 月 28 日星期二
Montgomery	10 月 30 日星期四

所有活動均在下午 4 點到 7 點舉行



如需語言協助服務，請在活動日期前至少 72 小時致電 (510) 464-6752。

Appendix 6: Subrecipient Monitoring



2016

September 2, 2016

Tom Radulovich
PRESIDENT

Gail Murray
VICE PRESIDENT

Grace Crunican
GENERAL MANAGER

City of Alameda
ATTN: Virenda Patel
City Hall West
950 West Mall Square
Alameda, California 94501

ATTN: Virenda Patel,

DIRECTORS

Gail Murray
1ST DISTRICT

Joel Keller
2ND DISTRICT

Rebecca Saltzman
3RD DISTRICT

Robert Raburn, Ph.D.
4TH DISTRICT

John McPartland
5TH DISTRICT

Thomas M. Blalock, P.E.
6TH DISTRICT

Zakhary Mallett, MCP
7TH DISTRICT

Nicholas Josefowitz
8TH DISTRICT

Tom Radulovich
9TH DISTRICT

The San Francisco Bay Area Rapid Transit District (BART), 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. 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 addresses environmental justice in minority and low-income populations, and Presidential Executive Order 13166 addresses services to those individuals with limited English proficiency.

BART is also required to monitor its subrecipients to ensure compliance with the Department of Transportation (DOT) Title VI regulations.

BART's Office of Civil Rights (OCR) has conducted a review of the City of Alameda's compliance with the FTA Circular 4702.1B. The review included an analysis of the City of Alameda's response to the Subrecipient Monitoring Checklist and additional materials submitted. Based on OCR's review, the following elements are missing and must be included in your agency/organization's draft Title VI Program:

1. Title VI Notice to the Public indicating you comply with Title VI and informing members of the public of the protections against discrimination afforded by Title VI, including a list of locations where the notice is posted.
2. Title VI Complaint Form and Procedures (i.e., instructions to the public regarding how to file a Title VI discrimination complaint).
3. List of transit-related Title VI investigations, complaints, and lawsuits.
4. Additionally, if your agency has transit-related, non-elected planning boards, advisory councils or committees, or similar bodies, the membership of which is selected by your agency, you must provide a table depicting the racial breakdown of the membership of those bodies, and a description of efforts made to encourage the participation of minorities on such bodies.



2016

Tom Radulovich
PRESIDENT

Gail Murray
VICE PRESIDENT

Grace Crunican
GENERAL MANAGER

DIRECTORS

Gail Murray
1ST DISTRICT

Joel Keller
2ND DISTRICT

Rebecca Saltzman
3RD DISTRICT

Robert Raburn, Ph.D.
4TH DISTRICT

John McPartland
5TH DISTRICT

Thomas M. Blalock, P.E.
6TH DISTRICT

Zakhary Mallett, MCP
7TH DISTRICT

Nicholas Josefowitz
8TH DISTRICT

Tom Radulovich
9TH DISTRICT

We have enclosed sample documents that will assist you in the development of your Title VI Program. Please review the attachments, and submit an action plan describing steps to develop the elements listed above. The action plan must be submitted by Monday, October 17, 2016.

If you have questions or want to review your Title VI Program, please do not hesitate to contact Rachel Russell at (510) 287-4709 or via email at rrussel@bart.gov.

BART will take appropriate measures necessary to ensure subrecipient agencies comply with all applicable federal requirements, including periodic site visits monitoring programs to ensure compliance with Title VI.

Sincerely,

Sharon C. Moore
Manager, Workforce and Policy Compliance
San Francisco Bay Area Rapid Transit District (BART)



BART's Title VI Subrecipient Monitoring

2014-2017 Schedule

Reporting Period: January 1, 2014 - December 31, 2016

Deliverable	Due Date
Subrecipient Monitoring Workshop	November 2014
Technical Assistance (in-person meetings and training workshops on LAP, PPP, and Title VI Complaint Procedures)	January 2015 - December 2015
Subrecipients Submit Draft Title VI Program to BART (FTA Title VI Circular 4702.1B Ch.3 Requirements)	<u>March 3, 2016</u>
BART Reviews Subrecipients' Draft Title VI Program	March 2016 - May 2016
BART Notifies Subrecipients of Corrective Actions Need for Draft Title VI Program	June 2016
Subrecipients Submit Final Title VI Programs to BART (Reporting Period: January 1, 2014-December 31,2016)	<u>January 16, 2017</u>
BART Notifies Subrecipients of Compliance or Non-Compliance	June 2017

- Schedule subject to change.



San Francisco Bay Area Rapid Transit District (BART) Subrecipient Monitoring Checklist 2014

Name of Subrecipient: _____

As a subrecipient of BART, you are required to provide general reporting requirements under the Department of Transportation (DOT). 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.*”

Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients*, provides recipients of federal financial assistance, such as BART, guidance and instructions necessary to carry out the DOT’s Title VI regulations. Pursuant to the Circular, Chapter III-4(a), Chapter III-11, Chapter III-12, and Appendix L, BART is required to ensure that its subrecipients are complying with DOT’s Title VI regulations by monitoring its subrecipients for compliance with the Title VI regulations. In addition to complying with the General Requirements and Guidelines outlined in Chapter III of the Title VI Circular, subrecipients that are fixed route transit providers¹ are also responsible for complying and reporting on requirements outlined in Chapter IV of the Title VI Circular. Subrecipients that meet the qualifications of a fixed route transit provider should contact BART’s Office of Civil Rights for further compliance and reporting instructions.

This Subrecipient Monitoring Checklist must be completed, signed, and returned to BART’s Office of Civil Rights as part of your subrecipient funding process. In order to receive federal financial assistance, subrecipients must agree to provide the following information. This checklist also serves to document that the subrecipient currently has implemented, or will be able to implement, where applicable, the required processes and procedures. This checklist covers the most recent reporting period of **January 1, 2014 through December 31, 2016**. A “No” answer does not necessarily mean that the subrecipient 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. For informational purposes, and to assist in your compliance, samples of forms and procedures can be found at www.bart.gov/guide/titlevi.

Copies of your agency’s Affirmative Action Plan and Title VI Plan must be provided with this checklist. As a subrecipient, you are required to submit your Title VI Program to BART so that it may be reviewed for compliance with applicable Title VI requirements. Should the subrecipient choose to adopt BART’s Title VI Program, they must inform BART of this decision in writing. BART will notify the subrecipient of further steps.

Your subrecipient agreement also requires compliance with the District’s Disadvantaged Business Enterprise (DBE) Program. For more information on the District’s DBE Program, please contact Hayden Lee at (510) 464-6209 or hlee2@bart.gov.

¹ Pursuant to the Circular Ch. IV (1) (a), a fixed route transit provider: 1) Operates 50 or more fixed route vehicles in peak service and is located in an Urbanized Area (UZA) of 200,000 or more in population; or 2) Has been placed in this category at the discretion of the Director of Civil Rights in consultation with the FTA Administrator.



I. EMPLOYMENT

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
1.	Does the subrecipient employ 50 or more transit related employees and receive capital operating assistance in excess of \$1 million dollars?				
2.	Does the subrecipient receive planning assistance in excess of \$250,000?				
3.	Can the subrecipient produce a current copy of its Annual EEO-4 Report on employees?				
	a. Is equal opportunity considered when appointments are made?				
	<ul style="list-style-type: none"> Please provide a copy of the subrecipient's Annual EEO-4 Report. 				
4.	Can the subrecipient 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?				
	<ul style="list-style-type: none"> If yes, please provide a copy of the subrecipient's Affirmative Action Plan? 				
	d. Are vacancies advertised both internally and externally?				

II. District's Disadvantaged Business Enterprise (DBE) Program

Subrecipients may be subject to comply with the District's Disadvantaged Business Enterprise (DBE) Program. For more information on the District's DBE Program, please contact Hayden Lee at (510) 464-6209 or hlee2@bart.gov.



III. TITLE VI PLAN, GENERAL REQUIREMENTS & GUIDELINES

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
1.	In accordance with Ch. III- 4 of the Circular, does the subrecipient have a written Title VI Program?				
	a. Can the subrecipient provide documentation demonstrating dissemination of the Title VI Program both internally to employees and externally to the public?				
	<ul style="list-style-type: none"> If yes, please provide a copy of the subrecipient’s Title VI Program. 				
	b. Does the subrecipient have a Title VI Coordinator responsible for overseeing Title VI compliance?				
	c. Is the Title VI Coordinator’s name, address, phone number and email address posted both internally and externally?				
2.	In accordance with Ch. III-5 of the Circular, does the subrecipient provide information to the public notifying the public of protections against discrimination afforded to them by Title VI?				
	a. In consideration of the demographics in the subrecipient’s service area, is the Title VI notice to the public or notice to beneficiaries posted in languages other than English? If so, which languages?				
	<ul style="list-style-type: none"> If yes, please provide documentation demonstrating that the subrecipient’s Title VI policy is disseminated in languages other than English. 				
	b. Can the subrecipient provide a list of locations where the notice is posted?				
	<ul style="list-style-type: none"> If yes, please provide a list of locations where Title VI notices or notice to beneficiaries are posted. 				
3.	In accordance with Ch. III-10 of the Circular, can the subrecipient produce a list showing members of transit-related, non-elected planning boards, councils or committees, or similar bodies?				
	<ul style="list-style-type: none"> Please provide documentation of the racial breakdown of the membership of the committees and a description of efforts made to encourage participation of minority populations. 				



IV. DEMOGRAPHIC DATA

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
1.	In accordance with Ch. IV-5 of the Circular, does the subrecipient collect demographic data on its customers?				
	a. Does the demographic data collected on customers provide data relative to minority persons, neighborhoods, income levels, physical environment and travel habits within the subrecipient's service area(s)?				
	b. Does the subrecipient collect data on additional demographic factors?				
	<ul style="list-style-type: none"> Please list additional demographic data collected by subrecipients. 				
	c. How often does the subrecipient collect demographic data on its customers?				
	d. Can the subrecipient provide documentation of demographic data collected on its customers?				
	<ul style="list-style-type: none"> If yes, please provide documentation of demographic data collected on subrecipient's customers (For example, surveys and or other studies.) 				
2.	Has any other agency or organization conducted surveys to obtain demographic data on customers in the subrecipient's service area?				
	<ul style="list-style-type: none"> If yes, please provide documentation of any surveys or studies completed by other agencies or organizations on customers in the subrecipient's service area. 				



V. LIMITED ENGLISH PROFICIENCY (LEP)

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
1.	In accordance with Ch. III-9 of the Circular, does the subrecipient have a written Limited English Proficiency (LEP) Plan or Language Assistance Plan (LAP) that is compliant with the 4-factor analysis or developed in compliance with DOT regulations?				
2.	Using the most current data (US Census), please provide the population demographics within your service area. Please consider specifically race and English proficiency of residents served by the subrecipient.				
	<ul style="list-style-type: none"> If yes, please provide documentation of population demographics within subrecipient's service area. 				
3.	Does the subrecipient provide translation services, translated materials or interpretation services?				
	<ul style="list-style-type: none"> If yes, please provide a description of these services or materials. 				



VI. PUBLIC OUTREACH

#	Questions	Yes	No	N/A	Narrative explanation for “No”, N/A responses or additional information
1.	In accordance of Ch. III-8 of the Circular, has the subrecipient developed a Public Participation Plan (PPP) which guides public involvement efforts to enhance access to the transportation decision-making process for low-income, minority, and LEP populations?				
	a. Does the PPP include methods and strategies to engage with and respond to Title VI populations?				
	b. Does the PPP include methods to monitor outreach performance measures and objectives?				
	<ul style="list-style-type: none"> If yes, please provide a copy of the subrecipient’s PPP. 				
	c. Has the subrecipient adopted all or a portion of BART’s PPP?				
2.	Can the subrecipient provide documentation describing any public outreach activities related to activities conducted for federally funded transportation project(s)/program(s) undertaken during the reporting period? (For example, surveys, public announcements and/or communications regarding meetings, hearings, and project notices directed by a subrecipient representative.)				
	a. Were special language needs assessed?				
	<ul style="list-style-type: none"> If yes, please provide documentation listing the special language needs assessment(s) conducted and examples of those assessment(s). 				
	b. Were outreach efforts made to ensure that minority, women, elderly, low income, and LEP population groups were provided a meaningful opportunity to participate in outreach activities? (For example, did the subrecipient provide written materials in languages other than English, meet with local social services agencies, or advertise in a minority publication?)				
	c. Were special language services requested?				
	<ul style="list-style-type: none"> If yes, please provide a list of the services requested. (For example, the service provided, date, number of persons served, and any other relevant information.) 				
	d. Were demographics gathered from attendees at public meetings, hearings, etc.?				
	<ul style="list-style-type: none"> If yes, please provide documentation regarding the demographics gathered. 				



VII. TITLE VI COMPLAINTS

#	Questions	Yes	No	N/A	Narrative explanation for "No", N/A responses or additional information
1.	In accordance with Ch. III-6 of the Circular, does the subrecipient have a Title VI complaint form and procedure for filing a complaint?				
	<ul style="list-style-type: none"> Please describe how the complaint form and procedures are disseminated to employees and the public. 				
	a. Does the subrecipient 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?				
	b. 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?				
	<ul style="list-style-type: none"> Please provide a copy of the subrecipient's Title VI complaint logs. 				

VIII. TRAINING

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

By signing this checklist we verify that as a subrecipient of BART that provides transportation services, the level and quality of service provided is on an equitable basis. By signing this document, we are stating that the answers above are true and accurate. Person(s) who submitted information for the checklist, please indicate by signing below.

Name Title Date

Name Title Date



San Francisco Bay Area Rapid Transit District (BART)

Title VI Subrecipient Monitoring Workshop

November 5th, 2014 | 1:00pm-3:00pm

300 Lakeside Drive, Oakland CA, 94612

18th Floor, Conference Room 1800

Agenda

1. Introduction
 - a. BART (Primary Recipient)
 - b. MacArthur Transit Community Partners, LLC (Subrecipients)
 - c. City of Alameda (Subrecipients)
 - d. Veolia (Contractor)
2. Overview of Title VI and BART's Title VI Subrecipient Monitoring
3. Questions and Answers

Resources

- FTA Title VI Circular 4702.1B
- BART's Title VI Civil Rights Program 2013 Triennial Update
- BART's Subrecipient Monitoring Checklist
- BART's Public Participation Plan, <http://www.bart.gov/guide/titlevi/ppp>
- BART's Subrecipient Monitoring Workshop PowerPoint Presentation
- BART's Title VI Subrecipient Monitoring 2014-2017 Schedule

San Francisco Bay Area Rapid Transit District

Title VI Subrecipient Workshop

Office of Civil Rights

November 5, 2014



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 and Answers

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

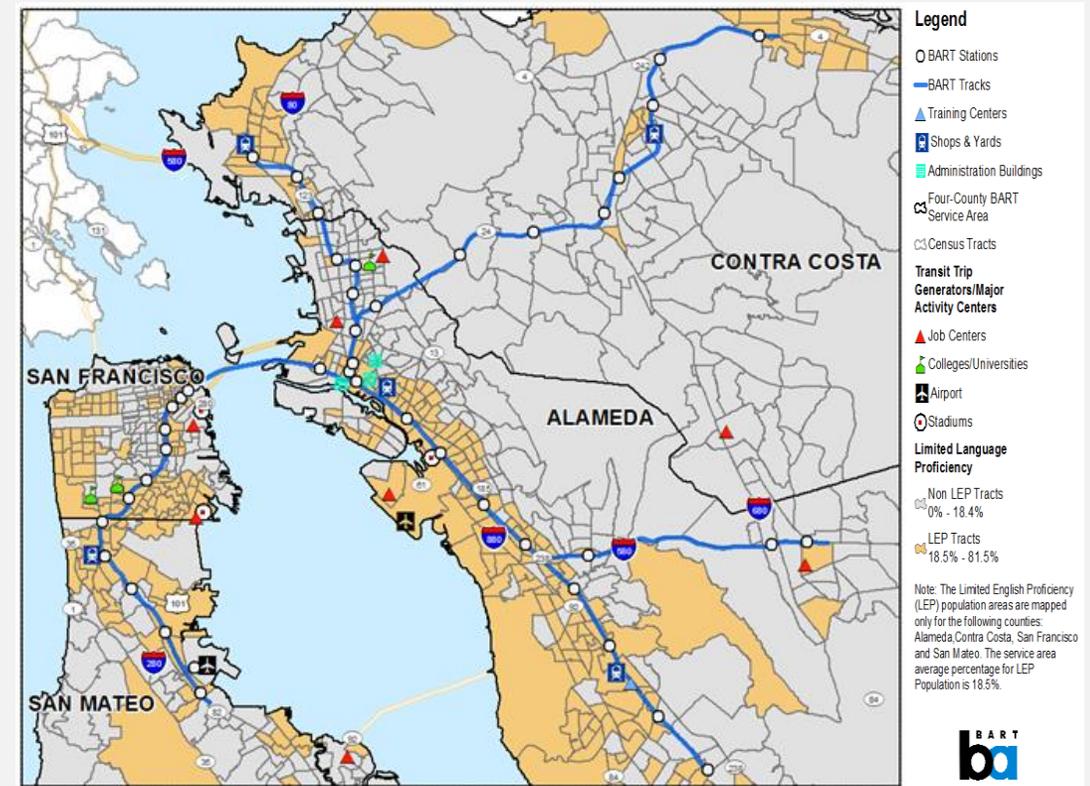
- FTA Circular 4702.1B, Ch. 3 General Requirements and Guidelines:
 - Notification to Beneficiaries of Protection under Title VI.
 - Title VI Complaint Procedures and Complaint Form.
 - Recording and Reporting of Title VI Investigations, Complaints, and Lawsuits.
 - Promoting Inclusive Public Participation.
 - 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

- Language Assistance Plan:

- The 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.

LEP Population is 18.5%.



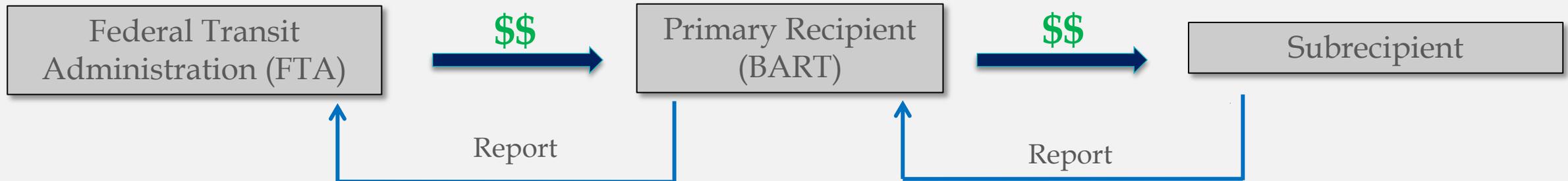
ACS 2007-2011

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 Compliance

Finding of Non-Compliance:

- If a subrecipient is not in compliance with Title VI it could result in:
 1. A breach of the funding agreement and,
 2. BART can seek subrecipient returns funds.
- A finding of non-compliance puts BART and its subrecipients at risk of losing federal financial assistance.

*Subrecipients may be subject to comply with the District's Disadvantaged Business Enterprise (DBE) Program. For more information on the District's DBE Program, please contact Hayden Lee at (510) 464-6209 or hlee2@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.

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

- BART will schedule an in-person meeting to support subrecipients and contractors in developing their Title VI Program.
- Training Workshops will be held on specific topics such as LAP, PPP and Title VI Complaint Procedures.
- **Reporting Period January 1, 2014 - December 31, 2016.**
- Due Date for Subrecipient Title VI Program is **January 16, 2017.**
- Due Date for Draft Subrecipient Title VI Program is **March 3, 2016.**

Questions and Answers

- Questions and Answers.
- OCR Contact Information:
 - Sharon Moore, Manager of Civil Rights Programs, smoore@bart.gov, 510-464-7580
 - Hoa Sin, hsin@bart.gov, 510-464-7538
 - Seema Parameswaran, sparame@bart.gov, 510-464-6189
 - Jennella Sambour-Wallace, jsambou@bart.gov, 510-464-6513
 - Rachel Russell, rrussel@bart.gov, 510-287-4709



Title VI Subrecipient Monitoring Workshop

November 5th, 2014 | 1:00pm-3:00pm

Sign-In Sheet

Contact Name	Organization	Please Print Contact Information (Number, Email, Address)	Signature
Adhi Nagraj	MacArthur Transit Community Partners, LLC	415 989-1111 600 Coliseum St, SF, CA	
Virendra Patel	City of Alameda	510 747 7947 VPatel@alameda.ca.gov 900 W. Main Square	
Rashida Kamara	TRANSDEV Veolia	RASHIDA Kamara 510 446-3008	
Janice Carter	TRANSDEV Veolia	JANICE CARTER 446-3006 (510)	

Additional Participants Please Print Name:

Paul Voix
 Laura Timothy
 Winnie Wu
 Nancy Laventhal
 Sharon Moore
 HOA Sin
 Seema Parameswaran
 Tennelle Sambar Wallace
 Rachel Russell

Appendix 7: Board Approval of San Francisco Bay Area Rapid Transit
District Title VI Civil Rights Program, 2016 Triennial Update

Appendix 8: Board Adoption of System-wide Service Standards and
Policies, valid from January 1, 2014 – December 31, 2016

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

January 9, 2014

9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, January 9, 2014, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a “Request to Address the Board” form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under “consent calendar” are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (<http://www.bart.gov/about/bod>), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (<http://www.bart.gov/about/bod/meetings.aspx>), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Patricia K. Williams
Assistant District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

- A. Roll Call.
- B. Pledge of Allegiance.
- C. Introduction of Special Guests. (4)
 "Take BART Holiday Shopping" sweepstakes grand prize winner.

2. CONSENT CALENDAR

- A. Approval of Minutes of the Meetings of December 5, 2013 (Special), and December 5, 2013 (Regular).* Board requested to authorize. (7)
- B. 2014 Standing Committee and Special Appointment.* Board requested to authorize. (7)
- C. Agreement No. 6M4269A, with Nor-Cal Moving Services, for On-Call Moving Services at Various District Locations.* Board requested to authorize. (12)
- D. Agreement with Autodesk, Inc., for Software Enterprise License Agreement.* Board requested to authorize. (10)
- E. Award of Contract No. 15SV-110, Site Restoration at Various Locations.* Board requested to authorize. (12)
- F. Award of Contract No. 79HA-110, Coliseum Station Security Fence.* Board requested to authorize. (11)

3. ADMINISTRATION ITEMS

Director Murray, Chairperson

- A. Agreement No. 6M4282, with Frasco, Inc., for Investigative Services for the District's Self-insured Workers' Compensation Program.* Board requested to authorize. (1)
- B. Amended and Restated San Francisco Bay Area Rapid Transit District Flexible Benefits Plan.* Board requested to authorize. (1)
- C. Title VI of the Civil Rights Act of 1964: District Service Standards and Policies.* Board requested to adopt. (10)

4. ENGINEERING AND OPERATIONS ITEMS

Director Fang, Chairperson

- A. Award of Contract No. 07EA-110, 19th Street Station Entrance Enclosure.* Board requested to authorize. (12)
- B. Award of Contract No. 15IK-120, Replacement of Motorized Station Security Access Grilles Phase 2.* Board requested to authorize. (11)
- C. Fleet of the Future: New Rail Car Design and Public Outreach.* For information. (11)

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS

Director Blalock, Chairperson
NO ITEMS.

6. GENERAL MANAGER’S REPORT

7. BOARD MATTERS

- A. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary.)
- B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. PUBLIC COMMENT

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)

Staff Contacts:

(1)	Carter Mau	464-6194	Administration and Budget
(2)	Kenton Rainey	464-7022	BART Police Department
(3)	David Kutrosky	464-6993	Capitol Corridor
(4)	Kerry Hamill	464-6153	External Affairs
(5)	Mark Smith	874-7472	Independent Police Auditor
(6)	Scott Schroeder	464-6070	Office of the Controller/Treasurer
(7)	Kenneth A. Duron	464-6080	Office of the District Secretary
(8)	Matthew Burrows	464-6037	Office of the General Counsel
(9)	Grace Crunican	464-6060	Office of the General Manager
(10)	Marcia deVaughn	464-6126	Office of the General Manager
(11)	Paul Oversier	464-6710	Operations
(12)	Robert Powers	874-7410	Planning and Development



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>Wanda DeBenedictis</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 1/2/14		BOARD INITIATED ITEM: No		
Originator/Prepared by: Rachel Russell Dept:	General Counsel	Controller/Treasurer	District Secretary	BARC
<i>Rachel Russell</i> Signature/Date: 1/2/14	<i>MB</i> 1/2/14	<i>[Signature]</i> []	[]	<i>[Signature]</i> 1-2-14 []
Status: Approved		Date Created: 12/20/2013		

TITLE:

Title VI Service Standards and Policies

NARRATIVE:

BACKGROUND:

FTA most recently approved BART's Service Standards, Policies, and Monitoring Program in the 2011 Title VI Triennial Update Report. Pursuant to FTA Title VI Circular 4702.1B (October 2012), BART is required to submit its Title VI Program to FTA once every three years. Since a required element of the Program consists of system-wide service standards and policies, staff seeks Board approval of the service standards and policies that will be incorporated into the 2013 Title VI Triennial Report to be brought back to the Board for approval at a later date.

DISCUSSION:

FTA Title VI Circular 4702.1B (October 2012) requires that all fixed route transit providers, such as BART, set service standards and policies for service mode(s) it provides to address how service is distributed across the transit system. Fixed route transit providers are also required to adopt system-wide service policies to ensure that service design and operations practices do not result in discrimination on the basis of race, color, or national origin. Specifically, FTA requires that fixed route providers develop quantitative standards for the following indicators: i) vehicle load; ii) vehicle headway; iii) on-time performance; and iv) service availability. FTA also requires that fixed route providers develop a policy for each of the following service indicators: i) distribution of transit amenities and ii) vehicle assignment.

The BART Board in July 2013 adopted an FTA-required Disparate Impact/Disproportionate Burden (DI/DB) Policy which established a 5 percent threshold for determining when adverse effects of a major service change would be deemed to disproportionately affect minority and low-income populations. This DI/DB Policy threshold is used as guidance in setting a similar 5 percent threshold for assessment of Service Standards and Policies.

Staff seeks Board approval of the proposed Service Standards and Policies summarized below and described more fully in the attached Exhibit A:

Vehicle Load Standard: the average maximum passengers per car on minority lines will not exceed the applicable Peak and Off Peak Vehicle Load Standards listed below and will not exceed by 5 percent or more in aggregate the average passengers per car on non-minority lines.

Peak Period Peak Direction Vehicle Load Standard = 100 passengers per car

Off-Peak Vehicle Load Standard = 63 passengers per car

Vehicle Headway Standard: headways on minority lines will not be greater than the base headway standard of 15 minutes during the early morning, mid-day, and AM and PM Peak Periods, and will not be greater than 20 minutes during the evening and weekend service periods. In addition, during the peak periods when additional "rush trains" are added to supplement base service headways, the average maximum number of passengers per train on minority lines will not exceed by 5 percent or more in aggregate the average maximum number of passengers per train on non-minority lines.

On-Time Performance Standard: the average aggregate train on-time performance of minority lines will not be both below the District's system-wide standard (currently 94 percent) and 5 percent or more lower than the average on-time performance of non-minority lines.

Service Availability Standard: for purposes of the 4 county BART service area, the average linear distance to the nearest BART station from the population center of minority census tracts will not exceed by 5 percent or more the average linear distance to the nearest BART station from the population center of non-minority census tracts.

Distribution of Transit Amenities Policy: transit amenities, which include items of comfort, convenience, and safety for BART riders are to be distributed equitably, generally in proportion to station ridership. BART has identified 21 transit amenity categories to be evaluated, in accordance with the new Title VI Circular, and has also identified a number of station pairs having similar ridership levels, locations (urban or suburban) and station design. With certain limitations, minority stations will not have fewer amenities than similar non-minority stations in a majority (11 or more) out of the 21 categories evaluated.

Vehicle Assignment Policy: the average remaining minimum useful life of the rail cars assigned to minority lines in aggregate will not be 5 percent or more less than the average remaining minimum useful life of the rail cars assigned to non-minority lines.

These proposed Service Standards and Policies would apply not only over the 2012 through 2013 period covered in the Triennial Update, but also the next three years beyond 2013.

The attached presentation explains each of these Service Standards and Policies in greater detail. In addition, the Service Monitoring Report which evaluates the District's actual performance relative to these standards will be presented for Board approval at the next regularly scheduled meeting.

FISCAL IMPACT:

Adopting the proposed Title VI Service Standards and Policies would allow the District to maintain its eligibility for Federal transit funding.

ALTERNATIVES:

Do not adopt the proposed Title VI Service Standards and Policies at this time, and request an extension

from the FTA of the deadline for the District's submittal of its Title VI Triennial Update Report.

RECOMMENDATION:

Adoption of the following motion.

MOTION:

The Board of Directors adopts the proposed Title VI Service Standards and Policies as described in attached Exhibit A.

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 20th 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, 19th 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, 19th 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. Antonnette 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

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

<u>Meeting</u>	<u>Notice Announced By</u>	<u>Date and Time</u>	<u>Location of Meeting:</u> 344 20 th Street <u>Oakland, California</u>
Board Meeting	President Joel Keller	9:00 a.m., Thursday, January 9, 2014	Board Room Third Floor

Kenneth A. Duron
District Secretary

Upcoming Meetings for which Notices have previously been transmitted:

Special Board Meeting
9:00 a.m., Thursday, January 2, 2014

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * *

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

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Date of Notice: December 27, 2013

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 (12th Street/Oakland City Center, 19th 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, on 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

BART 2008 Station Profile Survey Data

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.¹ 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**.

¹ 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 th 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 9: BART Line Classification by Low-Income Data

Appendix 9: Low-Income and Non-Low Income BART Lines

In addition to calculation BART's Minority and Non-Minority Lines for its Service Standards and Policies, BART calculated line classification by Low-Income status. BART has applied the same FTA Circular definition for a minority transit route (one-third of the line's revenue miles are located within areas where the percentage minority population exceeds the percentage non-minority population of the transit provider's service area) to determine which lines are considered a low-income transit route.

In order to make this determination, BART has calculated the low-income and non low-income populations for the catchment areas for each of its stations using Census 2010 and American Community Survey (ACS) 2010 – 2014 (5-year estimate) 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 home origin of surveyed BART station users from BART's 2015 Station Profile Study. Those stations whose catchment area's low-income population share exceeds BART's low-income service area average of 26% are considered "low-income stations."

The next step is to add up the revenue vehicle miles serving low-income stations. The result is shown in the table below, which documents the low-income revenue-miles for each of BART's five lines and then compares it to the total revenue miles of those lines.

Line		Low Income	Total	Low Income Share of Revenue Miles	Line
		Revenue Miles	Revenue Miles		Determination
Yellow	Pittsburg / Bay Point to SFO - Millbrae	16.65	53.42	31.2%	Non-low-income
Blue	Dublin / Pleasanton to Daly City	20.71	38.99	53.1%	Low-income
Orange	Fremont to Richmond	27.69	36.02	76.9%	Low-income
Green	Fremont to Daly City	26.21	38.70	67.7%	Low-income
Red	Richmond to Daly City to Millbrae	19.08	36.51	52.2%	Low-income

Appendix 10: 2012 BART Customer Satisfaction Study Report



2014 BART Customer Satisfaction Study

BART Marketing and Research Department
Corey, Canapary & Galanis Research



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INTRODUCTION

BART's Customer Satisfaction Study is a tool to help BART prioritize efforts to achieve high levels of customer satisfaction. The study entails surveying BART customers 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.

The BART Board of Directors, management and staff use customer satisfaction surveys to focus on specific service areas and issues important to BART customers. Making informed choices allows BART to better serve current riders, attract new customers, and enhance the quality of life in the Bay Area.

This report is based on 5,609 questionnaires completed by BART customers. These customers were surveyed while riding on randomly selected BART cars during all hours of operation on weekdays and weekends during a three-week period in September/October 2014.

The following Executive Summary highlights the most salient findings of the survey. Subsequent sections present detailed analyses of the factors that influence customer satisfaction and a full description of the survey methodology, including a copy of the questionnaire.

The initial survey questions ask customers to describe their use of the system. Customers are then asked three key opinion tracking 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 48 specific service attributes, ranging from on-time performance to station cleanliness. BART uses the service attribute ratings to set priorities for customer satisfaction initiatives.

It should be noted that a number of changes have occurred since the previous study in September 2012. Those which might have influenced customer perception include:

- High ridership, contributing to increased crowding on trains. Average weekday ridership was 430,200 trips in September 2014, a 7% increase over the previous study.
- An aging system, under pressure from ridership growth. At over 40 years old, BART's train cars are the oldest in the nation. Yet, BART runs more of its fleet than any other major transit agency in order to keep up with demand.
- Fare and parking fee increases. BART fares increased 5.2% in January 2014, and parking fees increased between the two survey periods as well.¹
- Two work stoppages in 2013 which shut down BART service over two four-day periods in July and October.
- A slight decrease in BART's on-time performance between the two survey periods.
- Changes in BART's bike rules. After a few pilot studies, BART permanently lifted many of the restrictions on bicycles during commute hours in 2013.
- Continued replacement of train car seat coverings and carpeting with materials that are

¹ BART fares increase every two years based on an inflation-based formula, while parking fee increases are tied to parking occupancy levels at stations.

easier to keep clean. At the time of the 2014 survey, BART was more than half done with a project to replace upholstered seat covers with vinyl seat covers. (The balance of the project was completed after the survey period.) Additionally, the carpeted floors were being replaced with hard surface flooring (will be completed by June 30, 2015).

EXECUTIVE SUMMARY

Although BART is still generally well-regarded by its customers, ratings have declined significantly since 2012.

- About three out of four riders (74%) say they are very or somewhat satisfied with BART. This is down 10 percentage points since 2012.
- 89% would definitely or probably recommend BART to a friend or out-of-town guest. While still representing very strong support, this percentage is down four points.
- 63% agree strongly or somewhat that “BART is a good value for the money.” This has dropped seven percentage points since 2012.

These decreases in the overall scores are primarily due to losses in the top ratings (e.g., “very satisfied,” “agree strongly”).

Percent of BART customers saying . . .	2010	2012	2014
They are very satisfied	36%	40%	28%
They would definitely recommend BART	65%	69%	59%
They agree strongly that BART is a good value for the money	24%	30%	25%

The survey data point to key factors contributing to the decline in customer satisfaction – increased crowding on the system, aging trains and stations, system cleanliness concerns, and train delays. To address these challenges, BART is starting to implement a program to build a better BART system and improve satisfaction. The issues to be addressed are challenging. Train cars need to be completely replaced. And more train cars, a new train control system, trackway repairs, an additional maintenance shop, and other critical safety and reliability upgrades are needed, but these improvements are only partially funded. It will be a challenge to secure the funding that is needed to complete this program, and it will take quite a few years to deliver these major projects.

In the meantime, BART is working on near term initiatives to build a better BART system and improve customer satisfaction. {Note: the asterisked items (**) below indicate new initiatives that are proposed for the FY16 budget and are subject to approval by the BART Board of Directors.}

On-time performance

- Contra Costa Crossover: these track crossovers between the Walnut Creek and Pleasant Hill stations became fully operational in April 2015. They allow trains to cross over to the opposite track to re-route around disabled trains and other issues that cause delays. Earlier this year, they were already helping to reduce delays due to weekend track work.
- More train control technicians: two more technicians to quickly remedy train control problems during peak periods and minimize delays to customers.** (Train control failures are currently responsible for 19% of late trains.)
- More rail vehicle engineers: six more engineers to improve vehicle reliability.**
- More main line technicians: four more vehicle technicians to mitigate car problems and keep the trains moving.**

EXECUTIVE SUMMARY (continued)

- More grounds workers: seven more grounds workers to ensure the right-of-way is clear of obstructions to avoid service disruptions.**
- Extended hours for stand-by paramedics: expanded coverage to respond more quickly to medical emergencies in and near the Transbay Tube to reduce train delays.**

Train cleanliness

- Seat cover replacement. The last upholstered seat covers were removed from train cars in December 2014. All train cars now have vinyl seat covers, which are easier to keep clean.
- Carpet replacement. By the end of June 2015, all train car carpeting will be replaced with hard surface flooring, which is easier to keep clean.
- More train car cleaners: 13 additional car cleaning staff, including an end-of-line cleaning crew at Pittsburg/Bay Point to help keep cars clean while in service.**

Less crowding

- The completion of the carpet replacement project, the repair of four to six heavily damaged cars, and the proposed hiring of 37 more employees to cover additional train car maintenance shifts in the Hayward and Daly City shops** will provide 30 more train cars in service during peak periods. And in the off-peak, the minimum length for all Richmond-Fremont trains will increase from three to four cars.
- With the availability of the additional train cars and the flexibility provided by the Contra Costa Crossover, BART will be able to add 16 train trips each weekday (10 on the Pittsburg-SFO line and six on the Richmond-Millbrae line).

Train temperature/HVAC

- BART will continue to replace degraded electrical controls on "A" and "B" cars as they fail.
- The balance of the project to install upgraded HVAC units on all "C" cars will be completed in the next couple of years.

Station cleanliness

- Station "brightening" / cleaning. This effort to deep clean and perform maintenance and repair work at about five stations per year was started, but not fully implemented, prior to the survey. As more stations are completed, customers should notice an improved station environment. Additionally, BART is considering expanding coverage with 21 more staff to clean and scrub stations more frequently.**
- Escalator replacements/escalator canopies. BART recently completed a canopy to cover the 20th Street escalator and stairwell at the 19th Street station, and is currently in the design phase to replace street level escalators at Powell and Civic Center stations and protect them with canopies. The canopies will provide weather protection, maintain cleanliness, and improve reliability.
- More pigeon abatement to improve station cleanliness.**

Personal security

- 4 additional staff to expand BART Police presence in downtown San Francisco and support the Crisis Intervention Team.**

Longer term, BART has ordered new “Fleet of the Future” train cars which will eventually replace its aging fleet. As these new cars arrive and go into service, BART’s ability to accommodate its growing ridership will improve. The first ten cars are expected to go into service in fall 2016. The new cars are expected to have a significant impact on capacity by 2019 when the combined old and new car fleet will be approximately 905 train cars (compared to 669 today). However, additional funding will be needed to purchase more train cars to replace old train cars as they are retired. BART’s goal is to ultimately purchase at least 1,000 train cars to meet growing demand and reduce crowding on the system.

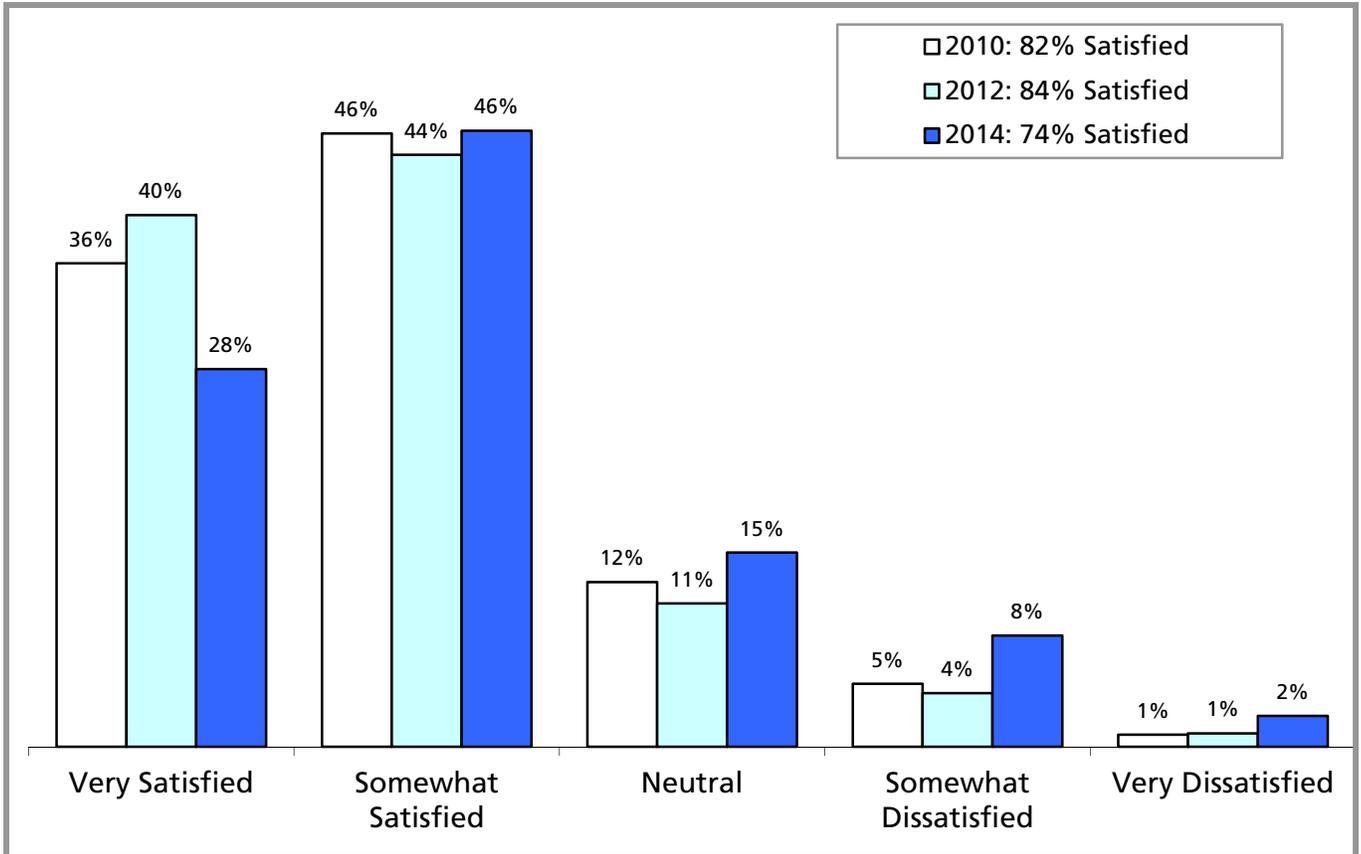
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DETAILED RESULTS

OVERALL SATISFACTION - TRENDING

(2010 / 2012 / 2014 Comparison)

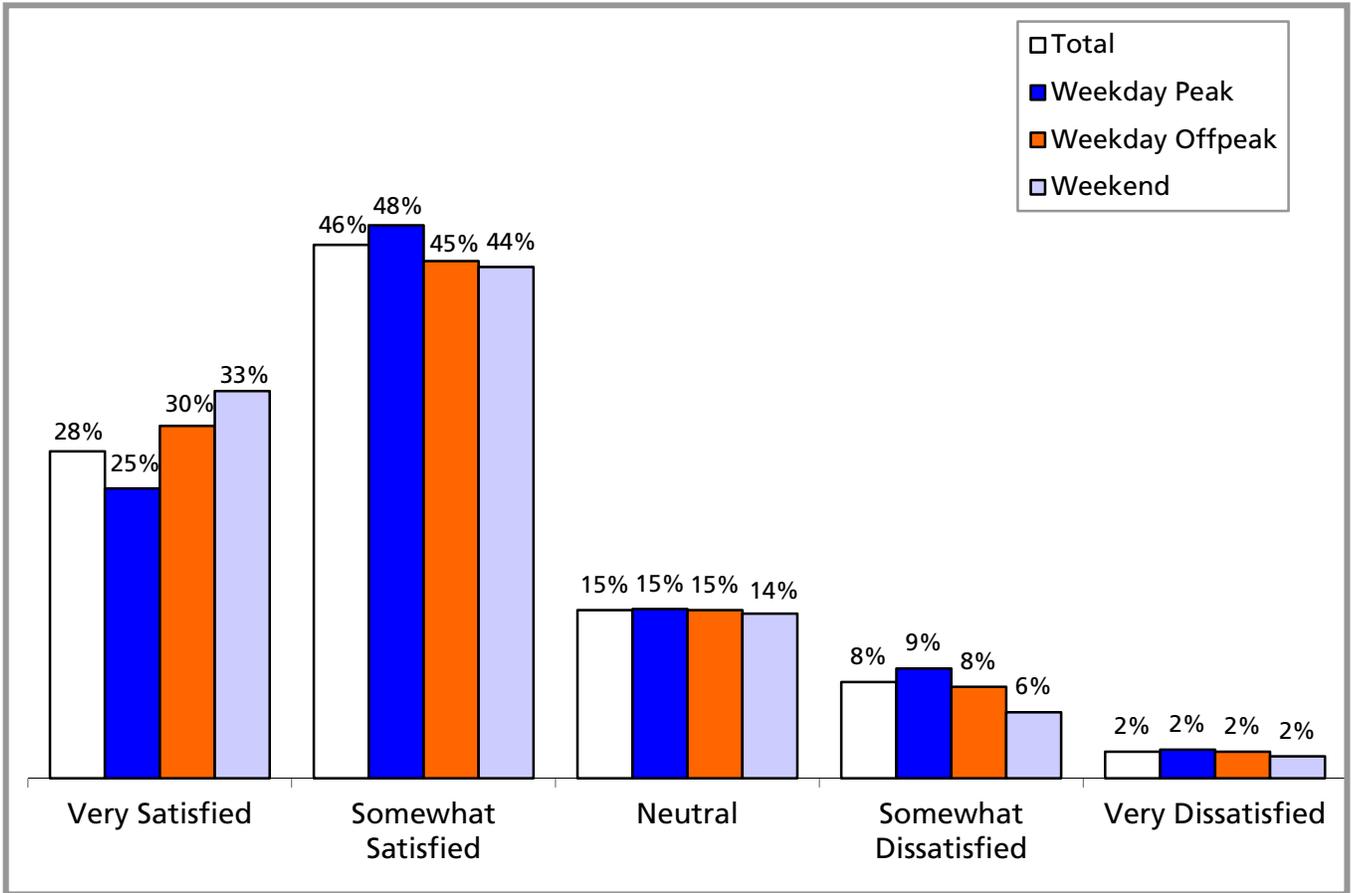
Overall satisfaction measured by those who are **very satisfied** or **somewhat satisfied** has dropped to 74% in 2014, down from 82% in 2010 and 84% in 2012. This was driven by a sharp decline in those who are **very satisfied**. In addition, the dissatisfied percentage doubled between 2012 and 2014 and now totals approximately 11%.



2014 OVERALL SATISFACTION

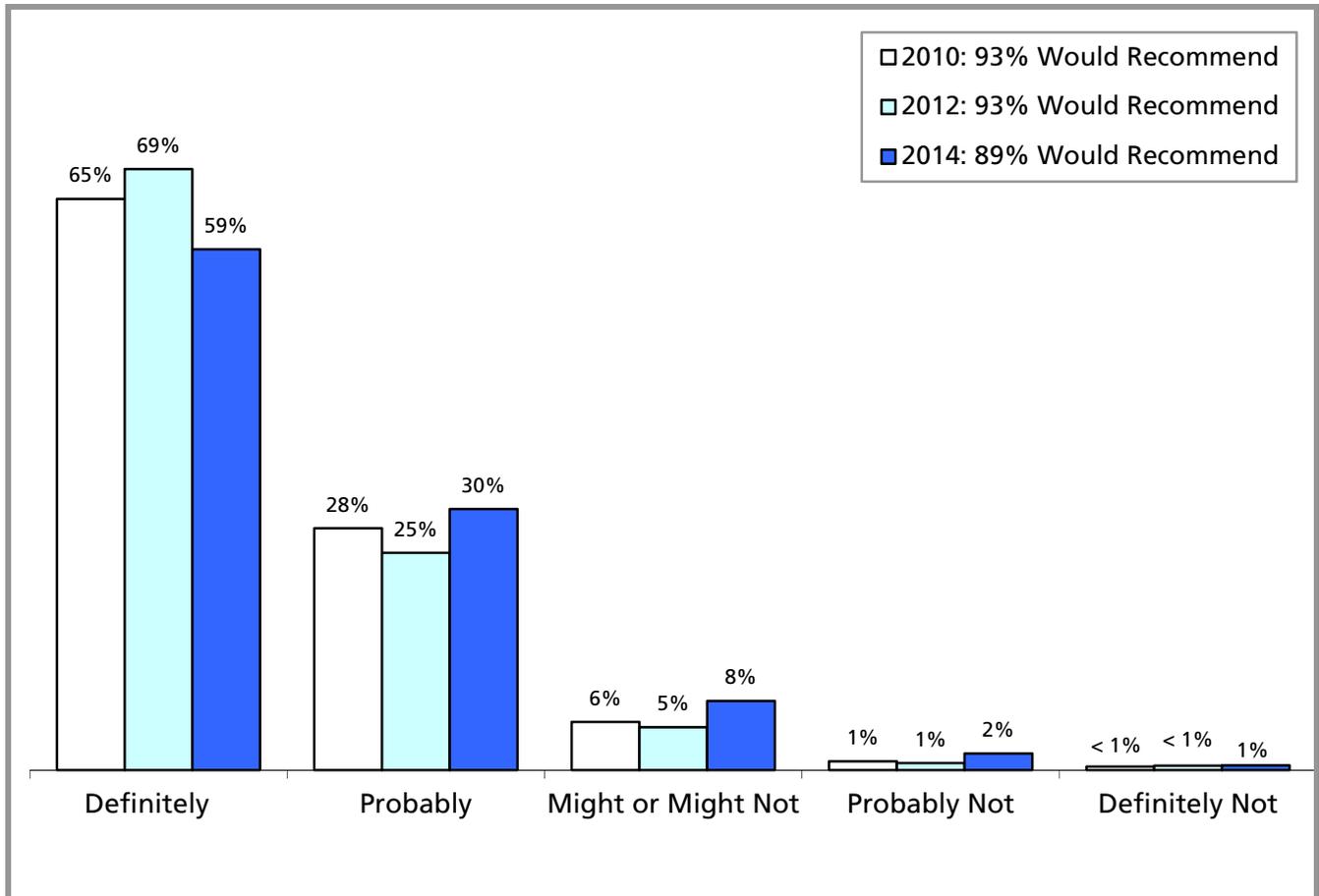
(Peak / Off-Peak / Weekend Comparison)

While overall satisfaction is at 74%, there are key differences among customers who ride during different time periods. Peak riders are more likely to be somewhat satisfied (as opposed to very satisfied), while a higher percentage of off-peak and weekend riders say they are very satisfied with BART.



WILLINGNESS TO RECOMMEND BART - TRENDING (2010 / 2012 / 2014 Comparison)

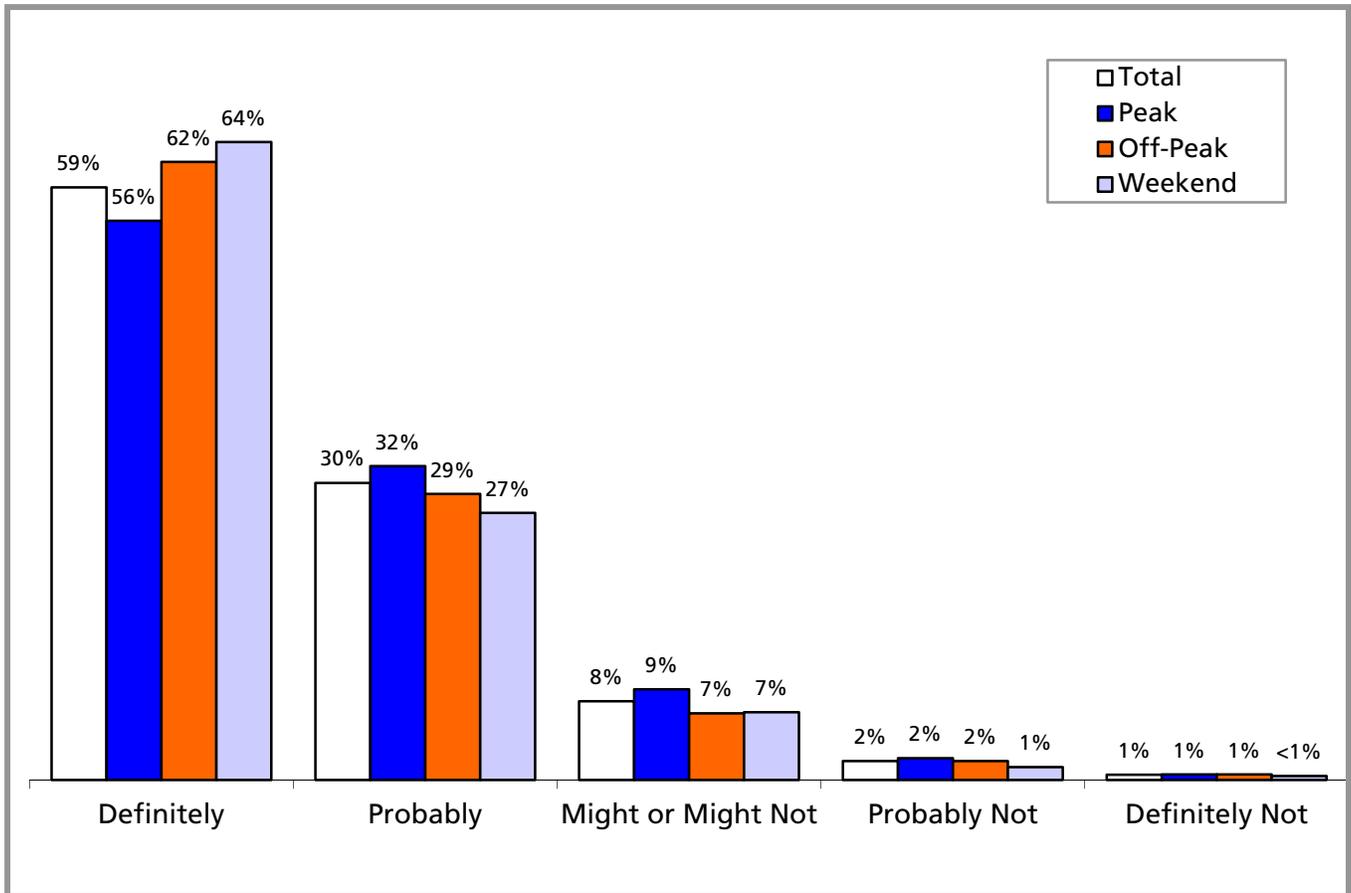
Although it remains at a very high level, overall willingness to recommend BART dropped to 89% in 2014. Compared to 2012, there has been an increase in the “probably” and “might or might not” recommend categories and a corresponding decrease in the “definitely” recommend category.



2014 WILLINGNESS TO RECOMMEND BART

(Peak / Off-Peak / Weekend Comparison)

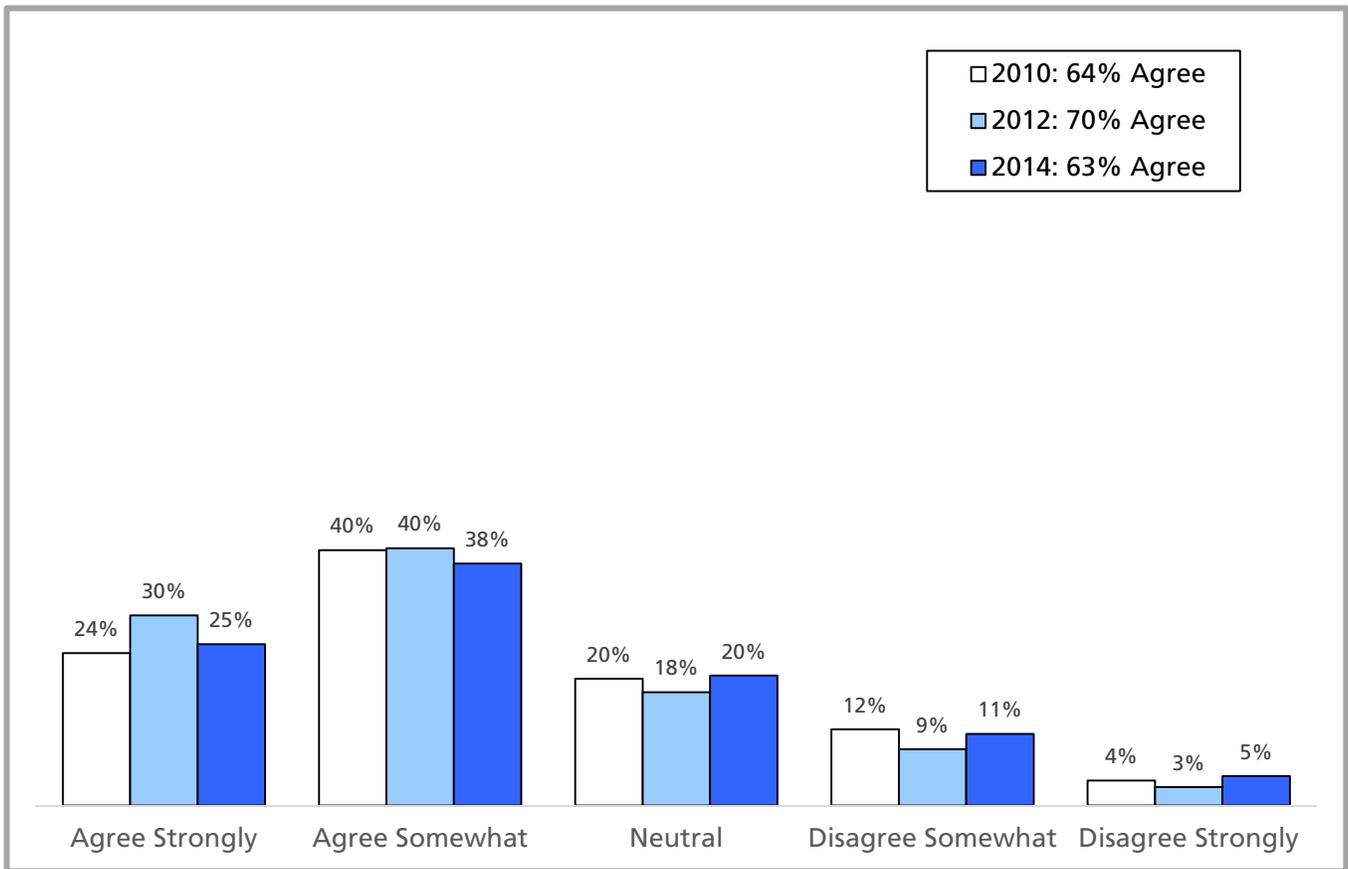
Peak period customers are less likely to definitely recommend BART than off-peak and weekend riders.



PERCEPTION OF BART AS GOOD VALUE - TRENDING

(2010 / 2012 / 2014 Comparison)

The majority of riders see BART as a good value. The current rating is lower than 2012 (70%) and close to 2010 (64%). The percentage of riders who disagree or are neutral has increased since 2012.

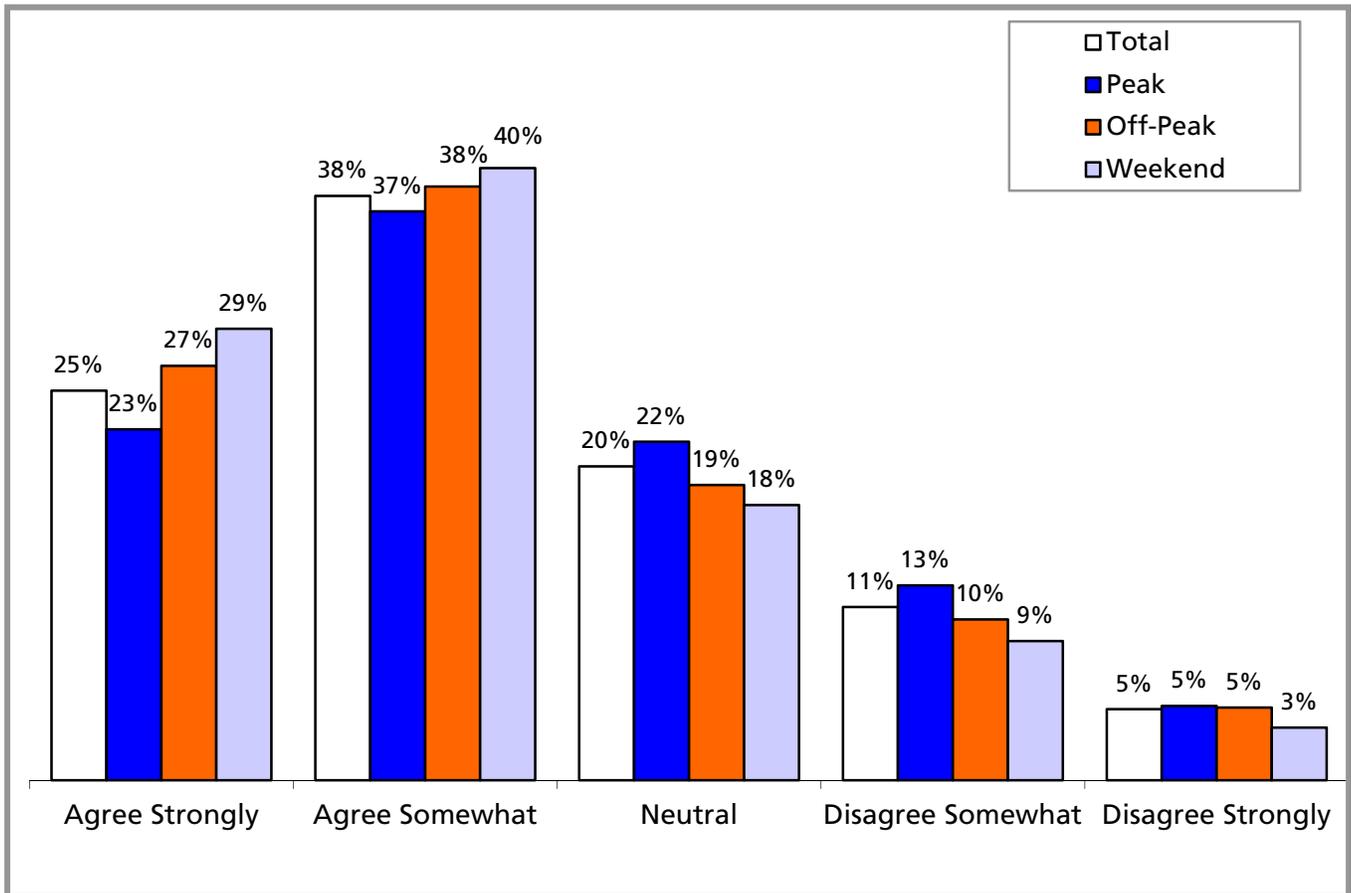


2014 PERCEPTION OF BART AS GOOD VALUE

(Peak / Off-Peak / Weekend Comparison)

Fewer peak period riders strongly agree that BART is a good value for the money than off-peak or weekend customers.

Peak period customers generally ride BART five or more days per week, so the aggregate fares they pay far exceed fares paid by off-peak and weekend customers. While off-peak and weekend customers generally ride BART less frequently, they are a much larger group of people overall and are an important part of public support for the BART system.



SPECIFIC SERVICE ATTRIBUTES

In the 2014 survey, customers rated BART on 48 specific service attributes. The chart on the next page shows mean ratings for each of these 48 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. Given the large sample sizes, mean ratings are accurate to within ± 0.05 at a 95% confidence level.

BART received the highest marks for:

- Clipper cards
- Availability of maps & schedules
- BART tickets
- On-time performance

BART received the lowest ratings for:

- Restroom cleanliness
- Presence of BART police on trains
- Elevator cleanliness
- Presence of BART police in parking lots

For a chart showing the percentage results, please see Appendix D.

2014 RATING OF SPECIFIC SERVICE ATTRIBUTES

Mean Rating (7 point scale)

Clipper cards	5.80
Availability of maps & schedules	5.71
BART tickets	5.50
On-time performance	5.46
Timeliness of connections b/t BART trains	5.36
bart.gov website	5.30
Timely information about service disruptions	5.26
Reliability of ticket vending machines	5.17
Train interior kept free of graffiti	5.17
Access for people with disabilities	5.13
Reliability of faregates	5.12
Frequency of train service	5.11
Signs w/ transfer/platform/exit directions	5.06
Length of lines at exit gates	5.04
Availability of bicycle parking	5.01
Hours of operation	4.98
Lighting in parking lots	4.94
Timeliness of connections with buses	4.85
Comfort of seats on trains	4.84
Helpfulness and courtesy of Station Agents	4.79
Stations kept free of graffiti	4.76
Availability of Station Agents	4.73
Availability of standing room on trains	4.61
Appearance of train exterior	4.59
Elevator availability & reliability	4.58
Escalator availability & reliability	4.58
Overall station condition	4.57
Personal security in the BART system	4.49
Enforcement against fare evasion	4.47
Appearance of landscaping	4.42
Comfortable temperature aboard trains	4.41
Availability of car parking	4.41
Leadership solving reg'l transport problems	4.35
Condition/cleanliness of windows on trains	4.32
Train interior cleanliness	4.28
Clarity of P.A. announcements	4.21
Presence of BART Police in stations	4.19
Availability of seats on trains	4.18
Station cleanliness	4.11
Noise level on trains	4.08
Condition/cleanliness of seats on train	4.07
Availability of space for luggage, bicycles, etc.	4.06
Condition/cleanliness of floors on trains	4.05
Enforcement of no eating & drinking policy	4.05
Presence of BART Police in parking lots	3.95
Elevator cleanliness	3.88
Presence of BART Police on trains	3.65
Restroom cleanliness	3.52

Among the 48 attributes, all but four showed statistically significant declines between 2012 and 2014. One attribute, Clipper cards, showed a small ratings increase, and three attributes were essentially flat (i.e., declines were not statistically significant.) The chart in the next sub-section shows the percent change in the mean rating from 2012 to 2014. For details on statistical significance, refer to Appendix C.

In looking at the attributes with the largest declines, most were impacted by high ridership and its associated stress on the aging BART system. The attributes with the largest declines were:

- Leadership in solving regional transportation problems (-10.3%)
- Availability of seats on trains (-8.5%)
- Station cleanliness (-7.8%)
- Elevator cleanliness (-7.8%)
- Comfortable temperature aboard trains (-7.0%)

Ratings of BART leadership in regional transportation tend to rise and fall with overall satisfaction, and this year both metrics have declined ten percentage points. Customers tend to link *leadership in solving regional transportation problems* with the nature of the BART system – it carries many thousands of riders, connects multiple counties, and provides frequent and reliable service, all of which help ease traffic and congestion. In the past two years, BART's on-time performance has declined somewhat, which likely impacted perceptions of its reliability. Additionally, two work stoppages about a year prior to the survey resulted in eight days with no BART service. This could have also had an impact on this attribute.

BART is planning to increase staff and resources in key areas in order to improve reliability. More train control technicians, rail vehicle engineers, main line technicians, and grounds workers, as well as extended hours for standby paramedics, should help reduce delays for passengers.

The decline in *availability of seats on trains* is directly related to the ridership increase between the two survey periods. Average weekday ridership in September 2014 was 430,200 trips, a historic high at the time, and 7% higher than two years prior. *Availability of seats* is very important to BART's customers. Those who stood during their BART trips reported lower satisfaction levels than those who were seated.

In the long-term, BART's capacity will increase as its "Fleet of the Future" train cars go into service. BART currently has funding to purchase 775 new train cars and hopes to increase the fleet size to over 1,000 new cars once additional funding is secured. (BART's current fleet consists of approximately 669 cars.) The first 10 new cars are expected to go into service in fall 2016.

In the near-term, BART is planning to increase maintenance staffing, complete the carpet replacement project, and repair and put back into service four to six heavily damaged cars. These changes will eventually result in 30 more train cars in service during peak periods, as well as an increase in the minimum length for off-peak Richmond-Fremont trains (from three to four cars). The additional cars, in conjunction with the flexibility provided by the new Contra Costa Crossover, will enable BART to add 16 more weekday train trips beginning in September 2015 (10 more trips on the Pittsburg-SFO line and six more trips on the Richmond-Millbrae line).

The next two attributes, *station cleanliness* and *elevator cleanliness*, were likely also impacted by BART's ridership increase. More people were using stations and elevators, resulting in increased wear and tear on facilities, yet BART did not have a proportionate increase in staff or resources to clean them.

One effort to improve station cleanliness, "station brightening," was underway but not fully implemented prior to the survey. This involves deep cleaning, as well as maintenance and repair work, at about five stations per year. As more stations are completed, customers should notice improvements in the station environment. Additionally, BART plans to hire 21 more staff to clean and scrub stations more frequently.

With regard to escalators, BART is currently in the design phase to replace street level escalators at Powell and Civic Center stations and protect them with canopies. The canopies provide weather protection, maintain cleanliness, and improve escalator availability. An escalator/stairwell canopy was recently built at the 20th St. entrance to the 19th St. BART station, and BART plans to continue to add canopies where they are most needed.

The decline in ratings of *comfortable temperature aboard trains* is likely related to issues with degraded HVAC units on some of BART's train cars ("A" and "B" cars) at the time of the survey. Crowded conditions on trains may have also aggravated perceptions of temperature. HVAC units on the A and B cars are currently being replaced as issues are identified. Additionally, upgraded HVAC units are being installed on BART's "C" cars and should be completed within two years.

The attribute with a rating increase, Clipper cards, was up 1.9% vs. 2012. In addition to seeing a small increase in ratings, Clipper cards are also more widely used on BART now, accounting for 60% of average weekday trips in September 2014 vs. 51% in September 2012.

SERVICE ATTRIBUTE RATINGS: PERCENTAGE CHANGES

2014 vs. 2012 comparisons

	2014 Mean	2012 Mean	Difference	%Change (mean) ^	Statistically Significant at 95% Conf. Lvl?
SCALE: 1 = Poor, 7 = Excellent					
Leadership in solving reg'l transport. problems	4.35	4.85	-0.50	-10.3	Yes
Availability of seats on trains	4.18	4.57	-0.39	-8.5	Yes
Station cleanliness	4.11	4.46	-0.35	-7.8	Yes
Elevator cleanliness	3.88	4.21	-0.33	-7.8	Yes
Comfortable temperature aboard trains	4.41	4.74	-0.33	-7.0	Yes
Availability of car parking	4.41	4.68	-0.27	-5.8	Yes
Condition / cleanliness of floors on trains	4.05	4.28	-0.23	-5.4	Yes
Availability of standing room on trains	4.61	4.86	-0.25	-5.1	Yes
Restroom cleanliness	3.52	3.71	-0.19	-5.1	Yes
Stations kept free of graffiti	4.76	5.01	-0.25	-5.0	Yes
Overall station condition / state of repair	4.57	4.81	-0.24	-5.0	Yes
Presence of BART Police on trains	3.65	3.84	-0.19	-4.9	Yes
Train interior cleanliness	4.28	4.49	-0.21	-4.7	Yes
On-time performance of trains	5.46	5.72	-0.26	-4.5	Yes
Availability of space on trains for luggage...	4.06	4.25	-0.19	-4.5	Yes
Noise level on trains	4.08	4.27	-0.19	-4.4	Yes
Condition / cleanliness of windows on trains	4.32	4.52	-0.20	-4.4	Yes
Clarity of public address announcements	4.21	4.39	-0.18	-4.1	Yes
Enforcement of no eating or drinking policy	4.05	4.22	-0.17	-4.0	Yes
Appearance of landscaping	4.42	4.60	-0.18	-3.9	Yes
Enforcement against fare evasion	4.47	4.65	-0.18	-3.9	Yes
Comfort of seats on trains	4.84	5.03	-0.19	-3.8	Yes
Personal security in BART system	4.49	4.64	-0.15	-3.2	Yes
Access for people with disabilities	5.13	5.30	-0.17	-3.2	Yes
Presence of BART Police in parking lots	3.95	4.08	-0.13	-3.2	Yes
Helpfulness and courtesy of Station Agents	4.79	4.94	-0.15	-3.0	Yes
Presence of BART Police in stations	4.19	4.32	-0.13	-3.0	Yes
Availability of Station Agents	4.73	4.86	-0.13	-2.7	Yes
Condition / cleanliness of seats on trains	4.07	4.18	-0.11	-2.6	Yes
bart.gov website	5.30	5.44	-0.14	-2.6	Yes
Appearance of train exterior	4.59	4.71	-0.12	-2.5	Yes
Length of lines at exit gates	5.04	5.17	-0.13	-2.5	Yes
Signs with transfer / platform / exit directions	5.06	5.19	-0.13	-2.5	Yes
Frequency of train service	5.11	5.24	-0.13	-2.5	Yes
Reliability of ticket vending machines	5.17	5.30	-0.13	-2.5	Yes
Train interior kept free of graffiti	5.17	5.29	-0.12	-2.3	Yes
Lighting in parking lots	4.94	5.05	-0.11	-2.2	Yes
Timely information about service disruptions	5.26	5.37	-0.11	-2.0	Yes
Hours of operation	4.98	5.08	-0.10	-2.0	Yes
Reliability of faregates	5.12	5.22	-0.10	-1.9	Yes
Timeliness of connections b/t BART trains	5.36	5.46	-0.10	-1.8	Yes
Elevator availability and reliability	4.58	4.66	-0.08	-1.7	Yes
Timeliness of connections w/ buses	4.85	4.93	-0.08	-1.6	Yes
Availability of maps and schedules	5.71	5.79	-0.08	-1.4	Yes
Availability of bicycle parking	5.01	5.05	-0.04	-0.8	No
BART Tickets	5.50	5.54	-0.04	-0.7	No
Escalator availability and reliability	4.58	4.60	-0.02	-0.4	No
Clipper Cards	5.80	5.69	0.11	1.9	Yes

^The % change (mean) is calculated by dividing the difference in means by the 2012 mean. For example, for the leadership attribute, the 2012 rating is 4.85; the 2014 rating is 4.35. The difference between these two mean ratings is -0.5. So the calculation in the above table is -0.5 divided by 4.85 = -10.3%.

QUADRANT ANALYSIS

The chart on the next page (titled "2014 Quadrant Chart") is designed to help set priorities for future initiatives to improve customer satisfaction. This chart quantifies how important each service characteristic appears to be from a customer perspective (using the vertical axis) and shows the average customer rating for each characteristic (using the horizontal axis). For a more detailed description of how this chart is derived, see Appendix G.

The vertical axis crosses the horizontal axis at the average (mean) performance rating from the benchmark survey in 1996. This vertical axis has remained in this location in all subsequent surveys so that Quadrant Charts can easily be compared year-to-year.

The "Target Issues" quadrant identifies those service attributes which appear to be most important, but which receive relatively low ratings from BART riders. Based on the vertical axis used since 1996, target issues include the 15 attributes listed below. Compared to 2012, there are eight new target issues, which are identified in bold type.

- **Station condition/state of repair**
- **Leadership in solving regional transportation problems**
- Availability of seats on trains
- **Availability of standing room on trains**
- Condition/cleanliness of seats on trains
- Train interior cleanliness
- Condition/cleanliness of floors on trains
- **Comfortable temperature aboard trains**
- Availability of space on trains for luggage, bicycles, and strollers
- **Condition/cleanliness of windows on trains**
- Station cleanliness
- **Appearance of train exterior**
- Personal security in the BART system
- **Restroom cleanliness**
- **Elevator availability and reliability**

Some of these attributes, such as *restroom cleanliness* and *train windows*, have received low ratings in prior studies, but appear on the 2014 Quadrant chart as more important than before. Others, such as *leadership in solving regional transportation problems*, *station condition/state of repair*, and *standing room availability*, have remained important (as in previous studies), but the ratings have dropped.

In looking at the types of items in the Target Issues quadrant, more than half involve conditions onboard – both capacity issues and cleanliness issues. BART expects that its new Fleet of the Future train cars will help relieve crowding as they will expand the fleet and feature wider aisles, but this is still a few years away. (The first 10 new cars are expected to go into service in fall 2016.) In the near term, BART plans to increase the number of train cars available by increasing maintenance staff, completing the carpet replacement project, and repairing four to six heavily damaged cars that are currently out of service. These additional cars, in conjunction with the flexibility provided by the new Contra Costa Crossover, will enable BART to add 16 more weekday train trips beginning in September 2015 (10 more trips on the Pittsburg-SFO line and six more trips on the Richmond-Millbrae line).

Regarding cleanliness, some onboard improvements have already been made since the survey period. The last upholstered seat covers were removed from train cars in December 2014. All train cars now have vinyl seat covers, which are easier to keep clean. By the end of June 2015, all train car carpeting will be replaced with hard surface flooring, which is also easier to keep clean. Additionally, BART plans to add 13 more train cleaning staff, including an end-of-line cleaning crew at Pittsburg/Bay Point to help keep cars clean while in service.

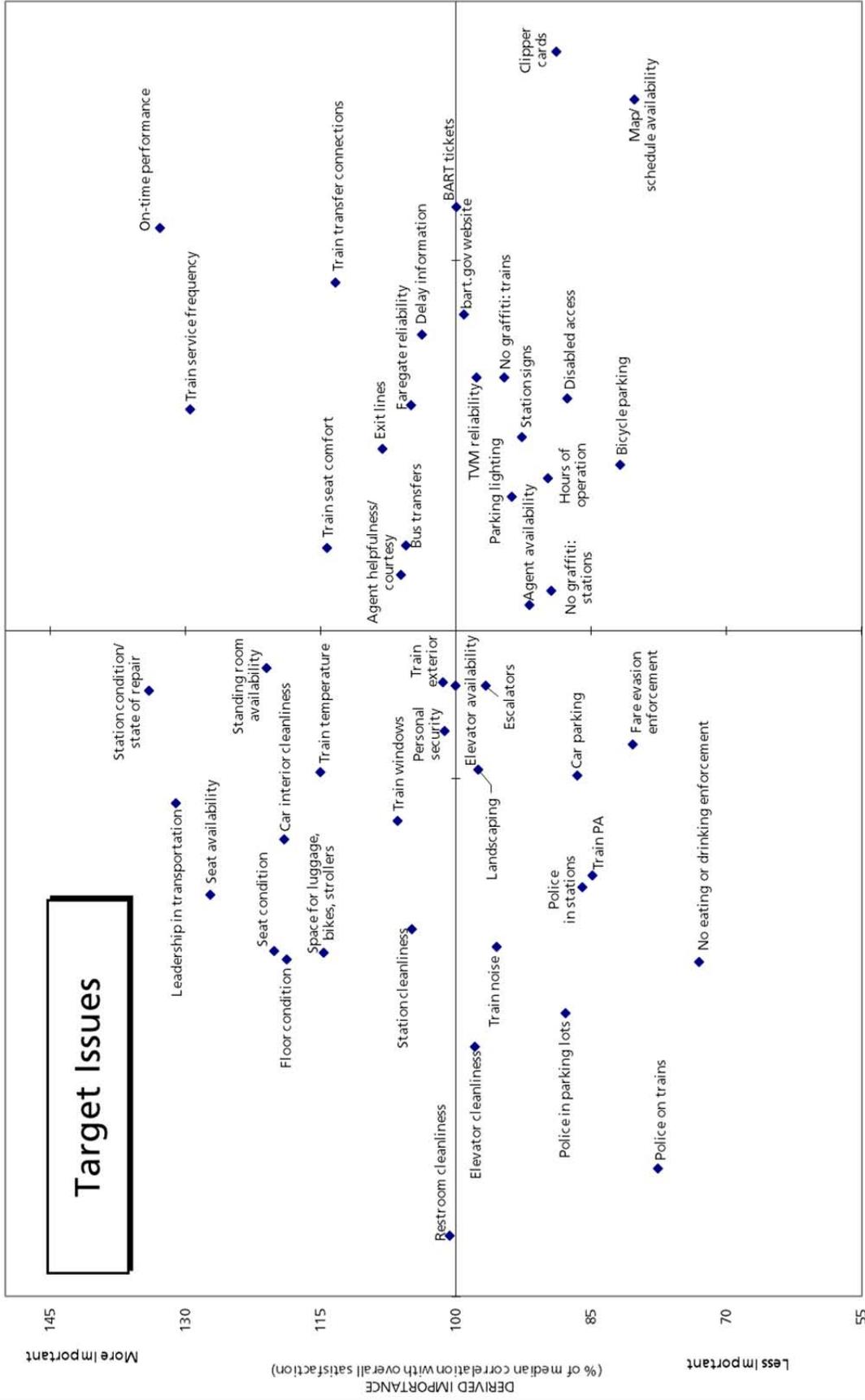
The other main category in the Target Issues quadrant involves stations – overall condition and cleanliness. BART has already made strides in this area with its “station brightening” program, which focuses on deep cleaning, maintenance and repair work at about five stations per year. As more stations are completed, customers should notice an improved station environment. Additionally, BART plans to hire 21 more station cleaning staff to clean and scrub stations more frequently; to replace escalators at selected stations and protect them with canopies; and to increase pigeon abatement to maintain cleanliness.

Although not in the Target Issues quadrant, *On-time performance* is closely linked with customer satisfaction, and ratings on this attribute declined 4.5%. The new Contra Costa Crossover, which became fully operational in April 2015, will help to reduce delays on the Pittsburg-SFO line. BART also plans to increase staffing and resources in key areas to reduce delays since this is a critical issue for customers.

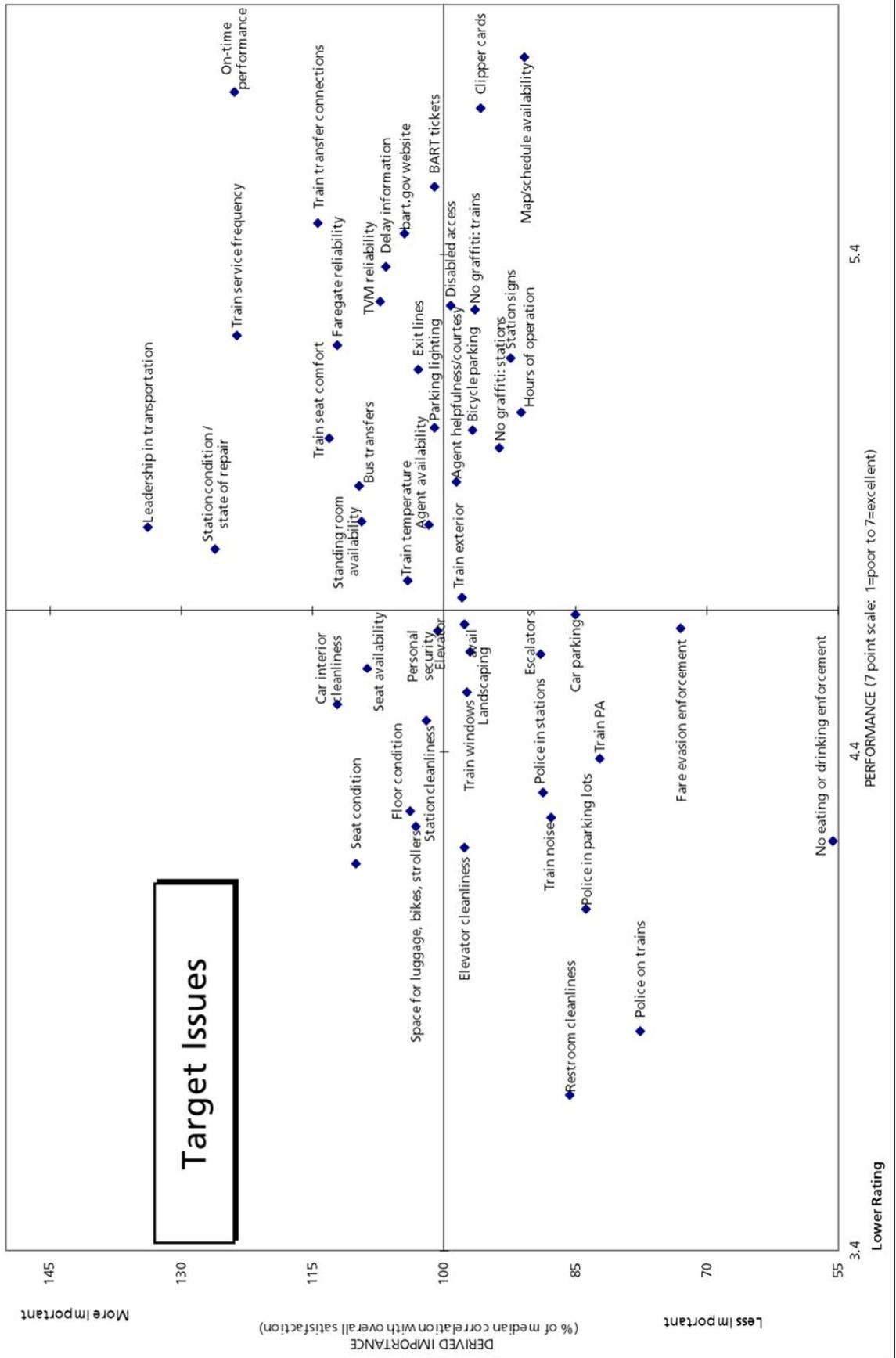
For comparison purposes, the 2012 Quadrant Chart is included after the 2014 chart.

Note: The vertical axis on the opposite page is based on using a mean statistic of 4.685 - the average mean score of all the attributes for the 1996 benchmark study.

2014 Quadrant Chart



2012 Quadrant Chart



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SATISFACTION TRENDS

The chart on the next page shows the overall satisfaction ratings recorded since the first BART Customer Satisfaction Survey in 1996. The chart is further annotated to show some significant factors impacting customer perceptions and use of BART.

In 1996, 80% of customers were satisfied with BART. Two years later customer satisfaction had dropped to 74%. The events most likely to influence customer satisfaction, which took place in between the two surveys, were a large fare increase (the third since 1995), a work stoppage, and aging equipment. Also, the effects of a \$1.2 billion renovation program began to be felt during this period. Customer satisfaction often suffers at the beginning of a renovation program because service is impacted by cars, escalators, and elevators being taken off-line.

By 2002, customer satisfaction was back up to 80%, and in 2004, BART registered an all-time high rating of 86%. Factors that increased satisfaction probably included keeping fare increases relatively small, the opening of the extension to the San Francisco International Airport, the introduction of permit parking, and the completion of the renovation program.

The 2006 survey reflects residual effects of these improvements. Other factors in the 2004 to 2006 time period were another small fare increase and a labor settlement without a work stoppage. In 2008, ridership surged as gas prices rose, and a fire in the Hayward train yard in May impacted riders on the Fremont line. However, BART improved train interior cleanliness and increased evening and Sunday train frequency beginning January 1, 2008.

Between the 2008 and 2010 surveys, BART ridership dropped 7% reflecting the impacts of the longest recession since World War II, running from December 2007 through June 2009. Between these two survey periods, unemployment in the three-county BART District rose from 6.3% to 10.6%. BART implemented a 6.1% fare increase in July 2009, six months earlier than anticipated, in order to help close a budget deficit.² In addition, BART reduced evening and Sunday train frequency in September 2009, effectively reversing the service increase implemented in 2008.

By the 2012 survey period, ridership had skyrocketed, topping 400,000 average weekday trips for the first time in BART's history (an increase of 14% vs. the 2010 survey period). The local economy was recovering (unemployment in the BART District was 8.1%), gas prices were on the rise, and BART customer satisfaction rebounded to 84%.

For 2014, overall satisfaction is down to 74% - almost exactly the same as in 1998. Similar to 1998, BART is experiencing historically high ridership (430,200 average weekday trips in September 2014, up 7% vs. two years prior) and is in dire need of renovation, making keeping up with demand very challenging. Additionally both the 1998 and 2014 surveys took place about a year after work stoppages. It should be noted, however, that of the approximately 1,500 riders who included comments on their surveys, only 3% specifically mentioned the 2013 strikes.

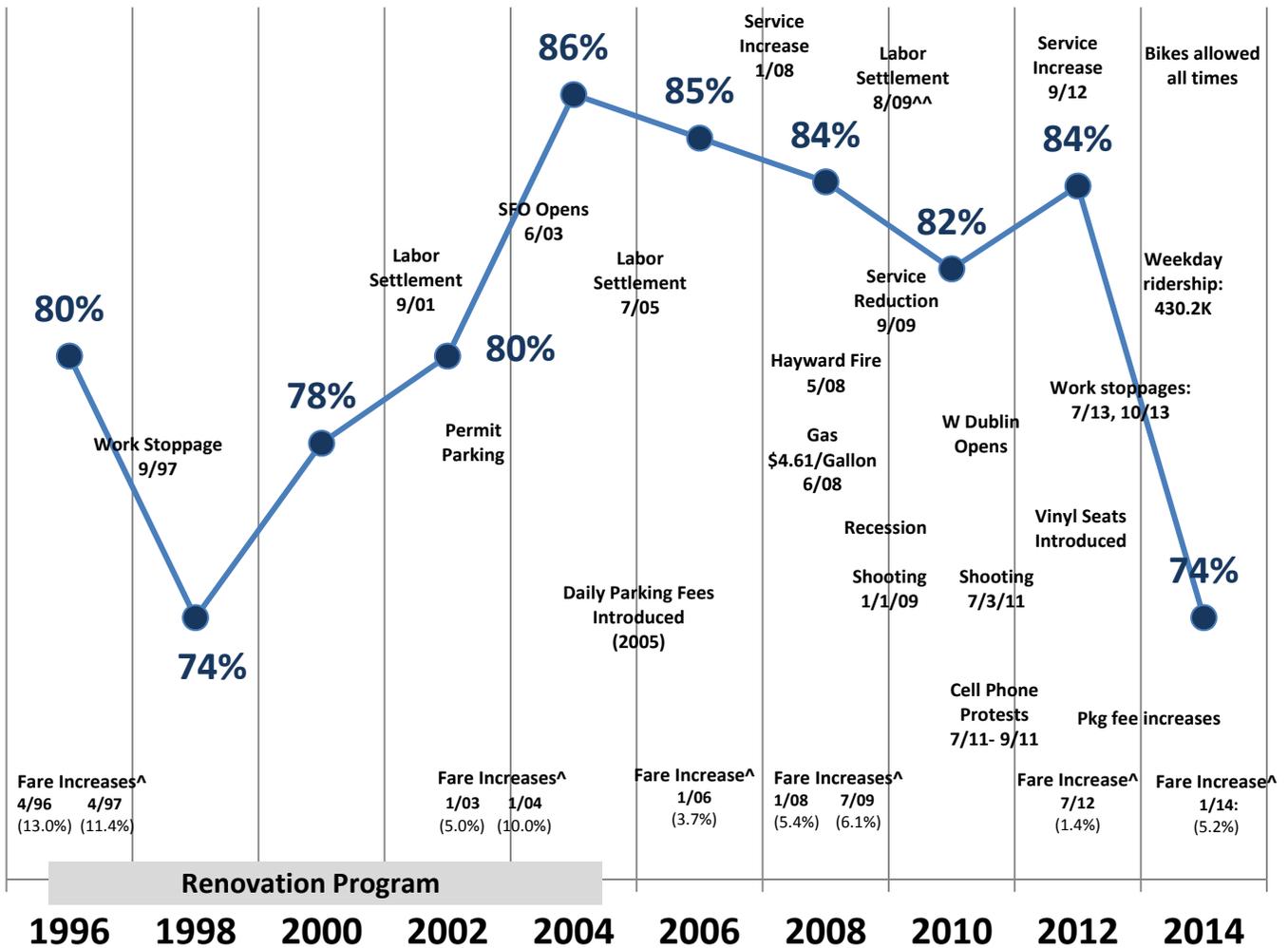
Other factors which may have influenced customer perceptions between 2012 and 2014 include:

- Fare and parking fee increases. BART fares increased 5.2% in January 2014, and parking fees increased multiple times at most stations with parking between the two survey periods.

² The 7/09 fare increase of 6.1% does not include the minimum fare increase (+\$0.25) or the SFO premium fare increase (+\$2.50).

- A slight decrease in BART’s on-time performance between the two survey periods. (BART’s operational data show that 93.8% of trains were on time in the July-September 2014 period. This compares to 95.5% on time in the July – September 2012 period.)³
- Changes in BART’s bike rules. After a few pilot studies, BART permanently lifted many of the restrictions on bicycles during commute hours in 2013.
- Continued replacement of train car seat coverings and carpeting with materials that are easier to keep clean. BART’s upholstered seat covers were replaced with vinyl seat covers (project was completed after the survey period), and the carpeted floors are being replaced with hard surface flooring (will be completed by June 30, 2015).

SATISFACTION TRENDS: 1996 - 2014

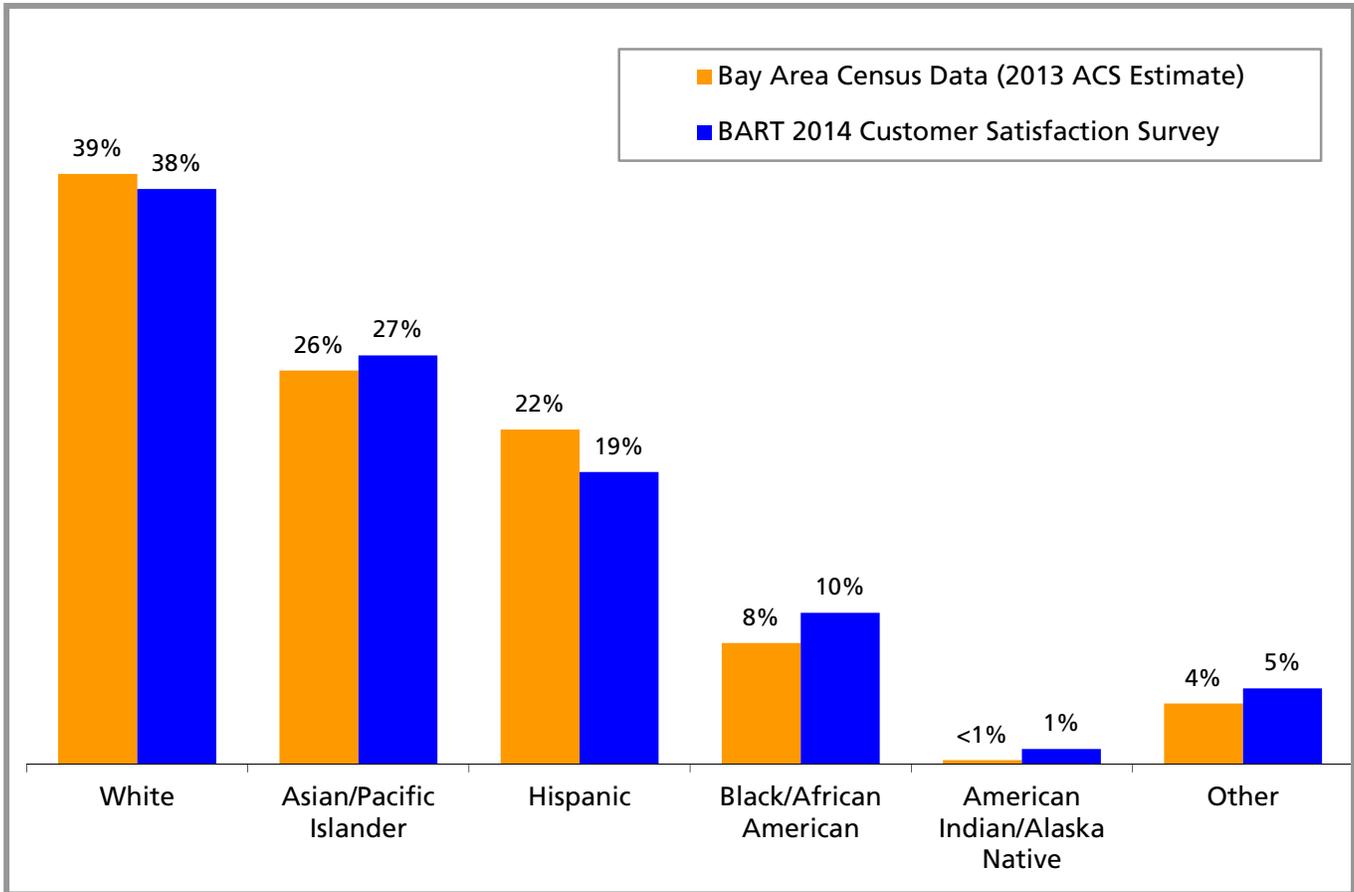


[^] Percentages shown reflect average fare increases. The 2006 fare increase of 3.7% does not include an additional \$0.10 capital surcharge. The 7/09 fare increase of 6.1% does not include the minimum fare increase (+\$0.25) or the SFO premium fare increase (+\$2.50).
^{^^}Work stoppage announced, but averted in 8/09.

³ BART Quarterly Performance Reports; Q1, FY15 and FY13; "On-time Service – Customer"

BART CUSTOMER ETHNICITY COMPARED TO REGIONAL DATA

BART customers' ethnicities reflect the diversity of the Bay Area.



Sources:

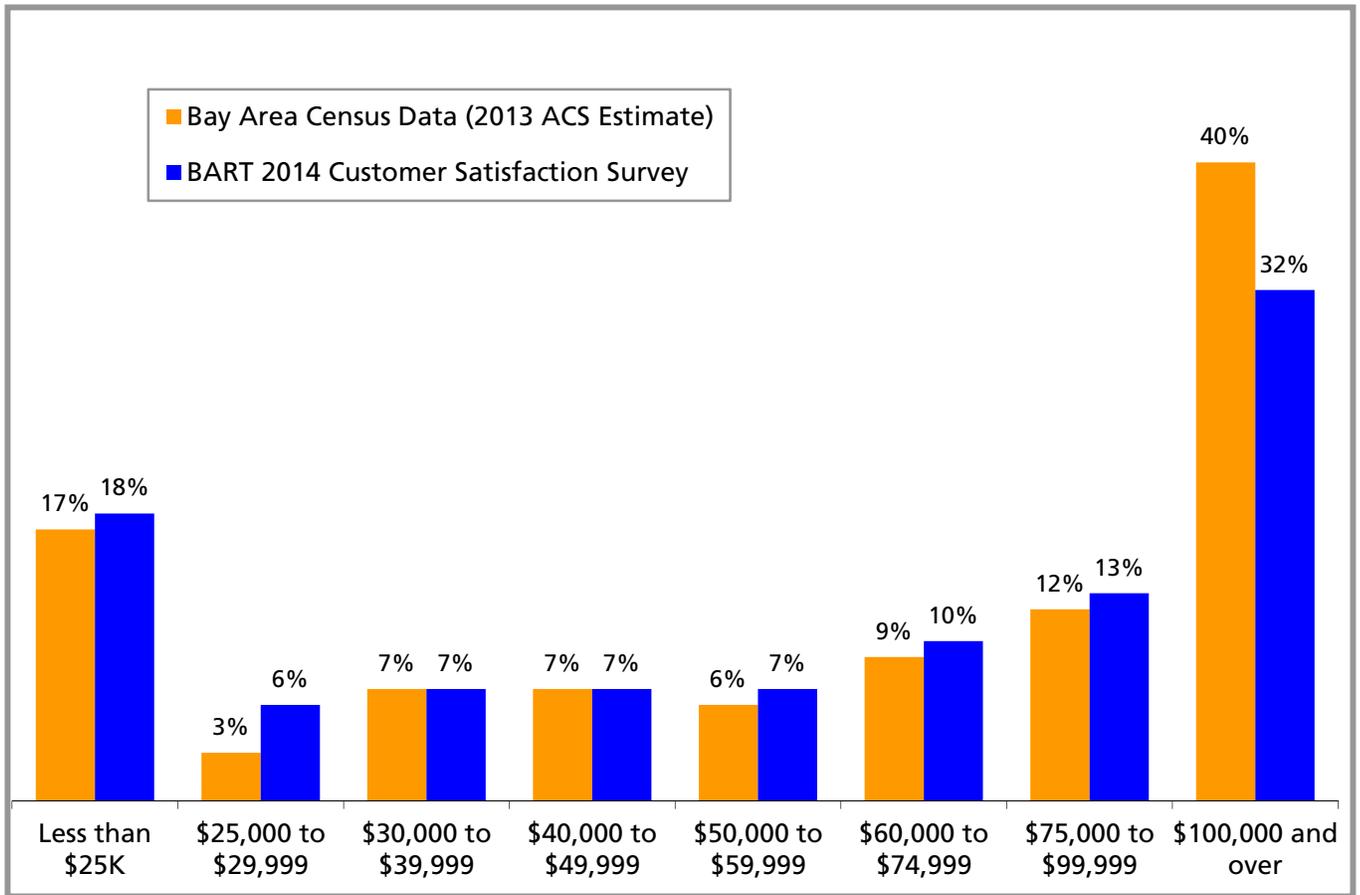
- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The categories shown in this chart 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. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown will differ.
- 3) The BART data distribution is based on 5,429 responses and excludes 3% non-response.
- 4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
- 5) Totals may not add to 100% due to rounding.

BART CUSTOMER INCOMES COMPARED TO REGIONAL DATA

BART customers' household incomes approximately track regional household income distribution; however, there are notable differences at the lowest and highest income levels.



Sources:

- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: B19001 "Household Income in the Past 12 Months." Universe: Households. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 5,095 responses and excludes 9% non-response. Note that other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add to 100% due to rounding.

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Appendix A: QUESTIONNAIRE

Questionnaires in:

English

Spanish

Chinese

Korean

Vietnamese

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Survey & Contest

Please complete this survey. Survey information will be treated confidentially. Unless otherwise stated, your answers should refer to your overall BART experience. **Please hand the completed survey back to the survey coordinator.** If necessary, you can also mail the survey to: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

Grand Prize: Win an iPad! Enter on back for a chance to win an iPad or one of four \$100 Clipper cards.

USAGE OF BART

- 1 Which BART station did you enter before boarding 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?

(Exit Station)
- 4 Are you transferring between BART trains on this trip?
 No Yes
- 5 What is the **primary** purpose of this trip? *(Check only one)*

<input type="checkbox"/> Commute to/from work	<input type="checkbox"/> Medical/Dental
<input type="checkbox"/> School	<input type="checkbox"/> Shopping
<input type="checkbox"/> Airplane trip	<input type="checkbox"/> Restaurant
<input type="checkbox"/> Sports event	<input type="checkbox"/> Theater or Concert
<input type="checkbox"/> Visit friends/family	<input type="checkbox"/> Other: _____
- 6 If BART service were not available, how would you make this trip? *(Check your one best option)*

<input type="checkbox"/> I would not make this trip
<input type="checkbox"/> Bus or other transit (all the way to my destination)
<input type="checkbox"/> Drive alone to my destination and park
<input type="checkbox"/> Carpool
<input type="checkbox"/> Bicycle to my destination
<input type="checkbox"/> Other: _____
- 7 Did you use a **Clipper/TransLink** card to pay the fare for this one-way BART trip?
 No Yes
- 8 What **type of fare** did you pay for this BART trip? *(Check one)*

<input type="checkbox"/> Regular BART fare	<input type="checkbox"/> Senior discount
<input type="checkbox"/> High Value Discount (\$48 or \$64 value)	<input type="checkbox"/> Disabled discount
<input type="checkbox"/> Muni Fast Pass	<input type="checkbox"/> Student discount
	<input type="checkbox"/> Other: _____
- 9 How did you travel between home and BART today?

<input type="checkbox"/> Walked all the way to BART	
<input type="checkbox"/> Bicycle	
<input type="checkbox"/> Bus/transit	Where did you park ? <input type="checkbox"/> In BART lot <input type="checkbox"/> Off-site
<input type="checkbox"/> Drove alone	
<input type="checkbox"/> Carpooled	What fee, if any, did you pay ? <input type="checkbox"/> None/free <input type="checkbox"/> Daily Reserved <input type="checkbox"/> Daily fee <input type="checkbox"/> Monthly Reserved
<input type="checkbox"/> Dropped off	
<input type="checkbox"/> Other: _____	
- 10 How long have you been riding BART?

<input type="checkbox"/> This is my first time on BART
<input type="checkbox"/> 6 months or less
<input type="checkbox"/> More than 6 months but less than 1 year
<input type="checkbox"/> 1 - 2 years
<input type="checkbox"/> 3 - 5 years
<input type="checkbox"/> More than 5 years
- 11 How often do you **currently** ride BART? *(Check one)*

<input type="checkbox"/> 6 - 7 days a week
<input type="checkbox"/> 5 days a week
<input type="checkbox"/> 3 - 4 days a week
<input type="checkbox"/> 1 - 2 days a week
<input type="checkbox"/> 1 - 3 days a month
<input type="checkbox"/> Less than once a month → About how many times a year? _____

OPINION OF BART

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

<input type="checkbox"/> Very Satisfied
<input type="checkbox"/> Somewhat Satisfied
<input type="checkbox"/> Neutral
<input type="checkbox"/> Somewhat Dissatisfied
<input type="checkbox"/> Very Dissatisfied
- 13 Would you recommend using BART to a friend or out-of-town guest?

<input type="checkbox"/> Definitely
<input type="checkbox"/> Probably
<input type="checkbox"/> Might or might not
<input type="checkbox"/> Probably not
<input type="checkbox"/> Definitely not
- 14 To what extent do you agree with the following statement: "BART is a good value for the money."

<input type="checkbox"/> Agree Strongly
<input type="checkbox"/> Agree Somewhat
<input type="checkbox"/> Neutral
<input type="checkbox"/> Disagree Somewhat
<input type="checkbox"/> Disagree Strongly

ABOUT YOURSELF

- 15 After you boarded the train for this trip, did you stand because seating was unavailable?
 No Yes - whole trip Yes - part of trip
- **NOTE: Please answer BOTH questions 16a and 16b.**
- 16a Are you of Hispanic, Latino or Spanish origin?
 No Yes
- 16b What is your race or ethnic identification? *(Check one or more)*

<input type="checkbox"/> White
<input type="checkbox"/> Black/African American
<input type="checkbox"/> Asian or Pacific Islander
<input type="checkbox"/> American Indian or Alaska Native
<input type="checkbox"/> Other: _____

(Questions are based on the U.S. Census)
- 17a Do you speak a language other than English at home?
 No
 Yes, I speak: _____
- 17b If "Yes" to question 17a, how well do you speak English?
 Very well Well Not well Not at all
- 18 Gender: Male Female
- 19 Age:

<input type="checkbox"/> 12 or younger	<input type="checkbox"/> 35 - 44
<input type="checkbox"/> 13 - 17	<input type="checkbox"/> 45 - 54
<input type="checkbox"/> 18 - 24	<input type="checkbox"/> 55 - 64
<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 65 and older
- 20 What is your total annual household income before taxes?

<input type="checkbox"/> Under \$25,000	<input type="checkbox"/> \$50,000 - \$59,999
<input type="checkbox"/> \$25,000 - \$29,999	<input type="checkbox"/> \$60,000 - \$74,999
<input type="checkbox"/> \$30,000 - \$39,999	<input type="checkbox"/> \$75,000 - \$99,999
<input type="checkbox"/> \$40,000 - \$49,999	<input type="checkbox"/> \$100,000 and over
- 21 Including yourself, how many people live in your household?
 1 2 3 4 5 6+



Encuesta y Concurso

Por favor, complete esta encuesta. Los datos de la encuesta serán confidenciales. A menos que se indique lo contrario, sus respuestas se deben referir a sus experiencias generales con BART. **Por favor, una vez completada, entregue la encuesta al coordinador de la encuesta.** Si fuese necesario también puede enviar la encuesta a: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

Gran Premio: ¡Gane un iPad! Participe al dorso para ganar un iPad o una de cuatro tarjetas Clipper por valor de \$100

USO DE BART

- ¿En qué estación de BART entró usted antes de abordar este tren?

(Estación de entrada)
- ¿A qué hora ingresó a este tren?

(Hora) (Minuto) AM PM
- ¿En qué estación saldrá usted del sistema BART?

(Estación de salida)
- ¿Debe usted hacer transbordo de un tren de BART a otro en este desplazamiento?
 No Sí
- ¿Cuál es el objetivo **principal** de este viaje? *(Marque solo una opción)*

<input type="checkbox"/> Viaje al/del trabajo	<input type="checkbox"/> Médico/Dental
<input type="checkbox"/> Escuela	<input type="checkbox"/> Compras
<input type="checkbox"/> Viaje en avión	<input type="checkbox"/> Restaurante
<input type="checkbox"/> Evento deportivo	<input type="checkbox"/> Teatro o Concierto
<input type="checkbox"/> Visita a amistades/familiares	<input type="checkbox"/> Otro: _____
- Si el servicio de BART no hubiera estado disponible, ¿cómo habría realizado este viaje? *(Marque la mejor opción)*

<input type="checkbox"/> No hubiera realizado este desplazamiento
<input type="checkbox"/> En autobús u otro medio de transporte (hasta llegar a destino)
<input type="checkbox"/> Hubiera manejado sólo hasta mi destino, y hubiera estacionado
<input type="checkbox"/> Uso el transporte colectivo
<input type="checkbox"/> Habría usado mi bicicleta hasta llegar a destino
<input type="checkbox"/> Otro: _____
- ¿Utilizó una tarjeta **Clipper** o **TransLink** para pagar la tarifa de este viaje de ida de BART?
 No Sí
- ¿Qué **tipo de tarifa** pagó usted por este viaje en BART? *(Marque uno)*

<input type="checkbox"/> Tarifa regular de BART	<input type="checkbox"/> Descuento para personas mayores
<input type="checkbox"/> Boleto de descuento de gran volumen (valor de \$48 o \$64)	<input type="checkbox"/> Descuento para personas discapacitadas
<input type="checkbox"/> Fast Pass de Muni	<input type="checkbox"/> Descuento para estudiantes
	<input type="checkbox"/> Otro: _____
- ¿Cómo se desplazó desde su residencia hasta BART hoy?

<input type="checkbox"/> Hice todo el camino hasta BART a pie	¿Dónde estacionó ? <input type="checkbox"/> En el estacionamiento de BART <input type="checkbox"/> En otro lugar
<input type="checkbox"/> Bicicleta	
<input type="checkbox"/> Autobús/Transporte público	
<input type="checkbox"/> Manejé solo	
<input type="checkbox"/> Viaje compartido en auto	Si pagó ¿cuál fue la tarifa? <input type="checkbox"/> Ninguna/Gratuita <input type="checkbox"/> Tarifa diaria <input type="checkbox"/> Tarifa diaria reservada <input type="checkbox"/> Tarifa mensual reservada
<input type="checkbox"/> Alguien me llevó	
<input type="checkbox"/> Otro: _____	
- ¿Cuánto tiempo lleva usted viajando en BART?

<input type="checkbox"/> Este es mi primer viaje en BART
<input type="checkbox"/> 6 meses o menos
<input type="checkbox"/> Más de 6 meses, pero menos de 1 año
<input type="checkbox"/> 1 - 2 años
<input type="checkbox"/> 3 - 5 años
<input type="checkbox"/> Más de 5 años
- ¿Con cuánta frecuencia viaja en BART **en la actualidad**? *(Marque uno)*

<input type="checkbox"/> 6 - 7 días a la semana	¿Aproximadamente cuántas veces al año? _____
<input type="checkbox"/> 5 días a la semana	
<input type="checkbox"/> 3 - 4 días a la semana	
<input type="checkbox"/> 1 - 2 días a la semana	
<input type="checkbox"/> 1 - 3 días al mes	
<input type="checkbox"/> Menos de 1 vez al mes	

OPINIÓN SOBRE BART

- En general, ¿cuán satisfecho se siente usted de los servicios proporcionados por BART?

<input type="checkbox"/> Muy satisfecho
<input type="checkbox"/> Un poco satisfecho
<input type="checkbox"/> Neutral
<input type="checkbox"/> Un poco insatisfecho
<input type="checkbox"/> Muy insatisfecho
- ¿Le recomendaría usted BART a un amigo o a un visitante de fuera de la ciudad?

<input type="checkbox"/> Con seguridad
<input type="checkbox"/> Probablemente
<input type="checkbox"/> Quizás sí, quizás no
<input type="checkbox"/> Probablemente no
<input type="checkbox"/> Seguro que no
- ¿En qué medida está usted de acuerdo con la siguiente afirmación: "BART proporciona un buen servicio a un precio razonable."?

<input type="checkbox"/> Muy de acuerdo
<input type="checkbox"/> Un poco de acuerdo
<input type="checkbox"/> Neutral
<input type="checkbox"/> No muy de acuerdo
<input type="checkbox"/> Muy en desacuerdo

ACERCA DE USTED

- Después de abordar el tren para este desplazamiento, ¿permaneció de pie por falta de asientos?

<input type="checkbox"/> No	<input type="checkbox"/> Sí - durante todo el trayecto	<input type="checkbox"/> Sí - durante parte del trayecto
-----------------------------	--	--
- NOTA: Por favor responda a AMBAS preguntas 16a y 16b.**
- ¿Es usted hispano, latino o de origen español?

<input type="checkbox"/> No	<input type="checkbox"/> Sí
-----------------------------	-----------------------------
- ¿Cuál es su raza o identificación étnica? *(Marque uno o más)*

<input type="checkbox"/> Blanco
<input type="checkbox"/> Negro/Afroamericano
<input type="checkbox"/> Asiático o de las Islas del Pacífico
<input type="checkbox"/> Indio Americano o nativo de Alaska
<input type="checkbox"/> Otro: _____

(Estas categorías están basadas en el censo de los EE.UU.)
- En su hogar, ¿habla algún idioma que no sea inglés?

<input type="checkbox"/> No
<input type="checkbox"/> Sí, hablo: _____
- Si respondió "Sí" a la pregunta 17a, ¿cuál es su nivel de inglés?

<input type="checkbox"/> Muy bien	<input type="checkbox"/> Bien	<input type="checkbox"/> No muy bien	<input type="checkbox"/> No hablo inglés
-----------------------------------	-------------------------------	--------------------------------------	--
- Sexo: Hombre Mujer
- Edad:

<input type="checkbox"/> 12 o menor	<input type="checkbox"/> 35 - 44
<input type="checkbox"/> 13 - 17	<input type="checkbox"/> 45 - 54
<input type="checkbox"/> 18 - 24	<input type="checkbox"/> 55 - 64
<input type="checkbox"/> 25 - 34	<input type="checkbox"/> 65 y mayor
- ¿Cuáles son los ingresos anuales de su familia antes de pagar impuestos?

<input type="checkbox"/> Menos de \$25,000	<input type="checkbox"/> \$50,000 - \$59,999
<input type="checkbox"/> \$25,000 - \$29,999	<input type="checkbox"/> \$60,000 - \$74,999
<input type="checkbox"/> \$30,000 - \$39,999	<input type="checkbox"/> \$75,000 - \$99,999
<input type="checkbox"/> \$40,000 - \$49,999	<input type="checkbox"/> \$100,000 o más
- Incluyéndole a usted, ¿cuántas personas viven en su casa?

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6+
----------------------------	----------------------------	----------------------------	----------------------------	----------------------------	-----------------------------

22 Por favor, ayude a BART a mejorar el servicio calificando cada una de las siguientes categorías. Califique cada una de las siguientes categorías y ayude a BART a mejorar el servicio. "7" (excelente) es la calificación más alta y "1" (pésimo) es la calificación más baja. También puede usar cualquier número entre el 1 y el 7. Omite las categorías que no sean pertinentes para usted.

CALIFICACIONES GENERALES	Pésimo							Excelente
Trenes puntuales, de acuerdo al horario	1	2	3	4	5	6	7	
Horarios de funcionamiento	1	2	3	4	5	6	7	
Frecuencia del servicio de trenes	1	2	3	4	5	6	7	
Disponibilidad de mapas y horarios	1	2	3	4	5	6	7	
Información oportuna sobre interrupciones en el servicio	1	2	3	4	5	6	7	
Puntualidad de conexiones entre trenes de BART	1	2	3	4	5	6	7	
Puntualidad de conexiones con autobuses	1	2	3	4	5	6	7	
Disponibilidad de estacionamiento para autos	1	2	3	4	5	6	7	
Disponibilidad de estacionamiento para bicicletas	1	2	3	4	5	6	7	
Alumbramiento de estacionamientos	1	2	3	4	5	6	7	
Acceso para personas con discapacidades	1	2	3	4	5	6	7	
Aplicación de normas contra la evasión de tarifas	1	2	3	4	5	6	7	
Aplicación de normas que prohíben comer y beber	1	2	3	4	5	6	7	
Seguridad personal en el sistema BART	1	2	3	4	5	6	7	
Página web bart.gov	1	2	3	4	5	6	7	
Liderazgo en la solución de problemas regionales de transporte	1	2	3	4	5	6	7	

CALIFICACIONES A ESTACIONES DE BART	Pésimo							Excelente
Longitud de filas en las puertas de salida	1	2	3	4	5	6	7	
Fiabilidad de las máquinas de venta de boletos	1	2	3	4	5	6	7	
Fiabilidad de las puertas de aplicación de tarifas	1	2	3	4	5	6	7	
Tarjetas Clipper	1	2	3	4	5	6	7	
Boletos de BART	1	2	3	4	5	6	7	
Disponibilidad y fiabilidad de escaleras mecánicas	1	2	3	4	5	6	7	
Disponibilidad y fiabilidad de elevadores	1	2	3	4	5	6	7	
Presencia de Policía BART en las estaciones	1	2	3	4	5	6	7	
Presencia de Policía BART en los estacionamientos	1	2	3	4	5	6	7	
Disponibilidad de agentes en las estaciones	1	2	3	4	5	6	7	
Ayuda y cortesía de los agentes en las estaciones	1	2	3	4	5	6	7	
Aspecto de la zona ajardinada	1	2	3	4	5	6	7	
Estaciones libres de graffiti	1	2	3	4	5	6	7	
Limpieza de las estaciones	1	2	3	4	5	6	7	
Limpieza de los baños	1	2	3	4	5	6	7	
Limpieza de los elevadores	1	2	3	4	5	6	7	
Señales de indicación de transbordos / andenes / salidas	1	2	3	4	5	6	7	
Condición general / estado de funcionamiento	1	2	3	4	5	6	7	

CALIFICACIONES A TRENES BART	Pésimo							Excelente
Disponibilidad de asientos en los trenes	1	2	3	4	5	6	7	
Disponibilidad de espacio en los trenes para equipaje, bicicletas y carritos de bebé (carreolas)	1	2	3	4	5	6	7	
Disponibilidad de espacio para permanecer de pie en los trenes	1	2	3	4	5	6	7	
Comodidad de asientos en los trenes	1	2	3	4	5	6	7	
Condición / limpieza de asientos en los trenes	1	2	3	4	5	6	7	
Temperatura confortable a bordo de los trenes	1	2	3	4	5	6	7	
Nivel de ruido en los trenes	1	2	3	4	5	6	7	
Claridad de los avisos por megafonía	1	2	3	4	5	6	7	
Presencia de Policía BART en los trenes	1	2	3	4	5	6	7	
Aspecto exterior del tren	1	2	3	4	5	6	7	
Condición / limpieza de ventanas en los trenes	1	2	3	4	5	6	7	
Interior de los trenes libre de graffiti	1	2	3	4	5	6	7	
Limpieza del interior de los trenes	1	2	3	4	5	6	7	
Condición / limpieza del piso en los trenes	1	2	3	4	5	6	7	

COMENTARIOS: (Proporcione más comentarios en www.bart.gov/comments.)

PARTICIPACIÓN EN EL CONCURSO:

NOMBRE: _____

NÚMERO DE TELÉFONO DIURNO: (_____) _____

DIRECCIÓN DE CORREO ELECTRÓNICO: _____

¿Podemos comunicarnos con usted en el futuro para preguntarle su opinión sobre BART? Sí No

¿Desea inscribirse para recibir e-mails semanales de BART con concursos, descuentos y eventos próximos a las paradas de BART? (Próximamente) Sí No

REGLAS DEL CONCURSO: No es necesaria la compra. No es válida donde esté prohibida. Puede participar más de una vez. Esta lotería finaliza el 20/10/14 a las 5 p. m. hora del Pacífico. El patrocinador es Bay Area Rapid Transit (BART). Disponible solo para residentes legales de los EE. UU. en California que tengan al menos 18 años en el momento del ingreso. Los empleados/contratistas de BART y sus familiares o las personas que viven en su hogar no son elegibles para ingresar. Se aplican otras restricciones. El patrocinador entregará un iPad (valor aproximado de \$399) y cuatro tarjetas Clipper (valor aproximado de \$100 cada una). Valor total del premio: \$799. Los ganadores serán seleccionados al azar por sorteo. No es necesario estar presente para ganar. Se aplican todas las regulaciones federales, estatales y locales. Para ver las reglas oficiales, visite www.bart.gov/survey

CONTINUA AL DORSO ➔



意見調查和幸運抽獎

請完成此意見調查。調查資料將予以保密。除非另有說明，您的答案應反映您乘坐 BART 的整體經驗。請將填妥的調查問卷交回調查統籌人員。如有需要，您亦可將調查問卷寄往以下地址：
BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

大獎：iPad！ 請填妥並提交背頁的參加抽獎表格，您有機會贏得一個 iPad 或一張價值 \$100 的 Clipper 卡（共四張）。

使用 BART 地鐵

- 您在哪個 BART 地鐵站上車？
 (請填寫地鐵站名稱)
- 您此程上車的時間是在什麼時候？
____ (時) : ____ (分) 上午 下午
- 您將在哪个 BART 地鐵站下車？
 (下車地鐵站名稱)
- 您在此程中間，是否需要轉車？
 否 是
- 您此程的主要目的是什麼？(請選擇一項)

<input type="checkbox"/> 上/下班	<input type="checkbox"/> 看醫生/牙醫
<input type="checkbox"/> 學校	<input type="checkbox"/> 購物
<input type="checkbox"/> 去機場	<input type="checkbox"/> 餐館
<input type="checkbox"/> 體育活動	<input type="checkbox"/> 戲院或音樂會
<input type="checkbox"/> 走親訪友	<input type="checkbox"/> 其他：_____
- 如果沒有 BART 地鐵服務，您將如何前往目的地？
(請選擇最適用的一項)
 我將放棄前往
 巴士或其他公共交通 (可直接達目的地)
 自駕前往並將車停在目的地
 與人共乘
 騎單車前往目的地
 其他：_____
- 您是使用 Clipper/TransLink 卡支付 BART 此單程車資的嗎？
 否 是
- 您使用何種車票支付 BART 此程車資？(請選擇一項)

<input type="checkbox"/> 一般 BART 車票	<input type="checkbox"/> 耆英特價票
<input type="checkbox"/> 超值票 (\$48 或 \$64)	<input type="checkbox"/> 傷殘人士特價票
<input type="checkbox"/> Muni Fast Pass 月票	<input type="checkbox"/> 學生特價票
	<input type="checkbox"/> 其他：_____
- 您今天以何種方式從住家前往 BART 地鐵站？
 全程走路至 BART 車站
 單車
 巴士/公共交通
 自駕
 與人共乘
 別人開車
 送我到地鐵站
 其他：_____

您在什麼地方停車？	<input type="checkbox"/> BART 車站的停車場內 <input type="checkbox"/> 其他地方
您是否需要支付任何費用？	<input type="checkbox"/> 不免費 <input type="checkbox"/> 按天預訂 <input type="checkbox"/> 每天計停車費 <input type="checkbox"/> 按月預訂
- 您乘坐 BART 地鐵已有多久？
 這是我第一次乘坐 BART 地鐵
 6 個月或以下
 6 個月以上，但少於 1 年
 1-2 年
 3-5 年
 超過 5 年
- 您目前乘坐 BART 地鐵的次數是多少？(請選擇一項)
 一星期 6-7 天
 一星期 5 天
 一星期 3-4 天
 一星期 1-2 天
 每個月 1-3 天
 每個月不足一次 → 每年約多少次？

對 BART 的意見

- 整體來說，您對 BART 所提供服務的滿意程度為何？
 十分滿意
 頗為滿意
 中立
 稍有不滿
 十分不滿
- 您會不會向朋友或來自外地的客人推薦乘坐 BART 地鐵？
 肯定會
 大有可能會
 可能會或不會
 大有可能不會
 肯定不會
- 您對以下講法的同意程度為何：「乘坐 BART 地鐵，物有所值。」
 十分同意
 頗為同意
 中立
 頗有異議
 十分反對

關於您自己

- 此程在上車之後，您是否因為沒有座位而需要站著？
 否 是 - 全程站著 是 - 部份時間站著
- 注意：請同時回答 16a 和 16b 題。
- 您是否是西班牙裔或拉丁裔？
 否 是
- 您屬於哪個種族或族裔？(請選擇一或多項)
 白人
 黑人/非裔
 亞裔或太平洋裔
 美國印第安裔或阿拉斯加裔
 其他：_____

(此族裔類別與美國人口普查相同)
- 您在家是否講英語以外的語言？
 否
 是，我講：_____
- 如 17a 題回答「是」，那麼您講英語的能力如何？
 很好 好 不太好 完全不懂
- 性別： 男 女
- 年齡： 12 歲或以下 35-44
 13-17 45-54
 18-24 55-64
 25-34 65 歲或以上
- 府上全家每年的稅前總收入是多少？
 \$25,000 以下 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 及以上
- 包括您自己在內，府上共有多少人住？
 1 2 3 4 5 6+

22 請幫助我們改善服務，就 BART 以下每個項目予以評分。「7」(卓越)是最高分。「1」(差勁)是最低分。當然，您可以選擇中間的任何分數。請跳過不適用於您的項目。

整體評分	差勁	1	2	3	4	5	6	7	卓越
列車準時性	1	2	3	4	5	6	7		
營運時間	1	2	3	4	5	6	7		
班次頻密性	1	2	3	4	5	6	7		
提供地圖和行車時間表	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		
兩趟 BART 列車的接駁及時性	1	2	3	4	5	6	7		
與巴士接駁的及時性	1	2	3	4	5	6	7		
停車位供應	1	2	3	4	5	6	7		
單車位供應	1	2	3	4	5	6	7		
停車場的照明狀況	1	2	3	4	5	6	7		
針對殘障人士的便利性	1	2	3	4	5	6	7		
執行逃票懲罰政策	1	2	3	4	5	6	7		
執行車內禁止飲食政策	1	2	3	4	5	6	7		
BART 系統內之個人安全性	1	2	3	4	5	6	7		
bart.gov 網站	1	2	3	4	5	6	7		
解決地區交通問題的領導能力	1	2	3	4	5	6	7		
BART 地鐵站評分	差勁	1	2	3	4	5	6	7	卓越
出口處的人龍長度	1	2	3	4	5	6	7		
售票機之可靠性	1	2	3	4	5	6	7		
驗票閘之可靠性	1	2	3	4	5	6	7		
Clipper 卡	1	2	3	4	5	6	7		
BART 車票	1	2	3	4	5	6	7		
扶手電梯的可用性和可靠性	1	2	3	4	5	6	7		
電梯的可用性和可靠性	1	2	3	4	5	6	7		
車站有 BART 警察	1	2	3	4	5	6	7		
停車場有 BART 警察	1	2	3	4	5	6	7		
隨時可找到車站職員	1	2	3	4	5	6	7		
車站職員能夠給予的幫助和表現出來的禮貌態度	1	2	3	4	5	6	7		
車站外觀	1	2	3	4	5	6	7		
車站沒有塗鴉	1	2	3	4	5	6	7		
車站清潔狀況	1	2	3	4	5	6	7		
洗手間清潔狀況	1	2	3	4	5	6	7		
電梯清潔狀況	1	2	3	4	5	6	7		
轉車/月台/出口指示標誌牌	1	2	3	4	5	6	7		
整體情況/修理情況	1	2	3	4	5	6	7		
BART 列車評分	差勁	1	2	3	4	5	6	7	卓越
車內經常有座位	1	2	3	4	5	6	7		
車內有供行李、單車和嬰孩車存放的空間	1	2	3	4	5	6	7		
車內有站立空間	1	2	3	4	5	6	7		
車內座位舒適	1	2	3	4	5	6	7		
車內座位情況/清潔狀況	1	2	3	4	5	6	7		
車內溫度適宜	1	2	3	4	5	6	7		
車內噪音程度	1	2	3	4	5	6	7		
公共通知的清晰度	1	2	3	4	5	6	7		
車內有 BART 警察	1	2	3	4	5	6	7		
列車外觀	1	2	3	4	5	6	7		
列車車窗情況/清潔狀況	1	2	3	4	5	6	7		
車內沒有塗鴉	1	2	3	4	5	6	7		
車內清潔狀況	1	2	3	4	5	6	7		
車內地面情況/清潔狀況	1	2	3	4	5	6	7		

評論： (您可線上提供更多反饋意見，網址為 www.bart.gov/comments)

填寫抽獎資料：

姓名： _____
 日間電話： (_____) _____
 電子郵件地址： _____

我們未來是否可以聯絡您，以便徵詢您對 BART 服務的意見？ 是 否
 您是否想登記接收 BART 每星期發出的電郵通訊，內容包括抽獎、特價和近地鐵站的活動資訊？ 是 否
 (即將發布)

抽獎規則：無須任何花費。於禁止處無效。您可以填寫一份以上的抽獎券。抽獎截止日期為太平洋夏令時 2014 年 10 月 20 日，下午 5 時。主辦方為 Bay Area Rapid Transit (BART)。參加者需為十八歲或以上之加州美國合法居民。BART 的僱員/合同工及其家人均不符合參加資格。適用其他限制。主辦方發出的獎品將包括一個 iPad (價值約 \$399) 和四張 Clipper 卡 (每張價值 \$100)。獎品價值總計：\$799。我們將隨機抽出得獎者。得獎者無須出席抽獎活動。適用所有聯邦、州和地方法規。有關正式規則，請瀏覽網頁 www.bart.gov/survey。

請看背面 →



설문조사 및 경품행사

이 설문지를 작성해 주십시오. 설문조사를 통해서 수집한 정보는 비밀로 취급됩니다. 별도의 설명이 없으면 BART에 대한 귀하의 전반적인 경험에 관해 답변해 주셔야 합니다. 작성하신 설문지는 설문조사 코디네이터에게 반납해 주십시오. 필요한 경우에는 설문지를 다음의 주소로 우송하실 수도 있습니다: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

대상: iPad를 받으십시오! iPad 또는 4개의 \$100 Clipper 카드 중 1개를 받으시려면 뒷면에서 참가 신청을 하십시오.

BART 이용

- 어느 BART 역에서 이 열차에 탑승하셨습니다?
(합승역)
- 대략 몇 시에 이 열차에 탑승하셨습니다?
(Hour) : (Minute) 오전 오후
- 어느 BART 역에서 하차하셨습니다?
(하차역)
- 귀하는 BART를 이용하여 목적지까지 가는 동안 열차를 갈아타셨습니까?
 아니요 예
- 이 열차에 탑승한 주 목적은 무엇입니까? (하나만 표시해 주십시오)

<input type="checkbox"/> 통근	<input type="checkbox"/> 병원/치과 방문
<input type="checkbox"/> 통학	<input type="checkbox"/> 쇼핑
<input type="checkbox"/> 공항으로 이동	<input type="checkbox"/> 외식
<input type="checkbox"/> 운동경기 관람	<input type="checkbox"/> 영화 또는 음악회 관람
<input type="checkbox"/> 가족/친구 방문	<input type="checkbox"/> 기타: _____
- 만약 BART 서비스가 제공되지 않는다면 어떤 방법으로 이동하시겠습니까? (가장 선호하는 한 가지 방법을 표시해 주십시오)
 목적지에 가지 않을 것임
 버스 또는 다른 대중교통수단 (목적지까지 합승)
 목적지까지 혼자 차를 운전하고 가서 주차
 합승 톨킨(카풀)
 목적지까지 자전거를 이용
 기타: _____
- 이 BART 열차의 편도 탑승 요금을 Clipper / TransLink 카드로 지불하셨습니다?
 아니요 예
- 이 BART 열차에 탑승하기 위해 어떤 종류의 요금을 지불하셨습니다?
(하나만 표시해 주십시오)

<input type="checkbox"/> 일반 BART 요금	<input type="checkbox"/> 장애인 할인
<input type="checkbox"/> High Value Discount (\$48 또는 \$64 가치)	<input type="checkbox"/> 학생 할인
<input type="checkbox"/> Muni Fast Pass	<input type="checkbox"/> 기타: _____
<input type="checkbox"/> 고령자 할인	
- 오늘 집에서 BART까지 어떻게 오셨습니까?

<input type="checkbox"/> 집에서 BART까지 걸어서 왔음	어디에 주차하셨습니다? <input type="checkbox"/> BART 주차장 <input type="checkbox"/> BART 역 밖에 주차
<input type="checkbox"/> 자전거를 타고 왔음	
<input type="checkbox"/> 버스/대중교통수단을 이용했음	어떤 요금을 지불하셨습니다? <input type="checkbox"/> 무료 <input type="checkbox"/> 일일 요금 <input type="checkbox"/> 일일 예약 요금 <input type="checkbox"/> 월간 예약 요금
<input type="checkbox"/> 혼자 자동차를 운전해서 왔음	
<input type="checkbox"/> 다른 사람들과 합승을 해서 왔음	
<input type="checkbox"/> 다른 사람이 데려다 주었음	
<input type="checkbox"/> 기타: _____	
- BART를 얼마나 오래 이용하셨습니다?
 BART를 처음 이용
 6개월 이하
 6개월 초과 1년 미만
 1-2년
 3-5년
 5년 초과
- 현재 BART를 얼마나 자주 이용하십니까? (하나만 표시해 주십시오)
 일주일에 6-7일
 일주일에 5일
 일주일에 3-4일
 일주일에 1-2일
 한 달에 1-3일
 한 달에 한 번 미만

일 년에 대략 몇 번 이용하십니까? _____

BART에 대한 의견

- BART가 제공하는 서비스에 대해 전반적으로 얼마나 만족하십니까?
 매우 만족
 약간 만족
 만족도 불만족도 아님
 약간 불만족
 매우 불만족
- 친구나 타지에서 온 손님에게 BART를 이용하도록 추천하시겠습니까?
 확실히 추천
 아마도 추천
 추천할 수도 있고 안 할 수도 있음
 아마도 추천하지 않을 것임
 확실히 추천하지 않을 것임
- 다음의 문장에 대해 어느 정도 동의하십니까? "BART는 가격에 비해 가치가 높다."
 매우 동의
 약간 동의
 동의도 부정도 아님
 약간 부정
 매우 부정

응답자에 대한 질문

- 목적지로 가기 위해 열차에 탑승한 후에 좌석이 없어 서게셨습니까?
 아니요 예 - 전체 탑승 구간 예 - 일부 탑승 구간
→ 주: 질문 16a와 16b에 모두 답변해 주십시오.
- 귀하는 히스패닉, 라티노 또는 스페인 계통이십니까?
 아니요 예
- 귀하의 인종 또는 민족은 어느 것에 속합니까?
(하나 이상에 표시해 주십시오)
 백인
 흑인/아프리카계 미국인
 아시아인 또는 태평양 제도인
 아메리칸 인디언 또는 알래스카 원주민
 기타: _____
(위의 질문들은 미국 인구조사에 근거하여 분류했습니다)
- 귀하는 집에서 영어가 아닌 다른 언어를 사용하십니까?
 아니요
 예(사용하는 언어를 기재): _____
- 질문 17a에 "예"라고 답변하신 경우, 영어를 얼마나 능숙하게 하십니까?
 매우 능숙 별로 능숙하지 않음
 능숙 전혀 능숙하지 않음
- 성별: 남성 여성
- 연령: 12세 이하 35 - 44세
 13 - 17세 45 - 54세
 18 - 24세 55 - 64세
 25 - 34세 65세 이상
- 귀하의 가구에는 귀하를 포함해서 몇 사람이 살고 있습니까?
 \$25,000 미만 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 이상
- 귀하의 가구에는 귀하를 포함해서 몇 사람이 살고 있습니까?
 1명 2명 3명 4명 5명 6명 이상

22 다음의 각 항목을 평가하셔서 BART가 서비스를 개선하는 데 도움을 주시기 바랍니다. "7(매우 좋음)"은 가장 높은 등급이고, "1(매우 나쁨)"은 가장 낮은 등급입니다. 또한 그 사이의 어떤 등급도 선택하실 수 있습니다. 귀하에게 해당되지 않는 항목은 건너뛰십시오.

BART에 대한 전반적인 평가	매우 나쁨							매우 좋음						
열차의 정시 도착 및 출발	1	2	3	4	5	6	7	1	2	3	4	5	6	7
운행 시간	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차의 운행 횟수	1	2	3	4	5	6	7	1	2	3	4	5	6	7
지도와 운행 시간표 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
운행 중단에 대한 적시 안내	1	2	3	4	5	6	7	1	2	3	4	5	6	7
BART 열차 사이를 적시에 연결	1	2	3	4	5	6	7	1	2	3	4	5	6	7
버스와 적시에 연결	1	2	3	4	5	6	7	1	2	3	4	5	6	7
주차장 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
자전거 주차장 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
주차장의 조명	1	2	3	4	5	6	7	1	2	3	4	5	6	7
장애인 편의 시설	1	2	3	4	5	6	7	1	2	3	4	5	6	7
무임 승차 방지	1	2	3	4	5	6	7	1	2	3	4	5	6	7
취식 및 음주 금지 정책 집행	1	2	3	4	5	6	7	1	2	3	4	5	6	7
BART 시스템 내에서의 개인 안전	1	2	3	4	5	6	7	1	2	3	4	5	6	7
bart.gov 웹사이트	1	2	3	4	5	6	7	1	2	3	4	5	6	7
지역 교통 문제를 해결하는 리더십	1	2	3	4	5	6	7	1	2	3	4	5	6	7

BART 역에 대한 평가	매우 나쁨							매우 좋음						
출구의 줄 길이	1	2	3	4	5	6	7	1	2	3	4	5	6	7
탑승권 판매기의 신뢰성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
자동개찰구의 신뢰성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
Clipper 카드	1	2	3	4	5	6	7	1	2	3	4	5	6	7
BART 탑승권	1	2	3	4	5	6	7	1	2	3	4	5	6	7
에스컬레이터 운행 상태 및 신뢰성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
엘리베이터 운행 상태 및 신뢰성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
BART 역 내에 경찰관 배치	1	2	3	4	5	6	7	1	2	3	4	5	6	7
BART 주차장 내에 경찰관 배치	1	2	3	4	5	6	7	1	2	3	4	5	6	7
역무원의 근무 상태	1	2	3	4	5	6	7	1	2	3	4	5	6	7
역무원의 도움과 친절성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
조경 상태	1	2	3	4	5	6	7	1	2	3	4	5	6	7
역에 낙서가 없도록 유지	1	2	3	4	5	6	7	1	2	3	4	5	6	7
역의 청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
화장실의 청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
엘리베이터의 청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
환승/승강장/출구 방향을 안내하는 표지판	1	2	3	4	5	6	7	1	2	3	4	5	6	7
전반적인 상태/보수 상태	1	2	3	4	5	6	7	1	2	3	4	5	6	7

BART 열차에 대한 평가	매우 나쁨							매우 좋음						
열차 내에 좌석 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내에 짐가방, 자전거, 유모차를 실을 공간 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내에 입석 제공	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 좌석의 편안함	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내 좌석의 상태/청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내의 쾌적한 온도	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차의 소음 수준	1	2	3	4	5	6	7	1	2	3	4	5	6	7
안내 방송의 명확성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내에 BART 경찰관 배치	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 외관	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 창문의 상태/청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내부에 낙서가 없도록 유지	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 내부의 청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7
열차 바닥의 상태/청결성	1	2	3	4	5	6	7	1	2	3	4	5	6	7

의견: (www.bart.gov/comments를 방문하여 추가 의견을 제공해 주십시오.)

검표행사 참가:

이름: _____
 주안 전화번호: (_____) _____
 이메일 주소: _____

저희가 나중에 BART에 대한 귀하의 의견을 듣기 위해 연락을 드려도 좋겠습니까? 예 아니요
 검표행사, 할인, BART 역 가까이에서 열리는 행사 등을 알려주는 주간 BART 이메일을 받도록 등록하시겠습니까? (곧 제공됩니다) 예 아니요

검표행사 규칙: 구입할 필요가 없습니다. 검표행사가 금지되는 곳에서는 무효입니다. 두 번 이상 참가하실 수도 있습니다. 이 검표행사는 2014/10/20 오후 5시(태평양 표준시)에 종료됩니다. 후원자는 Bay Area Rapid Transit (BART)입니다. 검표행사에 참가 시 18세 이상 된 캘리포니아 주의 합법적 미국 거주자만이 참가할 자격이 있습니다. BART 직원/계약업자 및 그들의 가족/가구 구성원은 참가할 자격이 없습니다. 다른 제한사항이 적용됩니다. 후원자는 iPad(약 \$399 상당의 가치) 1개와 Clipper Card 42(라 카드 당 약 \$100 상당의 가치)를 제공받습니다. 총 검표 금액은 \$799입니다. 당첨자는 무작위 추첨에 의해 선정됩니다. 검표행사에 참석하지 않아도 당첨될 수 있습니다.





Thăm Dò & Thi Đua

Xin quý vị vui lòng điền vào mẫu thăm dò này. Các chi tiết trong cuộc thăm dò này sẽ được giữ kín. Trừ khi được ghi rõ cho mục đích khác, những câu trả lời của quý vị đều nói về kinh nghiệm tổng quát của quý vị về BART.
Xin trao lại mẫu thăm dò đã điền xong cho nhân viên thăm dò. Nếu cần, quý vị cũng có thể gửi mẫu thăm dò này đến: BART Marketing & Research, P.O. Box 12688, Oakland, CA 94604-2688.

Giải Độc Đặc: Thắng một iPad! Điền vào mặt sau để có cơ hội thắng một iPad hoặc một trong bốn thẻ Clipper trị giá \$100.

SỬ DỤNG BART

- Quý vị đã vào trạm BART nào trước khi lên chuyến xe này?

(Ghi Tên Trạm)
- Quý vị lên chuyến xe này vào khoảng mấy giờ?
 _____ : _____
(Hour) (Minute) Sáng Chiều
- Quý vị sẽ rời khỏi hệ thống này ở trạm BART nào?

(Trạm Quý Vị Sẽ Rời)
- Trong chuyến đi này quý vị có chuyển sang những chuyến xe BART khác hay không?
 Không Có
- Mục đích **chính yếu** của chuyến đi này là gì? (Chỉ chọn một)
 - Đi đến/về từ sở làm Phòng mạch bác sĩ/Nha sĩ
 - Đến trường học Mua sắm
 - Đi máy bay Nhà hàng
 - Thi đua thể thao Rap hát hoặc Hòa nhạc
 - Thăm viếng bạn bè/gia đình Mục đích khác: _____
- Nếu không có dịch vụ của BART, quý vị sẽ thực hiện chuyến đi này bằng cách nào? (Chọn một câu trả lời đúng nhất cho quý vị)
 - Tôi sẽ không thực hiện chuyến đi này
 - Xe buýt hoặc một phương tiện chuyên chở công cộng khác (để đi thẳng đến nơi tôi muốn đến)
 - Lái xe một mình đến nơi & đậu xe
 - Đi xe chung với người khác
 - Cách khác: _____
- Quý vị có dùng thẻ **Clipper / TransLink** để trả lệ phí cho chuyến xe BART một chiều này hay không?
 Không Có
- Quý vị đi hoặc về giữa nhà và BART hôm nay bằng cách nào? (Chọn một)
 - Lệ phí BART thường lệ Bớt giá cho người bị khuyết tật
 - High Value Discount Bớt giá cho học sinh
 - (trị giá \$48 hoặc \$64)
 - Muni Fast Pass Lệ phí khác: _____
 - Bớt giá cho người cao niên
- Quý vị đi hoặc về giữa nhà và BART hôm nay bằng cách nào?
 - Đi bộ suốt con đường đến BART
 - Xe đạp
 - Xe buýt/hệ thống chuyên chở công cộng
 - Lái xe một mình
 - Đi xe chung với người khác
 - Được người khác chở đến
 - Cách khác: _____

Quý vị **đậu xe** ở đâu?

 Trong bãi đậu xe của BART
 Nơi khác

Quý vị đó **lệ phí** nào, nếu có?

 Không có/miễn phí
 Lệ phí mỗi ngày
 Dành Riêng Mỗi Ngày
 Dành Riêng Mỗi Tháng
- Quý vị đã đi xe BART được bao lâu rồi?
 - Đây là lần đầu tiên tôi đi xe BART
 - 6 tháng hoặc ít hơn
 - Hơn 6 tháng nhưng dưới 1 năm
 - 1 - 2 năm
 - 3 - 5 năm
 - Hơn 5 năm
- Hiện nay** quý vị có thường đi xe BART không? (Chọn một)
 - 6 - 7 ngày trong một tuần
 - 5 ngày trong một tuần
 - 3 - 4 ngày trong một tuần
 - 1 - 2 ngày trong một tuần
 - 1 - 3 ngày trong một **tháng**
 - Dưới một lần trong một **tháng**

Khoảng bao nhiêu lần trong một năm? _____

Ý KIẾN VỀ BART

- Nói chung, quý vị hài lòng như thế nào đối với các dịch vụ do BART cung cấp?
 - Rất Hài Lòng
 - Hơi Hài Lòng Một Chút
 - Trung Tính
 - Hơi Không Hài Lòng Một Chút
 - Rất Không Hài Lòng
- Quý vị có muốn đề nghị việc sử dụng BART một người bạn hoặc khách từ xa đến hay không?
 - Chắc chắn
 - Có thể
 - Có thể có hoặc có thể không
 - Có thể không
 - Chắc chắn không
- Quý vị đồng ý với câu sau đây ở mức độ nào: "BART có giá trị đáng đồng tiền."
 - Đồng Ý Hoàn Toàn
 - Hơi Đồng Ý Một Chút
 - Trung Tính
 - Hơi Bất Đồng Ý Một Chút
 - Bất Đồng Ý Hoàn Toàn

VỀ BẢN THÂN QUÝ VỊ

- Sau khi lên chuyến xe để thực hiện chuyến đi này, quý vị có đứng vì không có chỗ ngồi hay không?
 - Không
 - Có - suốt cả chuyến đi
 - Có - một phần của chuyến đi
- LƯU Ý:** Xin vui lòng trả lời CẢ HAI Câu Hỏi 16a và 16b.
- Có phải quý vị là Người Gốc Nam Mỹ, Châu Mỹ La Tinh hoặc Tây Ban Nha hay không?
 - Không
 - Có
- Quý vị thuộc chủng tộc hoặc sắc dân nào? (Chọn một hoặc nhiều hơn)
 - Người Da Trắng
 - Người Mỹ Da Đen/Gốc Phi Châu
 - Người Á Châu hoặc Dân Đảo Thái Bình Dương
 - Thổ Dân Hoa Kỳ hoặc Dân Bản Xứ Alaska
 - Chủng tộc khác: _____(Các phần loại trên đều dựa vào Thống Kê Dân Số Hoa Kỳ)
- Quý vị có nói một ngôn ngữ không phải là tiếng Anh ở nhà hay không?
 - Không
 - Có, tôi nói tiếng: _____
- Nếu trả lời "Có" cho câu hỏi 17a, quý vị nói tiếng Anh thông thạo như thế nào?
 - Rất thông thạo
 - Thông thạo
 - Không thông thạo
 - Không nói được gì cả
- Phái Tính: Nam Nữ
- Tuổi: 12 hoặc nhỏ hơn 35 - 44
 13 - 17 45 - 54
 18 - 24 55 - 64
 25 - 34 65 và lớn hơn
- Tổng số lợi tức hằng năm của gia đình quý vị trước khi đóng thuế là bao nhiêu?
 - Dưới \$25,000
 - \$25,000 - \$29,999
 - \$30,000 - \$39,999
 - \$40,000 - \$49,999
 - \$50,000 - \$59,999
 - \$60,000 - \$74,999
 - \$75,000 - \$99,999
 - \$100,000 và nhiều hơn
- Bao gồm cả quý vị, có bao nhiêu người đang cư ngụ trong nhà của quý vị?
 - 1
 - 2
 - 3
 - 4
 - 5
 - 6+

Được in trên giấy tái chế biến, 9/2014

XEM MẶT SAU ➔

21 Xin quý vị vui lòng giúp BART cải thiện dịch vụ bằng cách đánh giá mỗi đặc điểm sau đây. "7" (xuất sắc) là mức đánh giá cao nhất, và "1" (kém) là mức đánh giá thấp nhất. Quý vị cũng có thể dùng bất cứ con số nào ở giữa. Chỉ bỏ qua những đặc điểm nào không áp dụng cho quý vị.

ĐÁNH GIÁ TOÀN BỘ BART	Kém							Xuất sắc
Các chuyến xe chạy đúng giờ	1	2	3	4	5	6	7	
Giờ hoạt động	1	2	3	4	5	6	7	
Mức độ thường xuyên của dịch vụ xe điện	1	2	3	4	5	6	7	
Bản đồ và lịch trình được cung cấp sẵn	1	2	3	4	5	6	7	
Thông tin nhanh chóng về những lúc dịch vụ bị ngăn trở	1	2	3	4	5	6	7	
Nối tiếp đúng lúc giữa các chuyến xe BART	1	2	3	4	5	6	7	
Nối tiếp đúng lúc với các chuyến xe buýt	1	2	3	4	5	6	7	
Bãi đậu xe có sẵn	1	2	3	4	5	6	7	
Bãi đậu xe đạp có sẵn	1	2	3	4	5	6	7	
Đèn sáng trong các bãi đậu xe	1	2	3	4	5	6	7	
Phương tiện ra vào thuận tiện cho người bị khuyết tật	1	2	3	4	5	6	7	
Thi hành luật đối với trường hợp lấn tránh trả tiền vé	1	2	3	4	5	6	7	
Thi hành luật về việc cấm ăn uống	1	2	3	4	5	6	7	
An ninh cá nhân tại hệ thống BART	1	2	3	4	5	6	7	
website bart.gov	1	2	3	4	5	6	7	
Lãnh đạo trong việc giải quyết những vấn đề về chuyên chở trong vùng	1	2	3	4	5	6	7	

ĐÁNH GIÁ TRẠM BART	Kém							Xuất sắc
Chiều dài của những hàng người đứng chờ ở cổng ra	1	2	3	4	5	6	7	
Mức đáng tin cậy của những máy bán vé	1	2	3	4	5	6	7	
Mức đáng tin cậy của những cổng thu vé	1	2	3	4	5	6	7	
Thẻ Clipper	1	2	3	4	5	6	7	
Vé xe BART	1	2	3	4	5	6	7	
Mức có sẵn và đáng tin cậy của thang cuốn tự động	1	2	3	4	5	6	7	
Mức có sẵn và đáng tin cậy của thang máy	1	2	3	4	5	6	7	
Sự hiện diện của Cảnh Sát BART tại các trạm	1	2	3	4	5	6	7	
Sự hiện diện của Cảnh Sát BART tại các bãi đậu xe	1	2	3	4	5	6	7	
Mức có sẵn của các Nhân Viên Cửa Trạm	1	2	3	4	5	6	7	
Mức giúp đỡ và nhã nhặn của các Nhân Viên Cửa Trạm	1	2	3	4	5	6	7	
Phong thái của vườn cảnh	1	2	3	4	5	6	7	
Các trạm được giữ gìn sạch sẽ và không bị vệt bừa bãi	1	2	3	4	5	6	7	
Trạm xe sạch sẽ	1	2	3	4	5	6	7	
Phòng vệ sinh sạch sẽ	1	2	3	4	5	6	7	
Thang máy sạch sẽ	1	2	3	4	5	6	7	
Các bảng hiệu có chỉ dẫn về việc chuyển xe / sân ga / lối ra	1	2	3	4	5	6	7	
Tình trạng toàn bộ / tình trạng sửa chữa	1	2	3	4	5	6	7	

ĐÁNH GIÁ XE BART	Kém							Xuất sắc
Có sẵn ghế ngồi trên xe	1	2	3	4	5	6	7	
Có sẵn chỗ trên xe cho hành lý, xe đạp, và xe đẩy cho trẻ em	1	2	3	4	5	6	7	
Có sẵn chỗ đứng trên xe	1	2	3	4	5	6	7	
Ghế ngồi thoải mái trên xe	1	2	3	4	5	6	7	
Tình trạng / mức sạch sẽ của những ghế ngồi trên xe	1	2	3	4	5	6	7	
Nhiệt độ thoải mái trên xe	1	2	3	4	5	6	7	
Mức ồn ào trên xe	1	2	3	4	5	6	7	
Thông báo công cộng rõ ràng	1	2	3	4	5	6	7	
Sự hiện diện của Cảnh Sát BART trên xe	1	2	3	4	5	6	7	
Phong thái bên ngoài của xe	1	2	3	4	5	6	7	
Tình trạng / mức sạch sẽ của những cửa sổ trên xe	1	2	3	4	5	6	7	
Bên trong xe được giữ sạch không bị vệt bừa bãi	1	2	3	4	5	6	7	
Bên trong xe sạch sẽ	1	2	3	4	5	6	7	
Tình trạng / mức sạch sẽ của sàn xe	1	2	3	4	5	6	7	

NHẬN XÉT: (Ghi thêm nhận xét tại www.bart.gov/comments)

GHI DANH THAM DỰ CUỘC THI:

TÊN HỌ: _____
 SỐ ĐIỆN THOẠI BAN NGÀY: (_____)
 ĐỊA CHỈ EMAIL: _____

Chúng tôi có thể liên lạc với quý vị trong tương lai để xin ý kiến của quý vị về BART hay không? Có Không

Quý vị có muốn ghi tên để nhận email hàng tuần của BART về những cuộc thi đua, giảm giá và những dịp tổ chức gần các trạm BART không? (Sắp Được Thực Hiện) Có Không

LƯU Ý VỀ CỬA CUỘC THI: Không cần mua gì cả. Không có giá trị ở nơi bị ngăn cấm. Quý vị có thể ghi tên dự thi nhiều lần. Cuộc rút thăm có thưởng này chấm dứt ngày 20/10/14 lúc 5 giờ chiều PDT. Công ty bảo trợ là Hệ Thống Chuyển Chở Nhanh Trong Vùng Vịnh (BART). Cuộc thi chỉ mở rộng cho cư dân hợp pháp của Hoa Kỳ tại California từ 18 tuổi trở lên vào lúc ghi danh. Nhân viên/ Nhà thầu có hợp đồng với BART và gia đình/các thành viên trong nhà của họ đều không hội đủ điều kiện để tham gia. Những hạn chế khác được áp dụng. Công ty bảo trợ sẽ cấp giải thưởng gồm có một Phiếu (trị giá khoảng \$399.00) và bốn Clipper Card (mỗi thẻ trị giá khoảng \$100). Tổng giá trị của phần thưởng \$799. Người thắng giải sẽ được chọn bằng cách rút thăm ngẫu nhiên. Quý vị không cần có mặt để thắng giải. Mọi điều lệ của bên tài trợ, điều kiện và địa phương đều áp dụng. Hãy ghé vào www.bart.gov/survey để biết Các Luật Lệ Chính Thức.



Appendix B: COMPLETE TABULATIONS

Note: "No Answer/NA" includes question non-response unless otherwise indicated.

The following symbols are used:

*Less than 1%

- Zero

° Category not used on that year's survey.

Percentages were rounded up at the 0.5% level (if 0.5% or above, the percentage was rounded up; if 0.4% or below, the percentage was rounded down). Columns may not add to 100% due to rounding.

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TIME ENTERED THE BART SYSTEM FOR THIS TRIP

2. About what time did you get on this train?^

The following time distribution includes both weekday and weekend survey periods.

	2010	Total 2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
AM			
Before 6 am	2	2	2
6 am – 9 am	20	20	21
9:01 am – 12 noon	16	12	13
PM			
12:01 pm – 4 pm	16	17	16
4:01 pm – 7 pm	33	34	34
After 7 pm	10	12	12
Don't Know/No answer	3	2	2
	100	100	100

BART STATION ENTERED AND EXITED

1. Which BART station did you enter before boarding this train?
3. At which BART station will you exit the system?

The following charts show BART stations entered by survey participants and BART stations at which they planned to exit.

BASE: (All Respondents – 5,609)	STATION ENTERED September 2014 (%)	STATION EXITED September 2014 (%)
EAST BAY		
Richmond	1	1
El Cerrito del Norte	2	2
El Cerrito Plaza	1	1
North Berkeley	1	1
Downtown Berkeley	3	4
Ashby	1	1
MacArthur	2	2
19 th Street/Oakland	2	3
12 th Street/Oakland City Center	3	3
Lake Merritt	2	2
Fruitvale	2	2
Coliseum	2	3
San Leandro	2	2
Bay Fair	2	2
Hayward	2	2
South Hayward	1	1
Union City	2	2
Fremont	3	3
Concord	1	1
Pleasant Hill	1	1
Walnut Creek	1	1
Lafayette	1	1
Orinda	*	*
Rockridge	1	1
West Oakland	1	2
North Concord/Martinez	*	*
Castro Valley	1	*
Dublin/Pleasanton	3	2
West Dublin/Pleasanton	2	*
Pittsburg/Bay Point	1	1
El Cerrito (Unspecified)	*	*
Oakland (Unspecified)	*	*

*Less than 1%

BART STATION ENTERED AND EXITED (continued)

	STATION ENTERED September 2014 (%)	STATION EXITED September 2014 (%)
BASE: (All Respondents – 6,700)		
WEST BAY		
Embarcadero	8	8
Montgomery Street	7	8
Powell Street	7	8
Civic Center/UN Plaza	6	5
16 th Street/Mission	3	2
24 th Street/Mission	3	2
Glen Park	2	2
Balboa Park	3	3
Daly City	3	3
Colma	1	1
South San Francisco	1	1
San Bruno	1	1
San Francisco International Airport	2	2
Millbrae	2	1
San Francisco (Unspecified)	*	*
Airport (Unspecified)	*	*
OTHER/UNDETERMINED	1	3

*Less than 1%

TRANSFER

4. Are you transferring between BART trains on this trip?

- About two out of ten riders transfer between trains on their trip.
- Weekend riders are more likely to transfer than weekday riders.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Yes	20	21	20
No	79	78	78
Don't Know/No answer	1	2	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Yes	16	17	17	22	23	22	31	27	29
No	83	81	82	77	76	77	68	72	70
Don't Know/No answer	1	2	1	1	1	1	1	2	1
	100	100	100	100	100	100	100	100	100

TRIP PURPOSE (Multi-Year Comparison)

5. What is the primary purpose of this trip?

Nearly two-thirds of BART riders are commuting to or from work, with more than three-fourths (76%) commuting to/from work during the weekday peak period. On weekends, the most common trip purposes are commuting to/from work or visiting family/friends. (Refer to the next page for trip purpose by time period.)

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Commute to/from Work	58	59	60
Visit Family/Friends	8	8	9
School	10	9	7
Shopping	3	3	2
Airplane Trip	3	3	3
Sports Event	2	3	3
Theater or Concert	3	2	3
Restaurant	1	2	1
Medical/Dental	1	2	2
Work-Related Activity	1	1	1
Personal Business	1	1	1
Tourism/Sightseeing	1	1	1
Fitness/Recreation	*	*	1
Public Event	1	*	1
Museum/Art Gallery/Library	*	*	*
Other	2	2	2
More than One Purpose	3	3	3
Don't Know/No Answer	1	1	1
	100	100	100

* Less than 1%.

TRIP PURPOSE (By Time Period)

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Commuter to/from Work	73	74	76	52	53	56	21	25	22
School	10	8	6	13	11	10	4	4	4
Visit Family/Friends	4	4	4	9	9	9	21	22	24
Shopping	1	1	1	3	3	2	7	11	9
Airplane Trip	2	3	2	4	3	4	5	5	4
Sports Event	1	2	3	1	2	3	9	6	5
Theater or Concert	2	1	1	2	2	3	11	5	9
Restaurant	1	1	1	1	2	1	3	3	4
Medical/Dental	1	1	1	2	2	3	1	1	1
Work-Related Activity	1	1	1	2	2	1	1	1	1
Personal Business	1	*	*	1	1	1	2	1	1
Tourism/Sightseeing	*	*	*	1	1	1	1	1	1
Fitness/Recreation	*	*	*	*	*	*	1	1	1
Public Event	*	-	*	*	*	*	2	1	3
Museum/Art Gallery/Library	*	*	-	1	*	*	1	1	*
Other	1	1	1	3	3	3	4	6	5
More than One Purpose	2	2	2	4	4	3	5	5	6
Don't Know/No Answer	1	1	*	1	1	1	1	2	1
	100	100	100	100	100	100	100	100	100

* Less than 1%

- Zero

OTHER MODE COULD HAVE UTILIZED

6. If BART service were not available, how would you make this trip?^

- Fifteen percent would not make the trip if BART were not available.
- Nearly half (48%) could have driven (by themselves or in a carpool) instead of taking BART.
- Thirty-five percent could have utilized a bus or some other form of public transit.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
I would not make this trip	°	17	15
BART is my only option	25	°	°
Drive alone to my destination and park	37	37	35
Bus or other transit	29	34	35
Carpool	11	12	14
Bicycle to my destination	°	°	2
Other	5	4	3
Don't Know/No Answer	1	1	1

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
I would not make this trip	°	14	13	°	17	16	°	24	23
BART is my only option	25	°	°	26	°	°	24	°	°
Drive alone to my destination and park	41	41	38	35	36	35	32	30	29
Bus or other transit	29	34	36	31	36	37	27	30	28
Carpool	11	13	16	9	11	11	16	13	16
Bicycle to my destination	°	°	2	°	°	3	°	°	2
Other	4	3	2	5	5	3	7	5	5
Don't Know/No Answer	1	1	1	1	1	1	1	1	2

Note: Although not asked for, multiple mentions were accepted, so columns may not add to 100%.

^ In 2010 this question was worded: "What other type of transportation could you have used instead of BART for your trip today?"

° Choice not offered on that year's survey.

CLIPPER / TRANSLINK USE

7. Did you use a Clipper / TransLink Card to pay the fare for this BART trip?

- More than half of all riders used Clipper to pay for their trip.^
- Peak period riders are more likely to have used a Clipper card, while weekend riders are less likely to have used one of the cards.

	Total	
	2012	2014
Base: (All Respondents)	6,700	5,609
	(%)	(%)
Yes	55	64
No	44	35
Don't Know/No answer	1	1
	100	100

	Peak		Off-Peak		Weekend	
	2012	2014	2012	2014	2012	2014
Base: (All Respondents)	3,217	2,724	2,499	2,040	985	845
	%	%	%	%	%	%
Yes	62	70	52	60	41	50
No	38	29	47	39	58	48
Don't Know/No answer	1	1	1	1	1	1
	100	100	100	100	100	100

Data from 2010 are not shown as the question was reworded due to the elimination of the EZ Rider card for fare payment. In 2010, the question read, "Did you use an EZ Rider or Clipper / TransLink Card to pay for this BART trip?"

^Note that the percentage of surveyed riders using Clipper is higher than actual Clipper usage on BART in September 2014 (64% vs. 57%). This may be due to survey respondents responding in the affirmative if they have a Clipper card, even if they did not use the card for the surveyed trip.

FARE

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

- About three-fourths of all riders pay the regular fare.
- Usage of the high-value discount fare has declined since 2010, most likely due to limited availability of high-value discount paper tickets. (The discount is available on Clipper Cards.)
- Usage of the high-value discount fare is highest among peak riders.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Regular Fare	61	72	74
High Value Discount	25	15	13
Muni Fast Pass	4	4	3
Senior	4	4	4
Disabled	2	2	2
BART Plus	1	*	-
Student	1	*	*
Other/Don't Know/NA	2	4	3
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Regular Ticket	54	66	70	64	74	76	78	83	83
High Value Discount	33	20	18	22	11	11	9	5	4
Muni Fast Pass	5	4	4	4	4	2	3	2	2
Senior	3	3	3	4	4	5	5	4	5
Disabled	1	2	1	2	2	2	2	2	1
BART Plus	1	*	-	1	*	-	*	*	-
Student	1	*	*	1	*	*	1	*	*
Other/Don't Know/NA	2	4	3	2	4	3	2	4	4
	100	100	100	100	100	100	100	100	100

HOW TRAVELED BETWEEN HOME AND BART

9. How did you travel between home and BART today?

- About one third of riders walk to BART.
- Five percent of riders bicycle to BART.
- Peak riders are more likely to have driven alone to BART than riders in other time periods.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Walked	32	31	33
Drove Alone	28	29	28
Bus/Transit	16	17	14
Dropped Off	11	10	10
Carpooled	6	6	6
Biked	4	5	5
Other/Combo/DK/NA	4	3	4
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Walked	28	28	29	34	32	35	36	38	37
Drove Alone	35	34	33	25	25	24	15	18	18
Bus/Transit	14	15	13	18	18	16	16	17	14
Dropped Off	12	10	10	10	10	10	12	11	11
Carpooled	4	5	6	5	5	5	12	9	10
Biked	4	4	5	4	6	6	4	4	5
Other/Combo/DK/NA	3	2	3	4	4	4	5	3	5
	100	100	100	100	100	100	100	100	100

WHERE PARKED/FEE

9A. Where did you park?
9B. What fee, if any, did you pay?

- The number of riders who park in BART lots has remained relatively constant since 2010.
- As might be expected, more peak riders pay for monthly reserved parking than riders in other time periods.

	Total		
	2010	2012	2014
Base: (Drove/Carpooled)	1,959	2,283	1,904
	(%)	(%)	(%)
Parked			
In BART Lot	71	71	71
Off-site	14	15	19
Don't Know/No answer	16	14	10
	100	100	100
Fee Paid			
None/free	29	32	30
Daily fee	32	35	36
Daily reserved	2	2	1
Monthly reserved	6	6	7
Don't Know/No answer	32	26	26
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (Drove/Carpooled)	1,093	1,267	1,070	632	747	593	234	269	241
	%	%	%	%	%	%	%	%	%
Parked									
In BART Lot	72	75	74	67	63	63	74	73	76
Off-site	13	13	16	18	21	26	7	8	12
Don't Know/No answer	15	11	9	16	16	10	20	19	11
	100	100	100	100	100	100	100	100	100
Fee									
None/free	25	27	24	26	29	28	57	61	63
Daily fee	37	40	43	35	36	37	4	8	5
Daily reserved	2	3	2	2	2	1	1	*	*
Monthly reserved	7	8	9	5	4	5	1	2	1
Don't Know/No answer	30	22	22	32	30	29	38	29	31
	100	100	100	100	100	100	100	100	100

* Less than 1%

LENGTH OF TIME A BART CUSTOMER

10. How long have you been riding BART?

- More than half of survey respondents have been riding BART for more than five years.
- Nineteen percent of riders have been riding BART for less than one year.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
Six Months or Less	14	14	14	
More than Six Months but Less than a Year	4	5	5	Less than a Year = 18%
1 – 2 Years	12	13	13	
3 – 5 Years	17	15	15	
More than 5 Years	53	53	53	More than 5 Years = 53%
Don't Know/No Answer	1	*	1	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Six Months or Less	12	12	12	14	14	15	18	17	17
More than Six Months but Less than a Year	5	5	5	4	5	4	4	4	4
1 – 2 Years	12	14	14	12	13	13	12	12	12
3 – 5 Years	18	14	15	16	15	15	15	15	13
More than 5 Years	53	54	54	53	52	52	51	52	53
Don't Know/No Answer	1	*	1	1	*	*	1	*	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

FREQUENCY OF RIDING BART

11. How often do you currently ride BART?

- The majority of BART trips (82%) are made by customers who ride BART at least one day per week.
- 56% of BART trips are made by frequent customers who ride five or more days per week. Within the peak period, this percentage is even higher; 67% of peak period trips are made by frequent customers.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
5 or More Days a Week	54	56	56
3 – 4 Days a Week	17	16	16
1 – 2 Days a Week	9	10	10
1, 2, 3 Days a Month	9	9	9
Less than Once a Month	9	8	8
Don't Know/No Answer	1	1	1
	100	100	100

At least once/week = 81%

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
5 or More Days a Week	66	67	67	50	50	51	28	34	33
3 – 4 Days a Week	16	15	15	21	19	18	12	14	11
1 – 2 Days a Week	7	6	7	9	11	11	17	16	15
1, 2, 3 Days a Month	4	5	5	10	10	10	22	17	20
Less than Once a Month	6	5	5	10	9	9	20	17	19
Don't Know/No Answer	1	1	1	1	1	1	1	2	2
	100	100	100	100	100	100	100	100	100

*Less than 1%

OVERALL SATISFACTION WITH BART

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

- Overall satisfaction with BART has decreased significantly since 2010.
- The decrease is greatest among weekday peak riders.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
Very Satisfied	36	40	28	Very or Somewhat Satisfied = 74%
Somewhat Satisfied	46	44	46	
Neutral	12	11	15	
Somewhat Dissatisfied	5	4	8	
Very Dissatisfied	1	1	2	
Don't Know/No Answer	*	*	1	
	100	100	100	
MEAN: (5 point scale)	4.12	4.18	3.90	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Very Satisfied	34	38	25	37	41	30	39	41	33
Somewhat Satisfied	48	46	48	45	43	45	41	43	44
Neutral	12	10	15	12	11	15	14	12	14
Somewhat Dissatisfied	5	4	9	4	4	8	4	3	6
Very Dissatisfied	1	1	2	1	1	2	1	1	2
Don't Know/No Answer	*	*	1	*	*	*	*	1	1
	100	100	100	100	100	100	100	100	100
MEAN: (5 point scale)	4.10	4.16	3.84	4.13	4.20	3.93	4.13	4.21	4.02

* Less than 1%

OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across					NA %	MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %			
TOTAL 2014							
By Frequency of Riding BART							
3+ Days a Week	4014	73	15	12	*		3.83
Less Frequently but at Least Monthly	1055	80	12	7	1		4.05
Less often	474	76	19	4	1		4.15
By Gender							
Male	2735	75	15	10	*		3.91
Female	2744	74	14	11	*		3.89
By Age							
13 – 34	2728	73	17	10	*		3.85
35 – 64	2533	76	12	11	*		3.92
65 & Older	278	84	9	6	2		4.24
By Standing/Not Standing							
Yes	1684	67	17	16	*		3.68
No	3865	78	13	8	*		4.00
By Ethnicity							
White	2524	77	12	11	*		3.93
Black/African Amer.	675	74	17	9	*		3.95
Asian/Pac. Islander	1651	72	17	10	*		3.85
Other	621	75	15	10	-		3.93
By Hispanic / Latino / Spanish Origin							
Yes	1053	77	13	9	*		3.99
No	4393	74	15	11	*		3.89
By Disabled Fare Type							
Disabled discount	92	79	12	10	-		4.04

* Less than 1%
- Zero

OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across					NA %	MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %			
TOTAL 2014							
By Trip Purpose							
Commute to Work	3393	72	14	13	*		3.79
School	397	76	19	5	*		4.01
Shopping	138	79	15	5	1		4.12
Medical/Dental	87	86	9	4	-		4.23
Airplane Trip	160	77	13	10	-		4.01
Sports Event	169	84	11	4	1		4.24
Visit Friends/Family	494	80	13	6	1		4.12
Restaurant	83	76	17	5	2		4.01
Theater/Concert	162	77	15	8	*		3.98
By Access Mode							
Walk	1825	78	13	8	*		4.01
Bike	299	73	14	12	*		3.83
Bus/Transit	796	76	15	8	1		3.99
Drive Alone	1553	69	15	15	*		3.73
Carpool	349	72	17	10	1		3.86
Dropped Off	578	76	14	9	*		3.97
By Household Income							
Under \$25,000	942	77	16	7	-		4.03
\$25,000- \$49,999	988	75	16	9	*		3.95
\$50,000 - \$74,999	873	75	14	11	*		3.90
\$75,000 - \$99,999	637	75	11	13	*		3.84
\$100,000 or More	1655	73	13	13	*		3.84
By How Long Riding BART							
6 Months or Less	772	77	15	7	1		4.03
6 Months – One Year	259	71	16	12	1		3.88
One – Two Years	742	73	15	11	*		3.84
Three – Five Years	831	71	17	12	*		3.81
More than Five Years	2973	75	13	11	*		3.91

* Less than 1%

- Zero

OVERALL SATISFACTION WITH BART (continued)

GROUP	Read % across					NA %	MEAN (5 point scale)
	BASE #	Satisfied %	Neutral %	Dissatisfied %			
TOTAL 2014							
By Other Mode Could Have Used for Trip^							
Would not make trip	864	73	16	11	*		3.90
Bus/Other Transit	1970	75	14	10	1		3.93
Drive Alone	1978	75	13	12	*		3.88
Carpool	790	71	15	13	1		3.80
Bicycle	139	77	14	7	2		3.98
Other	168	72	18	9	1		3.92
By BART Recommendation							
Definitely	3335	91	6	2	*		4.33
Probably	1671	61	27	12	*		3.54
Might/Might Not	441	22	31	47	*		2.69
Definitely/Probably Not	138	6	12	82	-		1.84
By Statement, "BART is a Good Value for the Money"							
Agree Strongly	1413	96	3	1	*		4.55
Agree Somewhat	2120	85	11	4	*		4.04
Neutral	1137	59	29	11	*		3.62
Disagree	886	36	24	40	*		2.90

*Less than 1%

- Zero

^Multiple responses accepted

WILLINGNESS TO RECOMMEND BART

13. Would you recommend using BART to a friend or out-of-town guest?

- Nearly nine in ten (89%) would definitely or probably recommend using BART to a friend or out-of-town guest. There has been a shift from those who would definitely recommend BART to those who would probably recommend BART.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
Definitely	65	69	59	Definitely or Probably = 89%
Probably	28	25	30	
Might or Might Not	6	5	8	
Probably Not	1	1	2	
Definitely Not	*	*	1	
Don't Know/No Answer	*	*	*	
	100	100	100	
MEAN: (5 point scale)	4.57	4.61	4.46	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Definitely	62	67	56	68	70	62	69	70	64
Probably	30	26	32	26	24	29	24	24	27
Might or Might Not	6	6	9	5	4	7	5	4	7
Probably Not	1	1	2	1	1	2	1	11	1
Definitely Not	*	*	1	*	1	1	1	*	*
Don't Know/No Answer	*	*	1	*	*	*	*	1	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

VALUE

14. To what extent do you agree with the following statement: "BART is a good value for the money?"

- Nearly two-thirds (63%) of BART riders agree with the statement: "BART is a good value for the money." This percentage is about the same as the 64% who agreed in 2010, but lower than the 70% who agreed in 2012.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
Agree Strongly	24	30	25	Agree Strongly or Somewhat = 63%
Agree Somewhat	40	40	38	
Neutral	20	18	20	
Disagree Somewhat	12	9	11	
Disagree Strongly	4	3	5	
Don't Know/No Answer	1	1	1	
	100	100	100	
MEAN: (5 point scale)	3.68	3.86	3.68	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Agree Strongly	22	27	23	25	32	27	27	31	29
Agree Somewhat	41	42	37	39	39	38	37	38	40
Neutral	20	18	22	19	18	19	21	18	18
Disagree Somewhat	12	9	13	12	8	10	11	9	9
Disagree Strongly	4	3	5	4	3	5	4	2	3
Don't Know/No Answer	1	1	1	1	*	1	1	1	1
	100	100	100	100	100	100	100	100	100

*Less than 1%

SEATING AVAILABILITY

15. After you boarded the train for this trip, did you stand because seating was unavailable?

- Nearly one-third of riders had to stand because seating was unavailable.
- Among those who had to stand, 52% had to stand for the whole trip.
- Peak hours had the highest percentage of standees.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Yes, stood	18	26	30
No, did not stand	81	74	69
Don't Know/No Answer	1	1	1
	100	100	100

Base: (Stood During Trip)	1,050	1,713	5,609
	(%)	(%)	(%)
For Whole Trip	36	44	52
For Most of Trip	28	°	°
For Part of Trip	°	55	47
For Small Portion	27	°	°
Unspecified	8	*	1
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Yes, stood	22	33	35	15	20	26	13	17	22
No, did not stand	77	66	63	84	80	73	86	82	77
Don't Know/No Answer	1	1	1	1	1	1	2	1	2
	100	100	100	100	100	100	100	100	100
Base: (Stood)	616	1,057	966	324	490	537	109	167	182
	%	%	%	%	%	%	%	%	%
For Whole Trip	42	49	58	28	39	45	31	34	41
For Most of Trip	29	°	°	28	°	°	28	°	°
For Part of Trip	°	51	41	°	61	54	°	65	58
For Small Portion	23	°	°	34	°	°	30	°	°
Yes, unspecified/ Multiple Responses	°	°	1	°	°	1	°	°	1
Don't Know/No Answer	6	*	°	11	*	°	11	1	°
	100	100	100	100	100	100	100	100	100

° Choice not offered on that year's survey.

*Less than 1%

ETHNIC IDENTIFICATION

16b. What is your race or ethnic identification? (Check one or more.)
 16a. Are you of Hispanic, Latino or Spanish origin?

- BART has a diverse ridership.

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
White	45	45	45
Asian or Pacific Islander	29	28	29
Black/African American	13	13	12
American Indian or Alaska Native	2	2	2
Other/No Answer	15	16	16

Hispanic	18	19	19
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	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
White	43	44	44	46	44	45	50	49	47
Asian or Pacific Islander	34	31	33	25	26	27	22	26	25
Black/African American	11	12	11	15	14	14	12	13	12
American Indian or Alaska Native	2	2	2	2	2	2	2	2	2
Other/No Answer	13	15	15	15	18	16	18	15	16

Hispanic	16	18	18	19	20	19	20	20	19
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Note: Multiple responses were accepted, so columns will not add to 100%. Reported percentages for ethnicity and Hispanic origin are not exclusive, e.g., a respondent who indicates she is White and Hispanic is included in both categories. The ethnicity data on the next page are categorized differently, so the percentages shown will differ.

BART CUSTOMER ETHNICITY COMPARED TO REGION

BART Customer Ethnicity Compared to Bay Area Counties in BART's Service Area

- BART customer ethnicities reflect the diversity of the region.
- The following table compares the reported ethnicity of BART riders (excluding no response) to the 2013 American Community Survey estimates.

Race and Ethnicity
BART Compared to Bay Area Counties in BART's Service Area

	ALAMEDA 1,578,891	CONTRA COSTA 1,094,205	SAN FRANCISCO 837,442	SAN MATEO 747,373	FOUR-COUNTY TOTAL 4,257,911	BART 2014 CUST. SAT. SURVEY 5,429
Population	%	%	%	%	%	%
White (non-Hispanic)	33	46	41	41	39	38
Black/African American (non-Hispanic)	11	9	6	2	8	10
Asian/Pacific Islander (non-Hispanic)	28	15	34	27	26	27
American Indian or Alaska Native (non-Hispanic)	<1	<1	<1	<1	<1	1
Hispanic (any race)	23	25	15	25	22	19
Other, including 2+ Races (non-Hispanic)	5	5	4	4	4	5
Total	100	100	100	100	100	100

Sources:

- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) 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. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown will differ.
- 3) The BART data distribution is based on 5,429 responses and excludes 3% non-response.
- 4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
- 5) Totals may not add to 100% due to rounding.

ENGLISH PROFICIENCY

17. Do you speak a language other than English at home?^

17a. If "Yes," how well do you speak English?

	Total	
	2012	2014
Base: (All Respondents)	6,700	5,609
	(%)	(%)

Speak language other than English

Yes	40	37
No	57	62
No Answer	2	2
	100	100

	2012	2014
Base: (Speak other than English at home)	2,711	2,049
	(%)	(%)

Speak English:

Very Well	65	71
Well	21	21
Not Well	8	5
Not at All	1	*
Don't Know/No Answer	5	3
	100	100

	Peak		Off-Peak		Weekend	
	2012	2014	2012	2014	2012	2014
Base: (All Respondents)	3,217	2,724	2,499	2,040	985	845
	%	%	%	%	%	%
Yes	41	37	40	36	39	36
No	57	61	58	63	59	63
Don't Know/No Answer	2	2	2	2	2	1
	100	100	100	100	100	100

	Peak		Off-Peak		Weekend	
	2012	2014	2012	2014	2012	2014
Base: (Speak other than English @ home)	1,323	1,011	1,003	732	385	306
	%	%	%	%	%	%
Very Well	70	74	62	70	57	65
Well	18	20	23	21	27	22
Not Well	7	3	8	6	9	9
Not at All	1	*	1	1	1	*
Don't Know/No Answer	4	3	6	3	6	4
	100	100	100	100	100	100

^ These questions were added to the survey in 2012.

GENDER

18. Gender

	Total		
	2010	2012	2014
Base: (All Respondents)	5,804	6,700	5,609
	(%)	(%)	(%)
Male	47	46	49
Female	51	49	49
Don't Know/No answer	2	5	2
	100	100	100

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Male	44	43	47	49	50	50	51	48	49
Female	54	52	50	49	45	48	47	47	48
Don't Know/No answer	2	5	2	2	4	2	2	5	3
	100	100	100	100	100	100	100	100	100

AGE

19. Age

- Just over two-thirds of BART riders (68%) are under age 45.
- On weekends, about one out of four riders is 18 – 24 years old.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
12 or Younger [^]	*	-	-	
13 – 17	2	2	2	
18 – 24	17	18	16	
25 – 34	29	29	31	
35 – 44	19	18	19	Under 45 = 68%
45 – 54	16	16	15	
55 – 64	11	12	11	
65 & Older	4	5	5	
Don't Know/No answer	1	1	1	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
12 or Younger [^]	-	-	-	*	-	-	*	-	-
13 – 17	2	2	2	2	2	2	4	5	3
18 – 24	12	13	12	22	21	18	23	24	22
25 – 34	31	29	29	27	29	32	28	30	32
35 – 44	21	20	22	18	17	17	15	14	13
45 – 54	18	18	19	16	15	13	12	10	12
55 – 64	12	13	11	10	10	11	11	11	9
65 and Older	3	4	4	5	5	6	6	5	7
Don't Know/No answer	1	1	1	1	1	1	1	1	2
	100	100	100	100	100	100	100	100	100

*Less than 1%

- Zero

[^]As the survey methodology is based on surveying riders who are at least 13 years of age, completed questionnaires from riders ages 12 and younger were removed from the database in 2012.

INCOME

20. What is your total annual household income before taxes?^

- Nearly one-third (30%) of BART riders have household incomes of \$100,000 or more.
- Peak riders are more affluent than other riders.

	Total			
	2010	2012	2014	
Base: (All Respondents)	5,804	6,700	5,609	
	(%)	(%)	(%)	
Under \$25,000	22	19	17	
\$25,000 – \$49,999	16	20	18	Under \$50,000 = 34%
\$50,000 – \$74,999	17	16	16	
\$75,000 – \$99,999	11	11	11	
\$100,000 and over	24	24	30	\$100,000 or more = 30%
Don't Know/No answer	10	9	9	
	100	100	100	

	Peak			Off-Peak			Weekend		
	2010	2012	2014	2010	2012	2014	2010	2012	2014
Base: (All Respondents)	2,792	3,217	2,724	2,143	2,499	2,040	868	985	845
	%	%	%	%	%	%	%	%	%
Under \$25,000	14	13	12	29	24	21	32	28	24
\$25,001 – \$49,999	16	17	15	17	22	20	16	22	22
\$50,000 – \$74,999	19	18	17	15	15	15	16	14	14
\$75,000 – \$99,999	13	12	14	9	9	10	8	10	8
\$100,000 and over	29	29	34	20	22	27	18	16	22
Don't Know/No answer	10	10	9	10	8	9	10	10	11
	100	100	100	100	100	100	100	100	100

^ Responses were combined to allow comparison of the 2012 and 2014 surveys with the 2010 surveys, which had different income ranges on the survey instrument.

BART CUSTOMER HOUSEHOLD INCOMES COMPARED TO REGION

BART Customer Household Incomes Compared to Bay Area Counties in BART's Service Area

- BART customer incomes track household incomes in the region.
- There are, however, differences at the highest and lowest income levels.

Household Income

BART Compared to Bay Area Counties in BART's Service Area

	Alameda 555,909	Contra Costa 382,356	San Francisco 354,651	San Mateo 258,791	4 County Total 1,551,707	BART 2014 Customer Satisfaction Survey 5,095
Households						
	%	%	%	%	%	%
Under \$25,000	18	15	20	12	17	18
\$25,000-\$29,999	3	3	3	3	3	6
\$30,000-\$39,999	7	8	6	6	7	7
\$40,000-\$49,999	7	7	6	6	7	7
\$50,000-\$59,999	6	6	5	6	6	7
\$60,000-\$74,999	9	9	7	8	9	10
\$75,000-\$99,999	12	13	11	14	12	13
\$100,000 and Over	36	40	41	46	40	32
Total	100	100	100	100	100	100

Sources:

- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: Table B19001 "Household Income in the Past 12 Months." Universe: Households. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown include only data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 5,095 responses and excludes 9% non-response. Other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add up to 100% due to rounding.

NUMBER IN HOUSEHOLD

21. Including yourself, how many people live in your household?^

- Twenty-nine percent of riders live in two-person households.

	Total	
	2012	2014
Base: (All Respondents)	6,700	5,609
	(%)	(%)
One	18	17
Two	31	29
Three	20	19
Four	17	17
Five	7	7
Six or more	5	5
No Answer/ Multiple responses	3	6
	100	100

	Peak		Off-Peak		Weekend	
	2012	2014	2012	2014	2012	2014
Base: (All Respondents)	3,217	2,724	2,499	2,040	985	845
	%	%	%	%	%	%
One	17	15	19	19	22	21
Two	32	28	29	29	31	31
Three	20	20	21	19	17	17
Four	16	19	18	16	15	12
Five	7	8	6	7	8	7
Six or more	4	4	5	6	5	5
No Answer/ Multiple responses	3	6	2	5	3	6
	100	100	100	100	100	100

^ This question was added to the survey in 2012.

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2014-2012
	Total			By Strata (2014)			
	2010	2012	2014	Peak	Off-Peak	Weekend	
Base (All Respondents)	5,804	6,700	5,609	2,724	2,040	845	
OVERALL RATINGS	#	#	#	#	#	#	
Availability of maps/schedules	5.77	5.79	5.71	5.73	5.69	5.67	-0.08
On-time performance of trains	5.56	5.72	5.46	5.40	5.50	5.58	-0.26
Timeliness of connections between BART trains	5.39	5.46	5.36	5.31	5.41	5.39	-0.1
bart.gov website	5.50	5.44	5.30	5.27	5.31	5.35	-0.14
Timely information about service disruptions.....	5.35	5.37	5.26	5.19	5.31	5.37	-0.11
Access for people with disabilities	5.29	5.30	5.13	5.07	5.17	5.25	-0.17
Frequency of train service	5.14	5.24	5.11	5.10	5.14	5.08	-0.13
Availability of bicycle parking	5.01	5.05	5.01	4.96	4.99	5.15	-0.04
Hours of operation	5.04	5.08	4.98	5.06	4.93	4.83	-0.1
Lighting in parking lots	5.02	5.05	4.94	4.90	4.95	5.08	-0.11
Timeliness of connections with buses	4.89	4.93	4.85	4.86	4.81	4.91	-0.08
Personal security in BART system	4.68	4.64	4.49	4.44	4.52	4.61	-0.15
Enforcement against fare evasion	4.71	4.65	4.47	4.32	4.55	4.74	-0.18
Availability of car parking	4.71	4.68	4.41	4.36	4.30	4.81	-0.27
Leadership in solving regional transportation problems	4.72	4.85	4.35	4.21	4.41	4.65	-0.5
Enforcement of no eating and drinking policy	4.22	4.22	4.05	3.96	4.07	4.29	-0.17

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2014-2012
	Total			By Strata (2014)			
	2010	2012	2014	Peak	Off-Peak	Weekend	
Base (All Respondents)	5,804	6,700	5,609	2,724	2,040	845	
BART STATION RATINGS	#	#		#	#	#	#
Clipper Cards..... ^o		5.69	5.80	5.81	5.80	5.78	0.11
BART tickets..... ^o		5.54	5.50	5.49	5.50	5.55	-0.04
Reliability of ticket vending machines.....	5.31	5.30	5.17	5.11	5.21	5.29	-0.13
Reliability of faregates.....	5.30	5.22	5.12	5.01	5.20	5.28	-0.1
Signs with transfer / platform / exit directions.....	5.18	5.19	5.06	5.05	5.03	5.15	-0.13
Length of lines at exit gates.....	5.25	5.17	5.04	4.90	5.12	5.28	-0.13
Helpfulness and courtesy of Station Agents^..... ^o		4.94	4.79	4.72	4.85	4.90	-0.15
Stations kept free of graffiti.....	5.03	5.01	4.76	4.72	4.80	4.83	-0.25
Availability of Station Agents.....	4.86	4.86	4.73	4.71	4.75	4.78	-0.13
Elevator availability/reliability.....	4.76	4.66	4.58	4.49	4.60	4.82	-0.08
Escalator availability/reliability.....	4.82	4.60	4.58	4.43	4.66	4.88	-0.02
Overall condition/state of repair.....	4.86	4.81	4.57	4.49	4.59	4.78	-0.24
Appearance of landscaping.....	4.62	4.60	4.42	4.30	4.50	4.60	-0.18
Presence of BART Police in stations.....	4.40	4.32	4.19	4.10	4.24	4.36	-0.13
Station cleanliness.....	4.58	4.46	4.11	4.03	4.13	4.32	-0.35
Presence of BART Police in parking lots.....	4.10	4.08	3.95	3.81	4.02	4.23	-0.13
Elevator cleanliness.....	4.39	4.21	3.88	3.81	3.86	4.16	-0.33
Restroom cleanliness.....	3.78	3.71	3.52	3.47	3.50	3.72	-0.19

^o Choice not offered on that year's survey.

[^]In prior years, this attribute was more broad, phrased as "Helpfulness and courtesy of BART Personnel"

RATING BART ON SPECIFIC ATTRIBUTES (continued)

	Mean Ratings (7-point scale)						Mean Score Change 2014-2012
	2010	Total 2012	2014	By Strata (2014)			
				Peak	Off-Peak	Weekend	
Base (All Respondents)	5,804	6,700	5,609	2,724	2,040	845	
BART TRAIN RATINGS	#	#	#	#	#	#	#
Train interior kept free of graffiti.....	5.23	5.29	5.17	5.09	5.24	5.28	-0.12
Comfort of seats on trains.....	4.91	5.03	4.84	4.73	4.90	5.10	-0.19
Availability of standing room on trains.....	4.94	4.86	4.61	4.41	4.74	5.00	-0.25
Appearance of train exterior	4.75	4.71	4.59	4.48	4.65	4.79	-0.12
Comfortable temperature aboard trains.....	4.75	4.74	4.41	4.23	4.48	4.83	-0.33
Condition / cleanliness of windows on trains	4.51	4.52	4.32	4.20	4.38	4.56	-0.2
Train interior cleanliness	4.41	4.49	4.28	4.17	4.29	4.63	-0.21
Clarity of public address announcements.....	4.32	4.39	4.21	4.15	4.26	4.29	-0.18
Availability of seats on trains	4.69	4.57	4.18	3.91	4.33	4.69	-0.39
Noise level on trains.....	4.08	4.27	4.08	3.98	4.13	4.27	-0.19
Condition/cleanliness of seats on trains	4.07	4.18	4.07	3.91	4.09	4.52	-0.11
Availability of space on trains for luggage, bicycles, and strollers...	4.32	4.25	4.06	3.85	4.17	4.53	-0.19
Condition / cleanliness of floors on trains	4.24	4.28	4.05	3.87	4.12	4.47	-0.23
Presence of BART Police on trains.....	3.88	3.84	3.65	3.55	3.70	3.83	-0.19

Appendix C:
TESTS OF STATISTICAL SIGNIFICANCE
2012 VS. 2014

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TEST OF STATISTICAL SIGNIFICANCE at the 95% and 90% Confidence Levels

	2014					2012					Mean Difference	T-Score	Statistically Significant?	
	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Total Response	Don't Know	Sample Size	Mean	Standard Deviation			At 95%	At 90%
OVERALL SATISFACTION (Scale 1-5)	5,609	33	5,576	3.90	0.98	6,700	22	6,678	4.18	0.85	-0.28	-16.72039	yes	yes
RECOMMEND TO FRIEND (Scale 1-5)	5,609	24	5,585	4.46	0.77	6,700	24	6,676	4.61	0.67	-0.15	-11.39112	yes	yes
"BART IS A GOOD VALUE" (Scale 1-5)	5,609	53	5,556	3.68	1.11	6,700	46	6,654	3.86	1.04	-0.18	-9.18189	yes	yes
Attributes: SCALE: 1=Poor, 7=Excellent														
On-time performance of trains	5,609	160	5,449	5.46	1.23	6,700	142	6,558	5.72	1.12	-0.26	-12.00664	yes	yes
Hours of operation	5,609	174	5,435	4.98	1.66	6,700	274	6,426	5.08	1.61	-0.1	-3.31426	yes	yes
Frequency of train service	5,609	232	5,377	5.11	1.39	6,700	302	6,398	5.24	1.34	-0.13	-5.13879	yes	yes
Availability of maps and schedules	5,609	294	5,315	5.71	1.27	6,700	396	6,304	5.79	1.25	-0.08	-3.40712	yes	yes
Timely information about service disruptions	5,609	453	5,156	5.26	1.41	6,700	564	6,136	5.37	1.36	-0.11	-4.19669	yes	yes
Timeliness of connections b/t BART trains	5,609	759	4,850	5.36	1.27	6,700	1,019	5,681	5.46	1.22	-0.10	-4.10114	yes	yes
Timeliness of connections w/ buses	5,609	1,849	3,760	4.85	1.47	6,700	2,100	4,600	4.93	1.47	-0.08	-2.47538	yes	yes
Availability of car parking	5,609	1,206	4,403	4.41	1.82	6,700	1,580	5,120	4.68	1.75	-0.27	-7.34725	yes	yes
Availability of bicycle parking	5,609	2,101	3,508	5.01	1.49	6,700	2,566	4,134	5.05	1.53	-0.04	-1.15512	no	no
Lighting in parking lots	5,609	1,372	4,237	4.94	1.44	6,700	1,731	4,969	5.05	1.41	-0.11	-3.68824	yes	yes
Access for people with disabilities	5,609	1,912	3,697	5.13	1.51	6,700	2,348	4,352	5.30	1.42	-0.17	-5.17277	yes	yes
Enforcement against fare evasion	5,609	1,548	4,061	4.47	1.83	6,700	1,921	4,779	4.65	1.75	-0.18	-4.70201	yes	yes
Enforcement of no eating or drinking policy	5,609	1,073	4,536	4.05	1.93	6,700	1,225	5,475	4.22	1.91	-0.17	-4.40778	yes	yes
Personal security in BART system	5,609	778	4,831	4.49	1.60	6,700	976	5,724	4.64	1.57	-0.15	-4.83988	yes	yes
BART.gov website	5,609	1,237	4,372	5.30	1.36	6,700	1,499	5,201	5.44	1.31	-0.14	-5.10184	yes	yes
Leadership in solving transportation problems	5,609	1,486	4,123	4.35	1.75	6,700	1,946	4,754	4.85	1.52	-0.50	-14.26375	yes	yes
Length of lines at exit gates	5,609	472	5,137	5.04	1.43	6,700	522	6,178	5.17	1.39	-0.13	-4.87603	yes	yes
Reliability of ticket vending machines	5,609	700	4,909	5.17	1.42	6,700	811	5,889	5.30	1.37	-0.13	-4.81327	yes	yes
Reliability of faregates	5,609	654	4,955	5.12	1.40	6,700	740	5,960	5.22	1.35	-0.10	-3.77601	yes	yes
Clipper Cards*	5,609	974	4,635	5.80	1.29	6,700	1,466	5,234	5.69	1.38	0.11	4.09128	yes	yes
BART Tickets*	5,609	1,120	4,489	5.50	1.35	6,700	1,153	5,547	5.54	1.34	-0.04	-1.48077	no	no
Escalator availability and reliability	5,609	760	4,849	4.58	1.66	6,700	918	5,782	4.60	1.72	-0.02	-0.60860	no	no
Elevator availability and reliability	5,609	1,575	4,034	4.58	1.67	6,700	1,871	4,829	4.66	1.67	-0.08	-2.24584	yes	yes
Presence of BART Police in stations	5,609	899	4,710	4.19	1.65	6,700	1,115	5,585	4.32	1.63	-0.13	-4.00475	yes	yes
Presence of BART Police in parking lots	5,609	1,323	4,286	3.95	1.77	6,700	1,577	5,123	4.08	1.78	-0.13	-3.53890	yes	yes
Availability of Station Agents	5,609	786	4,823	4.73	1.60	6,700	986	5,714	4.86	1.53	-0.13	-4.23908	yes	yes
Helpfulness & Courtesy of Station Agents	5,609	867	4,742	4.79	1.71	6,700	992	5,708	4.94	1.61	-0.15	-4.58402	yes	yes
Appearance of landscaping	5,609	1,086	4,523	4.42	1.66	6,700	1,239	5,461	4.60	1.59	-0.18	-5.49717	yes	yes
Stations kept free of graffiti	5,609	931	4,678	4.76	1.63	6,700	1,072	5,628	5.01	1.52	-0.25	-7.99218	yes	yes
Station cleanliness	5,609	651	4,958	4.11	1.75	6,700	828	5,872	4.46	1.64	-0.35	-10.67129	yes	yes
Restroom cleanliness	5,609	1,529	4,080	3.52	1.86	6,700	1,863	4,837	3.71	1.83	-0.19	-4.84119	yes	yes

(continued from prior page)	2014					2012					Mean Difference	T-Score	Statistically Significant?	
	Total Response	Don't Know	Sample Size	Mean	Standard Deviation	Total Response	Don't Know	Sample Size	Mean	Standard Deviation			At 95%	At 90%
Elevator cleanliness	5,609	1,649	3,960	3.88	1.87	6,700	2,099	4,601	4.21	1.80	-0.33	-8.28307	yes	yes
Signs with transfer / platform / exit directions	5,609	1,005	4,604	5.06	1.50	6,700	1,110	5,590	5.19	1.43	-0.13	-4.44716	yes	yes
Stations - Overall condition / state of repair	5,609	727	4,882	4.57	1.49	6,700	855	5,845	4.81	1.40	-0.24	-8.53838	yes	yes
Availability of seats on trains	5,609	440	5,169	4.18	1.71	6,700	463	6,237	4.57	1.56	-0.39	-12.61425	yes	yes
Availability of space on trains for luggage...	5,609	731	4,878	4.06	1.76	6,700	841	5,859	4.25	1.66	-0.19	-5.71488	yes	yes
Availability of standing room on trains	5,609	631	4,978	4.61	1.63	6,700	693	6,007	4.86	1.48	-0.25	-8.34089	yes	yes
Comfort of seats on trains	5,609	560	5,049	4.84	1.50	6,700	678	6,022	5.03	1.43	-0.19	-6.78051	yes	yes
Condition / cleanliness of seats on train	5,609	580	5,029	4.07	1.74	6,700	635	6,065	4.18	1.77	-0.11	-3.28896	yes	yes
Comfortable temperature aboard trains	5,609	574	5,035	4.41	1.70	6,700	660	6,040	4.74	1.55	-0.33	-10.58613	yes	yes
Noise level on trains	5,609	586	5,023	4.08	1.77	6,700	648	6,052	4.27	1.71	-0.19	-5.71090	yes	yes
Clarity of public address announcements	5,609	703	4,906	4.21	1.75	6,700	830	5,870	4.39	1.70	-0.18	-5.38678	yes	yes
Presence of BART Police on trains	5,609	930	4,679	3.65	1.77	6,700	1,064	5,636	3.84	1.75	-0.19	-5.45547	yes	yes
Appearance of train exterior	5,609	756	4,853	4.59	1.58	6,700	922	5,778	4.71	1.50	-0.12	-3.99156	yes	yes
Condition / cleanliness of windows on train	5,609	675	4,934	4.32	1.67	6,700	794	5,906	4.52	1.60	-0.20	-6.32867	yes	yes
Train interior kept free of graffiti	5,609	729	4,880	5.17	1.49	6,700	832	5,868	5.29	1.42	-0.12	-4.24645	yes	yes
Train interior cleanliness	5,609	654	4,955	4.28	1.68	6,700	731	5,969	4.49	1.65	-0.21	-6.55702	yes	yes
Condition/ cleanliness of floors on trains	5,609	618	4,991	4.05	1.78	6,700	697	6,003	4.28	1.76	-0.23	-6.77988	yes	yes

Appendix D:
SERVICE ATTRIBUTE RATINGS -
PERCENTAGES

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Service Attribute Ratings – Percentages

SCALE: 1=Poor, 7=Excellent

	Mean	Top Two	Neutral	Bottom Two	Don't Know
	#	%	%	%	%
Clipper Cards	5.80	56	24	2	17
Availability of maps & schedules	5.71	61	31	2	5
BART tickets	5.50	46	31	3	20
On-time performance	5.46	54	41	2	3
Timeliness of connections between BART trains	5.36	45	39	2	14
bart.gov website	5.30	39	36	3	22
Timely information about service disruptions	5.26	45	42	4	8
Reliability of ticket vending machines	5.17	41	42	4	12
Train interior kept free of graffiti	5.17	43	38	6	13
Access for people with disabilities	5.13	30	31	4	34
Reliability of faregates	5.12	39	45	4	12
Frequency of train service	5.11	42	49	5	4
Signs w/ transfer/platform/exit directions	5.06	36	40	6	18
Length of lines at exit gates	5.04	38	49	5	8
Availability of bicycle parking	5.01	26	33	4	37
Hours of operation	4.98	45	42	10	3
Lighting in parking lots	4.94	29	42	4	24
Timeliness of connections with buses	4.85	24	39	4	33
Comfort of seats on trains	4.84	33	50	7	10
Helpfulness and courtesy of Station Agents	4.79	34	40	10	15
Stations kept free of graffiti	4.76	32	42	9	17
Availability of Station Agents	4.73	32	46	9	14
Availability of standing room on trains	4.61	29	49	11	11
Appearance of train exterior	4.59	27	50	10	13
Elevator availability & reliability	4.58	23	39	9	28
Escalator availability & reliability	4.58	28	48	11	14
Overall station condition	4.57	24	55	9	13
Personal security in the BART system	4.49	24	51	11	14
Enforcement against fare evasion	4.47	24	36	13	28
Appearance of landscaping	4.42	23	46	12	19
Availability of car parking	4.41	25	39	14	21
Comfortable temperature aboard trains	4.41	27	49	14	10
Leadership solving reg'l trans. problems	4.35	21	40	12	26
Condition/cleanliness of windows on trains	4.32	23	51	14	12
Train interior cleanliness	4.28	22	52	14	12
Clarity of P.A. announcements	4.21	23	48	17	13
Presence of BART Police in stations	4.19	18	52	13	16
Availability of seats on trains	4.18	21	54	17	8
Station cleanliness	4.11	21	50	18	12
Noise level on trains	4.08	21	50	19	10
Condition/cleanliness of seats on train	4.07	20	52	18	10
Availability of space for luggage, bicycles, strollers	4.06	20	49	18	13
Condition/cleanliness of floors on trains	4.05	20	49	19	11
Enforcement of no eating & drinking policy	4.05	22	39	20	19
Presence of BART Police in parking lots	3.95	16	43	18	24
Elevator cleanliness	3.88	15	37	18	29
Presence of BART Police on trains	3.65	13	46	24	17
Restroom cleanliness	3.52	12	36	25	27

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.

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Appendix E:
DESCRIPTION OF METHODOLOGY
AND RESPONSE RATE SUMMARY

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DESCRIPTION OF METHODOLOGY

FIELD PROCEDURES

In total, nine interviewers worked on the 2014 study. The interviewer training session was conducted at Corey, Canapary & Galanis' (CC&G) office in San Francisco on Monday, September 15, 2014, and the field interviewing was conducted from September 16 through October 5, 2014.

Interviewers, for the most part, worked in crews of two. In addition to the interviewers, roving supervisors also worked on the project.

Interviewers boarded randomly pre-selected BART trains and distributed questionnaires to all riders on one pre-determined BART car (also randomly selected). These interviewers rode nearly the whole route of their designated line (origination/destination stations were generally Balboa Park, Castro Valley, Concord, El Cerrito Plaza, South Hayward, San Francisco International Airport, and Millbrae), continually collecting completed surveys and distributing surveys to new riders entering their car.

The questionnaires were available in English, Spanish, Chinese, Vietnamese, and Korean. Interviewers carried signs on the back of their clipboards that said in the respective languages: "I have surveys in English, Spanish, Chinese, Vietnamese, and Korean." In 2014, 111 non-English language surveys were completed, representing 2.0% of total surveys.

Tallies were kept for questionnaires taken home with riders to be mailed back and for all non-responses (refusals, language barrier, children under 13, sleeping, and left train). The definitions for non-responses are:

- *Language Barrier* - Non-response because a questionnaire is not available in a language understood by the rider.
- *Left Train* - The surveyor was unable to offer a questionnaire to a rider because of the short distance of that rider's trip.
- *Children under 13* - Children under 13 are not eligible for the survey.
- *Sleeping* - Sleeping riders are not offered a questionnaire.
- *Refusals* - Riders unwilling to accept/fill out the survey.

All surveys collected during a run were collated together into batches. During this process, coding of answers was completed and surveys were individually examined to verify completeness and age of the respondent. Incomplete surveys and surveys from respondents under 13 years of age were removed. Data from the surveys were then input into a database.

Following inputting, randomly selected batches were pulled and reviewed for quality assurance. All of the surveys in the selected batches were compared to the data input for all questions to verify the accuracy of editors, coders, and data entry staff. A total of 564 surveys were reviewed in this manner (10% of all surveys). All surveys (100%) were checked for data input on the key questions only (questions 12, 13, and 14).

DESCRIPTION OF METHODOLOGY (continued)

SAMPLING

Sampling was achieved by selecting BART train trips that most closely resembled trains selected for the 2012 study. The resulting sample of BART trains fell within three strata: peak, off-peak and weekend. Peak is defined as weekday trains dispatched between 5:30 am - 8:30 am and 3:30 pm - 6:30 pm. Off-peak includes trains dispatched all other weekday times. Weekend includes all trains dispatched on Saturday or Sunday.

Once all train selections were made, each trip (train run) was matched with an appropriate return trip on the same line. (For the few cases where a return trip was not available, it was treated as a one-way trip, and no return trip was assigned.) For each trip, one train car was randomly selected for interviewers to board. Interviewers attempted to survey all car riders through the destination station. This random car selection process resulted in a slight bias towards shorter trains. Riders on shorter trains had a higher likelihood of being selected than those on longer trains. In previous years, analysis has been performed on this issue and has demonstrated that this bias has no material effect on the results. The number of outgoing and returning trips totaled: Peak – 38 trips, Off-Peak – 58 trips, Weekend - 44 trips.⁴

⁴ Although 43 weekend train runs were scheduled, 44 weekend runs were completed due to interviewer logistics. (A team of two was separated and surveyed two consecutive train runs.)

DESCRIPTION OF METHODOLOGY (continued)

WEIGHTING

The data were weighted by ridership segment to proportionately represent BART riders. The weighted ridership segments are defined identically to the sampling ridership segments except that weekend is broken into Saturday and Sunday. The resulting ridership segments are as follows: weekday peak, weekday off-peak, Saturday, and Sunday. The following chart shows the actual number of interviews by ridership segment and the number of interviews weighted to represent the proportional amount of riders in each. It also shows the number of riders the weighting is based on, as well as the percentage of riders these numbers represent (weighted %).

	Weekday Peak	Weekday Off-peak	Saturday	Sunday	Weekly Total
Interviews completed	1933	2161	776	739	5,609
Interviews weighted by strata	2724	2040	475	370	5,609
Estimated # of BART trips*	1,231,902	922,191	214,982	167,111	2,536,186
Weighted %	48.6%	36.4%	8.5%	6.6%	100%

* Estimated number of BART trips taken from ridership averages for the week of September 20 –September 26, 2014. Weekday numbers include five weekdays.

ROUNDING

Beginning with the 2012 study, percentages have been rounded up or down using seven places after the decimal point. For example, a percentage of 16.4555261% is rounded to 16%. In 2010 and prior years, percentages were rounded to a tenth of a percent first, prior to rounding to a whole percentage. For example, a percentage of 16.4555261% would have been rounded to 17%. For the most part, this change has only been made for the 2012 and 2014 data shown in this report.⁵

⁵ Data for the three key tracking questions for 2010 were reviewed and adjusted as needed based on the revised rounding protocol.

Response rate / % of Riders Who Completed Survey / Distribution Rate

	<i>Total</i>	<i>Peak</i>	<i>Off-Peak</i>	<i>Weekend</i>
Children under 13	101	6	35	60
Language barrier	40	10	15	15
Sleeping	268	125	87	56
Left train [^]	662	435	90	137
Refused	3,228	980	1,330	918
Already Participated	181	66	57	58
Partials (not processed)	369	137	129	103
Qst. distributed and not returned	561	193	235	133
TOTAL NON-RESPONSE	<u>5,410</u>	<u>1,952</u>	<u>1,978</u>	<u>1,480</u>
Completes collected	5,409	1,855	2,079	1,475
Completes mailed back	200	78	82	40
TOTAL COMPLETES	<u>5,609</u>	<u>1,933</u>	<u>2,161</u>	<u>1,515</u>
PASSENGERS ON SAMPLED CARS				
<i>(Total completes + Total Non-response)</i>	<u>11,019</u>	<u>3,885</u>	<u>4,139</u>	<u>2,995</u>

Response Rate & % of Riders Who Completed Survey				
PASSENGERS ON SAMPLED CARS	11,019	3,885	4,139	2,995
Less:				
Children Under 13	(101)	(6)	(35)	(60)
Language Barrier	(40)	(10)	(15)	(15)
Sleeping	(268)	(125)	(87)	(56)
POTENTIAL RESPONDENTS	<u>10,610</u>	<u>3,744</u>	<u>4,002</u>	<u>2,864</u>
TOTAL COMPLETES	5,609	1,933	2,161	1,515
Response Rate¹	52.9%	51.6%	54.0%	52.9%
% of Riders Who Completed Survey²	50.9%	49.8%	52.2%	50.6%

Distribution Rate				
PASSENGERS ON SAMPLED CARS	11,019	3,885	4,139	2,995
Less:				
Children Under 13	(101)	(6)	(35)	(60)
Language Barrier	(40)	(10)	(15)	(15)
Sleeping	(268)	(125)	(87)	(56)
POTENTIAL RESPONDENTS	<u>10,610</u>	<u>3,744</u>	<u>4,002</u>	<u>2,864</u>
Total Completes	5,609	1,933	2,161	1,515
Qst. taken home and not returned by Oct 20	561	193	235	133
Partials (not processed)	369	137	129	103
TOTAL QST. DISTRIBUTED	<u>6,539</u>	<u>2,263</u>	<u>2,525</u>	<u>1,751</u>
Distribution Rate³	61.6%	60.4%	63.1%	61.1%

¹ Total Completes divided by Potential Respondents

² Total Completes divided by Passengers on Sampled Cars

³ Total Questionnaires Distributed divided by Potential Respondents

[^]Note: it is likely that the "left train" number was undercounted due to heavy crowding on some trains, particularly during peak hours. As such, the percentages shown in this table may actually be somewhat lower.

Appendix F: CODING OF RESPONDENT COMMENTS

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CODING OF RESPONDENT COMMENTS

EDITING AND CODING

This section outlines editing and coding procedures utilized on the 2014 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. Sometimes respondents would include notes like poor in this respect and excellent in another respect for a specific attribute.

The back side of the questionnaire included a section for comments. Overall, 1,497 respondents, or 27% of all respondents, provided comments. All of these written comments were typed into a database. The comments were then split and coded using a list of "department specific" codes provided by BART. The code list and incidence for each code are listed on the following page. A total of 2,214 comments were tabulated and coded.

The verbatim comments for each code are made available to the BART departments responsible for each area. This provides them with an additional tool to understand the reasons for customer rating levels.

2014 Customer Satisfaction Study

Code Sheet – Comment Code Frequencies

[FREQUENCIES FOR EACH CATEGORY ARE INDICATED IN BRACKETS]

- Code 1 | Agent Availability **[7]**
- Code 2 | Bus/Muni/Caltrain Connections **[11]**
- Code 3 | Bicycles **[72]**
- Code 4 | General Compliments **[176]**
- Code 5 | Disability/Senior Issues **[14]**
- Code 6 | Escalators and Elevators (except cleanliness) **[33]**
- Code 7 | Extensions **[27]**
- Code 8 | Fares and Fare Policies **[143]**
- Code 9 | Graffiti **[2]**
- Code 10 | Overall Train/Track Maintenance/Conditions **[29]**
- Code 11 | Lighting **[2]**
- Code 12 | Other SPECIFIC Comments **[4]**
- Code 13 | Announcements and PA (Public Address) Issues **[43]**
- Code 14 | Personnel (Except Police) **[51]**
- Code 15 | Parking **[84]**
- Code 16 | Police/Enforcement (except bikes)/Security **[131]**
- Code 17 | Overall Station Conditions/State of Repair **[5]**
- Code 18 | Station Cleanliness (Except Graffiti) **[131]**
- Code 19 | Service – Type, Amount, etc. **[341]**
- Code 20 | Signage, Maps, and Printed Schedules **[56]**
- Code 21 | Seats on Trains/Crowding **[160]**
- Code 22 | Comments About Surveys/Research **[14]**
- Code 23 | Train Cleanliness **[140]**
- Code 24 | Temperature **[74]**
- Code 25 | Fare Collection – General **[1]**
- Code 26 | Fare Collection Equipment **[16]**
- Code 27 | Refunds **[3]**
- Code 28 | Tickets **[5]**
- Code 29 | Windows/Etching **[3]**
- Code 30 | Clipper/TransLink **[10]**
- Code 31 | Need for More Restrooms/Open Restrooms **[24]**
- Code 32 | Overall Car Condition **[56]**
- Code 33 | New Vinyl Seats **[46]**
- Code 40 | Other **[60]**
- Code 41 | Homeless/Panhandling **[59]**
- Code 42 | BART Strike **[41]**

- Code 43 | Transfers/Entry and Exit Lines **[15]**
- Code 51 | Reliability/Delays/Delay Information **[50]**
- Code 52 | Train Noise **[56]**
- Code 53 | Computer/Internet/Wi-Fi/Website **[14]**
- Code 54 | Oscar Grant/Shootings **[5]**

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Appendix G:
QUADRANT CHARTS BY
RIDERSHIP SEGMENT

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QUADRANT CHARTS BY RIDERSHIP SEGMENT

The chart titled "2014 Quadrant Chart" (See "Detailed Results") is designed to help set priorities for future initiatives to improve customer satisfaction. It identifies those specific service attributes that are most important to BART customers on average and also shows which service attributes rate lowest. The "Target Issues" quadrant (top left) displays the most important service attributes in need of attention.

Values along the horizontal axis are average ratings. Customers marked their ratings on a scale of 1 = poor and 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 on-time performance are very strongly correlated with overall satisfaction (i.e., customers that are happy with BART's on-time performance tend to be more satisfied overall, and conversely customers that are disappointed with on-time performance tend to be less satisfied overall). On the other hand, customer ratings of map/schedule availability have only a weak correlation with overall satisfaction (i.e., it is not uncommon for customers to rate map/schedule availability highly, even though they are dissatisfied overall with BART services). Therefore, on-time performance is located in the upper part of the chart, while map/schedule availability is located in the lower part.

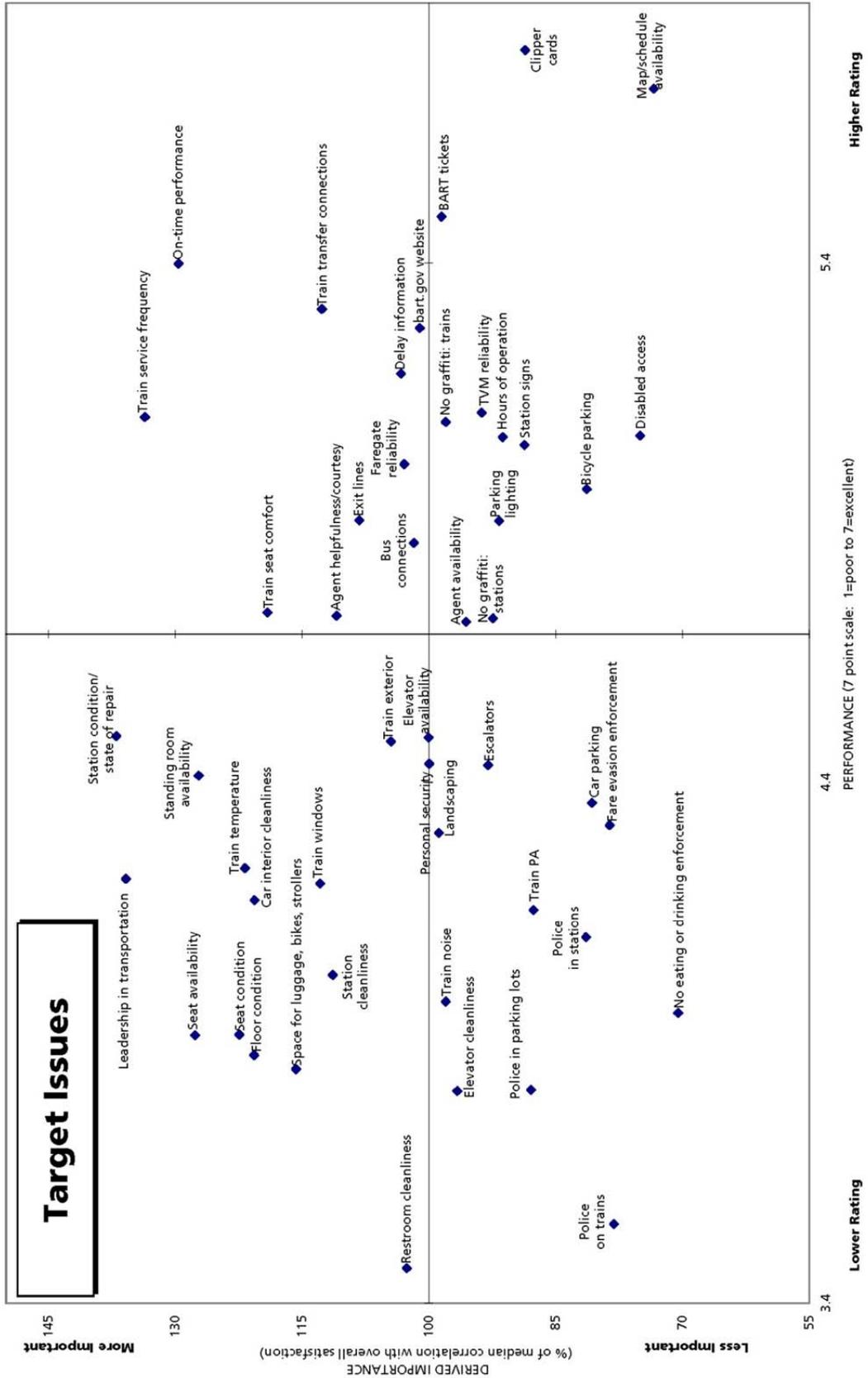
Specific values along the vertical axis are derived by calculating ratios between correlation coefficients for each service attribute and the median correlation level. Those service attributes above 100 are more correlated with overall satisfaction, while those below 100 are less so.

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., parking availability, elevator cleanliness, restrooms, and bicycle parking).

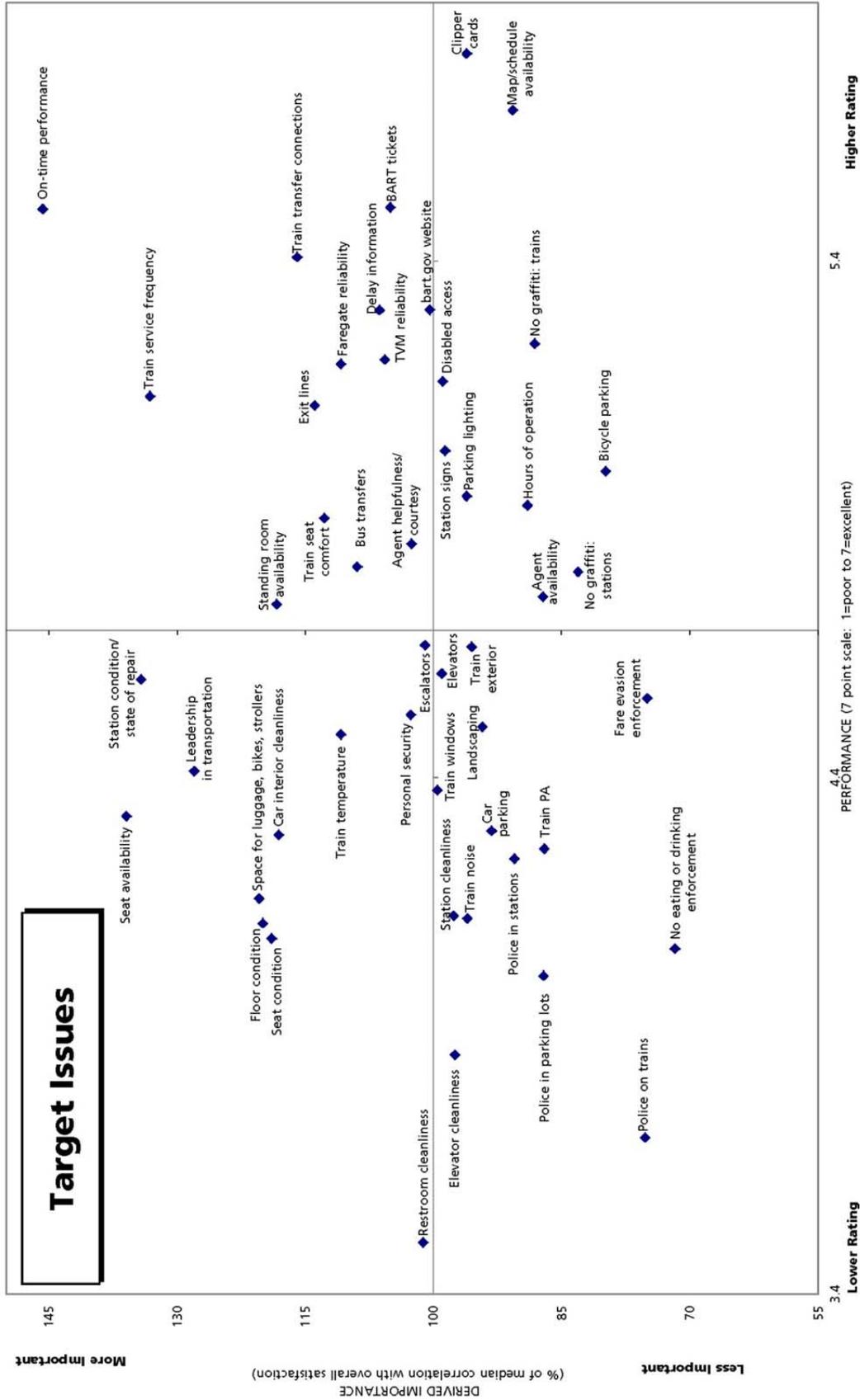
Also, note that more sophisticated statistical tests, utilizing factor and regression analyses, were done for the 1996 and 1998 Customer Satisfaction reports. This testing was not done in subsequent years as the results of the additional analyses were generally consistent with the correlation coefficient-based analysis used in the Quadrant Chart. Please refer to the 1998 Customer Satisfaction report for information on additional statistical testing done in past years.

The following pages show the Quadrant Charts for each of the three sample ridership segments: peak, off-peak, and weekend riders.

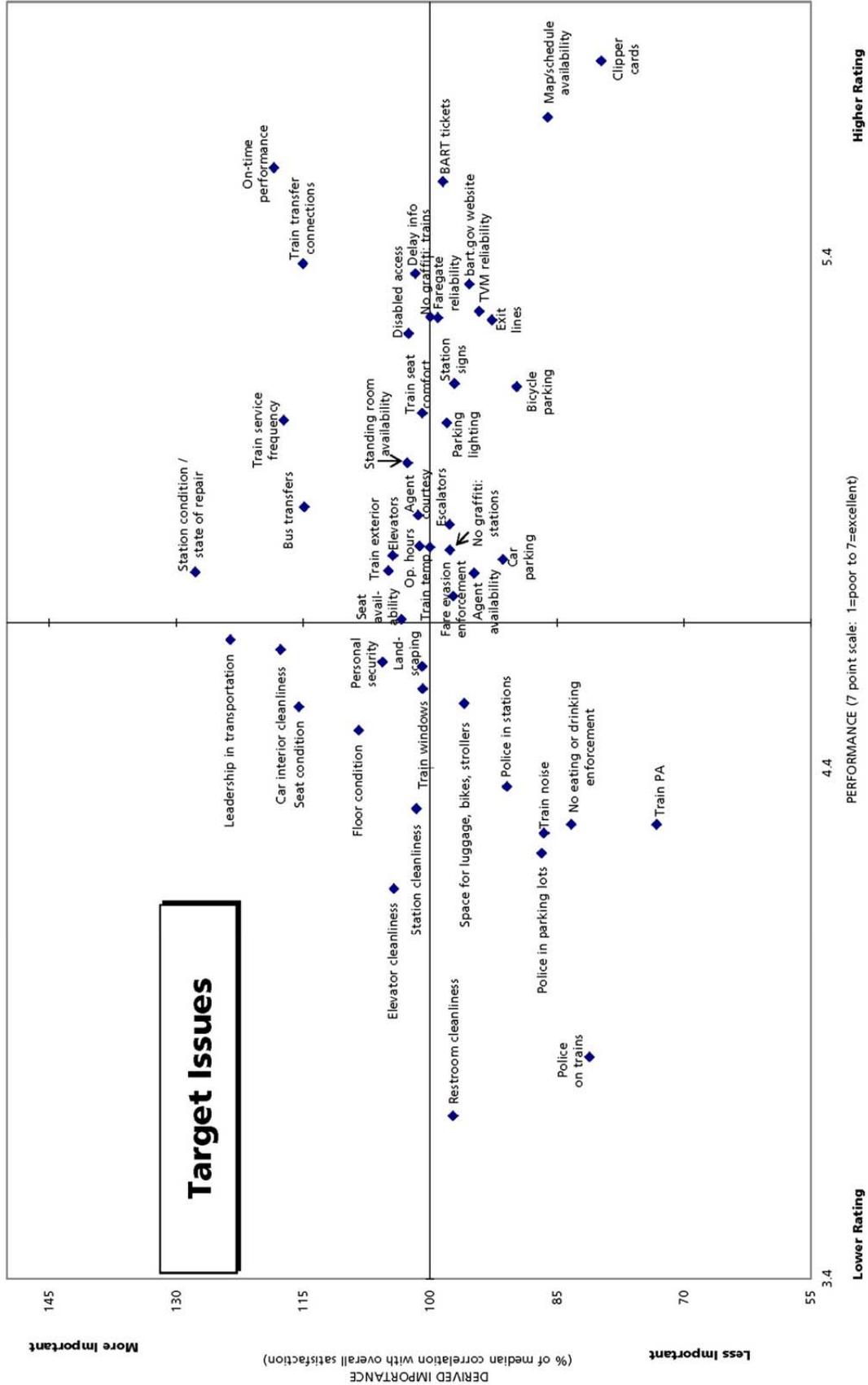
2014 Quadrant Chart (Peak)



2014 Quadrant Chart (Off-Peak)



2014 Quadrant Chart (Weekend)



Appendix 11: Demographic and Service Profile Maps and Charts

Satisfaction metrics

- Most riders (74%) are satisfied with BART.
- Nearly nine out of ten would recommend BART to a friend or out-of-town guest.
- 63% agree that BART is a good value for the money.

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

	Percent
Very satisfied	28%
Somewhat satisfied	46%
Neutral	15%
Somewhat dissatisfied	8%
Very dissatisfied	2%
No response	1%
Total	100%

} 74%

Q: Would you recommend using BART to a friend or out-of-town guest?

	Percent
Definitely	59%
Probably	30%
Might or might not	8%
Probably not	2%
Definitely not	1%
No response	*
Total	100%

} 89%

*Less than 1%

Q: To what extent do you agree with the following statement: "BART is a good value for the money?"

	Percent
Agree strongly	25%
Agree somewhat	38%
Neutral	20%
Disagree somewhat	11%
Disagree strongly	5%
No response	1%
Total	100%

} 63%

Frequency of BART usage

- Greater than half of BART trips are made by passengers who ride five or more days per week.

Q: How often do you currently ride BART?

	Percent	
6-7 days/week	17%	} 56%
5 days/week	39%	
3-4 days/wk	16%	
1-2 days/wk	10%	
1-3 days/mo	9%	
Less than once/month	8%	
No response	1%	
Total	100%	

Mode of access from home to BART

- The most common access modes from home to BART are walking or driving alone.

Q: How did you travel between home and BART today?

	Percent
Walked	33%
Drove alone	28%
Bus/transit	14%
Got dropped off	10%
Carpooled	6%
Bicycle	5%
Other	2%
No response	1%
Total	100%

Vehicles in household

- The following vehicle data are from the 2015 BART Station Profile Study. These data are based on weekday passengers only and show that 85% of weekday riders live in households with at least one drivable vehicle.

Q: How many drivable vehicles (cars, trucks, or motorcycles) are available to your household?

	Percent
None	12%
One or more	85%
No response / missing	2%
Total	100%

Transferring

- About one in five riders transfers trains on their BART trip.

Q: Are you transferring between BART trains on this trip?

	Percent
Yes	20%
No	78%
No response	1%
Total	100%

Fare type

Q: What type of fare did you pay for this BART trip?

	%
Regular BART fare	74%
High Value Discount	13%
Muni Fast Pass	3%
Senior discount	4%
Disabled discount	2%
Student discount	*
BART Plus	-
Other	1%
No response	3%
Total	100%

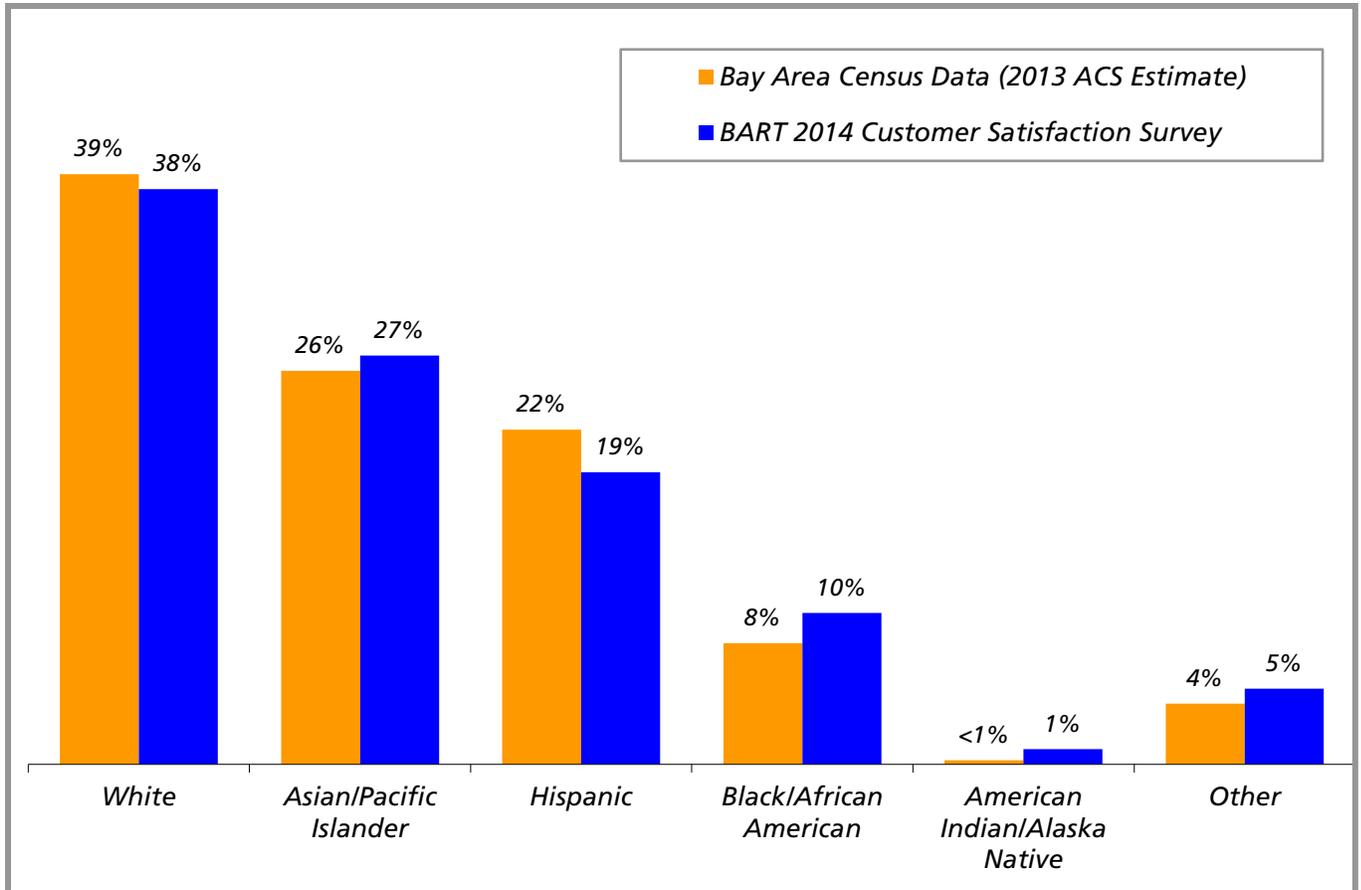
*Less than 1%

- Zero

Race / ethnicity

The chart below displays the ethnic composition of BART's customers in comparison to the ethnic composition of the four-county service area as a whole. The data show that the races / ethnicities of BART's customers reflect the diversity of the region. BART's customer base is approximately 62% minority, as compared to about 61% in the service area, according to the 2013 American Community Survey (ACS). (Note: the 2013 ACS estimate is slightly higher than the 2010 Census figure used elsewhere in this report, which places the minority population at 59.4%.)

Sources:



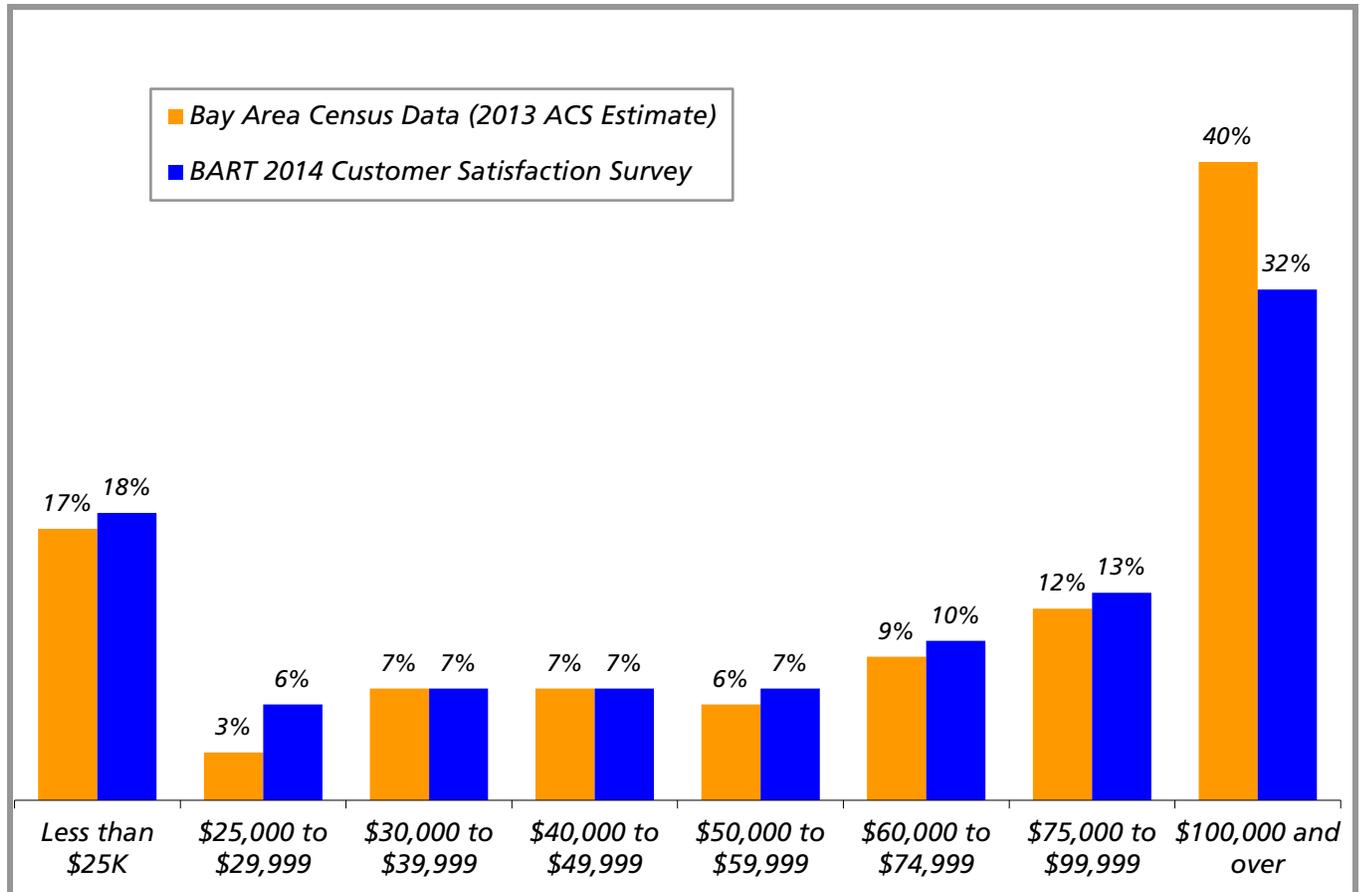
- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: Table C03002 "Hispanic or Latino Origin by Race." Universe: Total Population. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown only include data for the four counties within BART's service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The categories shown in this chart 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. Note that ethnicity data are categorized differently in other charts within this report, so the percentages shown will differ.
- 3) The BART data distribution is based on 5,429 responses and excludes 3% non-response.
- 4) In order to maintain comparability with prior years' BART data, those who responded to the ethnicity question but skipped the Hispanic question are included within the non-Hispanic race categories.
- 5) Totals may not add to 100% due to rounding.

Household income

The chart below displays the household income ranges of BART’s customers in comparison to those of the four-county service area as a whole. The data show that BART customers’ incomes approximately track those of the service area as a whole. However, there are some differences at the lower and higher income categories. BART customers are more likely to have household incomes under \$30,000 a year, and less likely to have household incomes of \$100,000 or more a year. Approximately 25% of BART’s riders have household incomes under \$30,000 vs. 20% of four-county residents.



Sources:

- U.S. Census Bureau, 2013 American Community Survey 1-Year Estimates: B19001 "Household Income in the Past 12 Months." Universe: Households. (factfinder.census.gov)
- BART 2014 Customer Satisfaction Survey

Notes:

- 1) The ACS 2013 estimates shown only include data for the four counties within BART’s service area: Alameda, Contra Costa, San Francisco, and San Mateo. Census tables adjust for unit non-response by weighting at the tract-level.
- 2) The BART data distribution is based on 5,095 responses and excludes 9% non-response. Note that other tables within this report include non-response, so the percentages shown will differ.
- 3) Totals may not add to 100% due to rounding.

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)	88%
Speak another language and speak English less than “very well” (LEP)	10%
No response	3%

Looking at the data another way, 2% 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”	95%
Speak another language and speak English less than “well”	2%
No response	3%

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

	Low income	Not low income
	%	%
Regular BART fare	85%	74%
High Value Discount	5%	17%
Senior	3%	4%
Disabled	4%	1%
Muni Fast Pass^	3%	3%
Student	*	*
BART Plus	-	-
Other	1%	1%
Total	100%	100%

* Less than 1%

- Zero

	Minority	Non-minority
	%	%
Regular BART fare	77%	75%
High Value Discount	14%	13%
Senior	2%	6%
Disabled	2%	1%
Muni Fast Pass^	3%	3%
Student	*	*
BART Plus	-	-
Other	1%	1%
Total	100%	100%

* Less than 1%

^Only accepted within San Francisco

Notes: Non-response has been excluded from these tables in order to conform with data presented in BART's fare equity analyses. Children and students are under-represented in survey as BART only surveys those who appear to be at least age 13+.

Trip type by Protected Group

	Low income	Not low income
	%	%
Intra-East Bay	30%	18%
Intra-West Bay	20%	23%
TransBay	44%	56%
Unknown	6%	3%
Total	100%	100%

	Minority	Non-minority
	%	%
Intra-East Bay	25%	19%
Intra-West Bat	21%	23%
TransBay	49%	56%
Unknown	5%	2%
Total	100%	100%

Station-level Data: Race/Ethnicity and Household Income

BART conducted a large scale survey of its passengers, the 2015 BART Station Profile Survey, in spring 2015. The survey methodology was designed to ensure a sufficient sample size at each of BART's stations in order to facilitate analysis at the station level. Systemwide, 56% of survey respondents were minority. The stations highlighted in yellow on the next page have a minority percentage at or exceeding 56%. Note that the data presented here are for weekdays only and are therefore only representative of BART's weekday passengers.

Race/Ethnicity by Station

HOME ORIGIN STATIONS (sorted in descending order on Total Non-white)	n	Total Non-white
Coliseum	431	81%
South Hayward	612	76%
Richmond	584	75%
Union City	708	73%
Hayward	653	73%
South San Francisco	582	70%
El Cerrito del Norte	699	70%
Pittsburg / Bay Point	821	69%
Bay Fair	596	68%
Fremont	596	68%
Balboa Park	666	67%
Daly City	428	67%
Colma	558	65%
Fruitvale	702	65%
12th St. / Oakland City Center	436	63%
San Bruno	402	62%
San Leandro	602	60%
West Oakland	588	58%
Castro Valley	591	56%
Lake Merritt	303	55%
Millbrae	505	55%
Powell St.	183	55%
Dublin / Pleasanton	717	54%
16th St. Mission	367	54%
MacArthur	508	53%
Embarcadero	185	52%
19th St. / Oakland	301	52%
West Dublin / Pleasanton	663	51%
North Concord / Martinez	742	51%
El Cerrito Plaza	590	51%
Civic Center / UN Plaza	297	51%
Glen Park	618	50%
Concord	598	50%
Downtown Berkeley	367	48%
Montgomery St.	170	46%
24th St. Mission	484	44%
Ashby	562	41%
Pleasant Hill / Contra Costa Centre	678	41%
North Berkeley	556	40%

Non-Hispanic (%)					Hispanic, Any Race (%)
White	Black/African American	Asian	American Indian	Other/2+ Races	
19%	42%	11%	%	3%	25%
24%	12%	33%	%	5%	27%
25%	25%	10%	1%	3%	37%
27%	8%	51%	%	2%	12%
27%	19%	28%	1%	2%	24%
30%	5%	43%	%	1%	20%
30%	21%	22%	1%	3%	23%
31%	25%	16%	%	3%	25%
32%	24%	19%	%	3%	22%
32%	6%	47%	%	2%	13%
33%	10%	33%	%	4%	20%
33%	5%	38%	%	4%	20%
35%	5%	41%	1%	1%	16%
35%	16%	13%	1%	5%	30%
37%	19%	21%	%	6%	16%
38%	4%	36%	1%	4%	18%
40%	15%	20%	%	3%	22%
42%	28%	10%	1%	4%	15%
44%	12%	22%	%	5%	17%
45%	12%	28%	%	3%	12%
45%	6%	34%	%	3%	13%
45%	12%	24%	1%	5%	14%
46%	9%	31%	%	2%	12%
46%	10%	14%	%	4%	25%
47%	20%	15%	%	2%	15%
48%	8%	26%	%	3%	14%
48%	16%	13%	%	6%	17%
49%	6%	32%	%	4%	10%
49%	11%	15%	%	5%	20%
49%	11%	20%	%	4%	15%
49%	9%	21%	%	3%	18%
50%	9%	24%	%	2%	15%
50%	8%	17%	1%	3%	21%
52%	8%	26%	%	2%	13%
54%	9%	18%	%	4%	15%
56%	3%	12%	%	2%	26%
59%	15%	13%	%	3%	10%
59%	7%	19%	%	3%	12%
60%	8%	17%	%	4%	11%

Notes: The categories shown classify respondents based on single vs. multiple race and Hispanic vs. non-Hispanic in order to be comparable to regional Census data, as reported by the Metropolitan Transportation Commission. The categories "White," "Black/African American," "Asian" and "American Indian" only include respondents who reported a single race and are non-Hispanic. All multiple race, non-Hispanic responses are included within "Other." All Hispanic responses are included within Hispanic, regardless of race.

Walnut Creek	579	35%
Rockridge	584	34%
Orinda	619	31%
Lafayette	630	30%

65%	5%	16%	1%	2%	12%
66%	7%	15%	%	4%	8%
69%	4%	15%	%	4%	8%
70%	5%	12%	%	3%	10%

Household Income by Station

The stations highlighted in the table on the next page have a low income percentage at or exceeding 18%, the systemwide average for the 2015 BART Station Profile Study.

Low Income Status by Station

HOME ORIGIN STATIONS (sorted in descending order on Low Income)	<i>n</i>	Low income	Not low income
Richmond	407	36%	64%
MacArthur	449	30%	70%
Coliseum	306	30%	70%
Civic Center / UN Plaza	255	27%	73%
Fruitvale	531	26%	74%
South Hayward	530	25%	75%
Hayward	546	24%	76%
Powell St.	145	24%	76%
Downtown Berkeley	295	24%	76%
Ashby	504	24%	76%
West Oakland	447	23%	77%
Daly City	351	23%	77%
Pittsburg / Bay Point	685	23%	77%
El Cerrito del Norte	582	21%	79%
16th St. Mission	279	21%	79%
Bay Fair	454	20%	80%
Balboa Park	500	19%	81%
12th St. / Oakland City Center	364	19%	81%
Lake Merritt	272	19%	81%
San Leandro	416	18%	82%
24th St. Mission	374	17%	83%
19th St. Oakland	273	16%	84%
El Cerrito Plaza	502	16%	84%
Millbrae	398	16%	84%
Fremont	417	16%	84%
Union City	542	16%	84%
Glen Park	464	15%	85%
North Concord / Martinez	593	15%	85%
Colma	443	15%	85%
Montgomery St.	150	14%	86%
North Berkeley	424	14%	86%
San Bruno	329	14%	86%
Castro Valley	501	14%	86%
Concord	533	13%	87%
South San Francisco	417	12%	88%
Rockridge	504	12%	88%
Dublin / Pleasanton	607	11%	89%
Pleasant Hill / Contra Costa Centre	522	11%	89%
West Dublin / Pleasanton	556	11%	89%
Walnut Creek	489	10%	90%
Embarcadero	141	10%	90%
Lafayette	500	8%	92%
Orinda	543	8%	92%

Demographic data by Station Area using US Census 2010

The table on the next page shows the minority and non-minority percentages within a station's catchment area using tract-level data from US Census 2010. 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 catchment area average of 60% are highlighted.

Minority Status by Station

Station	% Minority	% White
Coliseum	92%	8%
Richmond	86%	14%
South Hayward	84%	16%
Balboa Park	81%	19%
Union City	78%	22%
South San Francisco	77%	23%
Hayward	77%	23%
San Leandro	75%	25%
Bay Fair	74%	26%
Fruitvale	74%	26%
El Cerrito del Norte	73%	27%
Fremont	73%	27%
Lake Merritt	71%	29%
Daly City	70%	30%
12th St. / Oakland City Center	68%	32%
West Oakland	66%	34%
Glen Park	65%	35%
Pittsburg / Bay Point	63%	37%
19th St. Oakland	62%	38%
Colma	61%	39%
San Bruno	61%	39%
Montgomery St.	60%	40%
Ashby	56%	44%
MacArthur	56%	44%
Powell St.	56%	44%
El Cerrito Plaza	55%	45%
Castro Valley	50%	50%
Millbrae	50%	50%
Civic Center / UN Plaza	50%	50%
24th St. Mission	49%	51%
Concord	49%	51%
Downtown Berkeley	48%	52%
North Concord / Martinez	48%	52%
Embarcadero	47%	53%
16th St. Mission	45%	55%
Dublin / Pleasanton	43%	57%
West Dublin / Pleasanton	42%	58%
North Berkeley	41%	59%
Pleasant Hill / Contra Costa Centre	35%	65%
Rockridge	34%	66%
Orinda	32%	68%
Walnut Creek	26%	74%
Lafayette	25%	75%
Catchment area average	60%	40%

Demographic data by Station Area using American Community Survey 2010-2014

The table on the next page shows the low income and non-low income percentages within a station's catchment area using tract-level data from the American Community Survey 2010 - 2014 (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 catchment area average of 26% are highlighted.

Income Status by Station

Station	% Low Income	% Not Low Income
Coliseum	53%	47%
Richmond	46%	54%
Downtown Berkeley	41%	59%
Lake Merritt	40%	60%
12th St. / Oakland City Center	39%	61%
West Oakland	38%	62%
Fruitvale	38%	62%
Powell St.	37%	63%
Montgomery St.	37%	63%
19th St. Oakland	37%	63%
Hayward	36%	64%
Ashby	34%	66%
Civic Center / UN Plaza	34%	66%
Pittsburg / Bay Point	33%	67%
Bay Fair	32%	68%
South Hayward	32%	68%
San Leandro	30%	70%
MacArthur	30%	70%
Concord	30%	70%
El Cerrito del Norte	29%	71%
Balboa Park	29%	71%
16th St. Mission	27%	73%
North Concord / Martinez	27%	73%
Glen Park	25%	75%
North Berkeley	24%	76%
Embarcadero	24%	76%
Daly City	24%	76%
24th St. Mission	24%	76%
El Cerrito Plaza	23%	77%
South San Francisco	21%	79%
Union City	20%	80%
Castro Valley	20%	80%
Colma	19%	81%
San Bruno	18%	82%
Pleasant Hill / Contra Costa Centre	18%	82%
Fremont	18%	82%
Millbrae	17%	83%
Rockridge	14%	86%
Dublin / Pleasanton	12%	88%
Lafayette	11%	89%
Walnut Creek	11%	89%
West Dublin / Pleasanton	10%	90%
Orinda	9%	91%
Total System Catchment Area	26%	74%

Base map: Stations recently modernized or scheduled for modernization¹ over the next five years.

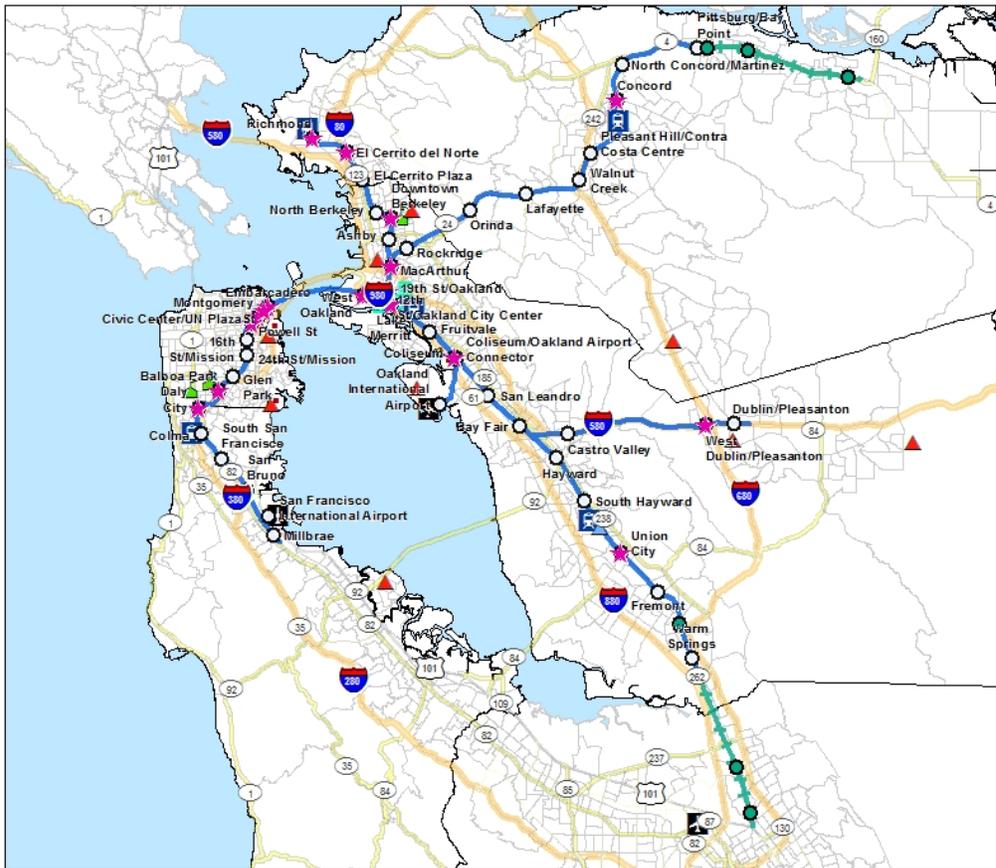
Completed projects: Since the last Title VI update dated 12/31/13, BART has completed station modernization projects at **19th Street/Oakland** (canopy) and **Richmond** (intermodal).

Other modernization projects currently in the final design or construction phases include: **Powell St, El Cerrito del Norte, 19th St/Oakland, Union City** (phase two), **Civic Center** (new canopies), **Downtown Berkeley** (plaza) **Concord** (plaza), **Balboa Park** (canopy, access), **MacArthur** (plaza), and **West Dublin/Pleasanton** (intermodal).

Concept planning for future station modernization projects is underway or planned for **Civic Center, Concord, Downtown Berkeley, West Oakland, Richmond, Balboa Park, Coliseum, Embarcadero, Montgomery, Daly City** (intermodal), and **Lake Merritt** (Operations Control Center and plaza). Final design and/or construction will be dependent on securing and allocating funds.

¹ Unless noted, Station Modernization includes comprehensive station improvements.

BART'S RECENT AND PLANNED IMPROVEMENTS



- Legend**
- BART Stations
 - BART Tracks
 - ▲ Training Centers
 - Shops & Yards
 - Administration Buildings
 - Census Tracts
 - Four-County BART Service Area
 - Transit Trip Generators/Manufacturing Activity Centers**
 - ▲ Job Centers
 - ✈ Airport
 - Colleges/Universities
 - Stadiums
 - Recent and Planned Improvements**
 - ★ Recent/Planned Improvements
 - Planned Extension Stations
 - ➔ Under Construction

EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612



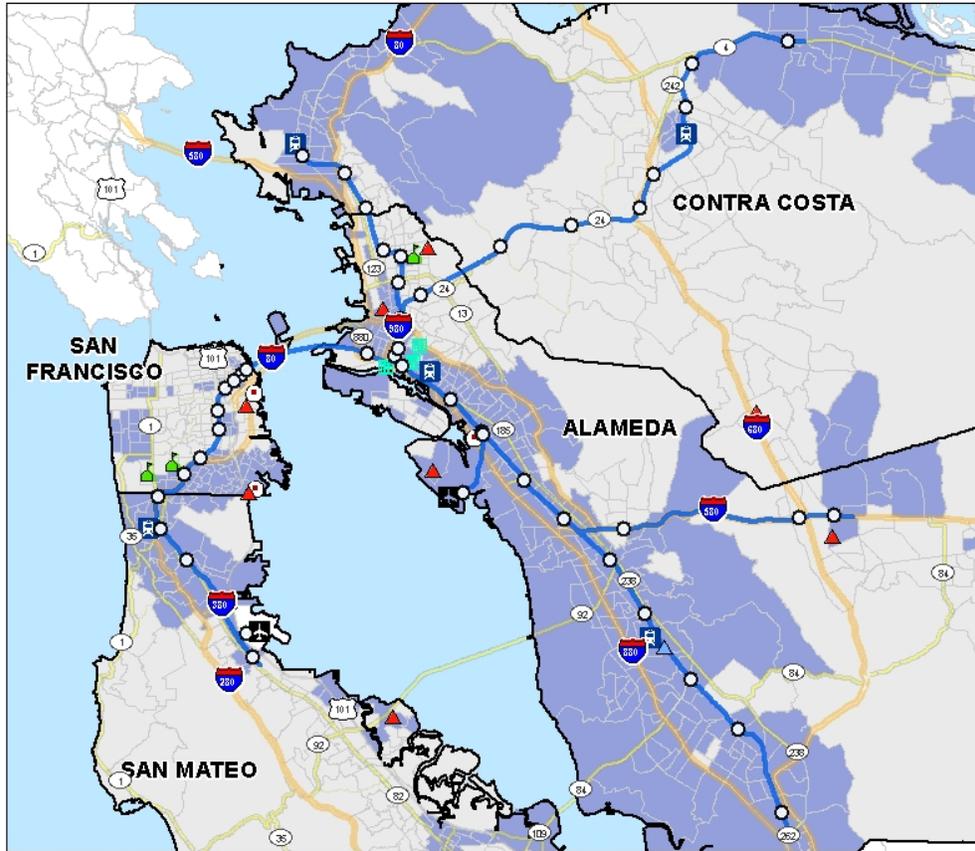
Date: 9/6/2016

Base map: Stations slated for Transit-Oriented Development (TOD) projects



The map below shows the census tracts where the minority population exceeds the four-county service area average of 59.4% (based on US Census 2010).*

Minority Population



Legend

- BART Stations
 - BART Tracks
 - Training Centers
 - Shops & Yards
 - Administration Buildings
 - Census Tracts
 - Four-County BART Service Area
- Transit Trip Generators/Major Activity Centers**
- Job Centers
 - Airport
 - Colleges/Universities
 - Stadiums
- Minority Population**
- Non-Minority Tracts
0% - 59.3%
 - Minority Tracts
59.4% - 98.4%

Note: The Minority areas are mapped only for the following counties: Alameda, Contra Costa, San Francisco and San Mateo. The service area average percentage for Minority Population is 59.4%.



Date: 9/1/2016

Source: U.S. Census Bureau 2010
EGIS Data Provided by the BART Office of the CIO, 300 Lakeside Dr. 11th Floor, Oakland, CA 94612



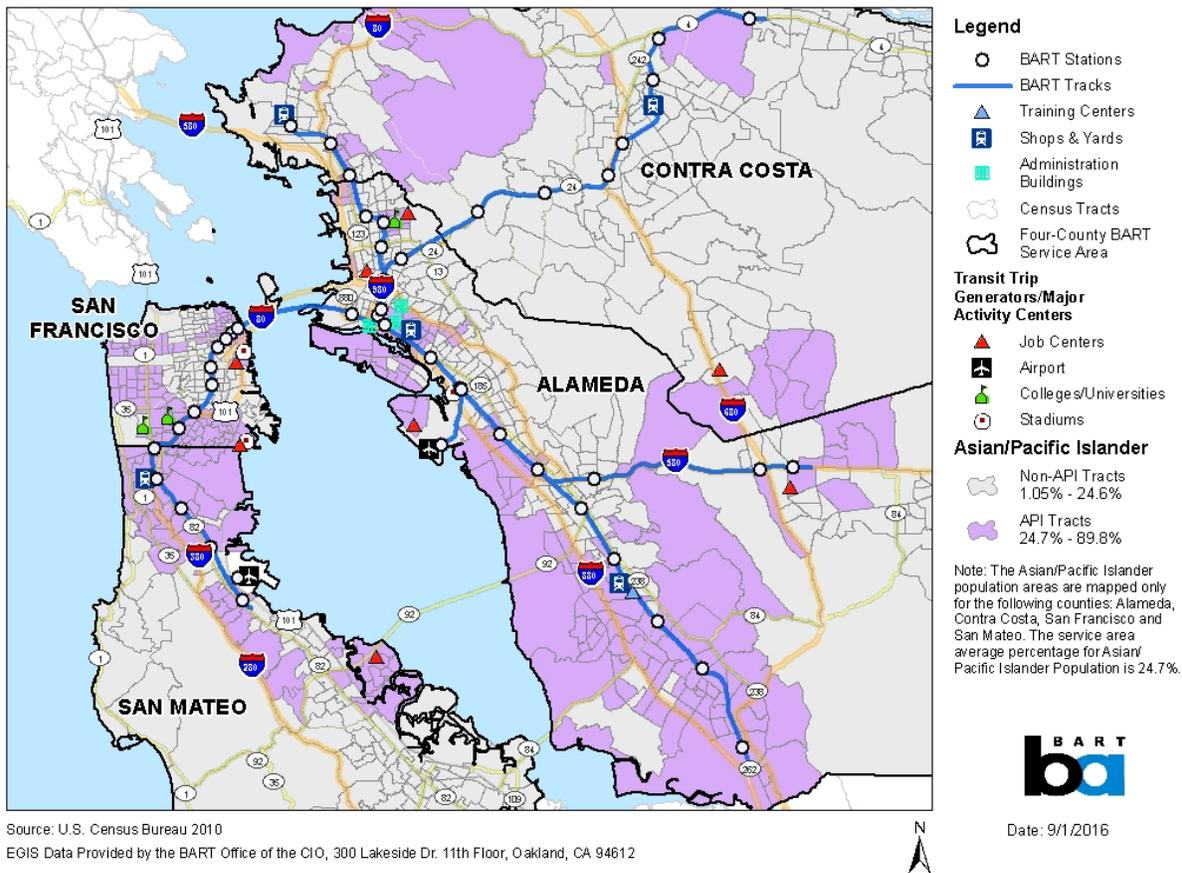
**In the next few years, new BART stations in Santa Clara County will open. For reference, 61.1% of the five-county area population is minority (US Census 2010).*

Demographic Maps: By Specific Race

Looking specifically at different minority groups, BART created a set of maps showing tracts in which the percentage of Asian/Pacific Islander, Hispanic, and Black/African American residents exceeded the service area average.

The map below shows tracts in which the **Asian / Pacific Islander** population exceeds the service area average of 24.7%.*

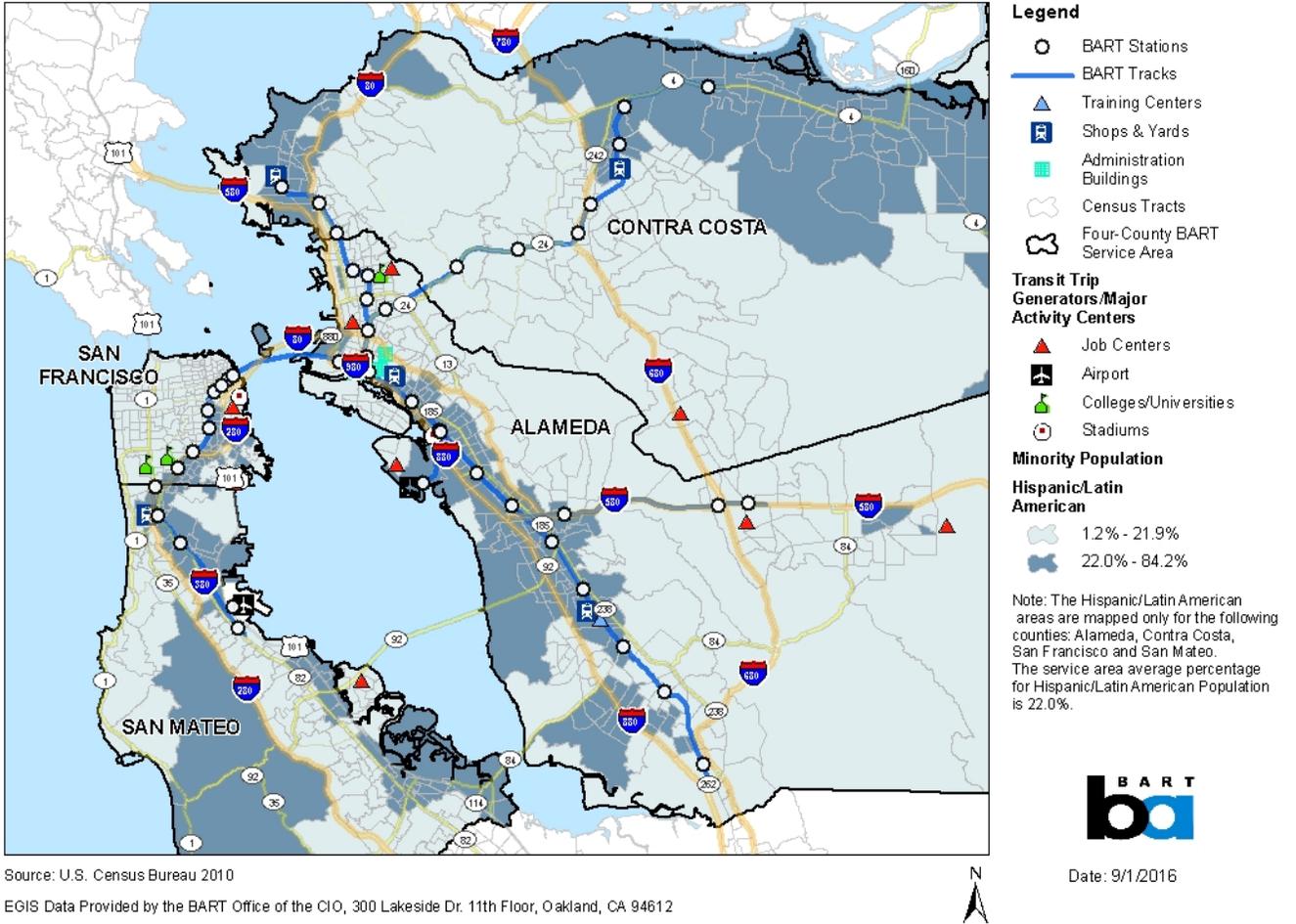
Asian/Pacific Islander Population



*In the next few years, new BART stations in Santa Clara County will open. For reference, 27.0% of the five-county area population is Asian/Pacific Islander (US Census 2010).

The map below shows tracts in which the **Hispanic** population exceeds the service area average of 22.0%.*

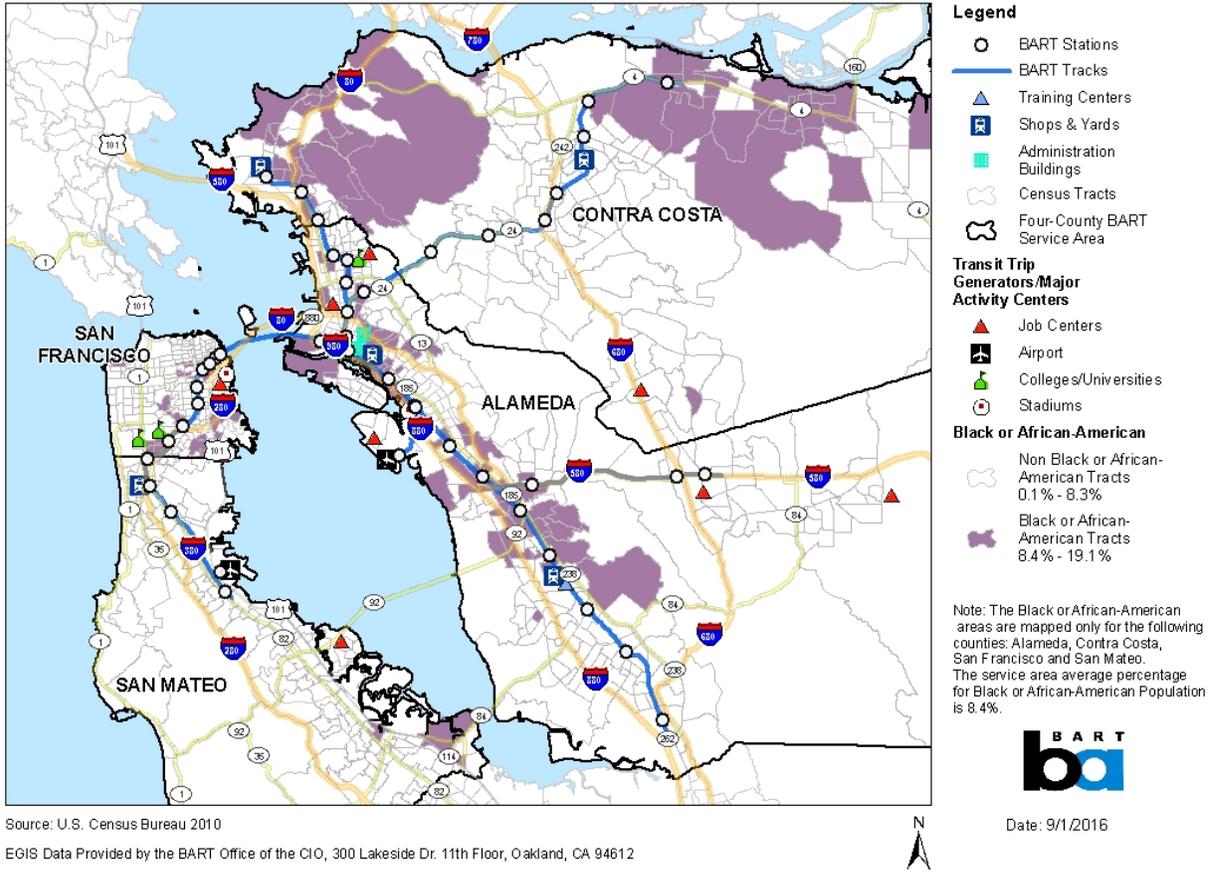
Hispanic/Latin American Population



**In the next few years, new BART stations in Santa Clara County will open. For reference, 17.7% of the five-county area population is Hispanic (US Census 2010).*

The map below shows tracts in which the **Black / African American** population exceeds the service area average of 8.4%.*

Black or African-American Population

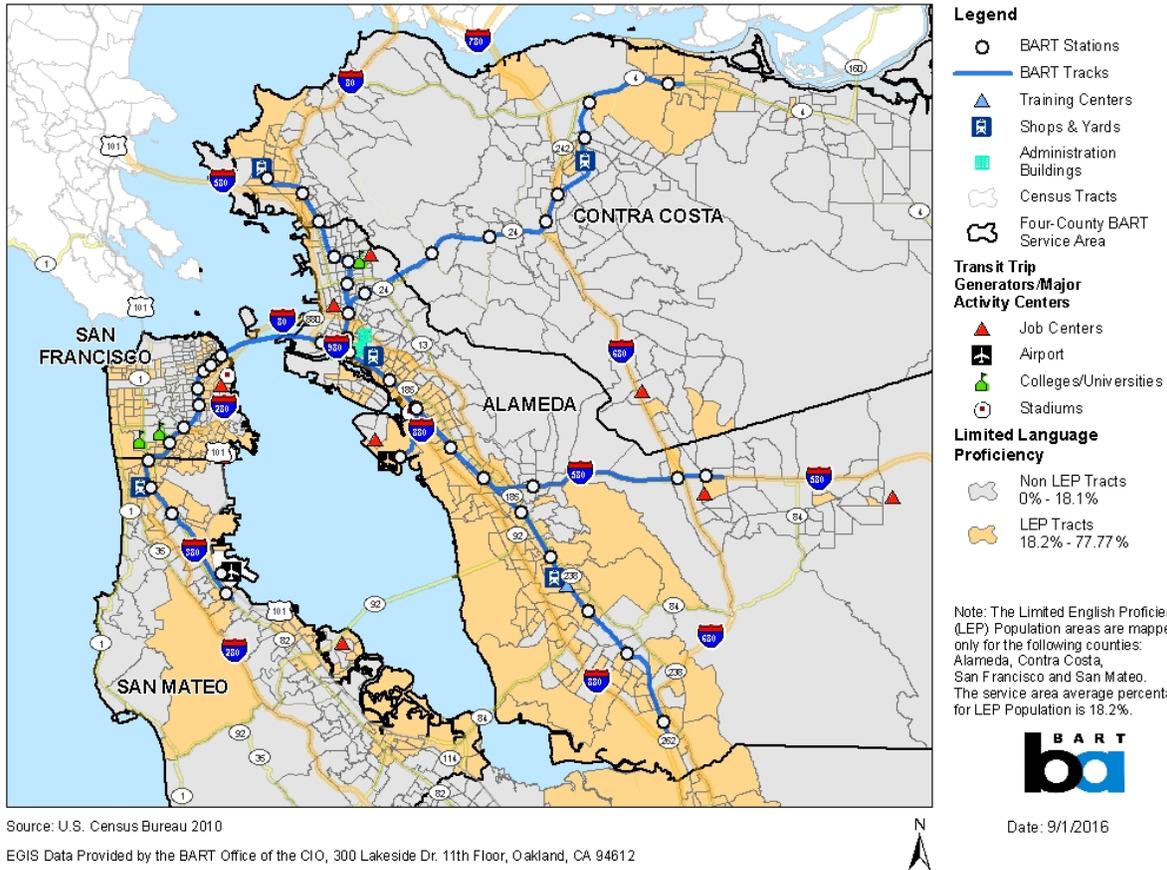


**In the next few years, new BART stations in Santa Clara County will open. For reference, 6.6% of the five-county area population is Black/African American (US Census 2010).*

Demographic Maps: By Limited English Proficiency (LEP)

The map below shows tracts in which the LEP population exceeds the service area average of 18.2%.*

Limited English Proficiency (LEP) Population

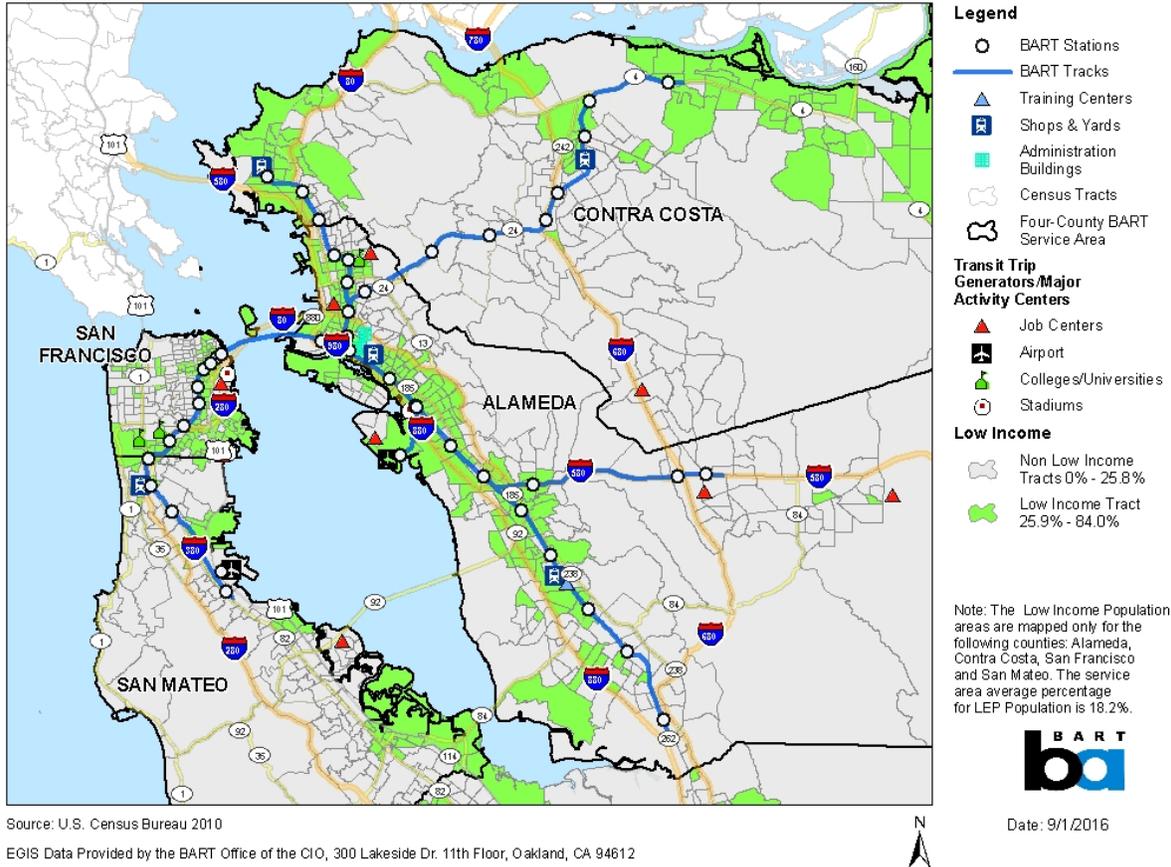


*In the next few years, new BART stations in Santa Clara County will open. For reference, 19.1% of the five-county area population is LEP (American Community Survey 2010-2014).

Demographic Maps: Low-Income

The map below shows the census tracts where the low income population exceeds the four-county service area average of 25.9%.* Due to the high cost of living in the BART service area, BART has defined low income as 200% of the federal poverty level.

Limited English Proficiency (LEP) Population



**In the next few years, new BART stations in Santa Clara County will open. For reference, 25.1% of the five-county area population is low income (American Community Survey 2010-2014).*

Appendix 12: Service Monitoring Results, Station Amenities Inventory

BART Line & Stations	Minority/Non-Minority	Platform Type	FY16 Weekday Average Exits	Train Arrival Displays	Station Agent Booths Staffed	Platform Canopies	Brochure Bins	Time Tables	Route Maps	Trash Receptacles	Restrooms (*Closed dueto Homeland Security)	Platform Benches	Fare Tickets Vendors	Fare Ticket Add Fares	Fare Ticket Change Machines	Emergency Courtesy Phones	Platform Elevators	Platform Escalators	Parking Spaces	Bike Lockers (keyed and electronic)	Bike Rack/Storage Spaces	Bus Access Facilities
Red/ Orange																						
Richmond	Minority	center	4,434	8	1	Yes	1	6	3	16	2	12	4	2	1	3	1	2	750	26	52	9
El Cerrito del Norte	Minority	side	9,229	8	1	Yes	1	7	3	16	2	16	6	3	1	11	2	2	2,176	44	126	16
El Cerrito Plaza	Non-Minority	side	5,131	8	1	Yes	1	7	5	13	2	16	4	3	1	10	2	2	750	96	94	5
North Berkeley	Non-Minority	center	4,865	8	1	Yes (Subway)	3	6	3	8	2	11	4	3	1	10	1	2	795	96	230	0
Downtown Berkeley	Non-Minority	center	13,748	8	2	Yes (Subway)	1	8	4	8	2*	12	8	5	2	10	1	1	x	0	338	0
Ashby	Non-Minority	center	5,699	8	1	Yes (Subway)	1	6	2	6	2	19	4	3	1	8	1	2	603	56	276	0
Red/ Orange/ Yellow																						
MacArthur	Non-Minority	center	9,530	16	1	Yes	1	8	8	17	2	24	5	3	1	12	4	4	475	40	223	5
19th Street/Oakland	Minority	center/side	13,112	12	2	Yes (Subway)	4	13	11	7	2*	13	10	5	2	25	1	9	x	8	266	0
12th Street/Oakland	Minority	center/side	14,403	12	3	Yes (Subway)	4	15	14	8	2*	12	10	6	3	25	1	8	x	12	30	0
Green/ Orange/ Blue																						
Lake Merritt	Minority	center	7,393	8	1	Yes (Subway)	5	6	6	13	2*	9	5	2	1	10	1	2	218	84	184	2
Fruitvale	Minority	center	8,670	8	1	Yes	1	8	7	19	2	10	5	4	1	12	2	4	873	28	285	8
Coliseum	Minority	center	7,132	8	2	Yes	1	12	9	17	2	12	15	7	2	14	1	2	954	16	63	5
San Leandro	Minority	side	6,133	8	1	Yes	1	7	4	25	2	8	4	3	1	14	2	4	1,268	80	91	18
Bay Fair	Minority	center	6,004	8	1	Yes	1	8	2	24	2	21	6	4	1	7	1	1	1,665	20	42	14
Hayward	Minority	side	5,269	8	1	Yes	2	6	5	23	2	6	5	3	1	15	2	2	1,449	36	70	10
South Hayward	Minority	side	3,101	8	1	Yes	1	9	5	16	2	13	4	2	1	12	1	2	1,079	46	86	8
Union City	Minority	side	5,108	8	1	Yes	1	5	5	26	2	40	4	3	1	7	2	4	1,144	68	69	2
Fremont	Minority	center	9,284	8	1	Yes	2	7	10	31	2	12	8	7	2	9	1	2	2,141	76	121	19
Yellow																						
Pittsburg/Bay Point	Minority	center	6,249	8	1	Yes	1	5	4	31	2	6	5	2	3	13	1	2	2,035	32	85	8
North Concord/ Martinez	Non-Minority	center	2,813	8	1	Yes	1	6	2	25	2	8	4	3	1	10	1	2	1,980	32	74	14
Concord	Non-Minority	center	6,372	8	1	Yes	1	5	2	18	2	6	7	6	1	8	1	2	2,358	68	70	14
Pleasant Hill	Non-Minority	side	7,433	8	1	Yes	1	7	2	15	2	25	6	5	1	12	2	2	2,937	136	224	10
Walnut Creek	Non-Minority	side	7,138	8	1	Yes	2	8	4	14	2	8	5	3	1	12	2	2	2,093	96	91	11
Lafayette	Non-Minority	center	3,842	8	1	Yes	2	6	0	18	2	12	5	3	1	9	1	1	1,528	62	113	1
Orinda	Non-Minority	center	3,135	8	1	Yes	2	6	2	14	2	15	4	3	1	8	1	1	1,361	36	86	3
Rockridge	Non-Minority	center	6,184	8	1	Yes	2	8	5	12	2	12	4	3	2	8	1	1	892	72	160	0
Blue																						
Castro Valley	Non-Minority	center	2,972	8	1	Yes	1	4	4	14	2	10	4	3	1	8	1	2	1,118	52	67	4
West Dublin/ Pleasanton	Non-Minority	center	3,692	8	1	Yes	2	14	10	11	2	10	6	5	2	11	1	2	1,190	24	70	7
Dublin/ Pleasanton	Non-Minority	center	7,940	8	1	Yes	3	4	2	13	2	6	8	8	2	10	1	3	2,886	64	140	17
Yellow/ Red/ Green/ Blue																						
West Oakland	Minority	side	7,127	8	1	Yes	1	8	4	12	2	8	4	3	1	6	2	2	441	142	151	1
Embarcadero	Non-Minority	center	47,643	8	2	Yes (Subway)	3	13	9	10	1*	6	17	6	2	15	1	4	x	0	130	0
Montgomery	Minority	center	46,569	8	2	Yes (Subway)	3	17	9	10	2*	7	23	6	2	15	1	5	x	0	0	0
Powell	Non-Minority	center	29,549	8	2	Yes (Subway)	1	12	9	12	2*	7	14	5	3	13	1	5	x	0	7	0
Civic Center	Non-Minority	center	23,564	8	2	Yes (Subway)	2	14	9	9	2*	4	9	5	2	10	1	4	x	0	248	0
16th Street Mission	Non-Minority	center	13,195	8	1	Yes (Subway)	1	11	5	8	2*	4	4	2	1	8	1	1	x	0	77	0
24th Street Mission	Non-Minority	center	13,095	8	1	Yes (Subway)	1	13	7	11	2*	7	7	2	1	14	1	1	x	0	70	0
Glen Park	Minority	center	7,538	8	1	Yes (Subway)	2	10	7	6	2	3	4	2	1	7	1	2	56	24	56	0
Balboa Park	Minority	center	11,591	8	1	Yes (Subway)	1	11	5	7	2	8	7	4	2	11	1	2	x	24	95	0
Daly City	Minority	center/side	9,813	12	1	Yes	1	14	3	23	2	27	11	5	2	15	2	3	2,059	20	35	8
Yellow/ Red																						
Colma	Minority	center	4,641	12	1	Yes	1	6	5	36	2	32	6	5	2	17	2	2	1,770	32	72	12
South San Francisco	Minority	center	3,786	8	1	Yes (Subway)	2	11	5	13	2	5	5	3	2	9	1	2	1,379	38	44	9
San Bruno	Minority	center	4,059	8	1	Yes (Subway)	2	11	5	12	2	6	5	3	2	10	1	2	1,058	42	32	9
SFO Airport	Non-Minority	center	6,788	20	2	Yes (Subway)	3	7	11	6	0	8	13	10	3	14	1	2	x	0	0	0
Millbrae	Non-Minority	center	6,872	12	2	Yes	2	19	14	29	2	35	11	6	4	20	2	2	2,978	70	60	14

Appendix 13: Service Monitoring Results, Low-Income Data

Appendix 13: Service Monitoring Results, Low-Income Data

At the request of the BART Board, BART also reviewed its service monitoring results by low-income data. As mentioned in Appendix 9, BART calculated line classification by low-income status based on the FTA Circular definition for a minority transit route (one-third of the line's revenue miles are located within areas where the percentage low-income population exceeds the percentage non-low-income population of the transit provider's service area). Based on this analysis, all but one line, the Yellow Line, is considered low-income. This section shows the results of our service monitoring analysis based on low-income data.

For the purposes of this section, we use the term protected to mean minority and low-income populations. As the minority and low-income line classification are the same with one line determined to be non-protected (Yellow Line) service monitoring results are the same when analyzed for minority populations and for low-income populations. Therefore, there is no disparate impact found on minority populations or disproportionate burden found on low-income populations.

Vehicle Load:

Three Year Summary of Peak Vehicle Load Levels by Line

Load Standard = 100 PPC

Line	Station Range	Minority	Low-Income	2014	2015	2016	3 year avg.	Rank
Green	Fremont to Daly City	Yes	Yes	106	116	117	113	1
Yellow	Pitts/BayPoint to SFO	No	No	102	109	106	106	2
Blue	Dublin/Pleasanton to Daly City	Yes	Yes	98	108	107	104	3
Red	Richmond to Millbrae	Yes	Yes	88	96	105	96	4
Orange	Fremont to Richmond	Yes	Yes	75	76	76	76	5
Protected Line				92	99	101	97	
Non-Protected Line				102	109	106	106	
% Difference Protected vs. Non-Protected				-11.17	-10.10	-4.69	-8.56	

Three Year Summary of Off-Peak Vehicle Load Levels by Line

Load Standard = 63 PPC

Line	Station Range	Minority	Low-Income	2014	2015	2016	3 year avg.	Rank
Yellow	Pitts/BayPoint to SFO	No	No	45	48	43	45	1
Green	Fremont to Daly City	Yes	Yes	42	46	41	43	2
Blue	Dublin/Pleasanton to Daly City	Yes	Yes	36	40	36	37	3
Red	Richmond to Millbrae	Yes	Yes	34	38	37	36	4
Orange	Fremont to Richmond	Yes	Yes	25	26	22	24	5
Protected Line				34	38	34	35	
Non-Protected Line				45	48	43	45	
% Difference Protected vs. Non-Protected				-31.39	-28.00	-26.47	-28.61	

Vehicle Headway:

Three Hour Morning Peak Inbound (AM) Passengers per Train

Line	Minority	Low-Income	AM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Passengers per Train
Green	Yes	Yes	13,142	15 min	12		12	1095
Orange	Yes	Yes	5,813	15 min	12		12	484
Yellow	No	No	24,414	15 min	12	12	24	1017
Red	Yes	Yes	11,126	15 min	12		12	927
Blue	Yes	Yes	11,116	15 min	12		12	926
Total			65,611		60	12	72	911
Protected Lines			41,197		48	0	48	858
Non-Protected Lines			24,414		12	12	24	1017
% Difference Protected vs Non-Protected								-19%

Three Hour Afternoon Peak Outbound (PM) Passengers per Train

Line	Minority	Low-Income	PM Peak Ridership (max load pt.)	Base Headways	Base Trains	Additional "Rush Trains"	Total Trains	Average Passengers per Train
Green	Yes	Yes	12,447	15 min	12		12	1037
Orange	Yes	Yes	6,266	15 min	12		12	522
Yellow	No	No	24,676	15 min	12	13	25	987
Red	Yes	Yes	11,179	15 min	12		12	932
Blue	Yes	Yes	11,695	15 min	12		12	975
Total			66,263		60	13	73	908
Protected Lines			41,587		48	0	48	866
Non-Protected Lines			24,676		12	13	25	987
% Difference Protected vs Non-Protected								-14%

On-Time Performance

Line	Minority	Low-Income	2014	2015	2016	Average	Rank
Orange	Yes	Yes	92.90%	91.50%	92.10%	92.20%	1
Blue	Yes	Yes	92.80%	88.60%	91.40%	90.90%	2
Green	Yes	Yes	92.20%	87.10%	92.70%	90.70%	3
Red	Yes	Yes	92.20%	85.90%	89.00%	89.00%	4
Yellow	No	No	89.60%	83.60%	86.80%	86.70%	5
Average			91.94%	87.34%	90.40%	89.90%	
Goal			94.00%	94.00%	94.00%	94.00%	
Minority Lines			92.53%	88.28%	91.30%	90.70%	
Non-Minority Lines			89.60%	83.60%	86.80%	86.70%	
% Difference Non-Minority vs Minority			3.16%	5.30%	4.93%	4.41%	

Service Availability

BART has conducted an analysis of the linear distance from its nearest stations to the population-centroids of each of the 918 populated 2010 Census Tracts in its four county service area. Census Tracts whose protected population share exceeded the service area's average (minority share = 60% and low-income = 26%) were designated as protected tracts while those below this level were designated as non-protected tracts. The results shown below indicate that the average linear distance to the nearest BART Station is 2.3 miles from the population-centroids of minority Census Tracts and 2.4 miles for low-income Census Tracts. Since the travel distance to the nearest BART station from a minority Census Tract is less than from a non-minority Census Tracts (less than 5%), there is no disparate impact or disproportionate burden in BART's Service Availability.

Travel Distance to Nearest BART Station

Category	N= Number of Census Tracts	Linear Distance to BART (Miles)
Minority Census Tracts	454	2.3
Non-Minority Census Tracts	464	3.9
Low-Income Census Tracts	380	2.4
Non-Low-Income Census Tracts	538	3.6

Distribution of Transit Amenities

Twenty-one amenity categories were analyzed for each station pair. The station pair analysis for Minority stations can be found in the service monitoring section of the 2016 Triennial Report. As shown in the table below most of the station pairs analyzed in the report are also considered low-income, except for two stations, Union City and Colma, which are noted as just minority. There were no cases among the eight station pairs analyzed where protected stations had fewer transit amenities than non-protected stations in more than 11 of the 21 Transit Amenity Categories. Therefore, there is no disparate impact found on minority populations or disproportionate burden found on low-income populations. See Appendix 12 for a detailed list of BART Station Amenities Inventory for the 2016 Triennial Update.

Results Summary of Station Pairs Analysis

Station Pair	Protected Station	Non-Protected Station	# of Categories with Less Amenities at Protected Station
1	San Leandro	Rockridge	5
2	Bay Fair	Walnut Creek	8
3	Union City (minority)	El Cerrito Plaza	4
4	South Hayward	Orinda	3
5	South San Francisco	Lafayette	5
6	Pittsburg/Bay Point	Concord	5
7	Colma (minority)	North Berkeley	3
8	12 th St/Oakland City Center	Downtown Berkeley	1
Average			4.25

Appendix 14: Major Service Change Policy and Board Adoption Documents



MAJOR SERVICE CHANGE POLICY

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.

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.”¹ 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)

¹ Instead of using the bus-based term “route”, BART’s “Major Service Change” Threshold is based on “Transit Lines.”

“Major Service Change” Threshold:

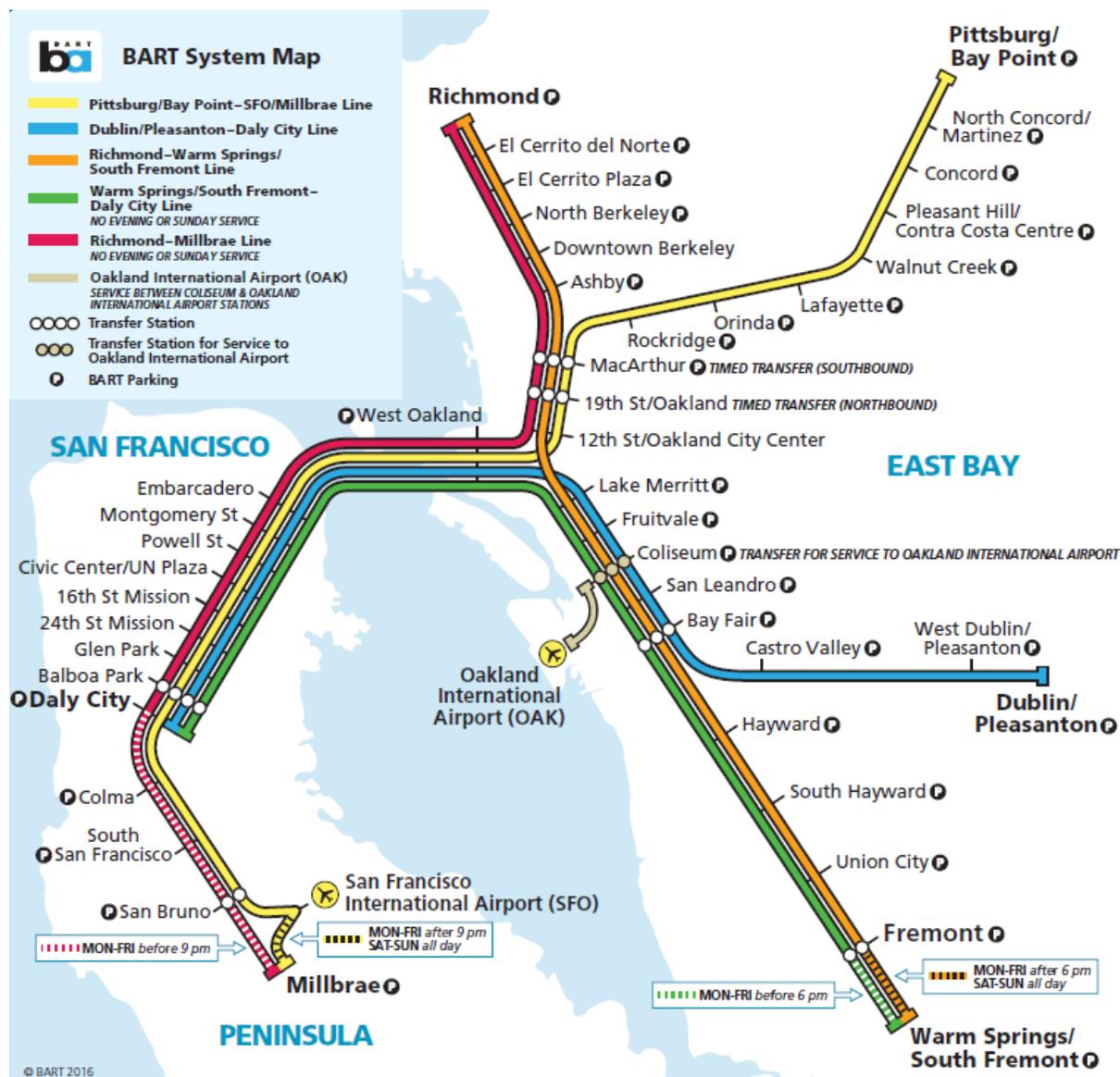
“Major Service Change” shall apply to:

- (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.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

<u>Meeting</u>	<u>Notice Announced By</u>	<u>Date and Time</u>	<u>Location of Meeting: Oakland, California</u>
Board Meeting	President Tom Radulovich	9:00 a.m., Thursday, October 13, 2016	344 20 th Street Board Room Third Floor

Kenneth A. Duron
District Secretary

Please note: The Board Room, Kaiser Center 20th Street Mall Third Floor, is accessed through the Webster Street entrance between CVS Pharmacy and 24-Hour Fitness.

Upcoming Meetings for which Notices have previously been transmitted:

NO MEETINGS WEEK OF OCTOBER 3, 2016

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * *

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: September 30, 2016

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

October 13, 2016

9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, October 13, 2016, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a “Request to Address the Board” form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under “consent calendar” are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (<http://www.bart.gov/about/bod>), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (<http://www.bart.gov/about/bod/meetings.aspx>), and via email (https://public.govdelivery.com/accounts/CATRANBART/subscriber/new?topic_id=CATRANBART_1904) or via regular mail upon request submitted to the District Secretary. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Kenneth A. Duron
District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

- A. Roll Call.
- B. Pledge of Allegiance.
- C. Introduction of Special Guests.

2. CONSENT CALENDAR

- A. Approval of Minutes of the Meeting of September 22, 2016.* Board requested to authorize.
- B. Updates to Title VI Major Service Change Policy.* Board requested to authorize.
- C. Audit of Directors' Use of District Property for Fiscal Year 2016.* Board requested to accept.
- D. Award of Contract No. 15TK-190, for Station Agent's Booth Dutch Doors and Hardened Polycarbonate and Laminated Security Glass, Phase II.* Board requested to authorize.
- E. Award of Invitation for Bid No. 9013, Interlocking Track Components.* Board requested to authorize.
- F. Lease of Warehouse Space at 31775 Hayman Street, Hayward.* Board requested to authorize.
- G. Sale of Low Carbon Fuel Standard Credits.* Board requested to authorize.
- H. Appointment of BART Police Citizen Review Board Member.* Board requested to ratify.

3. PUBLIC COMMENT – 15 Minutes

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda. An additional period for Public Comment is provided at the end of the Meeting.)

4. ADMINISTRATION ITEMS

Director Saltzman, Chairperson

- A. Fiscal Year 2016 Year-End Budget Revision.* Board requested to authorize.
- B. Open Data Policy.* For information.

5. ENGINEERING AND OPERATIONS ITEMS

Director McPartland, Chairperson

- A. 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).* Board requested to authorize.
- B. Change Order to Power Purchase Agreement at Warm Springs Station, with SolarCity, for Electric Vehicle Charging Stations (C.O. No. 1).* Board requested to authorize.

6. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS

Director Raburn, Chairperson

- A. Amendment to Late Night Bus Core Service Agreement.* Board requested to authorize.
- B. 2016 Legislative Update.* For information.

7. GENERAL MANAGER'S REPORT

- A. Report of Activities, including Updates of Operational, Administrative, and Roll Call for Introductions Items.

8. INDEPENDENT POLICE AUDITOR'S REPORT

- A. Quarterly Report of the Office of the Independent Police Auditor. For information.

9. BOARD MATTERS

- A. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary. An opportunity for Board members to report on their District activities and observations since last Board Meeting.)
- B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)
- C. In Memoriam.
(An opportunity for Board members to introduce individuals to be commemorated.)

10. PUBLIC COMMENT

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)

11. CLOSED SESSION (Room 303, Board Conference Room)

A. CONFERENCE WITH LABOR NEGOTIATORS:

Designated representatives: Grace Crunican, General Manager; Carter Mau, Assistant General Manager, Administration and Budget; and Carol Isen, Chief Employee Relations Officer

Employee Organizations: (1) Amalgamated Transit Union, Local 1555;
(2) American Federation of State, County and Municipal Employees, Local 3993;
(3) BART Police Officers Association;
(4) BART Police Managers Association;
(5) Service Employees International Union, Local 1021; and
(6) Service Employees International Union, Local 1021, BART Professional Chapter
(7) Unrepresented employees (Positions: all)

Government Code Section: 54957.6

12. OPEN SESSION

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,772nd Meeting
September 22, 2016

A regular meeting of the Board of Directors was held September 22, 2016, convening at 9:00 a.m. in the Board Room, 344 20th Street, Oakland, California. Vice President Murray presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Blalock, Keller, Mallett, McPartland, Murray, and Raburn.

Absent: None. Directors Josefowitz, Saltzman, and Radulovich entered the Meeting later.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meetings of September 8, 2016 (Regular and Special).
2. Award of Contract No. 15QJ-180, Reroof Oakland Wayside Store Lower Roof.
3. Award of Contract No. 17AG-160, Refurbish Montgomery and 24th Street Breakrooms.
4. Award of Invitation for Bid No. 8993, Portable Lift for Revenue Vehicles.
5. Award of Invitation for Bid No. 9005A, Bearings, Traction Motor.

Director Keller exited the Meeting.

Director Mallett made the following motions as a unit. Director Blalock seconded the motions, which carried by unanimous electronic vote. Ayes – 5: Directors Blalock, Mallett, McPartland, Murray, and Raburn. Noes - 0. Absent – 4: Directors Josefowitz, Keller, Saltzman, and Radulovich.

1. That the Minutes of the Meetings of September 8, 2016 (Regular and Special), be approved.
2. That the General Manager be authorized to award Contract No. 15QJ-180, Reroof Oakland Wayside Store Lower Roof, to Stronger Building Services of Hayward, California, for the Bid Price of \$148,000.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
3. That the General Manager be authorized to award Contract No. 17AG-160, Refurbish Montgomery and 24th Street Breakrooms, to

Barrera's Builders, Inc., for the Bid Price of \$132,700.00, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures.

4. That the General Manager be authorized to award Invitation for Bid No. 8993, for the procurement of Portable Lifts for Revenue Vehicles, to Windhoff Bahn-und Antagentechnik, of Rheine, Germany, for the bid price of \$302,001.00, including all applicable sales taxes, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures.
5. That the General Manager be authorized to award Invitation for Bid No. 9005A, for Bearings, Traction Motor, to Motion Industries, Inc., for an amount of \$1,018,512.00, pursuant to notification to be issued by the General Manager, subject to compliance with the District's protest procedures.

(The foregoing two motions were made on the basis of analysis by the staff and certification by the Controller/Treasurer that funds are available for this purpose.)

Director Saltzman entered the Meeting.

Vice President Murray brought the matter of Training Session: Training in General Ethics Principles and Ethics Laws Relevant to Public Service, in Accordance with California Government Code Section 53235, before the Board. Mr. Matthew Burrows, General Counsel, introduced Ms. Shelline Bennett of Liebert Cassidy Whitmore.

Directors Josefowitz and Keller entered the Meeting.

Ms. Bennett conducted the training session.

The Board Meeting recessed at 9:57 a.m.

The Board Meeting reconvened at 10:09 a.m.

Directors present: Directors Blalock, Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, and Saltzman.

Absent: President Radulovich.

The training session continued.

Vice President Murray announced that the order of agenda items would be changed.

Director Saltzman, Chairperson of the Administration Committee, brought the matter of Amendment to California Public Employees' Retirement System Contract to Include Purchase of Public Service Credit before the Board. Ms. Diane Iwata, Human Resources Program Manager, presented the item. Director Blalock moved adoption of Resolution No. 5328, Resolution Authorizing an Amendment to the Contract. Director Raburn seconded the motion, which carried by electronic vote. Ayes – 7: Directors Blalock, Josefowitz, Keller, McPartland, Murray, Raburn, and Saltzman. Noes - 0. Abstain – 1: Director Mallett. Absent – 1: Director Radulovich.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Metropolitan Transportation Commission's Plan Bay Area Update before the Board. Ms. Ellen Smith, Planning Division Manager, introduced Mr. Ken Kirkey, of the Metropolitan Transportation Commission.

President Radulovich entered the Meeting.

Mr. Kirkey presented the item. The item was discussed.

Director Mallett exited the Meeting.

Discussion continued.

The Board Meeting recessed at 12:37 p.m.

The Board Meeting reconvened at 1:03 p.m.

Directors present: Directors Blalock, Keller, McPartland, Murray, Raburn, and Saltzman.

Absent: Director Mallett. Directors Josefowitz and Radulovich entered the Meeting later.

Director Raburn brought the matter of Multimodal Access Design Guidelines for Stations before the Board.

Directors Radulovich and Josefowitz entered the Meeting.

Ms. Mariana Parreiras, Access Coordinator, Transit & Shuttles, presented the item. The item was discussed.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 09AU-130, BART Earthquake Safety Program Oakland Shops Spur Tracks, before the Board. Mr. Thomas Horton, Group Manager, Earthquake Safety Program, presented the item. The item was discussed.

Director Saltzman exited the Meeting.

Director Keller moved that the General Manager be authorized to award Contract No. 09AU-130, BART Earthquake Safety Program, Oakland Shops Spur Track, to Shimmick Construction Company, Inc., for the Bid price of \$7,903,190.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures. Director Blalock seconded the motion, which carried by electronic vote. Ayes – 6: Directors Blalock, Josefowitz, Keller, McPartland, Murray, and Radulovich. Noes – 1: Director Raburn. Absent – 2: Directors Mallett and Saltzman.

Director McPartland brought the matter of Agreement with ACR Glazing Contractors, Inc., for On-Call Glass Repair and Replacement Systemwide (Agreement No. 6M3312), before the Board. Mr. Timothy Cardoza, Facilities Maintenance Supervisor, presented the item. Director Blalock moved that the General Manager be authorized to award Agreement No. 6M3312, to furnish and install replacement glass at all District stations and facilities, as needed, for a period of five years, at a bid price of \$667,069.00, to ACR Glazing Contractors, Inc., of Oakland, California. President Radulovich seconded the motion, which carried by unanimous electronic vote. Ayes – 7: Directors Blalock, Josefowitz, Keller, McPartland, Murray, Raburn, and Radulovich. Noes - 0. Absent – 2: Directors Mallett and Saltzman.

President Radulovich called for the General Manager's Report.

General Manager Grace Crunican reported she had attended the American Public Transportation Association Annual Meeting, 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.

Director Keller reported on the event previewing the eBART trains.

Mr. Paul Oversier, Assistant General Manager, Operations, reported on the track work performed between Balboa Park and Daly City.

President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director McPartland reported he had attended a meeting of the Altamont Regional Rail working group and a South Hayward BART Station Access Authority meeting.

Director Blalock reported he had attended the South Hayward BART Station Access Authority meeting, the Diridon Station Area Joint Policy Advisory Board meeting, and a League of Women Voters meeting.

Director Murray reported she had attended a Contra Costa Transportation Authority meeting, and the Capitol Corridor Joint Powers Authority meeting, and had given a Better BART presentation to the Concord Rotary Club.

Director Raburn reported he had attended the Capitol Corridor Joint Powers Authority meeting and a workshop at the senior center in San Leandro on transit oriented development at the Bay Fair Station.

President Radulovich called for In Memoriam. Director Murray requested the Meeting be

adjourned in honor of Ted Radke, East Bay Regional Parks District board member. Director Keller joined in the In Memoriam request.

President Radulovich requested the Meeting be adjourned in honor of Rose Pak.

President Radulovich called for Public Comment. No comments were received.

The Meeting was adjourned at 2:01 p.m. in honor of Ted Radke and Rose Pak.

Kenneth A. Duron
District Secretary



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>[Signature]</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 10/6/16		BOARD INITIATED ITEM: No		
Originator/Prepared by: Sharon Moore Dept: Office of Civil Rights <i>[Signature]</i> 9/29/16	General Counsel <i>[Signature]</i> 10/13/16 []	Controller/Treasurer <i>[Signature]</i> 10/11/16	District Secretary <i>[Signature]</i> 10/13/16 []	BARC <i>[Signature]</i> 10-3-16 []

TITLE:

TITLE VI MAJOR SERVICE CHANGE POLICY

NARRATIVE:

PURPOSE: To request that the Board of Directors formally adopt the following amended Civil Rights Policy for the District:

- Major Service Change Policy

DISCUSSION:

Federal Transit Administration (FTA) Title VI Circular 4702.1B (Circular), effective October 2012, requires recipients of federal funding to develop a Major Service Change Policy. This Policy is submitted to the FTA every three years as part of the District's Title VI Civil Rights Program Update. BART's next Triennial update is due to the FTA in January 2017.

As part of the District's Title VI Corrective Action Plan, the Major Service Change threshold was developed in 2010, after an extensive public comment and outreach process. The Board formally adopted the Major Service Change Policy in 2013 as part of BART's 2013 Triennial Update to the FTA. The amended Policy under consideration is the same Policy adopted in 2013, with minor updates to incorporate language consistent with the Circular and to reflect current operational procedures.

Major Service Change Policy:

The Major Service Change Policy includes a threshold to determine when a service change constitutes a major service change. Only service changes that meet or exceed the threshold established by the Major Service Change Policy will require a Title VI equity analysis. Under the Circular, recipients must conduct an equity analysis prior to a major service change to determine whether the adverse effects of a proposed change disproportionately affect minority or low-income populations or riders.

The Major Service Change Policy applies to new lines, extensions, and stations. Additionally, any increase and/or decrease of more than 25% in line length, service levels, and service hours both in aggregate changes across all lines and cumulative changes within a three-year period will require a Title VI equity analysis.

TITLE VI MAJOR SERVICE CHANGE POLICY

Exclusions to the Major Service Change Policy include any changes to service caused by: temporary service, a new line “break-in” period, acts of other governmental agencies, forces of nature, competing infrastructure failure, and overlapping services.

In addition to the above exclusions, the District proposes to make the following amendments to the Major Service Change Policy:

- Revising the exclusion of temporary services in effect from 180 days to 12 months to be consistent with the language and requirements in the FTA Circular. Per the FTA Circular, “a transit provider may exempt a temporary addition of service (e.g., demonstration projects), including those that would otherwise qualify as a major service change, from its definition of major service change. If a temporary service addition or change lasts longer than 12 months, then FTA considers the service addition or change permanent and the transit provider must conduct a service equity analysis...”
- Adding a Major Service Change exclusion to include service changes or service interruptions as a result of urgent or necessary maintenance.

PUBLIC PARTICIPATION:

In developing the Major Service Change Policy, staff conducted robust public participation, including eighteen (18) multilingual community meetings throughout the service area and separate meetings with local transportation equity advocacy groups. An online survey was also available for those who were unable to attend a public meeting. Outreach for the meetings was conducted using newsletters and communications from community based organizations, targeted e-mails, phone calls, web posting on bart.gov, print and online media, ethnic media, and flyer posting at BART Stations and within the community. In August 2016, staff presented the proposed revisions to its Title VI/Environmental Justice Advisory Committee and Limited English Proficient Advisory Committee. The advisory committees concurred with recommended edits and commented on the reasonableness of such amendments.

FISCAL IMPACT:

There is no immediate fiscal impact associated with adoption of the amended Major Service Change Policy.

ALTERNATIVES:

Do not adopt a Major Service Change Policy, or defer adoption of the Policy to a later date. If the District does not adopt the amended Policy, the existing Policy will not be consistent with the FTA Circular. Furthermore, the District will not be in compliance with Title VI requirements and its related regulations if it fails to have a Policy in place and risks losing federal funding.

RECOMMENDATION:

TITLE VI MAJOR SERVICE CHANGE POLICY

It is recommended that the Board adopt the following motion.

MOTION:

The Board adopts the amended District Major Service Change Policy.

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 20th 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.

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.

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

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.

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 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.

Appendix 15: Disparate Impact and Disproportionate Burden Policy and Board Adoption Documents



DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICY

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.

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 minority¹ or low-income² 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

¹ 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.

² 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.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

July 11, 2013

9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, July 11, 2013, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a “Request to Address the Board” form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under “consent calendar” are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (<http://www.bart.gov/about/bod>), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (<http://www.bart.gov/about/bod/meetings.aspx>), and via email or via regular mail upon request. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting. Those interested in being on the mailing list for meeting notices (email or regular mail) can do so by providing the District Secretary with the appropriate address.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Kenneth A. Duron
District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

- A. Roll Call.
- B. Pledge of Allegiance.
- C. Introduction of Special Guests.

2. CONSENT CALENDAR

- A. Approval of Minutes of the Meetings of June 13, 2013 (Regular), June 18, 2013 (Special), and June 28, 2013 (Special).* Board requested to authorize.
- B. Agreement with MuniServices, LLC, for Sales and Use Tax (Sales Tax) Revenue Collection Services (Agreement No. 6M5059).* Board requested to authorize.

3. ADMINISTRATION ITEMS

Director Murray, Chairperson

- A. Agreement with San Francisco Municipal Transportation Agency for Fast Pass Payments for the Period January 1, 2010, through June 30, 2014.* Board requested to authorize.
- B. Agreement with Athens Administrators for Workers' Compensation Third Party Administration Service for the District's Workers' Compensation Program (Agreement No. 6M4257).* Board requested to authorize.
- C. Title VI Policies: Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.* Board requested to adopt.
- D. Draft Amendment to the District's Code of Conduct Policies.* For information.
- E. Draft District Whistleblower Policy.* For information.

4. ENGINEERING AND OPERATIONS ITEMS

Director Fang, Chairperson

- A. Award of Contract No. 15EK-110, Traction Power Substation Replacement ACO/KOW Installation.* Board requested to authorize.
- B. 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).* Board requested to authorize.

- C. Response to Request for Proposals for Management and Administrative Services for the San Joaquin Joint Powers Authority.* Board requested to authorize.

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS

Director Blalock, Chairperson
NO ITEMS.

6. GENERAL MANAGER'S REPORT

7. BOARD MATTERS

- A. Board Member Reports. For information.
(Board members provide brief reports on meetings attended at District expense, as required by Government Code Section 53232.3(d).)
- B. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)

8. PUBLIC COMMENT

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>Melissa DelBande</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 7/5/13		BOARD INITIATED ITEM: No		
Originator/Prepared by: Rachel Russell Dept: Office of Civil Rights <i>Rachel Russell</i> Signature/Date: 7/5/13	General Counsel <i>Audrey E. Larson</i> 2/3/13 []	Controller/Treasurer <i>[Signature]</i> []	District Secretary []	BARC <i>Lawrence</i> 7-3-13 []
Status: Routed		Date Created: 06/24/2013		

TITLE:

Title VI Policies:
Major Service Change Policy
Disparate Impact and Disproportionate Burden Policy

NARRATIVE:

Purpose:

To request Board approval of the Major Service Change Policy and the Disparate Impact and Disproportionate Burden Policy.

Discussion:

Federal Transit Administration (FTA) Title VI Requirements Circular 4702.1B (Circular), effective October 2012, requires recipients of federal funding to develop a Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. Under the Circular, recipients must conduct an equity analysis prior to implementing either a major service change or a fare change. The equity analysis will determine whether the adverse effects of a proposed change disproportionately affect minority or low-income populations or riders. As a federally-funded recipient, BART must establish policies, after engaging the public in the policies' decision-making process, that define when adverse effects constitute a disparate impact or disproportionate burden and when service changes are "major."

The Circular requires Board consideration and approval of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

Major Service Change Policy:

The Major Service Change Policy includes a threshold that determines what level of service change constitutes a major service change. Only service changes that meet or exceed the threshold established by the Major Service Change Policy will require an equity analysis. As part of the District's Title VI Corrective Action Plan, the major service change threshold was developed in 2010, after an extensive public comment and outreach process. BART hosted 18 multilingual community meetings through its service region to solicit feedback from the public. An online survey was also available for those who were unable to attend a public meeting. Outreach for the meetings was conducted using a variety of methods including: newsletters and communications from community based organizations, target e-mails, phone calls, web posting on bart.gov, print and online media, ethnic media, and flyer posting at BART Stations and within the community. Analysis of the survey data collected during the public meetings found that a

small contingent (26%) of those surveyed thought the proposed threshold was too high. The majority (74%) of those surveyed thought the proposed threshold was “reasonable”, “too low”, something they had “no opinion” about, or were “unclear”.

The Major Service Change Policy applies to new lines, extensions, and stations. Additionally, any increase and/or decrease of 25% or more in line length, service levels and service hours both in aggregate changes across all lines and cumulative changes within a three year period will require a Title VI equity analysis.

Exclusions to the Major Service Change Policy include any changes to service which are caused by: temporary services in effect less than 180 days, a new line “break-in” period, acts of other governmental agencies, forces of nature, competing infrastructure failure, and overlapping services.

Pursuant to new 2012 requirements of the Circular, the 2010 Major Service Change Policy must now be approved by the Board.

Disparate Impact and Disproportionate Burden Policy:

The Disparate Impact and Disproportionate Burden Policy will be used to assess proposed Major Service Changes and all fare changes. The Disparate Impact and Disproportionate Burden Policy establishes thresholds that define when adverse impacts of these changes are borne disproportionately by minority and/or low-income populations or riders. A finding of disparate impact or disproportionate burden would then require that BART undertake additional steps to justify or lessen impacts.

The following summarizes the proposed definitions of disproportionate to determine Disparate Impact and Disproportionate Burden on minority or low-income (protected) populations or riders:

- **Fares.** For fare changes, a fare change will be 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%.
- For fare type changes, 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.
- **Service.** 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.
- **New service and new fares.** 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:

- 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.

Public Participation

In developing the Major Service Change Policy, staff conducted extensive public participation including eighteen (18) multilingual community meetings throughout the service area and separate meetings with local transportation equity advocacy groups. Staff also distributed a survey at the community meetings, requesting feedback on the proposed threshold. The survey was also available online at bart.gov.

In developing the Disparate Impact and Disproportionate Burden Policy, staff presented the Disparate Impact and Disproportionate Burden Policy to the BART Office of Civil Rights' Title VI and Environmental Justice Advisory Committee (Advisory Committee) and held focus group meetings with local transportation equity advocacy groups. The Advisory Committee consists of members of community-based organizations that serve minority and low-income 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. 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. Fourteen (14) individual comments were received in response to BART's web-based outreach.

As described in the attached report, comments from the Advisory Committee and the transportation equity advocacy groups showed support for BART's Disparate Impact and Disproportionate Burden Policy. Revisions requested by the Advisory Committee and the transportation equity advocacy groups were taken into consideration and used in the development of the Disparate Impact and Disproportionate Burden Policy. For example, the transportation equity advocacy groups suggested that BART require an analysis of cumulative impacts in its Disparate Impact and Disproportionate Burden Policy. The Policy was revised to include an evaluation of such impacts.

Fiscal Impact:

There is no immediate fiscal impact associated with adoption of the Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy. While the two policies will not impose a fiscal impact, implementation and support of the policies will require a financial commitment from the District.

Alternative:

Do not adopt a Major Service Change Policy or a Disparate Impact and Disproportionate Burden Policy, or defer adoption of the Policies to a later date. If the District defers adoption of these Policies, it will not be able to undertake any fare changes or major service changes until these Policies are adopted. If the District does not adopt these Policies, it will not be in compliance with Title VI requirements and its related regulations and will be at risk of losing federal funding.

Recommendation:

It is recommended that the Board adopt the following motion.

Motion:

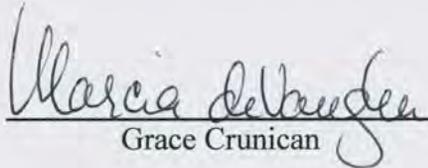
The Board approves the attached Major Service Change Policy and Disparate Impact and Disproportionate Burden Policy.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: Board of Directors **DATE:** July 5, 2013
FROM: General Manager
SUBJECT: Administration Agenda Item 3.D: District Code of Conduct Policies – For Information

At the July 11, 2013 Board meeting, staff will make an informational presentation on draft District Code of Conduct Policies. The Board will be asked consider adoption of the amended District Code of Conduct Policies at the July 25th Board of Directors meeting.


Grace Crunican

Attachments

cc: Board Appointed Officers
Deputy General Manager
Executive Staff

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 20th 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 Fairrow, 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 agendaized.

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. Rhea 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 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 minority¹ or low-income² populations or riders. A finding of disproportionate

¹ 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, social media outlets such as Facebook

² 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

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 20th Street Mall – Third Floor, Conference Room 303, 344 20th 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 24th 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 13th 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 5th. The public comment period began on June 5th and closed on June 21st. 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 VI/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 20th Street Mall – Third Floor, Conference Room 303, 344 20th 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 20th Street Mall, 3rd Floor, Conference Room 303 344 20th 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 19th 2013, 2:00pm-4:30pm, BART Board Room. Kaiser Center 20th Street Mall, 3rd Floor, Conference Room 303, 344 20th 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.¹ *See Hazelwood School District v. United States*, 433 U.S. 299 (1977); *see also Castaneda v. Partida*, 430 U.S.

¹ 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.²

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.

² 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 Recieved	Language	Comment	Category	Sub-Category	Action
1	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.	Question- Policy	Bicycles on BART	Addressed in Policy
2	EM	June 6, 2013, 4:35:51 PM	English	Hello to you both – saw couple of errors in notice for disp burden/disp impact. Says "disproportionate impact", should be disparate impact, word missing in first sentence after the DI section. We were looking at your public notice and the typos are on the actual policy, sorry so rushed, have to get back into meeting!	Comment-Policy	Policy Language	Addressed in Policy
3	EM	6/6/2013 8:35	English	Hi. 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 I regularly ride with and we all feel the same way about it. I get 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	Disabled and Senior fares	Addressed in Policy
6	FB	Wednesday at 4:19pm via mobile	English	What exactly is the average BART rider supposed to see from this document? Nothing could be more disproportionate. AC transit is continually funded far less than BART and BART continues to fund projects which are self serving and not cost effective(Oakland airport connector) the low income riders are not taking BART unless they absolutely have to. So this document is more of a joke than anything.	Policy-Comment	N/A	Addressed in Policy
7	EM	6/8/2013 16:32	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 DIDB 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, than a dollar is 2 minutes. That means if fares increase by, say, \$10/ month, (5% of a monthly BART bill of \$200) and you earn \$10/ hour, then your fare increase is equivalent to an hour of your time. 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			5 "Likes" as June 12, 2013 10:00am	N/A	N/A	N/A
9	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	Comment- Fares and	N/A	N/A
11	TW	6/5/2013 15:11		1 "Favorite" as of June 12, 2013 10:11am	N/A	N/A	N/A
12	EM	6/11/2013 22:40	English	To Whom it May Concern, I have read the draft document on the Bart website and I have some comments.First of all, I found it difficult to understand what actually defined disparate impact and disproportionate burden. For example: "A fare change will be 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%" How would the changes be different for protected riders and non-protected riders? Does this include some kind of calculation of how often at-risk groups ride the train as opposed to other groups? Or how much further they ride? What does facially mean? I am glad that Bart will attempt to get more data when sample sizes are too small. 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 people with significantly less quantitative training understand it? My worry is that the people who are to be protected by this policy may not understand it and therefore may not be in a position to actually evaluate whether they think the protection is 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 seeking 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 how to find disproportionate Impacts. Collection of Survey data	Addressed in the Policy
13	EM	6/20/2013 19:24	English	Potential "Title VI"Discrimination To Who It May Concern:To Who It May Concern: I wish to address, for draft policy, what I feel is a potential "Title VI" discrimination. When BART first opened, BART based it's 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. For example: "Inner City Fares" of "Short / Minimum Distance": Mac Arthur - Coliseum = \$2.05 West Oakland - Coliseum = \$2.00 "Burbs Fares" of "Longer Distance Traveled": Orinda - Concord = \$1.75 Walnut Creek - Bay Point = \$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.

14	EM	6/21/2013 14:02	English	<p>Dear Sir or Madam:</p> <p>We write to provide comments on BART's draft disparate impact and disproportionate burden policy dated 5/30/2013. We recommend that BART explain its definition of disproportionate impact in a manner that is consistent with Federal Transit Administration (FTA) guidance, and revise its policy to better reflect FTA guidance on what BART will do upon a finding of disparate impact or disproportionate burden. The stated purpose of BART's policy is to establish a threshold that defines when impacts of a major service change or a fare change "result in disproportionate impacts on minority or low-income populations or riders." It discusses "disparate impact" as applying to minority populations and riders and "disproportionate burden" as applying to low-income populations or riders.</p> <p>A. The BART Policy Should Expand and Improve its Definition of Disproportionate Impact BART first defines disproportionate impact, which applies to a finding of disparate impact or disproportionate burden. BART defines the threshold for disproportionate impact as a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. We recommend that BART explain how it chose the thresholds that define disproportionate impact in a manner that is consistent with FTA guidance. FTA's Title VI Circular 4702.1B ("FTA Circular") states that the "disparate impact threshold defines statistically significant disparity and may be presented as a statistical percentage of impacts borne by minority populations compared to impacts borne by non-minority populations." Federal Transit Administration, Title VI Requirements and Guidelines for Federal Transit Administration Recipients, FTA C 4702.1B, Chap. IV-13 (Oct. 1, 2012). We believe the BART policy is deficient in the following respects. First, FTA does not limit disparate impacts to specific percentages, but instead directs transit providers to define "statistically significant disparities." Though a bright line rule may be helpful administratively, BART should acknowledge and include the possibility that there can be a disproportionate impact even when those percentage thresholds are not met. Second, BART does not explain how it chose the percentage thresholds. In order for the public to participate meaningfully, BART should explain how it determined that its proposed thresholds are appropriate. Further, BART does not explain why the threshold for disproportionate impact is a 5% or greater difference between protected and non-protected riders for some types of changes and a 10% or greater difference for other types of changes, including new services. Changes of even 5% can have devastating consequences for populations disproportionately impacted by them. Lastly, BART should make clear that each service change analysis "must compare existing service to proposed changes, and calculate the absolute change as well as the percent change" and compare "the proportion of minorities adversely affected to the proportion of non-minorities adversely affected," per the FTA Circular. FTA C 4702.1B, Chap. IV-15.</p> <p>B. BART Should Implement FTA Guidance on Actions Upon a Finding of Disparate Impact BART should revise its draft policy by including the word "only" to fully implement FTA guidance on agency action upon a finding of disparate impact. The draft policy states that if BART finds that there would be a disproportionate impact from a proposed change, "BART may proceed with the proposed major service or fare change 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 or low-income riders. The FTA Circular specifically states that if there is a disparate impact, "the transit provider may implement the service change only if [there is a substantial legitimate justification for the proposed change and there are no alternatives that would have a less disproportionate impact]." FTA C 4702.1B, Chap. IV-16 (italics in original). We ask that BART's policy reflect the FTA language and add the word "only" to its policy. Adding the word "only" would make clear that a proposed change with a disparate impact would only be allowed when the listed criteria are met and not for any other reason.</p> <p>C. BART Policy Should Reflect FTA Guidance on Action Upon a Finding of Disproportionate Burden BART's draft policy states that if BART finds a disproportionate burden on low-income populations, "BART may take steps to avoid, minimize, or mitigate impacts where practicable." Italics added). In contrast, the FTA Circular states that "the transit provider should take steps to avoid, minimize, or mitigate impacts where practicable." (Italics added). We recommend that BART's policy use the word "will" instead of "may." The word "may" implies that BART has the option of not taking steps to avoid, minimize, or mitigate disproportionate adverse impacts. The word "will" means that BART will take such steps where practicable. The phrase should read: "pursuant to FTA Circular 4702.1B, BART will take steps to avoid, minimize, or mitigate impacts where practicable." Thank you for your consideration.</p>	Policy-Comment	Definition of disproportionate impact and Policy language	Addressed in Policy and will be addressed by email.
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Appendix 16: Title VI Service and Fare Equity Analysis, Warm Springs
Extension Title VI Equity Analysis and Public Participation Report

Warm Springs Extension Title VI Equity Analysis and Public Participation Report

May 7, 2015



Prepared jointly by CDM Smith and the San Francisco Bay Area Rapid Transit District,
Office of Civil Rights

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Warm Springs Extension

Title VI Equity Analysis and Public Participation Report

Executive Summary

In June 2011, staff completed a Title VI Analysis for the Warm Springs Extension Project (Project). Per the Federal Transit Administration (FTA) Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 1, 2012), the District is required to conduct a Title VI Service and Fare Equity Analysis (Title VI Equity Analysis) for the Project's proposed service and fare plan six months prior to revenue service. Accordingly, staff completed an updated Title VI Equity Analysis for the Project's service and fare plan, which evaluates whether the Project's proposed service and fare will have a disparate impact on minority populations or a disproportionate burden on low-income populations based on the District's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted by the Board on July 11, 2013 and FTA approved Title VI service and fare methodologies.

Discussion:

The Warm Springs Extension will add 5.4-miles of new track from the existing Fremont Station south to a new station in the Warm Springs district of the City of Fremont, extending BART's service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs district, are not served by the BART fixed guideway system.

Proposed Service and Fare Plan:

Staff developed four service plan options to provide service to the new Warm Springs/South Fremont Station (Warm Springs). Any of the four service plan options would request a temporary service plan as BART waits for its new rail cars. Among the four options, staff recommend Option 1, based on public input. The options are:

- Option 1: Extend Green line to Warm Springs with Daly City terminus station [weekdays]
- Option 2: Extend Orange Line to Warm Springs [weekdays]
- Option 3: Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]
- Option 4: Short BART shuttle train between Fremont and Warm Springs [weekdays]

For all the above options, on evenings (after 7 pm) and weekends, the Orange Line will service the Warm Springs/South Fremont Station with 20 minute headways. When the new cars are received, the station will be served by both the Green Line and Orange Line at the same frequencies and over the same daily time period as the existing Fremont Station.

Staff proposes to apply BART's existing distance-based fare structure to calculate fares for the new service, with a proposed fare increment of 40 or 45 cents. For example, the current fare between Fremont and MacArthur Station is \$4.35; the fare between Warm Springs Station and MacArthur is proposed to be \$0.45 more, or \$4.80. As Warm Springs is an East Bay station, the East Bay

Suburban Zone fare (equal to the current minimum fare of \$1.85 and applied to certain other East Bay station fares) is proposed. This fare would be charged for trips between six and 13 miles from Warm Springs, i.e, Union City Station and South Hayward Station. No new surcharges are proposed for fares to, or from, the new Warm Springs/South Fremont Station, and all existing discounts will be applied to these fares as part of the extension of BART's distance-based fare structure.

Title VI Service Equity Analysis Findings:

The Title VI Service Equity Analysis includes a demographic and travel time assessment of the Warm Springs' projected ridership.

The demographic assessment evaluates whether the projected riders benefitting from the new Warm Springs service are predominately minority or low-income when compared to BART's four-county system-wide population, based on US Census 2010 data. The assessment also evaluates whether riders who may be adversely effected by a service option are disproportionately minority or low-income.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects disproportionately affect protected populations. All four service plan options provide a service benefit to the Warm Springs ridership. The demographic assessment found that the projected riders benefitting from the new service are 78.8% minority and 24.7% low-income. The study further found that only Service Option 3 would result in some adverse impacts, a decrease in service at three San Francisco stations. The demographic assessment found that these three station's riders were not disproportionately or predominately minority or low-income, as defined by BART's DI/DB Policy.

Accordingly, the study found that minority or low-income riders will not be disproportionately affected by adverse impacts resulting from Option 3, or any of the Options. Instead, the service will predominately benefit minority riders. Accordingly, no disparate impact or disproportionate burden was found on minority or low-income populations.

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. The results of the travel time assessment found that the Project would benefit all populations, including minority and low-income, within the Project catchment area. With Project service, all populations are expected to experience the same time savings of 11.85 minutes between Warm Springs and the Fremont Station, a 55.8% reduction in travel time. With the exception of Option 3, staff also found that travel times are not expected to change for riders of existing stations, as a result of the proposed options. As proposed in the FY2016 Preliminary Budget, additional cars would be added to the Green and Blue lines, which will lessen peak period crowding. As a result, the study found that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden on their travel times with the new service.

Fare Equity Analysis:

The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority riders because the same minority riders will enjoy the off setting benefit of new rail service and improved travel times. Public input confirmed this finding. During both 2011 and 2015 surveys, the majority of surveyed

riders (approximately 70%) assessed the proposed fare as reasonable and not adverse. Since there is no adverse effect on riders, the study found that the proposed Warm Springs fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

Public Participation:

Staff conducted extensive and inclusive multilingual public participation for the Title VI Analysis. From March 7 through March 12, 2015, five outreach events were held in the Warm Springs catchment area and in San Francisco. Project outreach consisted of two components:

- Informing the Warm Springs community of the new service and the proposed fare, application of BART's existing distance-based fare structure to this new service, and
- Performing outreach for the four system-wide service plan options, focusing on the three stations—Glen Park, Balboa Park and Daly City--where service might be adversely impacted by the opening of Warm Springs.

Additionally, input was sought from BART's Title VI & Environmental Justice (Title VI/EJ) Advisory Committee.

Survey respondents preferred Service Option 1. Support for this option included respondents from the Warm Springs area, as well as San Francisco riders, primarily riders using Glen Park, Balboa Park and Daly City.

Section 1: Introduction

The Title VI Service and Fare Equity Analysis for the Warm Springs Extension (Project) evaluates whether the service and fare plan for this Project may disproportionately and adversely affect minority and low-income riders.

This study was conducted pursuant to the FTA's Title VI requirements and guidelines, including but not limited to, FTA Title VI Circular 4702.1B "*Title VI Requirements and Guidelines for Federal Transit Administration Recipients*" (Circular). This report determines if the new service and new fare proposed for the Warm Springs Expansion would have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).¹

In accordance with the District's adopted DI/DB Policy, for new service, 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%.² BART proposes to apply its existing distance-based fare structure to determine the Project's new fares. The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. Although the proposed Warm Spring fares would not result in a fare change under the DI/DB Policy, this Title VI Analysis includes a New Fare Findings section, which provides the demographics of Warm Springs study area populations compared to BART's overall ridership and an equity finding regarding the proposed fare-setting.

This report includes the following sections:

1. **Project Description:** A description of the proposed Warm Springs service and fare plan, as well as a demographic summary of the Project area riders.
2. **Methodology:** A description of the methodology used to evaluate the effects of the proposed plan on minority and low-income riders.
3. **Findings:** A detailed description of the study's findings and conclusions of the Project's proposed service and fare plan.
4. **Public Outreach:** An overview of the public outreach efforts and a summary of public input received from riders affected by the Warm Springs Extension Project's proposed service.
5. **Proposed Service Options Description:** A comparison across the four Service Options is provided in Appendix B.

¹ BART's DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013.

² Per the Circular, an adverse effect is measured by the change between the existing and proposed service levels that would be deemed significant. In accordance with the Circular and BART's FTA approved methodology, staff evaluated potential adverse effects for new service "affected populations" which includes ridership for the new service and ridership for any existing lines whose service will change because of the new service.

Section 2: Project Description

The Warm Springs Extension will add 5.4-miles of new tracks from the existing Fremont Station south to a new Station in the Warm Springs District of the City of Fremont, extending BART's service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs District are not served by the BART fixed guideway system; therefore, the Project is a new service.

2.1 Project New Service and Fare

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for the new Warm Springs/South Fremont Station. BART has developed four service plan options to provide service to the new Warm Springs Station, listed in detail below in Table 1. The station will eventually be served by both the Green Line and Orange at the same frequencies and over the same daily time period as the existing Fremont Station.

Table 1: Warm Springs Extension – Service Plan Options

	Option 1	Option 2	Option 3	Option 4
Description	<i>Extend Green line to Warm Springs [Operate one route weekdays to WSX]</i>	<i>Extend Orange Line to Warm Springs [Operate one route weekdays to WSX]</i>	<i>Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]</i>	<i>Short BART shuttle train between Fremont and WSX on weekdays with Orange Line service at all other hours</i>
Green Line Service Change	<ul style="list-style-type: none"> Weekday service to WSX from 4:00 AM to 7:00 PM 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Weekday service to WSX from 4:00 AM to 7:00 PM All Trains turnaround at 24th Street Station instead of Daly City 	<ul style="list-style-type: none"> Shuttle train serves route to accommodate WSX and maintain line frequency during weekday 15-minute system service.
Orange Line Service Changes	<ul style="list-style-type: none"> Weekday service to WSX 7:00 PM to Midnight Saturday Service to WSX 6:00 AM to Midnight Sunday Service to WSX from 8:00AM to Midnight 	<ul style="list-style-type: none"> Weekday service to WSX from 4:00 AM to Midnight Saturday Service to WSX from 6:00 AM to Midnight Sunday Service to WSX from 8:00 AM to Midnight 	<ul style="list-style-type: none"> Weekday Service to WSX from 7:00 PM to Midnight Saturday Service to WSX 6:00 AM to Midnight Sunday Service to WSX from 8:00 AM to Midnight 	<ul style="list-style-type: none"> Weekday service to WSX 7:00 PM to Midnight Saturday Service to WSX from 6:00 AM to Midnight Sunday Service to WSX from 8:00 AM to Midnight
Other Service Changes	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None
Service Increases	<ul style="list-style-type: none"> Green Line service to WSX when it operates and Orange Line at all other times 	<ul style="list-style-type: none"> Orange Line service to WSX at all times 	<ul style="list-style-type: none"> Green Line service to WSX when it operates and Orange Line at all other times 	<ul style="list-style-type: none"> Rail shuttle service to WSX weekdays every 15 minutes during the day Orange Line service to WSX nights & weekends every 20 minutes
Service Decreases	<ul style="list-style-type: none"> None 9-minute transfer for Downtown Oakland and Richmond riders for WSX only 	<ul style="list-style-type: none"> WSX riders must transfer at Fremont for SF bound trains 6-minute transfer for Transbay riders before 7 PM on weekdays WSX only 	<ul style="list-style-type: none"> Green Line service ends at 24th Street 9-minute transfer for Downtown Oakland and Richmond riders for WSX only 	<ul style="list-style-type: none"> One-seat ride not available on WSX weekdays from 4:00 AM to 7:00 PM when ridership highest 9-minute transfer penalty at Fremont for all WSX riders connecting to Green Line and 4-minute transfer for Orange Line

BART is proposing to apply its existing distance-based fare structure to calculate fares for the BART extension from the Fremont Station to the new Warm Springs/South Fremont Station. For example, the current fare between Fremont and MacArthur Station is \$4.35; the fare between Warm Springs Station

and MacArthur is proposed to be \$0.45 more, or \$4.80. As Warm Springs is an East Bay station, the East Bay Suburban Zone fare (equal to the current minimum fare of \$1.85 and applied to certain other East Bay station fares) is proposed. This fare would be charged for trips between six and 13 miles from Warm Springs, i.e., Union City Station and South Hayward Station. No new surcharges are proposed for fares to, or from, the new Warm Springs/South Fremont Station, and all existing discounts will be applied to these fares as part of the extension of BART’s distance-based fare structure.

2.2 Alternative Modes

Alternative modes between Fremont BART Station and the new Warm Springs Station include bus routes operated by Alameda-Contra Costa Transit District (AC Transit) and Santa Clara Valley Transportation Authority (VTA).

Table 2: Alternate Modes Service Levels

Service Parameter	Existing Service				Future Service (Project)
	AC Transit Route 212	AC Transit Route 215	AC Transit Route 217	AC Transit Route 239	BART
Fares	\$2.10	\$2.10	\$2.10	\$2.10	Proposed \$0.40 - \$0.45 ³
One-Way Travel Time	18 Minutes	20 Minutes	29 Minutes	18 Minutes	9.4 Minutes
Hours of Operation	7:00 AM to 12:30 AM	6:00 AM to 8:00 PM	5:30 AM to 11:00 PM	6:30 AM to 10:00 PM	4:00 AM to 12:00 AM
Headways	30 Minutes	45 Minutes	30 Minutes	45 Minutes	15 Minutes - weekdays until 7PM. 20 Minutes - weekdays after 7PM & weekends

*Travel time comparison offered for information purposes only.

There is no indication that AC Transit will discontinue providing these bus services between the Fremont BART Station and the Warm Springs area once revenue service is commenced for the Project.

VTA’s BART Transit Integration Plan (BTIP) will evaluate the VTA transit network and how it can be optimized with the addition of the new BART Stations in Berryessa, Milpitas (BART Silicon

³ A trip between Warm Springs Station and all stations besides Fremont, Union City, and South Hayward is proposed to have a distance-based increment of \$0.40 or \$0.45 added to the current fare between that station and Fremont. For example, the current fare between Fremont and MacArthur Station is \$4.35; applying the existing distance-based fare structure, the fare between Warm Springs/South Fremont Station and MacArthur is proposed to be \$0.45 more, or \$4.80. The East Bay Suburban Zone Fare, equal to the minimum fare (currently \$1.85), will apply to trips between Warm Springs and Union City Station or South Hayward Station.

Valley Berryessa Extension – Phase I), and Warm Springs. Based on the results of the BTIP, VTA may alter its service in the Warm Springs area. As of the publication of this report, the results of the BTIP are not yet known.

2.3 Prospective Project Ridership

When analyzing the effects of the Project service it is important to consider prospective ridership.

A demographic profile has been developed for the prospective ridership of the Warm Springs/South Fremont Station, based on population data using the US Census 2010.

2.3.1 Definitions:

For this analysis, BART’s four-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 percent threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission (MTC) in its February 2009 Equity Analysis Report. This definition takes into account both the household size and household income, the combinations of household size and income that are defined as “low-income” are as follows:

Table 3: 2012 Poverty Guidelines: Federal* and the BART Service Area

Persons in family/household	Poverty Guideline (Federal)	200% (BART Service Area)
1	\$11,170	\$22,340
2	\$15,130	\$30,260
3	\$19,090	\$38,180
4	\$23,050	\$46,100
5	\$27,010	\$54,020
6	\$30,970	\$61,940
7	\$34,930	\$69,860
8	\$38,890	\$77,780

*For the 48 Contiguous States and the District of Columbia
Source: U.S. Department of Health & Human Services.

BART’s four-county service area minority population is 59.4% (US Census) and four-county service area low-income population is 25.4% (ACS 2008-2012).

2.3.2 Project Catchment Area:

The Warm Springs/South Fremont Station's prospective ridership is projected to come largely from areas designated in Figure 1 as the Warm Springs catchment area. A detailed methodology of how the Project catchment area was developed is in Section 3 of this report. In developing the project catchment area, the goal was to define an area where a majority of riders will reside.

2.3.3 Prospective Project Ridership Demographics:

Based on an analysis of census data covering the catchment area, prospective ridership for the Warm Springs/South Fremont Station is projected to be 78.8% minority and 24.7% low-income.

2.3.4 Ridership Data:

Ridership data is gathered via surveys. Ridership demographics were collected through a public outreach survey, distributed in March 2015, targeted at current and potential BART riders. Surveys were distributed at the Fremont, Balboa Park, and Daly City BART Stations, the Milpitas Library, and were also available online. The survey instrument was designed to generate a profile of current and future BART riders who might be impacted by the opening of the new Warm Springs/South Fremont Station. The survey was used to determine their existing travel behaviors, solicit input on future travel choices in the context of a new station at Warm Springs, and solicit feedback on applying BART's distance-based fare structure to the new station. A total of 777 surveys were collected (428 responses from the online survey). Ridership demographics collected from the survey are displayed below in Table 4. For further information about BART's Warm Springs Title VI Outreach, please see the Public Participation Report.

Table 4: Survey Demographic Summary

	All Respondents	
	Percent	Sample Size
Gender		
Male	58.2%	
Female	41.6%	
Total	100%	740
Ethnicity		
White	50.1%	
Black/African American	3.8%	
Asian or Pacific Islander	40.4%	
American Indian or Alaska Native	.3%	
Other or Multiple Race	5.4%	
Total	100%	688
Hispanic, Latino, or Spanish Origin	12.5%	
Total		735
Minority	53.5%	
Non-Minority	46.5%	
Total	100%	701
Annual Household Income		
Under \$25,000	7.7%	
\$25,000 - \$29,999	2.0%	
\$30,000 - \$39,999	2.7%	
\$40,000 - \$49,999	3.7%	
\$50,000 - \$59,999	4.0%	
\$60,000 - \$74,999	7.7%	
\$75,000 - \$99,999	12.7%	
\$100,000 and over	59.5%	
Total	100%	598
Limited English Proficient (LEP)		
Yes	19.5%	
No	80.3%	
Total	100%	416

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

Section 3: Methodology

The methodology used for this study analyzes the effect of the new service and new fare on minority and low-income riders. Pursuant to the FTA Circular 4702.1B, BART staff developed major service change and fare change methodologies that were reviewed and approved by the FTA in May 2013 and January 2014.

BART's Title VI service and fare methodologies are also consistent with BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy). The Board adopted this Policy on July 11, 2013 following extensive public engagement that included staff presentations to the Title VI and Environmental Justice Advisory Committee and focus group meetings with local transportation equity advocacy groups.⁴

3.1 New Service Analysis

Pursuant to the FTA Circular and BART's DI/DB Policy, BART's New Service Analysis will include a demographic and travel time assessment of the Warm Springs catchment area. This section describes the methodology to complete both assessments.

3.1.1 Demographic Assessment:

- Description: The New Service Demographic Assessment compares the proportion of minority and low-income populations projected to use the new Project to BART's four-county minority and low-income populations.
- Data Used: US Census 2010 and American Community Survey (ACS) 2008-2012.
- Requirement: Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a demographic assessment is required for any major service change.

Step 1: Identify the Data Source

US Census 2010 ACS 2008-2012 data was used to project potential riders using the Warm Springs Station. The US Census 2010 and ACS 2008-2012 provides population and demographic data at the census tract level in the Warm Springs catchment area.

Step 2: Determine Project Catchment Area

The project catchment area is shown again in **Figure 2**.

⁴ Additionally, the DI/DB 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 project catchment area used for this analysis is based on the definition used in the 2011 Warm Springs Title VI Equity Analysis. As a new end-of-the-line station, Warm Springs will likely attract many riders currently traveling to the Fremont Station from areas south, as well as those within close proximity of the new Warm Springs Station.

Data from the Metropolitan Transportation Commission (MTC) and Association of Bay Area Governments (ABAG) (modeled by Fehr and Peers for BART) was initially used in the 2011 Warm Springs Title VI Equity Analysis to identify the core Project study area. The study area was then expanded slightly to the north based on that model's assignment of some MTC Traffic Analysis Zones (TAZs) to include Irvington in the study area, assuming those TAZs would represent at least a portion of Warm Springs ridership. This set of TAZs was correlated to census tracts as the preferred geography to provide demographic data for the Title VI Equity Analysis.

Additionally, for reference, BART's 2008 Fremont Station Profile Survey (SPS) provided data on home-origin locations for those riders accessing BART in Fremont, further informing the potential Warm Springs study area. Due to the presence of a significant cluster of current BART patrons living in downtown San Jose (an area beyond what the model indicated as a primary ridership area), the study area was extended south to encompass this predominantly low-income, non-minority population.

The linking of the modeled study area and ridership concentrations in downtown San Jose resulted in appending contiguous tracts along key corridors. Primary access between Warm Springs and downtown San Jose is via I-880, so all census tracts within ½ mile of the freeway were added to the study area. The Warm Springs study boundary follows tract boundaries, inclusive of 50 whole tracts. Large portions of two additional tracts were also included in the study area. Portions left out were comprised mainly of uninhabited wetland areas. In total, the Warm Springs Project study area covers 52 census tracts in southern Alameda County and northern Santa Clara County.

It is important to note that the catchment area for this current Title VI Equity Analysis Report (and the 2011 Warm Springs Title VI Equity Analysis) is different from the catchment area studied in the Warm Springs 2006 Environmental Impact Statement (EIS). The 2006 EIS, conducted under Circular 4702.1A, reviewed 2000 US Census data for demographics of populations impacted by the construction and operation of the new station, not necessarily for prospective ridership. In the 2006 EIS demographic data was examined for populations residing within the Warm Springs Extension project corridor (½ mile of the alignment between the Fremont Station and the Warm Springs Station). The 2006 EIS showed that all census tracts within a ½ mile of the Project alignment were predominately minority, while only some census tracts within a ½ mile of the Project alignment were predominately low-income.

BART's goal for expanding the catchment area for the Title VI Analysis, as compared to the 2006 EIS Project study area, was to define a location where a majority of the potential Project riders will reside. The study area includes some communities that will eventually be within the primary study areas for other BART Stations once VTA extends BART service to the south, for example, census tracts in the vicinity of the future Milpitas and Berryessa BART Stations.

Step 3: Determine the share of protected riders for the Project Catchment Area

For this analysis, BART's four-county service area definitions and thresholds for minority and low-income populations are used. Each census tract within the study area was analyzed to determine if the percentage of minority and low-income populations exceeded the four-county service area average based on the minority and low-income population definitions and thresholds defined in Section 2.2. Below, **Figure 3** and **Figure 4**, display census tracts within the catchment area where the percentage of minority and low-income populations exceeded the four-county service area average.

Figure 3: Percent Minority by Census Tract

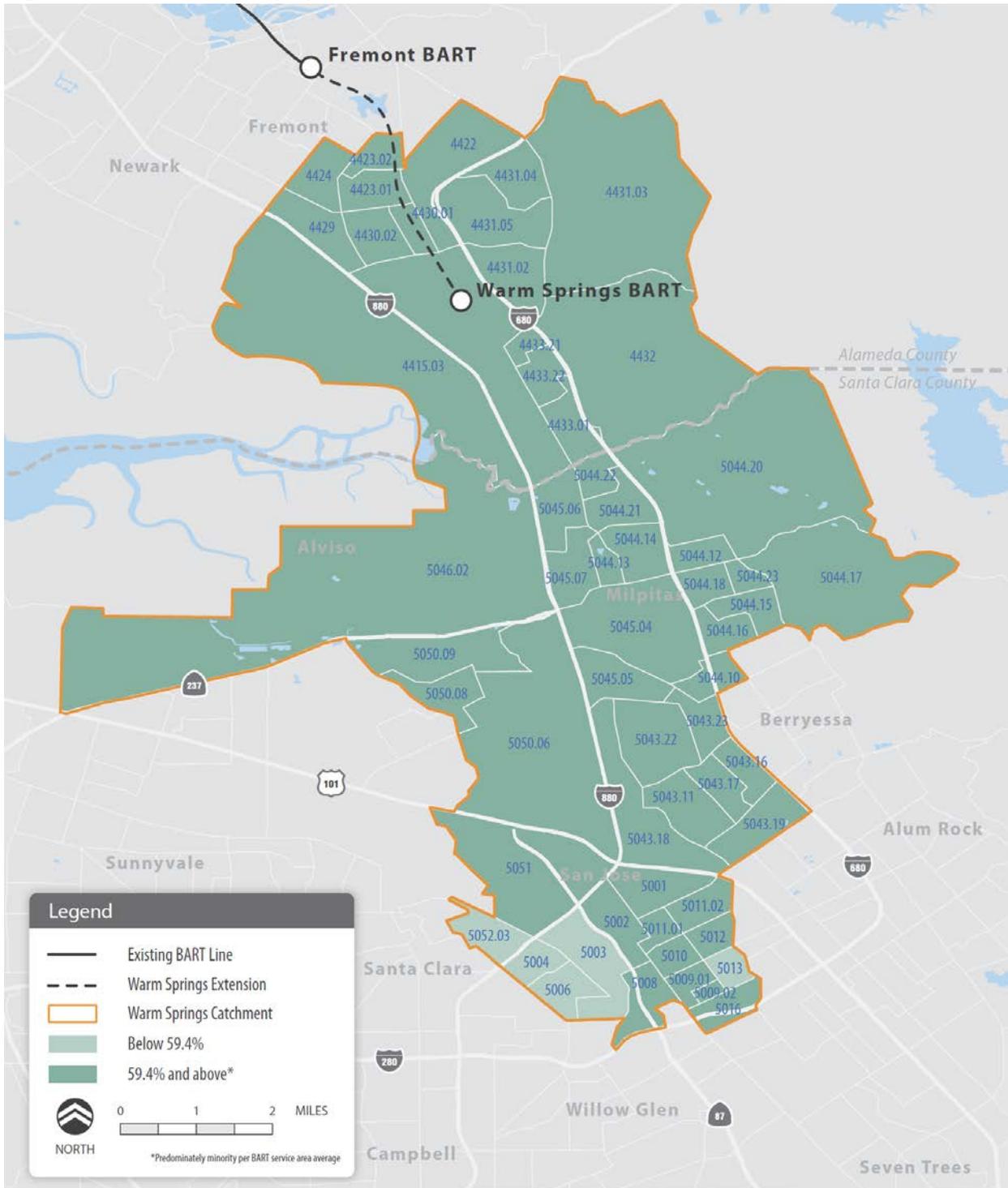
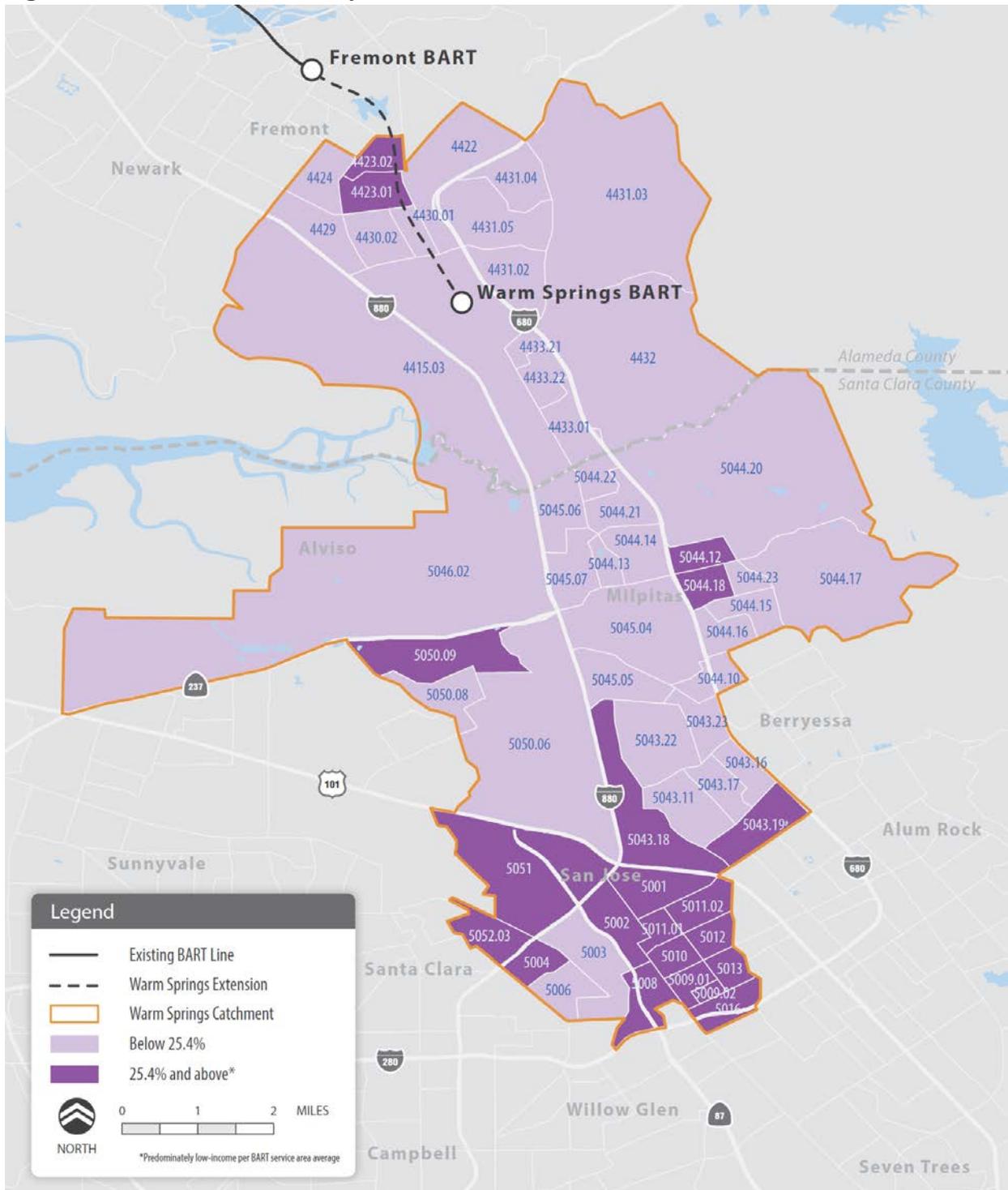


Figure 4: Percent Low-Income by Census Tract



Step 4: Determine the share of protected riders for overall BART ridership

For the New Service Demographic Assessment, BART's system-wide minority and low-income populations was determined by the 2010 US Census and ACS 2008-2012, respectively. According to the US Census 2010, BART's four-county service area minority population is 59.4% and according to ACS 2008-2012, BART's four-county service area low-income population is 25.4%.

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

Pursuant to the Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact if the new service benefits protected populations. For this new service affected populations includes ridership for the new service and also includes ridership for any existing lines where service will change because of the new service. For new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

Step 6: Alternative Measures

If this service impact assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these 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 change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, 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 service.

3.1.2 Travel Time Assessment: Warm Springs Catchment Area

- Description: The New Service Travel Time Assessment compares the travel time between the Proposed Warm Springs Station and the existing Fremont Station before and after the new service.
- Data Used: US Census 2010, American Community Survey (ACS) 2008-2012, AC Transit Existing Bus Schedules, and the 2011 Warm Springs Extension Project Title VI Equity Analysis.

- Requirement: Pursuant to the Circular and BART's DI/DB Policy Section 3(a), a travel time assessment is required for any major service change and US Census population data should be used for this analysis.

Step 1: Identify the Data Source

US Census 2010 ACS 2008-2012 data was used to project potential riders using the Warm Springs Station. The US Census 2010 and ACS 2008-2012 provides population and demographic data at the census tract level in the Warm Springs catchment area.

Travel time data for BART service between the proposed Warm Springs Station and the existing Fremont Station is taken from the 2011 Warm Springs Extension Title VI Equity Analysis. In addition, AC Transit's existing bus transit schedule is used to determine alternative travel times.

Step 2: Determine Project Catchment Area

The project catchment area is the same as defined above in section 3.1.1 Demographic Assessment.

Step 3: Determine the share of protected riders for the Project Catchment Area

For this analysis BART's four-county service area definitions and thresholds for minority and low-income populations are used (Section 2.3). BART's four-county service area minority population is 59.4% (US Census) and four-county service area low-income population is 25.4% (ACS 2008-2012).

Based on 2010 US Census data the minority population for the Warm Springs Station is 78.8%; and based on 2008-2012 ACS data the low-income population for Warm Springs Station is 24.7%.

Step 4: Determine the percent change in travel time, before and after service change

The New Service Travel Time Assessment compares the travel times between the proposed Warm Springs Station and the existing Fremont Station before and after the Project new service for populations within the catchment area. Existing travel times are based on existing AC Transit bus routes running from Warm Springs to the Fremont BART Station. The AC Transit bus routes included are the 212, 215, 217, and 239 routes; the average travel time among these routes are 21.25 minutes (Table 2). Travel times with the Project new service are taken from the Title VI Equity Analysis for the Warm Springs Extension Project conducted in 2011. The 2011 Report states that BART trains will operate from 4:00 AM to 12:00 AM at intervals of 6 to 9 minutes. Travel time will be substantially less than local bus service because BART will make no stops between the stations; the anticipated travel time is 9.4 minutes, allowing for station access time. Consistent with the 2011 Report, the expected travel time between the Warm Springs Station and the Fremont Station via the new service is expected to be 9.4 minutes⁵ (also consistent with Project EIR).

The existing and future travel times are assigned to the protected and non-protected populations within the catchment area. Travel times for minority and low-income populations are compared to the travel time for non-minority and non-low-income populations.

⁵ Travel time is nominally 6 minutes in the schedule. 9.4 minutes allows for station access time.

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

Pursuant to the Circular, BART must evaluate impacts of proposed service changes using its DI/DB Policy. In applying the DI/DB Policy, the determination is made as to whether the difference between the affected service's protected population (minority or low-income) share and overall system's protected population (minority or low-income) share exceeds the 10% new service threshold set forth in the DI/DB Policy. Note, a 10% difference is not considered a disparate impact if the new service benefits protected populations. For this new service affected populations includes ridership for the new service and also includes ridership for any existing lines where service will change because of the new service. For new service demographic assessment, a disparate impact to minority riders or a disproportionate burden on low-income riders may be found if the difference is 10% or more.

Step 6: Alternative Measures

If this travel time assessment finds that minority populations experience disparate impacts from the proposed service change, BART will take steps to avoid, minimize, or mitigate these 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 change only if BART can show:

- A substantial legitimate justification for the proposed Project service change exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected populations.

If the assessment finds that low-income populations experience a disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, 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 service.

Section 4: Service Analysis Findings

The findings from the New Service Change Analysis indicate that Warm Springs Extension Project service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders.

4.1. Demographic Assessment Findings:

4.1.1 Projected Ridership, New Service:

The New Service Demographic Assessment estimates the proportion of minority and low-income populations projected to use the new Warm Springs Station, as compared to BART’s four-county minority and low-income populations. The demographic assessment evaluates whether the projected riders benefitting from the new Warm Springs service are predominately minority or low-income when compared to BART’s four-county system-wide population, based on US Census 2010 data. The assessment also evaluates whether riders who may be adversely effected by a service option are disproportionately minority or low-income. The results of this assessment are shown in Table 5.

Table 5: Protected Share of Ridership

	BART Four-County Service Area	Warm Springs Catchment Area	Percent Difference
Minority	59.4%	78.8%	-19.4%
Low-Income	25.4%	24.7%	0.7%

Compared to BART’s four-county service area, the projected ridership for the Warm Springs/South Fremont Station is estimated to be predominately minority. The Project’s ridership is 19.4% more minority than BART’s four-county service area. The share of the Project ridership that is low-income when compared to BART’s four-county service area protected ridership does not exceed the DI/DB Policy’s 10% threshold: the low-income ridership is higher by 0.7%. Since the DI/DB Policy’s 10% threshold is not exceeded, the finding is made that the ridership is not disproportionately or predominately low-income. Regardless, of whether the new service benefited or burdened its prospective ridership, such benefit or burden would not be disproportionately borne by low-income riders.

4.1.2 Existing Line Ridership:

The demographic assessment of the Service Impact Assessment analyzes the proportion of minority and low-income populations affected by the Project’s service plan options. The results of this assessment are shown in Table 6. All four service plan options provide a service benefit to the Warm Springs ridership. The stations with service increases benefit a predominately minority

ridership compared to BART’s four-county service area percentages. Service Option 3 would result in some adverse impacts, a decrease in service at three San Francisco stations. In Option 3, where service decreases exist, the ridership is neither predominately minority nor predominately low-income. The difference between the affected stations’ minority population and the overall BART system is 8.2%, which does not exceed the DI/DB Policy’s 10% threshold. Furthermore, in Option 3, the affected population has a lower low-income population compared to BART’s four-county service area, which also does not exceed the DI/DB Policy’s threshold. The Warm Springs new service increase, across all options, will benefit predominately minority riders. Anticipated adverse effects will occur with Option 3, but those effects are not borne by a disproportionate minority or low-income ridership. Accordingly, BART finds that protected riders will not experience a disproportionate adverse impact as a result of the Project.

Table 6: Share of Protected Riders for Affected Populations

	BART 4-County Service Area	Option 1		Option 2		Option 3		Option 4	
		Percent Share	Percent Difference						
Service Increase									
Minority	59.4%	78.8%	-19.4%	78.8%	-19.4%	78.8%	-19.4%	78.8%	-19.4%
Low-Income	25.4%	24.7%	0.7%	24.7%	0.7%	24.7%	0.7%	24.7%	0.7%
Service Decrease									
Minority	59.4%	N/A	N/A	N/A	N/A	67.6%	-8.2%	N/A	N/A
Low-Income	25.4%	N/A	N/A	N/A	N/A	24.1%	1.3%	N/A	N/A

Further information about the service options can found in Appendix B, for information purposes only.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects of a service change are disproportionately borne by protected populations. Here, the new service will not adversely affect its protected ridership, originating from the Warm Springs catchment area, because the Project will provide better service, frequent headways, and travel time savings. Instead, the projected ridership, which is predominately minority, will enjoy new benefits as a result of the change. Accordingly, no disparate impact was found on protected populations because the service change will benefit, not burden, its predominately protected ridership. Therefore, minority riders will not experience a disparate impact and low-income riders will not experience a disproportionate burden from the Project.

4.2 Travel Time Assessment Findings

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. This assessment consists of two parts. First, travel times between the proposed Warm Springs Station and the existing Fremont Station are compared before and

after the new service for protected and non-protected populations⁶. Second, estimated travel times for existing riders affected by the service change are compared before and after the new service, based on the proposed Service Plan Options.

With Project service, protected and non-protected populations are expected to experience the same time savings of 11.85 minutes between Warm Springs and the Fremont Station; a 55.8% reduction in travel time. These results find that the Project would benefit all populations, including minority and low-income, within the Project catchment area.

Since protected and non-protected populations experience the same travel time savings, the DI/DB Policy’s 10 % threshold is not exceeded. The finding is made that minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden with the new service. The results of this assessment are shown below in Table 7.

Table 7: Travel Time Assessment: Protected and Non-Protected Populations

	Average Travel Time (Existing)	Average Travel Time (Future)	Time Difference	Percent Change
Entire Population	21.25	9.40	-11.85	-55.8%
Minority Population	21.25	9.40	-11.85	-55.8%
Non-Minority Population	21.25	9.40	-11.85	-55.8%
Difference between Minority and Non-Minority	0.00	0.00	0.00	0.0%
Low-Income Population	21.25	9.40	-11.85	-55.8%
Non-Low-Income Population	21.25	9.40	-11.85	-55.8%
Difference between Low-Income and Non-Low-Income	0.00	0.00	0.00	0.0%

With the exception of Option 3, travel times are not expected to change for riders of existing stations, as a result of the proposed service options. For Options 1, 2, and 4, travel times are not expected to change for existing station riders. On average, there will be no change to peak period travel times and non-peak travel times may be enhanced. For Option 3, some adverse impacts are projected, for Daly City, Balboa Park, and Glen Park riders, only. These adverse impacts may include increased travel times and less frequent trains. For example, the frequency of trains moving through these three stations will reduce from 32 to 24 at Balboa Park and Glen Park and 24 to 20 at Daly City during mid-day off peak hours. In addition, riders at these stations heading toward

⁶ Protected populations refer to minority and low-income populations. Non-protected populations refer to non-minority and non-low-income populations.

Hayward, South Hayward, Union City, or Fremont stations will now be required to transfer at Bay Fair, further increasing these riders' travel times.

4.3 Project Benefits and Burdens

Under the New Service analyses performed, the Project would benefit all populations, including minority and low-income communities in the surrounding areas. Minority and low-income populations will not only have improved access to transit (the new BART extension will add an additional transportation mode to the Fremont/Warm Springs area) but will also experience travel time savings. Headways will be reduced by over 50% (Table 7), and there will be enhanced service consistency due to consistent headways and the fact that BART Warm Springs extension, as a new fixed guideway is not dependent on road or traffic conditions compared to alternate modes serving the area (Table 2).

Public comments collected by BART during its weeklong outreach in March 2015 support the findings that the new service would benefit, not adversely affect all riders; and therefore, there is no disparate impact on minority populations and no disproportionate burden on low-income populations.

Feedback was positive for the opening of the new Warm Springs/South Fremont Station. For example, one comment received stated: *"Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!"* In addition public comments received inquired about further extending the BART line past Warm Springs to Milpitas and San Jose: *"I'm pleased at the extension of BART to additional users in the south bay..."* However, customers did comment about the frequency of trains, especially with the addition of the new station: "Provide trains more frequently because the number of people commuting is more." Survey respondents were diverse and represented protected populations (see Table 4). For more information on BART's Warm Springs Title VI Outreach please refer to the Public Participation Report located in Section 6 of this Equity Analysis Report.

In accordance with FTA Circular 4702.1B, and as outlined in paragraph 3 of BART's DI/DB Policy, and using BART's FTA concurred Service Methodology, any major service change must be assessed using two separate analyses, a demographic assessment and a travel time assessment. Section 4, as described above competes both of these analyses. The demographic assessment did not find a disproportionate adverse impact on protected riders. The travel time evaluation was conducted of the average travel time between the Project location and Fremont BART Station, comparing the average travel time with and without the new Project on protected and non-protected riders. The results of the travel time assessment show that protected and non-protected riders are anticipated to experience almost equal reductions to travel time with the Project service and will not result in a disparate impact to minority riders or disproportionate burden for low-income riders. Accordingly, the proposed Project's new service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders but rather will provide a benefit to projected riders by offering faster, more frequent service, to Project riders who are predominately minority.

Section 5: Fare Analysis Findings

This section reports on the demographics of Warm Springs study area populations compared to BART's overall ridership to determine if the projected Warm Springs ridership is more minority or low-income than BART's system-wide ridership. This section also includes a description of the proposed fare-setting for the new Warm Springs service and an equity finding regarding the proposed fare-setting.

5.1 Warm Springs Study Area Populations: Demographic Data Source

Demographics for Warm Springs study area populations are provided by responses to surveys administered in 2011 as part of BART's public outreach efforts undertaken for the BART to Warm Springs Extension Project, as reported in the Title VI analysis dated June 22, 2011, "Warm Springs Extension Project Title VI Equity Analysis." BART used a survey to solicit input from public meeting attendees, with special emphasis on gaining input from minority, low-income, and Limited-English proficient populations, and BART riders accessing the Fremont BART Station. The survey instrument was designed to generate a profile of BART riders (primarily those that utilize the Fremont BART Station) and their existing travel behaviors. The survey solicited input on future travel choices in the context of a new station at Warm Springs, potential station characteristics and amenities, and proposed fares for the new Warm Springs station. English versions of the survey form are included in Appendix A.

The survey was distributed and collected at two BART community meetings: in Fremont on April 27, 2011 and in Milpitas on April 28, 2011. Surveys were also distributed on trains at the Fremont BART Station and on VTA buses. For surveys on BART trains, surveyors made several runs throughout the day originating from the Fremont BART Station to points throughout the BART system. For surveys on VTA buses, surveys were primarily collected on Route 181, which begins at the San Jose-Diridon Caltrain Station and ends at the Fremont BART Station. Surveyors began each shift by taking Caltrain to San Jose-Diridon and then distributed surveys on Route 181 in the northbound direction.

The survey periods were designed to capture a variety of travel conditions, including weekdays and weekends, as well as the AM and PM peak commute periods. BART surveys were collected on April 29 and 30 and May 2 and 3, 2011, while VTA surveys were collected from May 3 to May 5, 2011. In all, a total of 1,346 surveys were collected (1,281 surveys from distribution on BART trains and VTA buses, and 65 from the two BART community meetings).

5.2 Survey Findings: Demographics

The 2011 survey results for Warm Springs study area populations are compared to 2014 Customer Satisfaction Survey results, which report on BART's overall ridership.

5.2.1 Minority

A “non-minority” classification refers to those who identified themselves in the survey as “white.” A “minority” classification includes the combined responses from all other races or ethnic identities. Respondents to the 2011 survey are 70.3% minority compared to 62.0% of BART riders who are minority, based on results from BART’s 2014 Customer Satisfaction Survey.

5.2.2 Income

The survey that provided data for the 2011 “Warm Springs Extension Project Title VI Equity Analysis” asked respondents to report their incomes based on the following four income categories:

- Less than \$22,000
- \$22,000 - \$44,000
- \$45,000-\$75,000
- \$75,000+

To determine if a survey respondent is “low-income,” BART and the Metropolitan Transportation Commission (MTC) consider both the respondent’s household size and income level. At the time of the 2011 analysis, the MTC definition of low-income was \$44,000 or less for a household of four people. The Warm Spring Extension Project survey, however, did not ask respondents to identify their household size. Instead, regarding respondent income status, the 2011 analysis made the following statement: “Approximately 27% of survey respondents could potentially be classified as ‘low-income’ according to the MTC definition (\$44,000 or less for a family of four).”

To compare the Warm Springs income survey results to BART’s overall ridership, 2014 Customer Satisfaction Survey data are used. The eight income ranges used in the 2014 Customer Satisfaction Survey, which are more granular than the 2011 survey, are the following:

- Under \$25,000
- \$25,000-\$29,999
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$74,999
- \$75,000-\$99,999
- \$100,000+

The nearest income range of the 2014 Customer Satisfaction Survey ends at \$39,999 instead of the MTC’s \$44,000. Thus, in order to compare results from the two surveys, “low-income” for the 2014 Customer Satisfaction Survey is defined as a respondent’s having an income under \$40,000 and a household of any size. Since household size is not factored in, this low-income definition is more inclusive because it captures more respondents as being “low income”; for example, a respondent is identified as “low-income” when he makes \$39,000 whether he is single or has several other people in his household. When this more inclusive definition is applied, 31.1% of BART’s overall riders are low-income.

The results of the above demographic analysis are summarized in Table 8 below.

Table 8: Demographic Analysis

	2011 Warm Springs Equity Analysis Survey	2014 Customer Satisfaction Survey	% Difference
Minority	70.3%	62.0%	+8.3%
Non-Minority	29.7%	38.0%	
Low-Income	27.0%	31.1%	-4.1%
Non-Low Income	73.0%	68.9%	

These results indicate that Warm Springs 2011 survey respondents are more minority than BART’s overall ridership and less low-income.

5.3 Survey Findings: Public Outreach

5.3.1 2011 Warm Springs Survey

Based on public comment from the 2011 Warm Springs survey, 70% of respondents feel the proposed fare is reasonable/appropriate for trips beginning in Warm Springs, while 30% believe it to be too high. A larger proportion of low-income respondents than non-low-income respondents said the fare would be too high; a larger proportion of minority respondents than non-minority respondents said the fare would be too high. Many people indicated concerns about BART costs on survey forms, not only in relation to the Warm Springs Extension, but also for BART service in general.

A total of 349 “write-in” responses were provided. These comments and concerns covered a variety of issues related to BART. A sample of the most relevant and frequent comments about the cost of BART is provided below:

- *“BART is amazing, thank you for expanding! However, I am a poor college student and I wish the costs were lower.”*
- *“Overall, the cost of BART is too high. Please help reduce the cost.”*
- *“Thanks to BART and public transportation! It is the key to help our planet protect our environment. Also, it helps citizens save money on gas and it’s less stress than to drive everywhere. Bravo! I hope Warm Springs BART is built, but make it cheap and affordable, so more people will be encouraged to take BART and the bus. Thanks!”*

However, survey comments received about BART service and the Warm Springs Extension were overwhelmingly supportive. A sample of these comments is provided below:

- *“Have been waiting, love to see BART coming to Warm Springs.”*
- *“I can’t wait until the Warm Springs station is a reality.”*
- *“Terrific! Let’s go to Santa Clara too.”*

5.3.2 2015 Warm Springs Survey

The 2015 outreach survey included a question asking respondents to provide any general comments about BART's proposed fare for Warm Springs/South Fremont Station. Approximately 71% of survey respondents (sample size 418) are in favor of BART extending its distance-based fare structure to apply to the Project. Of these survey respondents, 42.1% were minority and 57.7% were non-minority. Comments regarding the Project's proposed fare included: *"Distance-based cost of travel on BART is a fair system."* and *"Worth the extra money."* Examples of respondent comments that did not support the proposed fare include *"Too expensive for daily commuters"* and *"I think they should add .25 instead of .35."*

The 2015 outreach survey question included an example proposed fare between Warm Springs Station and Embarcadero Station of \$6.30, or \$0.35 more than the fare between Fremont and Embarcadero stations. After the survey was completed, staff was notified of a revised, faster travel time between Warm Springs Station and Fremont Station, which affected the speed differential component of BART's existing distance-based fare structure so that the fare differential increased by a nickel, from \$0.35 or \$0.40 to \$0.40 or \$0.45. The equity analysis in this report reflects the revised fare differential of \$0.40 or \$0.45, instead of the survey's \$0.35 or \$0.40. In order to address this revision, on May 11, 2015, staff will be discussing the differential with the Title VI/Environmental Justice Advisory Committee. Discussion and comments from the Advisory Committee will be memorialized in a separate report to be submitted to the BART Board and to be considered as part of this equity analysis.

5.4 Alternative Transit Modes Including Fare Payment Types

BART operates a heavy rail system, which is the mode that will connect Fremont Station with the new Warm Springs/South Fremont Station, as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. AC Transit provides bus service between the existing Fremont Station and the new Warm Springs Station with these routes: 212, 215, 217, and 239.

The Santa Clara Valley Transportation Authority (VTA) has several express bus routes (Routes 120, 140, 180, 181) that provide express service that begins and ends at the Fremont Station but all the bus stops for these routes are at least a mile away from the new Warm Springs station. Therefore, existing VTA routes are not considered to provide alternative transit service to the new Warm Springs service. For VTA, express bus routes and fares to the new Warm Springs Station have not yet been established and thus cannot be assessed in this analysis. As noted above, based on public comment from the 2011 Warm Springs survey, which included VTA riders, 70% of respondents feel the proposed fare is reasonable/appropriate for trips beginning in Warm Springs, while 30% believe it to be too high. A larger proportion of low-income respondents than non-low-income respondents said the fare would be too high; a larger proportion of minority respondents than non-minority respondents said the fare would be too high. Many people indicated concerns about BART costs on survey forms, not only in relation to the Warm Springs Extension, but also for BART service in general.

Current fares for service between Fremont Station and Warm Springs/South Fremont Station provided by BART and AC Transit are compared in the chart on the next page.

	Local Cash Fare	Day Pass
BART	\$1.85*	n/a
AC Transit: Routes 212, 215, 217, and 239	\$2.10**	\$5.00

*A trip between Warm Springs Station and all stations besides Fremont, Union City, and South Hayward is proposed to have a distance-based increment of \$0.40 or \$0.45 added to the current fare between that station and Fremont. The East Bay Suburban Zone Fare, equal to the minimum fare (currently \$1.85), will apply to trips between Warm Springs and Union City Station or South Hayward Station.

**Fare paid with Clipper is \$2.00.

BART is proposing to charge the current minimum fare of \$1.85 for a BART trip that begins at Fremont and ends at Warm Springs (or vice versa), which is lower than both AC Transit’s local cash fare of \$2.10 and Clipper fare of \$2.00. A trip between Warm Springs Station and all stations besides Fremont, Union City, or South Hayward would have a distance-based incremental amount of \$0.40 - \$0.45 added to the current fare, and each of these incremental amounts is lower than AC Transit’s local cash fare. For trips between Warm Springs and Union City Station or South Hayward Station, the East Bay Suburban Zone fare, equal to the minimum fare (currently \$1.85), would apply. The East Bay suburban zone fare has been part of BART’s fare structure since 1975, and the minimum fare is charged for trips in the zone that range from 6.3 miles to 13.0 miles on the Pittsburg/Bay Point, Fremont, Richmond, and Dublin/Pleasanton lines. The East Bay suburban zone fare was intended to build ridership between suburban stations and in so doing also to promote tripmaking that fills a BART seat twice during a single run in the peak period. The current \$1.85 East Bay suburban zone fare is lower than AC Transit’s local cash fare.

A rider could pay a fare using AC Transit’s day pass that would be less expensive than the \$1.85 or the \$0.40/\$0.45 incremental BART fare only if they took more than a certain number of trips on a given day, as shown in the chart below:

AC Transit Day Pass Price	\$1.85 Min BART Fare Rider Takes:	\$0.40 Incremental Fare BART Rider Takes:
\$5.00	3+ trips per day	13+ trips per day

Accordingly, for trips between the new Warm Springs Station and Fremont, applying BART’s existing distance-based fare structure will not be more expensive than fares for existing transit alternatives.

5.4 Proposed Fares for Warm Springs

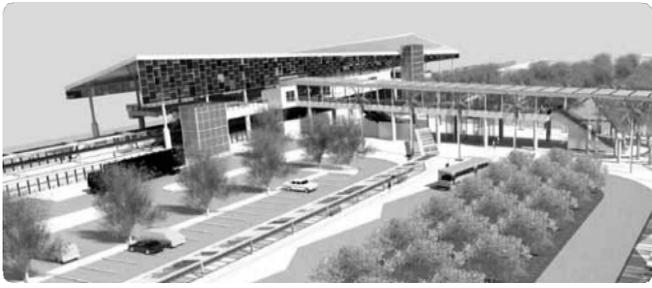
Proposed fares for service between the Fremont Station and the new station in the Warm Springs District of Fremont would be calculated by applying BART’s existing distance-based fare structure. For example, the current fare between Fremont and MacArthur Station is \$4.35; the fare between Warm Springs Station and MacArthur is proposed to be \$0.45 more, or \$4.80. As Warm Springs is an East Bay station, the East Bay Suburban Zone fare (equal to the current minimum fare of \$1.85 and applied to certain other East Bay station fares) is proposed. This fare would be charged for trips between six and 13 miles from Warm Springs, i.e., Union City Station and South Hayward Station. No new surcharges are proposed to be assessed for trips to or from the Warm Springs Station. Thus, the Warm Spring fare-setting proposal would not be a fare change; it would not increase or decrease

BART's distance-based fares. Additionally, while Warm Springs is a new fare for new service, it is comparable to new fares for similar new service recently opened by BART, such as West Dublin/Pleasanton. The current fare between the recently opened West Dublin/Pleasanton Station and the adjacent station at Dublin/Pleasanton is \$1.85, identical to the fare proposed for the trip between Fremont and Warm Springs Stations. In addition, the West Dublin/Pleasanton fares had the East Bay suburban zone fare applied so that the minimum fare is charged for trips between stations located from six to 13 miles from West Dublin/Pleasanton Station, i.e., Castro Valley and Bay Fair.

5.5 Equity Finding for Proposed Warm Springs Fares

The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority riders because the same minority riders will enjoy the offsetting benefit of new rail service and improved travel times. Public input confirmed this finding. During both 2011 and 2015 surveys, the majority of surveyed riders (approximately 70%) assessed the proposed fare as reasonable and not adverse. Since there is no adverse effect on riders, the study found that the proposed Warm Springs fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

Appendix A: 2011 Warm Springs Survey



Warm Springs Survey



BART needs your input on several aspects of the Warm Springs project. Please answer the questions below for each topic and turn in your survey at the end of this meeting. Thank you!

Riding BART

1. Do you currently ride BART?

- Never
- Less than once a month
- 1 - 3 days a month
- 1 - 2 days a week
- 3 days a week or more

2. Do you get on BART at the Fremont Station?

- Yes
- No, I get on at _____

3. What is your usual BART destination station? _____

Do you use other stations? If so which ones? _____

4. How do you currently get to BART?

- Drive alone
- Carpool
- Dropped off
- Public Transportation (AC Transit, VTA) Bike
- Walk
- Combination _____
- Other: _____

5. How long does it take you to get from your house to the Fremont BART Station? _____

ACCESS TO WARM SPRINGS BART STATION

BART is looking for your thoughts regarding how you will access the Warm Springs BART Station. The station will be located in the Warm Springs District in the City of Fremont.

6. If you were to use the Warm Springs Station, how would you likely get to the station?

- Drive alone
- Carpool
- Dropped off
- Public Transportation (AC Transit, VTA) Bike
- Walk
- Combination _____
- Other: _____

BART SERVICE PLAN FOR THE WARM SPRINGS STATION

7. If you were to use the BART Warm Springs Station, rather than transfer, where would you like direct service?

- Downtown Oakland/Berkeley/Richmond
- Downtown San Francisco/Daly City

PARKING OPTIONS AT THE WARM SPRINGS STATION

8. What types of parking are most useful for you as a BART rider? (Select one or more)

- Monthly Reserved
- Parking Daily Fee
- Single Day Reserved Parking
- Airport/Long Term
- Parking Carpool Parking

STATION AMENITIES

9. What types of station retail vendors would you like to see at the Warm Springs BART Station? (Select one or more)

- Post Office
- Dry Cleaners
- Book Store/Newsstand
- Coffee Shop/Snack Bar
- Other: _____

over >

Appendix B: Proposed Service Options

Description

As described in Section 1, BART has developed four service plan options to provide service to the new Warm Springs/South Fremont Station, a temporary service plan as BART waits for its new rail cars. The options are summarized below:

- Option 1: Extend Green line to Warm Springs with Daly City terminus station [weekdays]
- Option 2: Extend Orange Line to Warm Springs [weekdays]
- Option 3: Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]
- Option 4: Short BART shuttle train between Fremont and Warm Springs [weekdays]

For all the above options, on evenings (after 7 pm) and weekends, the Orange Line will service the Warm Springs/South Fremont Station with 20 minute headways. The station will eventually be served by both the Green Line and Orange at the same frequencies and over the same daily time period as the existing Fremont Station.

These Options were also presented to the public and community leaders for their feedback on these key service changes. The following section evaluates the effect of the service options across factors including vehicle load, transfer time, wait time, and frequency.

The following, Table A, summarizes the affected stations for each of the Project options.

Table A: Affected Stations by Service Plan Options

	Option 1	Option 2	Option 3	Option 4
Service Increase Stations	Warm Springs	Warm Springs	Warm Springs	Warm Springs
Service Decrease Stations	None	None	Glen Park; Balboa Park; Daly City	None

Each service plan option will be evaluated based on the following alternative service impact measures.

Vehicle Load: The extension of the BART system to the Warm Springs Station will result in an increase in ridership and increased vehicle load may occur. Vehicle load refers to the capacity of passengers on trains. BART has established a goal for peak (115 passengers per train) and off-peak (63 passengers per train) periods. The plan options will be assessed to determine their comparative impact on existing vehicle load levels.

Transfer Time: The service plan options’ integration of the Warm Springs/South Fremont Station into existing service results in different transfer times for each service plan option. Each option is assessed to determine the number of riders impacted. BART staff provided ridership forecasts for

Warm Springs/South Fremont Station. To analyze transfer time impacts on trip travel times, typical destinations to the different lines were assessed. Furthermore, travel times are evaluated for service existing in the system, before and after the addition of the Project.

This evaluation will compare service impact measures across the four service plan options.

Vehicle Load

The existing AM inbound and PM outbound vehicle load levels are shown below in Table B. Among the four lines, the Green line is ranked the highest and second highest for existing vehicle load level with the Orange line being the lowest

Table B: Existing Peak Vehicle Load Levels

Line	AM Peak Hour		PM Peak Hour		Low-income	Minority
	Average Load	Rank	Average Load	Rank		
Green Line	132	1	133	2	Yes	Yes
Blue Line	129	2	137	1	Yes	Yes
Yellow Line	118	4	126	3	No	No
Orange Line	93	5	94	5	Yes	Yes
Red Line	123	3	122	4	Yes	Yes

Note: November/December 2014 averages; Average load shows average people per train car. Low-income and minority status of lines based on station catchment areas and BART’s four county service area based on BART Title VI 2013 Triennial Update.

The following provides a description on how each service plan option may impact vehicle load levels.

- **Option 1.** This option extends the Green Line to service Warm Springs Station. Vehicle load will primarily impact Green Line trains as 57.1% of riders’ destination is San Francisco. Minimal vehicle load impacts will also occur on Orange, Yellow and Blue lines beyond Bay Fair Station, where riders will transfer. Compared to Option 2 and Option 4 this option will have slightly higher impact on vehicle load of the Green Line between Fremont and Lake Merritt. This is because 21.9% of riders’ destinations will be between Fremont and Lake Merritt and these riders will automatically use the Green Line, whereas in Option 2 and Option 4 they will use the Orange Line.
- **Option 2.** This option extends the Orange Line to Warm Springs Station. Riders heading to/from San Francisco accessing the Warm Springs Station along the Green line will transfer at Fremont in the inbound direction and Bay Fair in the outbound direction. Vehicle load impacts will primarily impact Green Line trains as 57.1% of riders’ destination is San Francisco. Compared to Option 1 and Option 3 this option will have slightly lower impact on vehicle load of the Green Line between Fremont and Lake Merritt. This is because 21.9% of riders’ destinations will be between Fremont and Lake Merritt and these riders will automatically use the Orange Line, whereas in Option 1 and Option 3 they will use the Green Line.

- **Option 3.** This option extends the Green Line to Warm Springs and removes Daly City, Balboa Park, and Glen Park stations from the Green Line. Vehicle load will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. Riders going to Daly City, Balboa Park, and Glen Park will likely transfer at 24th Street Station, which would not cause any noticeable difference in vehicle load impacts compared to the other options.
- **Option 4.** This option would shuttle riders between the Warm Springs and Fremont stations. Vehicle load will primarily impact Green Line trains as 57.1% of riders' destination is San Francisco. The sequencing of trains after Warm Springs Riders depart the shuttle would be an Orange Line train after four minutes and a Green Line train after nine minutes.

All service plan options will increase vehicle load to a similar degree. Option 1 and Option 3 may have a slightly higher impact on vehicle load of the Green Line between Fremont and Lake Merritt. In order to address crowding on the Green Line, BART has lengthened peak hour trains in the past two years and has secured funding to repair additional cars to further increase the size of all the peak hour Green Line trains. With the Warm Springs Extension and core capacity enhancements proposed in the FY2016 Preliminary Budget, additional cars would be added to the Green and Blue lines, which will lessen peak period crowding, particularly north of Bay Fair where both lines overlap and the highest vehicle loads occur today. Due to the additional capacity from these added cars, on average, adverse impacts from peak period vehicle crowding would be mitigated until the new cars arrive in 2017.

As part of its Title VI Program Triennial Report, BART monitors and reports on its vehicle load levels based on its adopted System-wide Service Standards and Policies.

Transfer Time

This indicator assesses the Warm Springs Station service plan options to evaluate impacts on transfer time for Warm Springs riders. Table C shows how transfer time impacts each of the service plan options. Option 1 experiences the least impact of the service plan options followed by Option 3, Option 2 and Option 4. Warm Springs riders are the only affected populations for Option 1, Option 2 and Option 4. However, Option 3, which results in a service decrease, some Green Line riders (boarding at Daly City, Balboa Park, and Glen Park) may have to board the Blue Line and transfer at Bay Fair Station to access stations south of Bay Fair.

Table C: Transfer Time Impacts

	Warm Springs to Embarcadero	Warm Springs to Downtown Oakland (12th St.)	Warm Springs to Coliseum	Warm Springs to Daly City	Percent Warm Springs Riders impacted by Transfer Time
Option 1	52 min	51 min <i>+9 minute transfer to Oakland & Richmond trains</i>	32 min	69 min	16.3%
Option 2	58 min <i>+6 minute transfer to SF trains</i>	42 min	32 min	75 min <i>+6 minute transfer to SF trains</i>	54.2%
Option 3	52 min	51 min <i>+ 9 minute transfer to Oakland & Richmond trains</i>	32 min	75 min <i>+6 minute transfer to Daly City trains</i>	19.2%
Option 4	61 min <i>+9 minute transfer to SF trains</i>	46 min <i>+4 minute transfer to Oakland & Richmond trains</i>	36 min	78 <i>+9 minute transfer to SF trains min</i>	100.0%

Notes: When the Orange Line is operating only (nights and weekends), Transbay riders traveling to downtown SF need to take the Orange Line to Bay Fair and transfer to the Blue Line. Travel time between Warm Springs and Fremont Station is 6 minutes.

Table D demonstrates that service at Fremont Station will be unaffected by the addition of the Project’s proposed new service as travel times to key destination stations remain the same. Travel times are not expected to change for riders of existing stations, as a result of any of the proposed options.

Table D: Service Options Impact on Current and Future Service at Fremont Station

	Travel Time Before WSX			Travel Time After WSX		
	Fremont to Embarcadero	Fremont to Downtown Oakland (12 th St.)	Fremont to Coliseum	Fremont to Embarcadero	Fremont to Downtown Oakland (12 th St.)	Fremont to Coliseum
Service Option 1	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 2	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 3	46 min	36 min	26 min	46 min	36 min	26 min
Service Option 4	46 min	36 min	26 min	46 min	36 min	26 min

This assessment compares service impact indicators across BART’s service plan options. When considering how the Project impacts the BART system, each of the service plan options would not have a disproportionate impact on protected populations (see demographic assessment Section 4). Comparatively, Option 3 would have the most impact to existing stations with removal of Green Line service to Daly City, Balboa Park, and Glen Park stations. Option 1 would likely be most

convenient for Warm Springs riders because the majority of riders have a destination located in San Francisco and would not have to transfer.

Feedback from the public supports that Option 1 is the preferred service option for Warm Springs riders. Comments from outreach events in the Warm Springs area include: *“Option 1 is more appropriate for any user”* and *“Option 1 minimizes transfers, is the most efficient option.”* Additionally, staff conducted outreach 2 outreach events in San Francisco at Balboa Station and Daly City Station to collect feedback from potentially impacted riders, as most impacts were estimated to occur during non-peak hours of service. Comments from these public outreach events and online surveys collected show that San Francisco riders were also in favor of Option 1 as this Option would not result in a service decrease for three San Francisco stations: *“Don't like the green line ending at 24th street with no service to Balboa”* and *“Option 3 would not be as convenient for me”* (See Warm Springs Public Participation Report).

Warm Springs Extension Title VI Equity Analysis
PUBLIC PARTICIPATION REPORT
May 2015

SECTION 1: OUTREACH PROCESS

1.1 Purpose

Pursuant to FTA Circular 4702.1B (October 2012), BART conducted public outreach to provide information to the public about the extension and the new Warm Springs/South Fremont station and solicit feedback on key service changes and proposed fare-setting. A key component of the Title VI outreach is to seek input on service changes and new fares from minority, low-income, and limited English proficient (LEP) populations. BART used established information outlets to engage the stakeholders who would be directly affected by the opening and operation of the Warm Springs/South Fremont Station. By doing so, BART ensures consistency with its Public Participation Plan (2011) as well as ensures efficiency in communication with community members. Below is a brief summary of Title VI outreach and engagement conducted for the Warm Springs Extension Project Title VI Equity Analysis Report. BART has two sources of public input from which to draw feedback on proposed service changes and fare-setting, a survey from the 2011 Warm Springs Title VI Equity Analysis and a survey, administered in 2015, for this current Title VI Equity Analysis. This Public Participation Report focuses on the results of BART's 2015 public outreach efforts.

1.1.1 2011 Title VI Outreach

In 2011, BART conducted a Title VI Equity Analysis for the Warm Springs Extension Project to determine whether the proposed service changes associated with the Project would 'adversely impact minority and low-income riders to a higher degree than non-minority and non-low-income riders.' This 2011 analysis was conducted under guidance of the previous FTA Circular 4702.1A (May 2007).

As a part of the 2011 Equity Analysis, BART held a total of two community meetings targeting minority and low-income communities in the Warm Springs study area. A total of 94 participants attended the meetings in Fremont on April 27, 2011 at the Warm Springs Community Center and in Milpitas on April 28, 2011 at the Milpitas Community Center.

In addition, BART used a survey to solicit input from the public meeting attendees and BART riders currently accessing the Fremont BART Station. The survey instrument was designed to generate a profile of BART riders (primarily those that use the Fremont BART Station) and their existing travel behaviors, solicit input on future travel choices in the context of a new station at Warm Springs, and solicit feedback on potential station characteristics and amenities. The survey was distributed and collected at the two BART community meetings discussed above, in Fremont on April 27, 2011 and in Milpitas on April 28, 2011. Surveys were also distributed on trains at the Fremont BART Station and on VTA buses. For surveys on BART trains, surveyors made several runs throughout the day originating from the Fremont BART Station to points throughout the BART system. For surveys on VTA buses, surveys were primarily collected on Route 181, which begins at the San Jose-Diridon Caltrain Station and ends at the Fremont BART Station. The survey periods were designed to capture a variety of travel conditions, including weekdays and weekends, as well as the AM and PM peak commute periods. BART surveys were collected on April 29 and 30 and May 2 and 3, 2011, while VTA surveys were collected from May 3 to May 5, 2011. In all, a total of 1,346 surveys were collected (1,281 surveys from distribution on BART trains and VTA buses, and 65 from the two BART community meetings).

For more information and a key summary of the 2011 outreach findings please refer to the Warm Springs Extension Project Title VI Equity Analysis (June 22, 2011), Appendix B.

1.2 Outreach Events and Publicity

1.2.1 Outreach Events

BART hosted a series of outreach events with information tables where staff was able to speak directly with customers and communities that will be directly affected by the opening of the new Warm Springs/South Fremont Station and its related service changes. Outreach for the Project consisted of two components:

- Informing the Warm Springs community of the new service and the application of BART's existing distance-based fare structure to this new service, and
- Performing outreach for the four system-wide service plan options, focusing on the three stations--Glen Park, Balboa Park and Daly City--where service might be impacted by the opening of Warm Springs.

At the outreach events, the public had an opportunity to read information about key service changes and the application of BART's distance-based fare structure to the new Warm Springs/South Fremont Station and provide comments by completing a survey, a copy of which is provided in Appendix D of this Public Participation Report. The outreach events provided customers with the following information:

- A poster-sized map of the four service plan options and the new service alignment;
- A "Project Fact Sheet" handout with project information, facts about the new station and its amenities, and facts about the major service changes and new fares associated with the new extension; and
- A survey for customers to provide comments and feedback on the service options, application of BART's current distance-based fare structure, and selected demographic data for BART to use in its Title VI analysis process.

BART sought the public's input on the four proposed service options and fare-setting for the Warm Springs/South Fremont Station at outreach events in Fremont and San Francisco from Saturday, March 7th to Thursday, March 12th. Outreach events were held on the following dates and locations:

- Saturday, March 7, 2015 at Milpitas Library from 10:00AM to 2:00PM.
- Monday, March 9, 2015 at the Fremont BART Station, Concourse Area from 6:00AM to 10:00AM.
- Tuesday, March 10, 2015 at the Fremont BART Station, Concourse Area from 4:00PM to 8:00PM.
- Wednesday, March 11, 2015 at the Balboa Park BART Station, Concourse Area from 11:00AM to 3:00PM.

- Thursday, March 12, 2015 at the Daly City Park BART Station, Concourse Area from 11:00AM to 3:00PM.

Outreach events held in Fremont captured input from current riders and potential riders who could use the Warm Springs/South Fremont Station. Events were scheduled at various times, Saturday and the morning and evening weekday commutes, in an effort to reach the largest audience. The events hosted at the BART stations at Balboa Park and Daly City were scheduled to seek input from riders who might be impacted by Service Option #3, in which most of the impacts will be during the off-peak period.

Interpreters were available at all five outreach events in the following languages:

Date and Time	Location	Interpreters
Saturday, March 7 10 am - 2 pm	Santa Clara Co. Library District Milpitas Library 160 N. Main Street Milpitas, CA	Mandarin & Cantonese Vietnamese
Monday, March 9 6 am - 10 am	BART Fremont Station Concourse Area	Mandarin
Tuesday, March 10 4 pm - 8 pm	BART Fremont Station Concourse Area	Mandarin
Wednesday, March 11 11 am - 3 pm	BART Balboa Park Station Concourse Area	Cantonese
Thursday, March 12 11 am - 3 pm	BART Daly City Station Concourse Area	Cantonese Spanish

The surveys and project fact sheet were available in hard copy in English, Spanish, Chinese, Vietnamese, and Hindi at the five outreach events.

Additionally, the survey, project fact sheet, and project maps were available online at bart.gov/wsx for the public to view and provide feedback. These items were posted online from Thursday, March 5, 2015, to Wednesday, March 18, 2015 and were available in English, Spanish and Chinese.

1.2.2 Publicity

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists (described below). The following publicity and outreach methods were used for this project:

- A multilingual flyer/mailer in English, Spanish, Vietnamese, and Hindi (including reference to the availability of translation services for the meeting)
- An oversized copy of the multilingual flyer was displayed at the following stations:
 - Fremont
 - Daly City
 - Balboa Park
 - Glen Park

- BART website announcements and posted draft Title VI Equity Analysis.
- BART social media announcements (Twitter)
- BART Passenger Bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean) at the following BART stations:
 - Fremont
 - Daly City
 - Balboa Park
 - Glen Park
 - MacArthur
 - West Oakland
 - Lake Merritt
 - Bay Fair
- Announcement broadcasted up to 7,500 times per day on the BART Destination Sign System (DSS) at all BART stations throughout the District, as well as targeted messages at Fremont, Daly City, Balboa Park and Glen Park stations
- Advertisements in local print ethnic media including:
 - El Mensajero (Spanish) – placed on March 1, 2015 and March 8, 2015
 - El Observador (Spanish and English) – placed on February 27, 2015 and March 6, 2015
 - India West (English) – placed on February 27, 2015 and March 6, 2015
 - Viet Nam, the Daly News (Vietnamese) – placed on February 28, 2015 and March 7, 2015
 - Sing Tao (Chinese) – placed on February 28, 2015 and March 7, 2015
 - World Journal (Chinese) – placed on February 26, 2015 and March 5, 2015
 - Tri City Voice – placed on March 3, 2015
- Email notice to more than 400 local community-based groups and civic organizations;
- Email notice to approximately 5,186 recipients on the Warm Springs Project email subscriber list through GovDelivery
- Recorded outreach details on the WSX Project Information Line.

SECTION 2: Public Comments

Informational handouts and surveys were made available to the public at the public outreach events, on BART’s website, and through outreach efforts described in Section 1. This effort resulted in 777 survey responses. The demographics of all respondents are shown below in Table 2-1.

Table 2-1: Survey Demographic Summary

	All Respondents	
	Percent	Sample Size
Gender		
Male	58.2%	
Female	41.6%	
Total	100%	740
Ethnicity		
White	50.1%	
Black/African American	3.8%	
Asian or Pacific Islander	40.4%	
American Indian or Alaska Native	.3%	
Other or Multiple Race	5.4%	
Total	100%	688
Hispanic, Latino, or Spanish Origin	12.5%	
Total		735
Minority	53.5%	
Non-Minority	46.5%	
Total	100%	701
Annual Household Income		
Under \$25,000	7.7%	
\$25,000 - \$29,999	2.0%	
\$30,000 - \$39,999	2.7%	
\$40,000 - \$49,999	3.7%	
\$50,000 - \$59,999	4.0%	
\$60,000 - \$74,999	7.7%	
\$75,000 - \$99,999	12.7%	
\$100,000 and over	59.5%	
Total	100%	598
Limited English Proficient (LEP)		
Yes	19.5%	
No	80.3%	
Total	100%	416

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

2.1 General Comments

The public outreach effort resulted in 777 survey responses (428 online respondents and 349 hard copy), with five surveys completed in Spanish and 36 completed in Chinese. The survey provided two questions for the public to comment on specific service and fare-related questions; however, some respondents provided general comments regarding the Project. Samples of such comments are provided below:

- *“Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!”*
- *“Speed up construction of BART to San Jose.”*
- *“Will the Irvington Station be in service?”*
- *“More parking and bike parking.”*
- *“Pass monthly, restrooms in BART Stations, Parking lots (more space), Escalators increase for physically handicapped).”*
- *“24 hours/day point to point service should be your standard.”*
- *“We need more frequent trains Fremont to SF. 15 minutes is too long. Need extended hours for direct SF-Fremont train.”*

Overall customers are excited about the opening of the Warm Springs/South Fremont Station. General comments were mainly concerned about the BART extension to San Jose (Silicon Valley Berryessa Extension Project, SVBX), Warm Springs Station parking availability, and current BART service hours, and the Irvington Station.

2.2 Service Options

One purpose of the outreach survey was to determine the public’s feedback on BART’s four proposed service options to operate the Warm Springs Extension. Question 6A of the survey asked respondents:

“Based on your review of the four potential service plans, which of the proposed service options is more suitable for your travel purposes.”

The total results of question 6A are displayed in Table 2-2, below.

Table 2-2: Total Survey Respondents Service Option Preference

Options	Percent	Sample Size
Option 1	44.9%	
Option 2	27.5%	
Option 3	19.3%	
Option 4	11.2%	
Total	100%	767

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered

Table 2-3 provides a breakdown of survey respondents' Option preference by minority and low-income status.

Table 2-3: Survey Respondents Service Option Preference, by Minority and Income Status

Option Preference	Percent Minority	Percent Non-minority	Option Sample Size	Total	Percent Low-Income	Percent Non-low-income	Option Sample Size	Total
Option 1	51.4%	48.6%	313	100%	9.6%	90.4%	261	100%
Option 2	54.6%	45.4%	194	100%	10.8%	88.6%	167	100%
Option 3	64.0%	36.0%	136	100%	19.0%	81.0%	105	100%
Option 4	43.8%	56.3%	80	100%	13.9%	86.1%	72	100%

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

Respondents were also given the opportunity to provide additional comments regarding the four service options as part of question 6B of the survey. Approximately 52% of respondents provided comments on the Warm Springs Service Options. A list of all responses to question 6B can be found in Appendix C. Samples of comments are provided below:

- *“Option 3 looks the best, followed by Option 1, then Option 2. I believe option 4 is the least preferable, because rather than needing to do a transfer, people may still drive to the Fremont station.”*
- *“Simplicity in service is very important. Having trains go to different lines at different times of day can be confusing. A full-time Richmond-Warm Springs service is easy to understand. In addition, switching trains back at 24th Street, while useful during delays or emergency situations, is problematic - without a pocket track, delays to following trains are inevitable.”*
- *“Wish to travel to SF without transferring, including on evenings and weekends.”*
- *“Option 1 is the best option for a lot of people.”*
- *“Do NOT select Option 3 (stopping the green line at 24th Street instead of Daly City). This would significantly and negatively impact commutes. Many of us would have to seek alternatives such as driving which would be bad all around.”*

- *“Please do not implement option 3. This is the only option which removes existing service, and may have significant impact to people who enter or leave BART south of 24th ST. With the growing popularity of the southern neighborhoods, the number of people using BART from those stations is greater now than it has ever been.”*
- *“Option 2: It is important for east bay commuters to have the Richmond - Warm Springs line running all the time, this will help congestion in the 880 corridor.”*

Overall, most respondents were in favor of Option 1, with comments centering on a preference for direct service to San Francisco. Passengers whose origin and destination stations are in the East Bay favored Option 2. Additionally, some respondents favored Option 2 for its visual simplicity. Passengers traveling from Fremont to the downtown San Francisco stations also favored Option 3. However, passengers using the system at Glen Park, Balboa Park, and Daly City stations strongly opposed this option due to the potential service cuts at their stations. Option 4 was the least preferred option by survey respondents. Some passengers using the Fremont Station preferred Option 4 because more seats would be available for passengers beginning their trip at Fremont.

2.1 Fares

The proposed fares for the Warm Springs/South Fremont station will be calculated by applying BART’s current distance-based fare structure. As part of the Title VI outreach, the survey provided the public information that BART would be extending its distance-based fare structure to the Project and also provided the public an estimate of the proposed fare for the Warm Springs/South Fremont Station. The survey question (#7) stated:

“BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension. For example, in 2015, a one-way trip from Fremont Station to Embarcadero Station costs \$5.95, while a trip from Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost \$6.30 (\$.35 more). Do you have any general comments about BART’s proposed fare for Warm Springs/South Fremont Station?”

Respondents were provided the opportunity to comment on the proposed fares for the Warm Springs/South Fremont Station. Approximately 54% of total respondents provided comments to Question 7. A list of all responses to question 7 can be found in Appendix D. Samples of comments are provided below:

- *“I would rather drive to Fremont and pay less fare. This makes Warm Springs pointless for me even though its closer to me.”*
- *“Should be same fare as Fremont Station.”*
- *“The fare sounds reasonable.”*
- *“Extending the distance-based fare seems fine.”*

- *“I think that is justifiable. No complaints.”*
- *“Bart is already expensive. We should not increase the price of a trip.”*
- *“Higher pricing for greater distance traveled is expected and acceptable.”*
- *“Worth the extra money.”*

Majority of respondents are in favor of BART applying its distance based fare to the Project.

SECTION 3: Title VI & Environmental Justice (EJ) Advisory Committee Comments

Staff presented information on the Project, including fares and service options, to BART's Title VI/Environmental Justice Advisory Committee. The meeting was held on Monday, March 9, 2015 from 2:00 – 4:30PM at the Joseph P. Bort MetroCenter (101 Eight Street Oakland, CA. 94607). BART's Title VI/EJ Committee members (currently 15 members) are active participants of local-community based organizations that serve minority and low-income populations within the BART service area. The meeting was open to the public and the agenda was noticed at least 72 hours in advance of the meeting. At the meeting, staff presented a PowerPoint (Appendix C) with an overview of the Project, the four service plan options, and estimated fares based on BART's distance-based fare structure. Staff distributed the survey and the Project Fact Sheet handout, and a map of the four service plan options as well as the new service alignment.

Committee members had questions concerning the following:

- *Frequencies, headways, and wait times of each of the four options and how this might differ to current BART service.*
- *The different costs associated with each service option – cost of operating each option.*
- *Ensure that service in the rest of the system would not be diluted to do the addition of the Warm Springs/South Fremont station.*
- *How many people would change to WSX or stay with Fremont based on the service option*
- *Parking availability at Warm Springs/South Fremont*
- *Survey reach to all communities*
- *Capacity of rest of the BART system to absorb capacity with including the new service to Warm Springs*
- *Base decision on service options based on ridership numbers, especially at the end of line stations such as Warm Springs.*

Staff responded to the Committee members questions and followed up with further information at the next scheduled Title VI/EJ Advisory Committee meeting. Committee members did not have any comments regarding fares at the March 9th meeting.

Appendix A: Question 6A, Service Options Comments

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
415	English	Online	1	1 or 3
219	English	Online	1	AC Transit eliminated all service on Driscoll Road in Fremont to the existing Fremont Bart Station in 2014. Driscoll Road is a direct road to the new BART station in Warm Springs. Will there be any bus service from stops on Driscoll Road to the new Warm Springs BART station? If not I will be forced to drive and park at the new Warm Springs BART station.
191	English	Online	1	Access to tesla plant fantastic, would be great to have extended SF service
127	English	Online	1	All four Warm Springs options are useful as long as their scheduled train service is as frequent as all other bart stations such as Fremont. Please do not designate partial service to Warm springs such that trains run half as frequently (or less). That would render Warm Springs bart service practically useless to the public and cause more people to just drive to Fremont Station.
339	English	Online	1	All trains traveling to SF should go all the way to Daly City station. 24th street as a final stop is a bad idea in an already congested area.
229	English	Online	1	BART should have service from Warm Springs to SF Monday thru Friday not only before 7PM. It should run up to late night. Lot of Fremont passengers are depending on BART in Fremont. Cutting services is very inconvenience for Fremont people.
137	English	Online	1	<p>Can both green and orange lines run to the Warm Springs station? I commute from SF to Fremont every day, and the lack of direct service from Fremont to SF after 5:51pm is very inconvenient. Transfers times are inconsistent; it is not uncommon to wait 10-20 minutes for a connection at Bay Fair station, and it is also not uncommon for the SF train to immediately leave 12th street Oakland before passengers from the Richmond line are able to switch trains.</p> <p>Warm Springs station will be super convenient for me, and having extended direct service to SF (4am to 7pm is great) will be even more convenient, for myself and many of my other coworkers. Tesla Motors houses around 7000 employees, so making the warm springs station an effective transportation option means tons of money for Bart!</p>
459	English	Online	1	Can the bart run later than midnight on fridays and saturday-- ideally leaving the city around 1 or 2 AM from the city for the people who would like to enjoy the city night life on the weekends.
101	English	Online	1	Currently, the last Green Line train departs Fremont bound for SF at 5:51PM. I would like the Green Line to run later. Thank you for reading.
375	English	Online	1	Curtailling any service to Glen Park would be a very unwelcome change indeed.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
408	English	Online	1	Do not cut service to Glen Park
333	English	Online	1	Do not eliminate service at Glen Park please. This is a major hub and limited service would negatively impact our lives. We would likely explore other means of transportation if there were not as many trains stopping at Glen Park.
499	English	Online	1	Do not limit service to glen park please.
402	English	Online	1	Do not reduce service to Glen Park, or Balboa Park, as these two stations are huge transit hubs, and growing monthly, with new housing developments planned.
476	English	Online	1	Do not reduce the frequency of trips to Glen Park BART. Glen Park is within the City of San Francisco, and the distance between in and 24th Street is the longest stretch within the City without a stop (30th Street Station, anyone?). You'd cripple the South end of the City.
211	English	Online	1	Do NOT select Option 3 (stopping the green line at 24th Street instead of Daly City). This would significantly and negatively impact commutes. Many of us would have to seek alternatives such as driving which would be bad all around.
365	English	Online	1	Don't stop at 24th street. Doesn't make sense
134	English	Online	1	During peak hours in the morning & afternoon there should be longer trains (10 cars). Standing in a sardines crowd is not acceptable especially if it's shorter train cars. I pay for my train ride and I should be compensated at least I have a space at least to breath (not on the person in front of me). Standing on the crowded train for longer time is exhausting! Carpeted trains are stinky, staying for longer time in the trains breathing the stinky smell is not healthy. With the Warmspring station bart trains should increase the frequency of departure/arrival especially during peak hours.
410	English	Online	1	Ending the green line at 24th seems crazy - Glen Park is a critical stop for servicing Glen Park as well as Bernal Heights as well as Excelsior.
471	English	Online	1	Folks are looking for direct service from SF to Warm Springs. Do not make people transfer for one measly stop. Ultimately, good direct service from SF will keep companies in Fremont for the long term, providing the city with valuable tax. This will also alleviate traffic on the 880 corridor for trucking as well as commuting if there is a good commuting option down to warm springs and later on San Jose.
76	English	Online	1	going to tesla from SF. please offer green line on weekends too.
135	English	Online	1	Having a direct line to/from San Francisco would from 4a - 7p on weekdays would be the most beneficial to me. Have a train to/from Warm Springs: SFO every 15 minutes would be ideal.
29	English	Online	1	Here is the scenario I need accommodated. I live in San Francisco and work at Tesla. Therefore the Warm Springs Bart station would be the best solution for myself. I would use this service twice a day, five days a week. I must be at work by 8:30am and I usually get off around 6:30pm. I sometimes like to get in at 7:30 am and sometimes leave at 7:30.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
465	English	Online	1	I (as well as many others employed at the Tesla factory) use Bart daily to and from San Francisco. Please consider a direct train to and from SF as this would greatly improve our commute each day. Thank you so much! We are all eagerly awaiting Warm Springs' opening! :)
421	English	Online	1	I am opposed to Warm Springs service coming at the expense of BART users at the stations south of 24th St (Glen Park, Balboa ...). Please retain all-line service to stations beyond 24th st.
89	English	Online	1	I am very grateful for this service to open up. The sooner the better. Thank you
510	English	Online	1	I believe that most riders will be going into SF and, therefore, direct service would be preferred to any plan that requires a transfer. I am not sure whether the train needs to go all the way to SFO. Changing once for that would be acceptable as long as it is at one of the downtown SF stations. The financial district is the primary destination for most daily commuters.
439	English	Online	1	I do not support stopping service of the green line at 24th street.
316	English	Online	1	I do not want the green line to end at 24th Street. This would be extremely inconvenient for me. The green line should extend at least to Glen Park and perhaps further down the Peninsula.
401	English	Online	1	I don't have any specific comment.
110	English	Online	1	I don't understand why if someone is commuting to warm sings in the or ning they would have to wait until after 7pm to rake it back. That defeats the purpose of the station since it would require other transportation to get to fremont bart before 7pm
336	English	Online	1	I don't want service to Glen Park to be reduced.
212	English	Online	1	I saw that this plan might impact the Glen Park and Balboa stations. I would like to make sure that these stations continue to have the same regular service. They are always crowded when I ride them.
504	English	Online	1	I strongly oppose a line that would turn around at 24th St station.
440	English	Online	1	I strongly oppose stopping the green line at 24th and Mission. This will be very disruptive to may riders who use the Glen Park station.
241	English	Online	1	I think you should merely extend the current service you have to and from Fremont to be to and from Warm Springs. This should be true at all hours and each day. When you expanded from Concord to North Concord/Martinez and then to Pittsburg/Bay Point, you didn't have shuttle trains to or from Concord. You should do the same with Warm Springs and also when you continue the BART expansion towards San Jose. Forcing passengers unnecessarily to transfer at Fremont is NOT a good way to serve your riders well!
38	English	Online	1	I travel from Fremont to SF Powell St. station at 5pm, and travel back from Powell St to Fremont at 10pm. Will there be a return train from SF late at night that will reach the Warm Springs/South Fremont Station?
448	English	Online	1	I use BART most often within Sf and occassionally to Berkeley. It is a 10 minute walk to the Glen Park station from my house making this extremely convenient. In the evening I park my car in Glen Park on Chenery Street and take Bart. Please keep the Glen Park station as a stop for all trains!
435	English	Online	1	I value the frequency of trains through Glen Park, as my work hours are variable and commute times are unpredictable.
493	English	Online	1	I will stop taking BART if I the train only runs to 24th street station

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				(option 3). Thx.
301	English	Online	1	I wish the present schedule to Glen Park to remain the same.
451	English	Online	1	<p>I work for Tesla Motors in Fremont, I have used the Daly City to Fremont train for the last 2 years. Every morning approximately 200 Tesla Employees take the Tesla operated shuttle from Fremont Bart to Tesla Factory on Fremont Boulevard, the 40 person shuttle leaves every half an hour starting at 6AM until 9AM and again in the evening 5PM until 8PM. When the Warm Springs Station opens up you can expect all these 200 people that usually get off in Fremont to now get off at Warm Springs, about 80% of these people come from San Francisco on the green, Daly City line.</p> <p>If you would like to know further details about what to expect from the Tesla Motors Bart riders I would be happy to answer any questions you may have.</p> <p>thanks,</p> <p>Ray Bartrom</p> <p>p 415 906 9485.</p> <p>(Powertrain Manufacturing Engineer at Tesla Motors)</p>
338	English	Online	1	I would be very sad if Option 3 is adopted. I have been looking forward to the Warm Springs addition for so long as my work is in walking distance of Warm Springs. I currently get off at Fremont and have a car in Fremont to get to work. That won't be necessary with the Warm Springs stop. However, I get on at Glen Park and it will make my commute much less desirable if I have to transfer at 24th.
341	English	Online	1	<p>I would strongly recommend against stopping and turning around more trains at 24th St. Boarding in the am and off boarding in the pm commute times has increased dramatically at Glen Park. Several tech company commuter buses use Glen Park to pick up and drop off South Bay employees. The impact of stopping trains at 24th and thus reducing Glen Park, Balboa and Daly City service will not only negatively impact San Francisco commuters, but also San Mateo County commuters and companies, East Bay commuters (using BART to connect to tech buses at Glen Park), and Santa Clara County companies.</p> <p>I am astonished that BART does not use the following principle when contemplating an expansion of service: Limit any negative impacts on existing customers/commuters/stakeholders.</p>
334	English	Online	1	I'd like to comment on the reduced service to Glen Park Bart. As a commuting mother, reduced service will put strain on our family and getting our child to and from daycare. It's already really tough for me to make it on time to daycare for pickup at 5:30. Reduced service will make this even worse. Please consider the amount of families in and around the Glen Park area who rely on Bart for our families to function well.
88	English	Online	1	I'd prefer if the direct Warm Springs to Daly City (green line) continued operating as late as possible on weekdays. Also, limited service on this line for weekends would also be appreciated.
512	English	Online	1	Ideal service is direct from Daly City to warm springs without

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				transfer. Thank you!
186	English	Online	1	If Option 2 or 4 go into effect, I will just continue to use Fremont station as I do now. If Option 3 happens, I will have to evaluate how well it works from Warm Springs rather than Fremont and see which works best. In any case, I may just end up remaining with my current Fremont start.
425	English	Online	1	It is important to NOT terminate service in San Francisco at 24th Street. Too many residents rely on BART outside the commuter hours, many using as BART as their sole transportation. Any service must extend to all SF stops, ending in Daly City.
33	English	Online	1	It would be a title 6 violation to cut service to the urban core (Glen park, balboa park) to serve the suburbs.
16	English	Online	1	It would be better to keep in mind how te service from San jose will be extended to warm springs and further when considering how to extend the line currently to fremont. IMO it makes sense to extend the line from San jose to SF and hence the warm springs extension currently should go to SF.
95	English	Online	1	It would be nice if the direct trains to SF ran later than 6:00. 7:00 would be much better.
1	English	Online	1	It would be nice if the green line go directly to WSX past 7:00pm.
361	English	Online	1	Keep full service to all SF-based stations.
369	English	Online	1	Most of the traffic form the south/east bay goes to SF downtown for jobs and so this extension should look at the majority of the folks using the Bart to travel to SF downtown to get the most bang out of the buck!
502	English	Online	1	Oppose trains turning back at 24th Street. Glen Park is absorbing many commuter buses and is a major transit hub.
489	English	Online	1	Opposed to option 3 because it will reduce service to Glen Park
75	English	Online	1	Option 1 - There are a lot of people who want a direct train into SF later on in the evening. 5:51 pm is far too early.
374	English	Online	1	Option 1 - There are many many folks traveling from Warm Springs area to SFO/Daly city and would benefit greatly by the SFO/Daly city train starting point at WarmSprings.
79	English	Online	1	Option 1 is the most reasonable option of the four available. Good idea to just operate one line btwn. Fremont and Warm Springs at all times, and SF/Daly City to Fremont/Warm Springs is important. Option 2 works okay, keeps Daly City-Fremont service intact only to change to improve onwards connection. Option 3 is bad, because removing service options on the Daly City end is unacceptable, because it's difficult already to find a seat on Richmond and Pittsburg bound trains at Daly City during commute times. Dublin and Fremont trains provide seats for Daly City, Balboa Park and Glen Park passengers.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				<p>Option 4 is iffy, because a train shuttle btwn 2 stations has been tried before (SFO-Millbrae), and that just didn't worked...</p> <p>Overall: Option 1 and 2 are okay with me. Option 3, is unfeasible.</p>
228	English	Online	1	Option 1 or 3 is best so that riders to/from Warm Springs can travel to downtown SF without transferring. Option 2 forces a transfer for SF riders, but also simplifies the service pattern. Option 4 forces all passengers to transfer during peak periods and so should not be considered.
497	English	Online	1	Option 1 seems great for myself and the members of my company.
400	English	Online	1	Option 3 - In my opinion, option 3 is the worst option as it would decrease service to Glen Park station.
487	English	Online	1	Option 3 is bad, it should not end at 24th street. The Glen Park, Balboa Park and Daly City stops should be serviced by the Green Line, as they are now, and similar to the Red and Blue lines. In addition to making sure the trains are servicing the stations that actually have ridership, it is a more coherent system map when the Green, Red and Blue lines have a similar end point. There is no way that Glen Park, Balboa Park and Daly City should see diminished service because of Warm Springs. Balboa Park has one of the highest riderships of any station outside of downtown SF, and is a vital link for City College students and others connecting to Muni.
351	English	Online	1	Option 3 is not acceptable. Please do not terminate the Green Line at 24th St. Pressure on public transit in the south part of the city (Glen Park, Balboa Park) is growing as the amount of traffic on 280 to and from Silicon Valley grows. Glen Park is having a construction boom and has a ton of cars and tech buses -- please make sure that those of us who do not want to be caught in traffic can have full use of our Glen Park BART stop without reducing services.
343	English	Online	1	Option 3 is quite challenging. Over the last 4 years as I've taken Bart to and from Glen Park, the traffic to/from Glen Park station has grown tremendously. While it used to be that trains from downtown SF would have most passengers exit at 24th st, more and more the trains continue to be crowded until Glen Park, and most of the exits happen there. It would be silly to reduce service to Glen Park station
141	English	Online	1	Option 3 is very bad. It is wrong to cut heavily-used service in the urban area to serve new stations with unknown levels of passengers.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
265	English	Online	1	<p>Option 3 would be a big inconvenience for me travelling home from work were trains from the east bay to terminate at 24th street. Especially later at night, I could be stuck at 24th street whereas now when I work late or go out for a drink after work I can get all the way home to Glen Park on BART. I don't like this option. Any of the others would be better from my perspective.</p> <p>Glen Park is one of the more affordable neighborhoods in SF. Please consider the impact of people commuting to the east bay from the City. A service change like the one in Option 3 would impact my quality of life and make it more difficult to keep living in SF.</p>
289	English	Online	1	<p>Option 3, in which the green line ends at 24th St / Mission, will negatively impact my use of BART, and that of the many, many BART riders who use Glen Park station. Note that this station serves not only the surrounding residential area, but also several bus lines going into many neighborhoods both east and west.</p> <p>I'm pleased at the extension of BART to additional users in the south bay. But please do not impact existing happy, heavy users of BART in the process of introducing this new service.</p>
386	English	Online	1	Option 3: Please do not reduce service to the Glen Park Station.
147	English	Online	1	Option 4 should be shelved, it's a slap in the face of Bart commuter to make us take a shuttle to Fremont station.
254	English	Online	1	<p>Option 1 is clearly the best and only option.</p> <p>Option with the shuttle is puzzling...why have a warm springs station at all if the train doesn't actually start there?</p>
57	English	Online	1	Options 1 and 3 are the same from my perspective, either one works. Option 4 seems inconvenient for everyone involved and not my preference.
450	English	Online	1	Please continue full service on the Green line at the Glen Park Bart station.
480	English	Online	1	Please do not adopt option 3. I use Glen Park regularly and believe the SF corridor of BART service needs to be maintained.
344	English	Online	1	Please do not adversely affect the schedule and frequency of train servicing the Glen Park station
379	English	Online	1	Please do not curtail any services that would affect the Glen Park/Balboa/Daly City stations.
272	English	Online	1	Please do not cut service to Glen Park
290	English	Online	1	Please do not cut service to Glen Park (option 3). Trains are already packed at rush hour and the downtown platforms are already at capacity so fewer trains will be a disaster

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
390	English	Online	1	<p>Please do NOT decrease service to Glen Park BART.</p> <p>In the past few years there has been a big increase in people using Glen Park BART with or without shuttle buses. Many of these folks work long hour.</p> <p>The more frequent cars to Glen Park, the greater BART will be used. The less frequent and the more transfers needed, the more likely people will drive.</p> <p>Thank you.</p>
446	English	Online	1	<p>Please do not decrease service to Glen Park! This will greatly impact my ability to use BART whether I'm going north or south! As the neighborhood is growing, the traffic is getting busier and I use BART more! Muni does not provide a reasonable alternative for my destinations (for instance, the J-Church is very very slow - doubling or tripling the time it would take to get to ~16th St.) Cutting the Glen Park service would make me need to use my car or a car service more often and would make the already congested streets of Glen Park village even busier. Please keep the service to Glen Park Station!!!!</p>
428	English	Online	1	<p>Please do not have the green line end at 24th/Mission. It should continue to Daly City.</p>
356	English	Online	1	<p>Please do not implement option 3. This is the only option which removes existing service, and may have significant impact to people who enter or leave BART south of 24th ST. With the growing popularity of the southern neighborhoods, the number of people using BART from those stations is greater now than it has ever been.</p>
310	English	Online	1	<p>Please do not lessen service from South of 24th. The trains are already crowded!!!!</p>
438	English	Online	1	<p>Please do not limit the routes too and from Glen Park. Ridership keeps increasing and the trains are already too crowded.</p>
447	English	Online	1	<p>Please do not reduce service at Glen Park and points south. There are a very large number of commuters who travel from downtown SF to Glen Park, Balboa Park, and Other stations south.</p>
377	English	Online	1	<p>Please do not reduce service in San Francisco.</p>
488	English	Online	1	<p>Please do not reduce service south of 24th Street Mission.</p>
347	English	Online	1	<p>Please do not reduce service to either Glen Park or Balboa Park stations!</p>
391	English	Online	1	<p>Please do not reduce service to Glen Park station.</p>
318	English	Online	1	<p>Please do not reduce the frequency of trains to the Glenn Park Station.</p>
200	English	Online	1	<p>please do not restrict service to the Glen Park station.</p>
292	English	Online	1	<p>Please do not set 24th Street as the new terminus of the green line.</p> <p>Many, many people board or exit at Glen Park, Balboa Park or Daly City...FAR more than will ever use the Warm Springs station.</p> <p>Please do not inconvenience the many people who use these</p>

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				stations in order to benefit the relatively few people who will use the Warm Springs station.
307	English	Online	1	Please do not stop the current Fremont train service at 24th St. Glen Park, Balboa Park and Daly City have many more riders than the Warm Springs station will generate, at least for the near future. Trains that reverse direction at 24th St make the system back up while they wait, as this rarely occurs efficiently. You can see the next train waiting for the reversed train to finally leave. Please do not reduce service to the outer SF stations. Thank you.
143	English	Online	1	Please don't cut service to Glen Park station. It's busy enough as it is without any reductions.
291	English	Online	1	Please don't cut service to Glen Park.
388	English	Online	1	Please don't cut services to Glen Park and Daly City.
340	English	Online	1	Please don't do option 3!!!
214	English	Online	1	Please don't reduce San francisco time or stops
350	English	Online	1	Please don't reduce service to Glen Park/Daly City. Too many trains already stop at 24th Street.
472	English	Online	1	Please don't reduce service to the Glen Park station. Option 3 would do that so I hope one of the other options is sufficient.
188	English	Online	1	Please don't select an option that requires people going downtown from Warm Springs to transfer at Fremont. This will take away a lot of utility for commuters from south of Fremont going commuting downtown.
508	English	Online	1	Please have direct to SF. I actually live < 1m from the new Milpitas station...can't wait.s
82	English	Online	1	Please provide direct service to SF from Fremont station, early enough to service all factories in the area, and late enough for those that work late.
244	English	Online	1	Please run Daly City to Fremont trains from start of service to 8PM, with last train leaving SF to Fremont at 7 PM. Please run Fremont to Daly City trains from start of service to 8PM, with last train leaving Fremont to SF AT 8PM. Add early morning SF- > Fremont Direct trains. Add later evening Fremont - > SF Direct trains.
180	Spanish	Online	1	Por que seri a bueno hacer una prueba algunos meses para ver si la genre isa el serviccio hasta tarde.
45	English	Online	1	san jose

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
235	English	Online	1	Service should be from Daly City to Warm Springs weekdays during current hours from DC to Fremont. Service should also be from DC to WS on Saturdays during current hours. When DC to WS line is not in service, Richmond to WS will be operating.
283	English	Online	1	Strongly oppose reduction of service between 24th street and Daly City.
313	English	Online	1	The idea of cutting any of the San Francisco lines seems utterly ridiculous. San Francisco is the most popularly used part of BART, and the line between 24th St and Daly City is frequently used by residents nearby as well as by passengers who travel to those stations to use BART, thereby keeping more cars out of downtown SF.
77	English	Online	1	The service options are confusing. It is night clear to me what they difference between options 1 and 3 is - they appear to be the exact same. Option 4 is also confusing and seems to indicate that a Bus travels between the Fremont and Warm Springs Bart stations, which would defeat the purpose of the BART line. Options 1 and 3 make the most sense for me.
136	English	Online	1	There are a large number of Tesla employees that travel between SF and Fremont on BART and as such a shuttle is provided to the factory. If Option 1 was not adopted we would still have to transfer at Fremont which would add more time to the journey. It would be most convenient to have a direct SF to Warm Springs train. Thanks
240	English	Online	1	These extensions are extremely expensive and poorly used. They are being subsidized by urban riders who use the system extensively. Why should our fares go up as a result of your bad planning? You are only encouraging more sprawl into these areas where there is NOTHING. Don't you know that transit systems don't work without density? Please put your/our money into a second transbay tube and all-night service, not these pointless extensions.
403	English	Online	1	Trains at Glen Park are already crowded during commute hours. I fear reducing service from 16 trains per hour in each direction to 12 would make the trains even more uncomfortable.
381	English	Online	1	Trains terminating at 24th street would substantially impact a larger number of commuters versus limitations at the east bay side.
81	English	Online	1	Unless transfers are well-timed between the Fremont and Warm Springs lines, I am concerned that a shuttle train from Fremont to Warm Springs may not shorten my commute time significantly (I may not ride). I STRONGLY favor continuing service to Warm Springs on the same train that I get on to travel to Fremont.
160	English	Online	1	warm springs needs the direct access to SFO; otherwise it is a waste of investment.
67	English	Online	1	Warm Springs to San Francisco direct line would be great.
216	English	Online	1	Warm Springs will be a large service to Tesla Motors, where SEVERAL employees live in Oakland and SF. It would be preferable to have Green and Orange to Warm Springs as long as is feasible.
236	English	Online	1	Why doesn't both the green and the orange line both go to Warm Springs for the hours of 4 AM and 7 PM? This will make it inconvenient for those wanting to commute on their desired line since they are forced to transfer. And it is hard since less trains go to Warm Springs, especially those transferring to San Jose on VTA. Also, this sends a bad message when BART goes to Berryessa since only one line would go south of Fremont during a given part of the day.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
227	English	Online	1	<p>Why is this a public outreach process? Doesn't BART have station entrance/exit data and travel demand modeling to determine the best service pattern (prioritizing Downtown SF or downtown Oakland as appropriate?)</p> <p>Option 3 may seem like the best, but consistently short turning trains in traffic at 24th opens up many possibilities for systemwide delay.</p>
424	English	Online	1	<p>Why not make your existing routes less horrific before adding new stops? 7 PM Pitt train out of SF right now and you can't fit another Person in here.</p>
458	English	Online	1	<p>With regards to all offered service options, I would prefer that the service be provided until later in the evening - 8:30 - 9pm.</p>
112	English	Online	2	<p>#3 - It's horrible to get back to Balboa Park from the East Bay, especially on weekends when service isn't as frequent so you have to wait a long time for a transfer. Therefore I really don't want the trains to stop at 24th/Mission but rather continue on to Daly City as they do now!</p>
330	English	Online	2	<p>#3: I think it is a bad idea to have the green line terminate at 24th St. If anything, have the line terminate at Glen Park (the last SF stop). Please do not disrupt service within SF to accommodate very distant suburbs.</p>
170	English	Online	2	<p>(Option 4) The BART train shuttle idea runs counter to the entire idea of extending the line. I will not use the system if this occurs. Having a corridor open to Richmond at all times (Option 2) is best as there are multiple SF trains to transfer to most days at Bay Fair. Option 2 is by far most preferable.</p>
444	English	Online	2	<p>Although I do not plan on frequently using the Warm Springs/South Fremont station (at least until the line is extended to Beryessa/Downtown San Jose) I know from experience on BART and many other transit systems across the U.S. and Europe that the more irregularities there are in the schedules the less convenient public transit tends to become. Service options 1,3, and 4 would all involve changing the line which serves the Warm Springs/ South Fremont station according to the time of day which would make taking public transit to the newly served areas a much less attractive alternative to driving when compared to service option 2 (the same line during all hours of service) especially for infrequent riders like myself.</p>
69	English	Online	2	<p>An extension of the Richmond-Fremont line would be most convenient.</p>
370	English	Online	2	<p>As a Glen Park resident I would be disappointed if the opening of Warm Springs resulted in any loss of service to Glen Park. The trains to Glen Park are already crowded as it is.</p>
431	English	Online	2	<p>Balboa and Glen Park stations are huge commuter stations to downtown SF. Decreasing the number/regularity of trains running between those stations would affect a significant portion of existing BART riders.</p>
359	English	Online	2	<p>Do NOT implement any plan that reduces services south of 24th Street in any way!</p>
429	English	Online	2	<p>Do not reduce service to glen park station. My neighbors and I use it for our daily commute</p>

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
312	English	Online	2	Do not reduce service to San Francisco stations and Daly City.
418	English	Online	2	Don't adopt option 3! Don't reduce our BART service at Glen Park. If the train stops at March 24th St. I can't use it. I'm over 60 and it's too far to walk from 24th St. to the Sunnyside. Please preserve the frequency of BART trains servicing Glen Park and Balboa. BART should consider a second tunnel across the bay. Demand is only going to increase throughout the system and one tunnel is not going to be enough.
231	English	Online	2	Don't decrease service at Glenn Park, Balboa Park, or Daly City just to save Warm Springs riders a transfer. These are highly used stations.
122	English	Online	2	Extend both lines. Any other action is poor execution and will not make an impact. I am shocked that a shuttle between stations is being considered. Extend both lines to reduce car traffic, reduce emissions, and improve rider satisfaction.
62	English	Online	2	Finishing service at 7pm will be disruptive for many Tesla employees, many of whom get tied into work commitments that run beyond 6.30pm. Please run an additional/ later service (until 9?) to allow for this large number of employees. Thanks
260	English	Online	2	Honestly I really don't understand the choices and I have no idea where "Warm Springs" is - never heard of it.
466	English	Online	2	I am not in favor of Option 3, as it would cut down the service to Glen Park station.
209	English	Online	2	I commute most weekdays to downtown Oakland (19th Street) and would like an extension of the Orange Line to facilitate direct travel.
205	English	Online	2	I don't know which is the most efficient in terms of travel time or passenger loads, but I already find people new to the area find the layout and scheduling of BART confusing. Option 2 is, by far, the option I think would confuse infrequent riders the least.
295	English	Online	2	I don't understand the options. I will not be using the Warm Springs station. I live near Glen Park and use that station at least 5 days a week, for commuting into downtown San Francisco.
456	English	Online	2	I have no real concerns about any of options 1, 2, and 3. I don't like the shuttle train (option 4). My work is 6.5 miles from the Fremont BART station, making it difficult to use BART daily (I have to then either bike a substantial distance or take AC Transit). However, my work is only 1.25 miles from the new Warm Springs station. I anxiously await the opening of this station and will be commuting via BART every day once it is operational.
70	English	Online	2	I need a direct service from Fremont to MacArthur.
98	English	Online	2	I prefer direct trains between Warm Springs and Richmond.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
389	English	Online	2	<p>I strongly protest Option 3, which would cut service to Glen Park, Balboa Park, and Daly City by 25%. Our neighborhoods are growing, not shrinking, and we rely heavily on Bart to get everywhere--work, play, travel, you name it. A lot of that reliance has built up because we have enough trains to make Bart travel the most convenient and appealing option. These are not low-income populations, by and large; if you start cutting trains, many riders are going to start driving or taking Uber where they otherwise would have used transit, because they don't want to sit in a station for twenty minutes wondering when a train will show up. That's a terrible outcome for the environment and for your long-term revenues.</p> <p>It's also going to inconvenience commuters at these ever-growing stations. Under the current schedule, 50% of the morning trains coming through Glen Park towards the East Bay are already too crowded for long-distance commuters to get a seat. If you cut the Fremont train--one of the two where commuters can actually sit down--you're going to make the commute that much more miserable for thousands more people.</p>
19	English	Online	2	<p>I TAKE THE RICHMOND TRAIN FROM BAYFAIR TO 19TH STREET DURING THE MORNING COMMUTE...AND RTN TRIP FROM WORK I TAKE THE FREMONT TRAIN FROM 19TH ST. TO BAYFAIR DURING THE EVENING COMMUTE.</p> <p>PLEASE CONSIDER ADDING MORE CARS TO THE AFOREMENTIONED TRAINS TO ACCOMMODATE MORE PASSENGERS WHO WILL BE BOARDING THE TRAINS FROM AND TO THE WARM SPRINGS STATION. THE 7:45 A.M. TRAIN IS USUALLY ALMOST FULL BY THE TIME IT REACHES BAYFAIR IN THE MORNINGS. IT WOULD BE UNFAIR TO THE PASSENGERS IF THESE PARTICULAR TRAINS DO NOT RECEIVE ADDITIONAL CARS...WE CURRENTLY GET A 6 CAR TRAIN, PLEASE CONSIDERING INCREASING TO AT LEAST AN 8 CAR TRAIN.</p> <p>THANK YOU FOR YOUR TIME AND CONSIDERATION.</p> <p>MS. PALMER</p>
443	English	Online	2	<p>I think Option 3 (reducing service to Daly City/Balboa Park/Glen Park) would be unwise, as ridership is at an all time high, and maintaining the current level of service to San Francisco would be best.</p>
277	English	Online	2	<p>I use BART multiple times a day: to commute home from Embarcadero to Glen Park, and to attend meetings during the day within San Francisco. I rely on BART so I can make meetings on time during the day and also pick up my son from daycare in Balboa Park and head home to Glen Park.</p> <p>Please do not cut the green line short after 24th/Mission. Please keep the green line running to Daly City. My family has already committed to many choices in our daily lives that rely on the current BART service. Thank you.</p>
411	English	Online	2	<p>I would like to maintain as much regularity as possible for the Daly City, Balboa and Glen Park BART stations.</p>

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
218	English	Online	2	I would like to see a temporary early schedule for Milpitas station as well. Since I'm coming from San jose. Thx
193	English	Online	2	It doesn't make sense to not have the "orange" line run from richmond to warm springs all day every day; any other option would be confusing and force many people to transfer multiple times.
44	English	Online	2	It will be very inconvenient for our family if service to the Glen Park BART is reduced. I need regular service to get to and from work, as well as appointments and leisure. A reduction will make it harder to get to and from work in time to get my kids to school and pick them up from aftercare. Please don't make it harder to raise kids in the City. Thank you.
274	English	Online	2	Losing Glen Park service would drastically reduce the quality of life within the city limits! Where is the justification to end at 24th St??
184	English	Online	2	only option 2 makes sense to me
449	English	Online	2	Option 2 is the only option that isn't totally messed up. Don't make this harder than it should be! No more SFO type idiocy please! BTW this entire survey is flawed. Starting with not having a drop down to select the "home" station. Your data integrity is going to be awful. Also, the survey is totally from the standpoint of a rider from the South Bay going north. There is no expectation of riders starting their journey going south, not even a selection for arriving at the Warm Springs station on BART! You've got to type that option in the Other category.
157	English	Online	2	Option 2 make the most sense to me but Im traveling direct then, I can hardly wait!
84	English	Online	2	Option 2. I work in South Fremont and live in Oakland - this schedule would greatly reduce my limitations of leaving work late at night.
40	English	Online	2	Option 2: It is important for east bay commuters to have the Richmond - Warm Springs line running all the time, this will help congestion in the 880 corridor.
368	English	Online	2	Option 3 seems a slap in the face to lower income people of San Francisco. Glen Park, Balboa Park & Daly City stations serve a diverse yet lower income ridership who value transit. Reducing service by 25% here would rate the as second class transit users of San Francisco.
326	English	Online	2	Option 3 would be very bad for my family. Currently, I can take my two children to & from school by taking BART from Glen Park to 16th/Mission. The trains are very full. If the Green line stops at 24th/Mission and doesn't reach Glen Park in the mornings, they will be late to school and afraid of the overpacked trains. In the afternoon, it will confusing for them to know which train to ride. Right now, in San Francisco, they know they can take any BART train to get home. BART should not discriminate against lower income families who live in the Southeast neighborhoods near Glen Park and Balboa Park stations.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
131	English	Online	2	<p>Option 4 too is a good option to consider.</p> <p>People pay a huge real estate price to live close to the Fremont BART station and having a train which comes to Fremont which is already filled will not make the passengers happy.</p> <p>Making a transfer at Fremont, would enable keeping the current system stable and also providing an extension to the people who require so.</p>
18	English	Online	2	Please make my commute as easy as possible from WS.
384	English	Online	2	Please do not do the turn around at 24th st - it already backs up the downtown sf lines when it happens a couple of times during rush hour and I know the platforms at Daly City, balboa park and glen park are full within 5 mins of the previous train during morning commute
399	English	Online	2	Please do not limit or reduce the service at the Glen Park BART station. This would not be in the best interests of the loyal customers who use that station.
168	English	Online	2	Please do not limit the number of trains going to/from Glen Par because of this.
142	English	Online	2	Please do not reduce BART service to Glen Park.
150	English	Online	2	Please do not reduce service at Glen Park, Balboa Park, or Daly City.
284	English	Online	2	Please do not reduce service to or from Glen park station.
257	English	Online	2	Please don't cut service in and out of Glen Park. It will make our commute longer and harder for families like us to pick up our kids from daycare on time and stay in the city.
516	English	Online	2	Please don't cut service to Glen Park!
311	English	Online	2	Please don't cut service to glen park, stopping the green line at 24 th street would be a mistake, far more people ride to glen park, balboa park, and daly city
463	English	Online	2	Please don't reduce service at Glen park
197	English	Online	2	Please maintain service level on the Glen Park to SFO leg.
42	English	Online	2	Provide option 2 as soon as possible please. Thanks.
273	English	Online	2	Reducing service north of Daly City should not be the consequence of providing service to Warm Springs. The Richmond-Fremont line - least busy in the system - should feel the impact by being extended to Warm Springs and reducing frequency along that line only.
409	English	Online	2	<p>Regrsding reduction of stops at Glen Park and shift terminus to 24th Maureen McCauley from Sunnyside 4m ago</p> <p>What about Genentech shuttle at Glenn Park? And Daly City - SFSU shuttle serving thousands students coming from outside San Francisco? And Daly City - San Mateo County connections? 24th St can't handle ALL the private and public transportation buses. And traffic slowdown.</p>
309	English	Online	2	Simplicity in service is very important. Having trains go to different lines at different times of day can be confusing. A full-time Richmond-Warm Springs service is easy to understand. In addition, switching trains back at 24th Street, while useful during delays or emergency situations, is problematic - without a pocket track,

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				delays to following trains are inevitable.
349	English	Online	2	Stopping service at 24th severely impacts the densely populated areas from 24th st to Daly City. Many of us have moved to the area, dependent on having convenient access to all BART trains for travel within San Francisco. If trains are stopped at 24th st, I will likely need to take Muni to church to civic center. Muni lacks reliability and the change poses a substantial impact to my family responsibilities. Additionally, I frequently travel to the Mission on weekends. If service is slowed down from Glen Park station, I will likely use Lyft or Uber more to the Mission.
395	English	Online	2	Strongly oppose Option 3, which would reduce service south of 24th Street.
434	English	Online	2	Terminating green line at 24th st is painful and awful for everyone that lives beyond it, please don't increase the frequency of this inconvenience.
116	English	Online	2	There should be an option 5: extend both SF and Richmond lines full time to eliminate the transfer at Fremont. I would vote for that.
494	English	Online	2	They should be direct trains from Fremont to SF and to Richmond during work week from 6am to 7pm. On weekends have direct train to SF and have people transfer to Richmond line if they go to downtown Oakland.
478	English	Online	2	Truncated Green Line in SF is my least desired option. I prefer Green Line goes to Daly City Station.
501	English	Online	2	Until BART's fleet is expanded, I think that Option 2 is the best choice for now. Option 1 will put too much additional strain on the current fleet of cars, although I think that this is the second best choice for service to Warm Springs station. I don't like Option 3, because turning trains back at 24th Street station can cause delays on the system. It's better to turn trains around at the Daly City station. Also, I don't like Option 4, as I think that this provides subpar service to the new Warm Springs station.
58	English	Online	2	Waiting for the new Warm Springs/South Fremont station to open, it will enable me to start commuting to work (was not worthwhile before). So very keen for the station to open!
397	Chinese	Online	2	Will the Irvington station be in service?
30	English	Online	2	xx
43	English	Online	3	1 > currently, Fremont to San Francisco train is 15 minutes apart. It's too long. BART should have more frequent train between Fremont & San Francisco. Train is too packed during the commute time. 2 > WE also need direct train services extended to 8:00pm from San Francisco to Fremont. More and more people work in the city. 7pm cut off time is really too early! Direct services should be extended to 8pm at least during the week day! 3 > Warm Springs needs more parking space, such as a parking building is necessary for easy parking access. Summer time is very hot for parking the car outdoors!

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
210	English	Online	3	<p>As a life long San Francisco resident, I find it very frustrating that BART is looking to limit service to ALL San Francisco Stations (ie: Glen Park and Balboa BART stations). This is especially insulting when it was the SF residents (and ONLY SF residents) who paid additional taxes towards the development of the BART system.</p> <p>Trains originating from the new Warm Springs Stations should provide service to ALL SF BART Stations and not just to the 24th Station.</p>
352	English	Online	3	Both Green and Orange line should be extended to Warm Spring with similar schedule to Fremont station because many people from Santa Clara county travel to Fremont for BART
103	English	Online	3	direct from Fremont South station to SF please! So much time is lost in transferring
119	English	Online	3	<p>Earlier service to fremont</p> <p>The first train is packed</p>
263	English	Online	3	Glen Park Bart station is a very important stop for may families and children, commuters alike. Please do not rid the BART of this stop.
464	English	Online	3	Having a shuttle form the warm springs station to Fremont station seems absolutely pointless and like a waste of the millions of dollars it took to build the station and the extension. I would really hope to see a direct SF line from Warm Springs, since the connecting AC transit to this part of Fremont is almost nonexistent. From my own observations, there is a large group of people that would love to continue one station south to Warm Springs to decrease their commute time. It would shave 20 minutes off of my commute if a SF/Warm Springs line existed. 24th St./Mission to Warm Springs sounds like the best idea to me.
41	English	Online	3	I picked Option 3. Current Fremont station has no parking and no way to get reserved parking. I waited for an year still on waiting list #1000. I live between Fremont and Warm Spring but have to drive to Union City because I have reserved parking there. Need to find parking at Warm Springs station. I board between 8 and 8:30 am too late to find random parking. Option 2 and 4 waste time getting on and off shuttle or train. 15 minutes in between trains are too long at peak hour. Direct SF to Fremont should be extended to 8:00pm.
121	English	Online	3	<p>I think a train 15-20 minutes earlier may ease some of the congestion going to Fremont in the morning. That train has been jam packed lately.</p> <p>I've been taking the Dublin bound train and transferring at lake Merritt but an earlier direct train to warm springs (and eventually Millitas) would be helpful to get people to work on time</p>
300	English	Online	3	I would like the present Glen Park to and from Downtown San Francisco schedule to remain the same. I will never use the Warm Springs destination.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
239	English	Online	3	I'm just curious how long these services will last with Milpitas and Berryessa coming online in a couple years because you can't extend service to Santa Clara County without a line direct to San Francisco. In my opinion, San Francisco is a larger draw for the south bay than Oakland/Richmond. In contrast, East Bay residents would benefit from the direct service to Santa Clara County for commuting. In short, as a south bay resident, I want direct service San Francisco.
470	English	Online	3	Option - 3 appears to be great and even if someone has to go to Daly City using Green line, we have 3 other lines that they can transfer to.
99	English	Online	3	option 3
156	English	Online	3	Option 3 and option 1 would both be acceptable.
430	English	Online	3	Option 3 looks the best, followed by Option 1, then Option 2. I believe option 4 is the least preferable, because rather than needing to do a transfer, people may still drive to the Fremont station. The options also do not talk about any increase in train frequency, particularly during peak hours. Rather than every 14 minutes, frequency, especially once Warm Springs is added in, may need to increase to every 10 minutes.
118	English	Online	3	Please have a earlier SF-Fremont train. The first train on weekdays is too late for many people to get to work on time
24	English	Online	3	SF Trains LATER than 7pm PLEASE.
314	English	Online	3	Stopping the trains at 24th street will decrease the trains to Glen Park, a neighborhood working n the assumption of transit first. BART is considering developing housing on the BART owned lot currently used for parking, please do not decrease service to the residence of the potential housing. Also, Glen Park is a major drop off/pick up point for the private busses, decrease in service to Glen Park will impact those BART riders.
404	English	Online	3	The frequency of trains from Warm Springs can be the same as is from Fremont today. Overlap timings between transfers from Bayfair, so either green line or orange line can be used.
26	English	Online	3	the Tesla factory is very close to the Warm Springs Station. Tesla employees will greatly benefit from Warm Springs Service. The increased BART availability will allow more of us to live in San Francisco.
83	English	Online	3	The Warm Springs Station is eagerly awaited. Options 1 & 3 would allow for an easier commute from San Francisco. Please please option 1 or 3)
174	English	Online	3	The Warm-Springs station should serve San Francisco, at least thru to 24th Street. Fremont is already a step-child to Dublin Pleasanton during off hours. Do not make SF riders transfer to an SF train. Make Warm-Springs to SF a continuous line during the work day.
133	English	Online	3	times are not ideal. for people getting to work at 7am, they don't want to wait for after 7pm to take the BART home.
13	English	Online	3	Turning trains back at 24th means more cars are available. Both the Green (Warm Springs-24th) and Blue (Dublin) should turn back. Off peak Orange trains should not be 3 cars. At least 4 cars. It's off-

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				peak - you have the cars. Bikes fill up the two rear cars, and bikers wanting the lead car just delay everyone until they move to other cars.
139	English	Online	3	We need earlier train
124	English	Online	3	We need earlier trains going to Fremont
113	English	Online	3	when extension opens that idea asking for 35 cents more to ride no that is horrible ticket price needs to be 3 to 8 cents more after current Fremont ride less than 10 cents not 35 cents ridership will increase and the option 3 is the best the people that ride the train coming from bay point to ride beyond daly city to Millbrae no different when w springs opens the people would have to get on train coming from bay point or Dublin to ride pass 24 street
179	English	Online	3	Why can't this be an extension of the existing Fremont offerings?
15	English	Online	3	Would prefer direct warm springs line to SF/Daly City
164	English	Online	4	#3 is terrible - we do NOT want service terminating at 24th St! BART should continue on to Glen Park.
511	English	Online	4	24th st. to glen park and balboa park is a pretty high traffic segment of the system, so it doesn't seem like a good idea to restrict trains south from 24th. Also, now that CCSF will remain accredited, more students will be taking BART to Balboa Park.
413	English	Online	4	4 choices were confusing to me. Descriptions were not complete in my mind. Still question my choice of answer 4. Would help to have visual graphics to see proposed routes. Need to give new riders service, but not at the expense of existing passengers. Not sure what the 24th street SF hub meant? Need Glen Park to continue full service.
380	English	Online	4	Cutting access to Glen Park or Balboa Park is a no go. Will have a revolt based on SF based transportation, Muni fares, etc. If you are going to cut existing access for users you need to fund the trains or don't open the stations. Cutting service for everyone to open one station at the end of the line would be a bad PR move on your part.
335	English	Online	4	Cutting service to Glen Park is a terrible idea and will lead to severe overcrowding at rush hour
276	English	Online	4	Do not limit or change the glen park current schedules. This would greatly impact my commute to and from work.
490	English	Online	4	Do not limit service to GlenPark
251	English	Online	4	DO NOT REDUCE SERVICE TO GLEN PARK. OUR NEIGHBORHOOD IS GROWING, WITH NEW HOUSING BEING BUILT. I DON'T CARE WHAT YOU DO IN FREMONT, JUST DON'T REDUCE SERVICE TO GLEN PARK!
345	English	Online	4	I am AGAINST any plan that reduces the frequency of trains to or from the Glen Park BART station.
279	English	Online	4	I am completely opposed to having the terminus for the Green Line be 24th St. This will massively reduce service frequency for stations south of 24th St. BART always takes from the city and gives to the suburbs, it needs to stop.
517	English	Online	4	I am concerned about any options that well lessen the number of trains available to our from Glen Park.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
207	English	Online	4	I am very concerned about possible reductions on service to Glen Park. The station and trains are already crowded during commute hours. muni service to my neighborhood- sf portola - is awful. So we don't have other transit options.
523	English	Online	4	I as many of us, rely completely on Bart to get to work every-week-day. A reduction in the service to Glen Park Station would add challenges to our lives (including making it harder to get to work and back within the hours of our children's school and aftercare).
287	English	Online	4	I DO NOT support option #3!! You will reduce service to Glen Park Station which is a big transit hub. People transfer to numerous buses and it would be extremely inconvenient to have fewer trains coming through GP Station. I try to use BART to go downtown and to visit the East Bay and to the Airport. Please DO NOT have fewer trains servicing Glen Park. NOT a good idea!
161	English	Online	4	I do not want to see any decreased service to glen park station
422	English	Online	4	I live in Glen Park and need BART access to downtown. Pls do not cut our station access to service an extension at another point in the system. As a community, we depend on BART for commuting.
496	English	Online	4	I oppose option #3 and don't want service to Glen Park station reduced.
217	English	Online	4	I strongly oppose any schedule that would result in less service to Glen Park (meaning trains that would terminate at 24th Street). Glen Park is an extremely busy station, and it's incredibly frustrating, standing at Montgomery Station at rush hour with hundreds of people, watching a train go by because it terminates at 24th Street. In fact, I have no idea why BART prioritized building a station in a place where no one lives instead of building out a potential station at 30th and Mission in San Francisco, which would likely serve far more people than Warm Springs. Huge waste of money and bad prioritization, in my opinion.
372	English	Online	4	I support any option that does not terminate the green line at 24th street
387	English	Online	4	I think it would be a mistake to cut back on service to Glen Park in order to accommodate the warm Springs station. Many people commute to Glen Park so that they can ride BART. The trains would be more crowded and the wait times longer.
407	English	Online	4	If the rider ship is high from Warm Springs, then option #1 looks ideal since it means that I will no longer have to change trains at Bayfair station I catch the 6pm hour train towards San Francisco. However, I don't like the option #3 portion where the train ends at 24th Street Mission. Four issues: 1) I'm expecting bigger gaps in trains for folks coming from SFO/Millbrea, 2) There will be more confusion and annoyance for riders going to SFO when they have to change trains 3 times (the initial ride, once at 24th Street Mission and another at Balboa Park), 3) A large majority of your passengers riding towards SFO currently get off at Glen Park and Balboa Park Station and 4) 24th Street station does not have the capacity to handle massive crowds of people trying to go just a few more stations. Have you seen the crowds at the 24th street Mission station during Mission neighborhood events and once trains currently have to back track at 24th street? The current design of the platform and enclosed area make it very dangerous during high use periods.

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				Another concern is what's going to happen to the train schedule once BART reaches downtown San Jose? If there's a new dedicated train that just goes from Downtown San Jose to 24th street Mission, then it's more acceptable.
423	English	Online	4	My family lives in Glen Park and use it constantly. It would be terribly frustrating to have our service cut.
145	English	Online	4	No changes to Glen park balboa park service
367	English	Online	4	Option 3 reduces service to Glen Park, which seems like an unfortunate side effect of extending coverage outside San Francisco. This option will likely increase my commute time and make it harder for me to coordinate pickup of my children after school.
427	English	Online	4	Please do not reduce service to and from Glen Park Station. Every member of my household (school age through retiree) uses that station from morning through late night due to work and doctors appointments. Thank you.
275	English	Online	4	Please do not reduce service to and from the Glen Park bart station.
394	English	Online	4	Please do not reduce service to Glen Park BART station. Glen Park is a vital commuter station and reduced service will have an impact getting to work and dealing with childcare.
382	English	Online	4	Please do not reduce service to Glen Park.
267	English	Online	4	Please don't reduce the number of trains to Glen Park.
507	English	Online	4	Please leave Glen Park as a hub and don't cut the number of trains. A lot of people use this station.
360	English	Online	4	Please please please do not go with Option 3. Setting 24th Street as the new terminus of the green line would reduce the frequency of trains at Glen Park during commute hours and significantly burden my commute. It is already frustrating that there are trains during commute hours that only go to 24th Street. In addition, Glen Park is an extremely popular station and I often board and unload with hundreds of other passengers. I am certain that the new proposed Warm Spring station will not be nearly as popular as Glen Park.
262	English	Online	4	Reduced service at Glen Park would impact my family, as we depend on it to commute downtown.
383	English	Online	4	Since I travel to and from Glen Park, I do not like any option that will be limiting service to Glen Park, especially at night.
485	English	Online	4	Stopping some Green Line service at 24th/Mission will disadvantage many passengers who board/offboard or transfer to Muni or Silicon Valley shuttle busses at Glen Park. Keep Glen Park service complete schedule!
293	English	Online	4	The Green Line should not be terminated at 24th St Mission. If necessary, It should terminate at Daly City.
385	English	Online	4	The options weren't all that clear to me. But non-interrupted service would be good. I would rather not have a transfer at 24th since trains are often packed at Glen Park during commuting times. If the Green line is discontinued at 24th, Glen Park would lose roughly 25% of it's trains.
518	English	Online	4	There needs to be a direct line from East Bay (castro Valley, dublin, Pleasanton) to Warm springs - significant population from these stations who would prefer not to transfer at BayFair. Better quicker service will lead to more people using Bart.
436	English	Online	4	This is a poorly worded survey.

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
148	English	Online	4	turning back trains at 24th would result in unacceptable crowding and delays for those travelling to and from Glen Park, Balboa and DC.
14	English	Online	4	Until there is enough passenger traffic between warm springs and fremont, it's not worth disrupting service to daly city
323	English	Online	4	your survey seems to be in error as it forces me to pick a warm springs route when i will NEVER go to Warm Springs. Please do not reduce service to Glen Park. It is at capacity during commute times and cannot afford to lose service.
95	Chinese	3/7	1	Best if the line is extended to Milpitas
72	English	3/7	1	Extend green line on Option 1, 2, and 3 on Saturday
99	Chinese	3/7	1	None
89	English	3/7	1	Option 1
44	English	3/7	1	Option 1 is extremely good for me
38	English	3/7	1	Please consider BART extension to Mountain View & Cupertino where traffic is the most going to work/travel
83	English	3/7	1	Sounds good so far
40	English	3/7	1	Speed up construction of BART to San Jose
69	English	3/7	1	There should be a BART or train from Livermore to Santa Clara, straight line going through the mountains that would allow more people live there are work in San Jose and improve traffic.
65	English	3/7	1	This only works for me if Option 1 is working
78	English	3/7	1	Wish to travel to SF without transferring, including on evenings and weekends
49	English	3/7	2	I am interested in service from Milpitas
93	English	3/7	2	I would like for there to be direct service from Warm Springs to Richmond
71	English	3/7	2	Option 2 is simplest for my purposes as I don't usually go into the City on BART (I use Caltrain)
41	English	3/7	3	Most commuters from Fremont/Warm Springs area will not go beyond Powell/Civic Center
42	English	3/7	3	N/A
60	English	3/7	3	No to Option 4
68	English	3/7	3	Option 3 - Orange line is preferred. No transfers to SF or Airport. People on other end still have 3 options direct to SF
53	English	3/7	3	Option 3 would help a lot of riders
104	Chinese	3/7	4	BART is both good for economic growth and convenient to people. So we need great BART
106	Chinese	3/7	4	No comment
91	English	3/7	no response	Option 1 as most people from Fremont travel to SF
21	English	3/9	1	Both Richmond and SF service to Warm Springs would be beneficial . Tesla Employees commute from SF and Berkeley/Oakland
5	English	3/9	1	Go lots faster it takes too long to transfer
33	English	3/9	1	mostly people commute to city
14	English	3/9	1	None
2	English	3/9	1	Option 1 should go to SF Airport

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
17	English	3/9	1	Option 1 would provide the least disruption option 3 would be similar, at least for getting to downtown SF
43	English	3/9	1	option 4 is horrible. Built extension to be convenient having a bus would be like no BART at all you need to use line as certain time like the richmond Bay Point lines. Best option have green line end at 24th option 3, Option 2 horrible option 1and 3 is bese need certain train lines like Bay point and richmong dublin pleasanton some times
15	English	3/9	1	Option 4 is nonsense and will result in over crowdinf at Fremont BART on platform and in parking lot, It will render WSX use less
34	English	3/9	1	Please offer green line on weekend too
42	English	3/9	2	currently take 6:22 am train from fruitvale to fremont and arrive 6:51 need this schedule
6	English	3/9	2	Option 3 would be very disruptive for SFSU Students. Also I do not oppose option 4, depending on frequency of shuttle, it might be a better option for all.
47	English	3/9	2	Please make it so if you ger a SF train from fremont you don't have to stand all the way into SF
27	English	3/9	2	Warm Springs to 12th Street Oakland
12	English	3/9	2	Would like to see direct service between fremont and Pittsburg/Bay Point
20	English	3/9	3	Easier Public Transport to/from Ohlone College
30	English	3/9	3	More Frequent Service Trances
16	English	3/9	3	Pass monthly, restrooms in BART Stations, Parking lots (more space), Escalators increase for physically handicapped)
40	English	3/9	3	Shuttle doesn't make sense
11	English	3/9	4	can't read
3	English	3/9	4	More parking spaces at fremont station
48	English	3/9	4	no
4	English	3/9	2,1	Option 4 is dubious
160	English	3/10	1	BART from Warm Springs to Embarcadero
123	English	3/10	1	Bicycle rental and car rental service
134	English	3/10	1	Clean up the homeless on train
108	Chinese	3/10	1	Combine parking fee + BART fee
161	English	3/10	1	I think there should be maximum cars going to SF because most people live in East/South Bay and commute
163	English	3/10	1	Im Good!
211	English	3/10	1	N/A
146	English	3/10	1	None. The closer to San Jose the better
169	English	3/10	1	Not enough parking. Not long enough hours
184	English	3/10	1	Option 1 is best. Option 4 not cost effective
189	English	3/10	1	Option 1 is more appropriate for any user
219	English	3/10	1	Option 1 is the best for me
185	English	3/10	1	Option 1 is the best option for a lot of people
181	English	3/10	1	Option 1 is the best to have 2 trains on 2 tracks for people coming

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
				from Warm Springs
147	English	3/10	1	Option 1 is the best. Weekend is not a priority need.
156	English	3/10	1	Option 1 minimizes transfers, is the most efficient option
183	English	3/10	1	Option 1 with frequency. Option 4 seems nice but doesn't seem like enough demand to be sustainable
177	English	3/10	1	Option 1, why would a shuttle be involved?
220	English	3/10	1	System is good for now. No changes needed
172	English	3/10	2	24 hours/day point to point service should be your standard
141	English	3/10	2	Boarding a train shuttle will add more time to the regular commute time. Will not use if there is not direct train to Richmond/Downtown Oakland
200	English	3/10	2	Green line is already busier than Orange line. So Green line shouldn't be extended. Orange line can be extended to share some load
164	English	3/10	2	Green line, Mon-Sun all day
148	English	3/10	2	I would prefer an option that ended at Fremont so I could get a seat all the way to SF
136	English	3/10	2	I would prefer extending the Orange line of the train system
231	English	3/10	2	I would want to board the Richmond train at WS to get a seat
110	Chinese	3/10	2	Is it possible to add service on the Richmond Line? Since there will be only 1 out of the 3/4 Lines going to Richmond/Berkeley
131	English	3/10	2	It makes sense (to me) to have the Richmond (North-South) line (orange) have full service in both directions. Fremont to Daly City is in "full service" already
222	English	3/10	2	It would be nice to extend both orange and green lines to Warm springs. However, I use the orange line and prefer that extension if cant do both.
207	English	3/10	2	Its good to have 1 train that will reach at any time. Good for directing visitors
193	English	3/10	2	Let only certain trains to start from Warm Springs. Use certain cars from Warm springs to Fremont
223	English	3/10	2	multi-level parking during 6am-5pm
130	English	3/10	2	N/A
206	English	3/10	2	N/A
251	English	3/10	2	N/A
199	English	3/10	2	NO
216	English	3/10	2	Option 2 is the less confusing. People have a hard time understanding schedules. I hope there is VTA service at Warm Springs
230	English	3/10	2	Parking is not make sense to most of us! When I park my car at Fremont I ask for BART agent and they told me to park anywhere as long as I paid fee and stall number but I got a ticket due to early than 10am...When I read the instructions its not really make sense.
204	English	3/10	2	Please bring Richmond line to warm springs
129	English	3/10	2	Weekend late evening/morning service for bar traffic
176	English	3/10	2	You should provide Option 2 and Option 1 both
248	English	3/10	3	Closer to home

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
213	English	3/10	3	I want train from Fremont/Warm Springs run all time of the week
246	English	3/10	3	More parking
144	English	3/10	3	More trains!
242	English	3/10	3	Need lower cost of parking and fare
228	English	3/10	3	Option 3 because SF riders would not like transfers
186	English	3/10	3	Option 3 is good
226	English	3/10	3	Option 3 makes the most sense - most people going to SF from Fremont probably get off in downtown or go to SFO which requires a transfer anyways. Also please get moving on Irvington Station
171	English	3/10	3	Option 4 is ridiculoud. It means an extra transfer no matter what. If option 3 potentially has more frequent service than option 1, it is better for me.
127	English	3/10	3	Provide trains more frequently because the number of people commuting is more
229	English	3/10	3	The shuttle option is strange. Dedicated line to SF is great
139	English	3/10	3	We need more frequent trains Fremont to SF. 15 minutes is too long. Need extended hours for direct SF-Fremont train
138	English	3/10	4	Option 3 and 1
244	English	3/10	4	Option 4 - shuttle/Short BART train. When BART extends to SJ then you can have a train dedicated from Fremont south, similar to Daly City - Millbrae and Daly City - SFO
210	English	3/10	4	See Form
188	English	3/10	4	Since I live in Fremont, Option 4 is more faster and get seats to sit in Fremont
109	Chinese	3/10	1, 3	How about Warm Springs parking?
118	English	3/10	1, 3	More parking & more bike parking
212	English	3/10	1, 3	Run SF-Fremont/Warm Springs until 8PM. Last train should leave Fremont at 8PM. Consider running Dublin/Pleasanton from 24th instead of Fremont. Time connection at Bay Fair for D/P & Fremont trains from SF. Early AM time is 12 minutes. If you run Option 2, make wait time < 2mins. Sequencing should be Dublin/Pleasanton/South Fremont/Fremont. Early AM service should run SF->South Fremont w/o connection
116	English	3/10	1, 3, 4	1 or 3 both work for me. Option 4 seems "fair." Option 2 would not take
225	English	3/10	1, 3, 4	I like the shuttle
237	English	3/10	1, 4	I take BART from Fremont station and I want it to remain as is.
239	English	3/10	2, 4	Option 4 sounds really good. Helps keep current system stable and still provide good connectivity.
236	English	3/10	no response	Best use is to run line that serves more people in Warm Springs. If more Warm Springs passengers go to SF then use that line to access Warm Springs
24	English	3/11	1	Daly City to Warm Springs
4	English	3/11	1	Don't like the green line ending at 24th street with no service to Balboa
8	English	3/11	1	I want Antioch BART to open soon
26	English	3/11	1	It would not be appropriate use of public funds to cancel urban service to serve the suburbs

Response ID	Language	Outreach Event Date (2015)	Service Option Preference	Response to Question 6B, Comments
6	English	3/11	1	Option 1 would be good
13	English	3/11	1	Option 3 Don't remove the Fremont Train
5	English	3/11	1	Option 3 penalizes my station and flen parks commuters. With a munia pass we pay the same as other city stations commuters but will get less service and much hassel.confusuon with this option
25	English	3/11	1	Option 3 would be my second choice
27	English	3/11	1	Option 3 would not be as convient for me
1	English	3/11	1	Warm Springs Service Options
17	English	3/11	2	For option 3 there should be direct service from balboa to fremont
22	English	3/11	2	I do not like option 3
23	English	3/11	2	No Option 3
9	English	3/11	2	The shuttle option (#4) overly complicated and sumb. Truncating the green line to 24th might be neat.
31	Chinese	3/11	3	go to San Jose
20	English	3/11	3	Its Okay Option 3
18	English	3/11	3	N/A
35	Chinese	3/11	3	N/A
16	English	3/11	3	Option four will not encourage ridership
14	English	3/11	4	Stopping at 24th Street to turn cars around reduces current service to the other stations that is unproven for ridership members!
11	English	3/12	1	N/A
22	English	3/12	1	N/A
25	English	3/12	1	N/A
9	English	3/12	1	Need San Jose
19	English	3/12	1	None
24	English	3/12	1	Service cut since its more reliable for most commuters to reach their destination
15	English	3/12	1	They all sound like good ideas
10	English	3/12	2	N/A
30	English	3/12	3	N/A
8	English	3/12	3	Option 3
2	English	3/12	3	They Look Fine
33	Spanish	3/12	4	N/A
4	English	3/12	4	Option 3 sucks for Daly City & South riders. No no no #3
12	English	3/12	1, 2, 3	Make BART run down Peninsula past Millbrae
5	English	3/12	no response	Extensions are great but would be much easier if lines were referred to by color rather than (ever changing) destinations. PLEASE label BART stops better so it is easier to tell what stop train is at from inside train.
34	Spanish	3/12	no response	N/A

Appendix B: Question 7, Fares Comments

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
216	English	Online	\$0.25
236	English	Online	\$.35 would be good to implement not right away. A fare hike of a range of \$.15 to \$.25 cents should be appropriate in the beginning when the station opens and of course of the distance cost. After about a year or two, then it is okay to raise to \$.35 so people can get used to the system and fares.
100	English	Online	\$0.35 more seems a reasonable price for the extra distance.
127	English	Online	\$0.35 seems reasonable. Any higher than that would seem costly.
201	English	Online	a 35 cent increase is ridiculous. if bart worked well, and didn't kill people as often as it does, then MAYBE it would be acceptable for a \$6.30 increase. but, the trains are often delayed, the stations are filthy, the seats are filthier, it's impossible to hear the conductors because they mumble, etc. i'm honestly debating moving to SF and paying \$2k in rent just so i don't have to put up with the filthy, inconvenient, unreliable bart.
202	English	Online	A fair amount.
136	English	Online	Agree with Fare increase.
379	English	Online	An extra .35 seems fair.
43	English	Online	Bart fare increase is understandable, but we need better servcies. need more frequent train, need clean train , need more parking space, extended direct train hour San Francisco & Fremont !! WE will pay more fare, but train should be updated! we don't want to ride on dirty Bart and old cart which always broken down!
349	English	Online	Bart fares are based on travel distance outside of the city, so yes it is further so should cost more.
70	English	Online	Bart is already expensive. We should not increase the price of a trip.
265	English	Online	BART is very expensive already, especially considering the poor noise environment for passengers. Fare hike should only be acceptable to passengers provided more funding is dedicated to addressing the screeching of train wheels.
105	English	Online	Bringing fares down by a dollar would be great. The 35 cents additional is not to bad but perhaps on the whole, a dollar should be dropped.
301	English	Online	Charge \$10.00
380	English	Online	Charge \$100 per ride so you can fund new trains to this idiotic station.
244	English	Online	Charge 6.35.
483	English	Online	Distance based fare scale is too complex. Better to implement zones as per best practices around the world
255	English	Online	distance based fares are fair; how about zonal monthly (and weekly) passes (ie. using Clipper) to encourage ridership growth?
67	English	Online	Distance-based cost of travel on BART is a fair system.
305	English	Online	Does the increase cover the resources needed to provide the service
1	English	Online	Does this rate include a transfer fee?
180	Spanish	Online	en general es caro con el lyft del auerpuerto a glen park son 16 us. y con el bart casi 9 y no hay que esperar.
519	English	Online	Extending the distance-based fare seems fine.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
126	English	Online	Fair is fair.
7	English	Online	Fare is acceptable
227	English	Online	Fare is appropriate.
401	English	Online	Fare.
235	English	Online	Fares should be based on mileage. Longer distance passengers should pay proportionally more than shorter distance passengers. Also, daily, weekly and monthly passes are needed, such as other transit agencies offer.
415	English	Online	Fine
449	English	Online	Fine
400	English	Online	Fine.
71	English	Online	Great
123	English	Online	Higher pricing for greater distance traveled is expected and acceptable.
356	English	Online	I agree that fares should be higher for stations that join the system later
474	English	Online	I am against the fare increase. I already pay \$11.90 every day just to take BART to and from San Francisco. Added to this is the \$3.00 per day I pay for parking. Paying almost \$15.00 each day just to get to and from work is already too much. Adding \$0.35 per trip may no seem like much, but that comes out to \$0.70 extra per day, and \$175.00 extra per year. I have been taking BART on a daily basis for almost 15 years and the fares are just getting to be too much.
251	English	Online	I don't care, I won't be using Fremont train. I live in GLEN PARK.
101	English	Online	I have no general comments about the proposed fare increase. It seems fair to me.
147	English	Online	I have no issue with increasing the fare.
389	English	Online	I have no opinion, as I don't commute down the Fremont line.
335	English	Online	I have no plans to use Warm Springs Station
470	English	Online	I think 5.95 is already costing us high every month and this distance based fare would make it more costly.
38	English	Online	I think it is a fair rate.
501	English	Online	I think it is best to continue with the current distance-based fare structure. However, I wonder if, in general, you have ever considered using a zone type (such as the one Caltrain uses) of fare structure? Could this sort of fare arrangement work on BART? And would it work better for BART and/or its passengers?
25	English	Online	I think it is crazy to charge for the additional stop since the project cost was absorbed in taxes.
135	English	Online	I think that is justifiable. No complaints.
239	English	Online	I think the divide should be at the county line. Leave Warm Springs in the Fremont zone at \$5.95. Then the SVRT extension can be a new zone with increased fare.
182	English	Online	I think they should add .25 instead of .35
83	English	Online	I understand that it is necessary to recoup some of the costs for the extension. I support this increase as long as option 1 or 3 is chosen.
84	English	Online	I understand that the extra distance will use additional energy, and the staffing and running costs of the Warm Springs station is an increase in cost. But currently the cost is already excessive in comparison to the quality of maintenance (at least perceived by customers/commuters). There are significant sections of track which create long duration noise levels... I don't believe these even meet the safety level requirements for noise exposure. If these safety concerns were alleviated and general quality perception increased relative to this additional \$0.35 I would not be opposed - but to just offset the cost without a quality benefit I do not support.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
260	English	Online	I usually just take BART inside of SF so no comment.
427	English	Online	I will not be using that station so do not have an opinion.
423	English	Online	I would never, ever use BART to get to Fremont.
13	English	Online	I would say 6.30 is decent, only because Union City is 35 cents less than Fremont. Seems fair, plus Fremont will now have lots of parking for later trips - like 9 AM.
170	English	Online	If it is in line with other distance rates, It will be accepted.
314	English	Online	I'm a senior, BART is reasonable but the regular fare is already high for people with low means.
464	English	Online	I'm fine with this fare increase as long as I can get to Warm Springs from SF and back on one train without transferring. Otherwise, I'd not like to see a fare increase.
132	English	Online	It costs too much
343	English	Online	It doesn't directly apply to me, but that seems like a very high amount to just go one stop further
468	English	Online	It is a fair fare
131	English	Online	It is an outrageous amount that BART is charging. We can keep a limit on the \$5.95 fare and reduce the fares to previous stations accordingly. People are already opting Caltrain over BART given the more cost effective and comfortable travel Caltrain provides. This would be a good opportunity to reduce the fare and try to attract more crowd towards BART.
25	English	Online	It should eventually decrease once the revenue exceeds previous costs used to create the new station
190	English	Online	Its ok
157	English	Online	just do it!
57	English	Online	Looks fine
447	English	Online	Makes sense to me.
45	English	Online	May be keep same or increase 20 cents
384	English	Online	May be unpopular for sf, but as an sf resident, muni is charging \$2.25 now - why not increase the fare insf to march muni instead of charging extra to warm springs?
2	English	Online	Maybe 6.25
165	English	Online	Might prevent from using Warm Springs station. Fremont is equally close to my home
485	English	Online	N/A
496	English	Online	N/a
6	English	Online	N/A
8	English	Online	N/A
112	English	Online	No
160	English	Online	No
161	English	Online	No
168	English	Online	no
189	English	Online	No
194	English	Online	no
203	English	Online	No

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
209	English	Online	No
210	English	Online	No
214	English	Online	No
257	English	Online	No
258	English	Online	No
267	English	Online	No
273	English	Online	No
275	English	Online	No
276	English	Online	No
279	English	Online	No
284	English	Online	No
287	English	Online	No
295	English	Online	no
330	English	Online	No
331	English	Online	No
333	English	Online	No
341	English	Online	No
344	English	Online	no
372	English	Online	No
373	English	Online	No
391	English	Online	No
413	English	Online	No
418	English	Online	No
422	English	Online	No
441	English	Online	No
448	English	Online	No
472	English	Online	No
478	English	Online	No
480	English	Online	No
507	English	Online	No
518	English	Online	no
1	English	Online	No
13	English	Online	No
390	English	Online	no comment
399	English	Online	no comment
515	English	Online	No comment
219	English	Online	No Comment on fares.
316	English	Online	No comment or objection.
300	English	Online	No comment, other than you could charge \$10 for all I care.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
395	English	Online	No comment.
99	English	Online	no comments
99	Chinese	Online	No comments
106	Chinese	Online	No comments
473	English	Online	No issue
205	English	Online	No more parking fee increases
45	English	Online	no more parking hikes
411	English	Online	No, I use BART within the city limits only. The proposed fare seems reasonable to me.
40	English	Online	No, just get it done, we need to move further south asap.
164	English	Online	No.
217	English	Online	No.
386	English	Online	No.
430	English	Online	No.
436	English	Online	No.
458	English	Online	No.
504	English	Online	No.
360	English	Online	No. That seems reasonable.
476	English	Online	No. Charge the suburbanites whatever makes sense. Just don't screw up the City in doing so.
14	English	Online	no. new fare structure sounds good.
3	English	Online	Nominal Fee
218	English	Online	None
2	English	Online	None
47	English	Online	none
12	English	Online	Not concerced. Free loader (retired)
58	English	Online	OK
15	English	Online	Ok
31	Chinese	Online	Ok
41	English	Online	ok with \$0.35 more.
243	English	Online	Okk
11	English	Online	Price is Ok
25	English	Online	Probably to encourage ridership. Keep cost the same for 6-8 weeks then increase .35cents
39	English	Online	Reasonable
65	English	Online	seems fair
409	English	Online	Seems fair
497	English	Online	Seems fair
68	English	Online	Seems Fair
5	English	Online	seems inexpensive

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
272	English	Online	Seems like a lot
228	English	Online	Seems ok
57	English	Online	seems reasonable
154	English	Online	Seems reasonable
63	English	Online	Seems reasonable.
96	English	Online	Seems reasonable. Is this enough to cover maintenance of the system?
347	English	Online	Seems very expensive, potentially cost prohibitive for some.
456	English	Online	Seems very reasonable.
24	English	Online	SF Trains Later Than 7pm Please!
109	Chinese	Online	Should be same fare as Fremont Station
251	English	Online	Should be the same amount
41	English	Online	Sounds fair
71	English	Online	Sounds Fair
15	English	Online	Sounds good
250	English	Online	sounds good
17	English	Online	Sounds reasonable.
182	English	Online	spread the cost to all stations/destination
510	English	Online	Still a bargain compared to tolls, parking and gas.
81	English	Online	That seems more than fair.
425	English	Online	That seems reasonable
516	English	Online	That seems reasonable.
231	English	Online	That seems reasonable. I would consider a surcharge like they've done at the airport...for the first few years to help recoup the cost of construction.
142	English	Online	That sounds good.
207	English	Online	That's a big increase to go 1 stop in the same city. Not fair! Other cities don't get slammed like that
185	English	Online	that's absolutely fine
184	English	Online	that's fair
10	English	Online	That's fine
110	English	Online	That's not a very good example. Using an example of crossing the bay to justify the higher cost. You should not be using embarcadero as an example. It should not be that much more to go one additional station past fremont station. Especially when that route costs only \$4.05! That additional station is going to cost people a ridiculous \$2.25?
77	English	Online	The cost from Embarcadero to Fremont is expensive, even compared to commuting, but the fare increase going to Warm Springs seems marginal and fair.
29	English	Online	The cost is the same to Fremont if you get on at Embarcadero or Civic Center. It would be unfair to ask the Civic Center travelers to pay the same as Embarcadero travelers to Warm Springs but this will be the case. I think the cost to get to Warm Springs should be the same as Fremont until the Civic Center and Embarcadero pricing changes.
156	English	Online	The estimated cost would be acceptable, but what will the parking fee be at Warm Springs/South Fremont Station? It would not be fair to set it at the same rate as Fremont Station without first measuring parking lot usage.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
241	English	Online	The fare is OK
88	English	Online	the fare is reasonable
19	English	Online	THE PRICING SOUNDS ABOUT RIGHT, SINCE WARM SPRINGS IS FURTHER OUT THAN THE FREMONT STATION.
374	English	Online	There is nothing done to increase the number of cars or number of trains or make the trains punctual and faster, making no provisions for common people or commuters paying increased fares every year.
7	English	Online	There will be no difference since its 35cents more
502	English	Online	Think San Francisco residents are absorbing too much of the cost, Cost per mile should be considered when determining fares.
394	English	Online	This is a very good idea. Riders should pay more when they travel farther distances.
184	English	Online	This is fine
219	English	Online	This is fine
51	English	Online	To be honest with the Clipper Card, these small differences are not obvious
9	English	Online	Too Expensive
336	English	Online	too high
31	English	Online	Trip to warm springs to south fremont station how much?
43	English	Online	Very Good Price
121	English	Online	Well worth the \$.35
302	English	Online	What fucking idiot gave people a fare refund a few years back when BART felt it was in the black? How goddamn stupid do you have to be to throw away money on absolutely nothing? Spend the money adding new lines and building another connection across the Bay.
274	English	Online	whatever
407	English	Online	Why can't the price difference between each station be \$0.30 instead of \$0.35? \$0.05 in difference may not sound a lot to you but it matters to folks that travel every day.
103	English	Online	worth it if direct to SF
119	English	Online	Worth it!
471	English	Online	Worth it.
222	English	Online	Worth the extra money
19	English	Online	Yes
520	English	Online	You should provide monthly passes or a much more substantive discount for multiple trips (more than the 6.25% currently offered). BART is overly expensive for commute trips. Also, there should be better fare integration with AC Transit and VTA.
368	English	Online	Zoned pricing is a necessary evil of regional transit. The fare adjustment seems reasonable.
2		Online	
3		Online	
104	Chinese	3/7	Agree
76	English	3/7	Cannot happen soon enough
98	Chinese	3/7	Disagree. Hope same as before
62	English	3/7	Good

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
53	English	3/7	I think its great
494	English	3/7	It is reasonable.
93	English	3/7	It is too expensive. It will be nice if the fare increase was less
6	English	3/7	It's .35 cents more money I think it is reasonable by car it would cost more
20	English	3/7	Its okay the price
212	English	3/7	Make it a round \$. 6.25 or 6.50
377	English	3/7	n/a
77	English	3/7	No
80	English	3/7	No
91	English	3/7	No
116	English	3/7	No
119	English	3/7	No
137	English	3/7	No comments
141	English	3/7	No comments
48	English	3/7	OK
50	English	3/7	OK
54	English	3/7	OK
60	English	3/7	OK
85	English	3/7	Ok
86	English	3/7	OK
95	Chinese	3/7	OK
96	Chinese	3/7	OK
97	Chinese	3/7	OK
103	Chinese	3/7	OK
158	English	3/7	OK
192	English	3/7	OK
44	English	3/7	Perfect
239	English	3/7	Please keep a cap on the cost. Increasing beyond \$6.00 would be ridiculous
133	English	3/7	reasonably priced
173	English	3/7	seems average compared to other stations
177	English	3/7	Sounds fair
64	English	3/7	It is fine. Service is more important than less than dollar extra cost
66	English	3/7	Sounds fair.
69	English	3/7	It is OK
340	English	3/7	The fees are already ridiculous, you shouldn't need to increase it this much. It's no longer cost effective to take BART and you're going to push people out further by keeping it not cost effective.
319	English	3/7	Too expensive for daily commuters
139	English	3/7	We need earlier train
1	English	3/9	5.95 Pass

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
8	English	3/9	fare sounds good
4	English	3/9	Fine
16	English	3/9	Fine
40	English	3/9	fine
157	English	3/9	Its ok
388	English	3/9	N/A
9	English	3/9	N/A
24	English	3/9	No
27	English	3/9	No
33	English	3/9	no
48	English	3/9	no
7	English	3/9	No
55	English	3/9	No
54	English	3/9	no, fare increase sounds reasonable
3	English	3/9	None
385	English	3/9	Nope. I think the increase in fares is logical.
512	English	3/9	Ok
36	English	3/9	ok
39	English	3/9	ok
41	English	3/9	ok
46	English	3/9	ok
50	English	3/9	ok
58	Chinese	3/9	ok
59	Chinese	3/9	ok
60	Chinese	3/9	ok
14	English	3/9	OK
16	English	3/9	OK
161	English	3/9	Probably capped the extra fare to Warm springs at 75 cents
197	English	3/9	Seems more economical than driving.
108	English	3/9	Seems reasonable!
282	Chinese	3/9	too expensive.
113	English	3/9	w springs to embarcadero needs to be 6.00 less than 10 cents more besides the distance there is no reason why should cost 35 cents more to ride from that station you need multiple years before the price increases at this station to that like after 5 yrs this will be a success by that fare from this station needs to be a dime or 5 cents more
174	English	3/9	Yes, that is fine.
229	English	3/9	yes. It is unfair . It is only a short distance commute. They should not increase the fair. Also BART is not doing any improvement on their compartments. It is so dirty, people can not even have a nice comfortable seat and so filthy dirty. I STRONGLY DISAGREE about increasing the fair.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
163	English	3/10	35 cents
108	Chinese	3/10	Annual pass/monthly pass discount. Corporate discount
118	English	3/10	As long as difference is reasonable
144	English	3/10	As long as the service is worth it
156	English	3/10	cheaper to drive to SF even with parking
146	English	3/10	Don't raise prices. We already pay high parking fees
148	English	3/10	Fare enough!
143	English	3/10	Fare is quite good. Please make sure people should not go to Warm Springs to get seats. Add more fare to those.
172	English	3/10	Fares ok - open restrooms
208	English	3/10	Free parking
171	English	3/10	Fremont to Warm springs = delta 35 cents. Fremont to Union City = delta 35 cents. So same fare difference for about same distance seems fair.
167	English	3/10	Good
135	English	3/10	higher price will discourage use of new station, bad idea
230	English	3/10	I don't think currently you should raise this fee because you're not improving your service and facilities. Besides parking fee is raising each year. For instance, Fremont charge \$1 in 2013 and \$2 in 2014 and \$3 in late 2014.
121	English	3/10	I propose the same fare as from Fremont
147	English	3/10	I would rather drive to Fremont and pay less fare. This makes Warm Springs pointless for me even though it's closer to me.
198	English	3/10	I'd like to see improvement in train comfort. The fare increases but service is subpar
140	English	3/10	If necessary the additional fee can apply, but I feel that prices are already high especially for the added time for waiting for transfer after 7pm
227	English	3/10	If you are following the formula per distance, this seems fair
127	English	3/10	It is a bit higher fare
83	English	3/10	it's ok, keeping previous prices is the best for those people who are unemployed
15	English	3/10	It's okay as long as parking is reasonable too. \$3 for daily parking is a lot
136	English	3/10	Make a reasonable choice
424	English	3/10	Make it enough to cover expenses.
2	English	3/10	Makes Sense
42	English	3/10	my only issue is value for money, BART is dirty and not always reliable
206	English	3/10	N/A
246	English	3/10	N/A
36	English	3/10	no
44	English	3/10	No
124	English	3/10	No
128	English	3/10	No
129	English	3/10	No
131	English	3/10	No
166	English	3/10	No

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
175	English	3/10	No
186	English	3/10	No
188	English	3/10	No
199	English	3/10	NO
210	English	3/10	No
211	English	3/10	No
217	English	3/10	No
220	English	3/10	No
248	English	3/10	No
277	English	3/10	no comment
293	English	3/10	No comment
79	English	3/10	No comments. The fare rate sounds reasonable.
137	English	3/10	No comments. This is reasonable.
338	English	3/10	No problem. Happy to pay for the positive change.
213	English	3/10	OK
232	English	3/10	OK
145	English	3/10	Ok price
24	English	3/10	Ok to raise .35 cents
124	English	3/10	Please give us earlier trains to Fremont
43	English	3/10	price needs to be better raise after all extensions built 6:05 should be price a dime more.
150	English	3/10	Raise fares and spend the money on more trains. And air conditioning.
118	English	3/10	Seems fair
42	English	3/10	Seems fair!
82	English	3/10	Seems Fair.
30	English	3/10	Seems reasonable
16	English	3/10	Seems reasonable.
176	English	3/10	Should be the same fare as for Fremont
254	English	3/10	sounds about right
191	English	3/10	Sounds fair
291	English	3/10	Sounds fair.
208	English	3/10	Sounds reasonable to me.
240	English	3/10	Stop raising all our fares to support sprawl and giant parking garages and parking lots. This is 1970's planning. Many of us can barely afford our rent and certainly cannot afford our commute costs to go up to grow suburbia.
133	English	3/10	That's fair
244	English	3/10	That's OK
451	English	3/10	That's a good estimate.
89	English	3/10	That's a lot of money, is it needed to pay for this initial investment?
283	English	3/10	The fare sounds reasonable.

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
237	English	3/10	This is reasonable
186	English	3/10	This rate system makes sense to me. In my case I am likely to remain using Fremont to save money.
23	English	3/10	Yes
8	English	3/11	Affordable and convenient pricing is needed
26	English	3/11	BART discount for frequent use? No comments integrated fare product would be good with VTA, AC Transit and BART
14	English	3/11	Don't care Don't need to ride to warm springs
75	English	3/11	It's getting kind of expensive. \$12.60 for a round trip.
238	English	3/11	Keep it reasonable. Higher the cost less riders
211	English	3/11	Makes sense. Those of us who have been long-time residents and BART users have already paid for the existing lines and services and now we are paying for the multiple extensions, even those of us who will never use the new lines. Users of the new services should pick up part of the incremental cost and it should not come at the expense of existing services (e.g., please do NOT pick option 3 and reduce green line service to Daly City).
18	English	3/11	No
3	English	3/11	no
14	English	3/11	No
359	English	3/11	None
32	Chinese	3/11	ok
33	Chinese	3/11	Ok
34	Chinese	3/11	ok
35	Chinese	3/11	ok
36	Chinese	3/11	Ok
37	Chinese	3/11	ok
20	English	3/11	Ok
34	English	3/11	ok
89	English	3/11	OK with increment
369	English	3/11	Pricing looks fair!
87	English	3/11	Reason for increase? More patrons should decrease fare
76	English	3/11	that's reasonable.
188	English	3/11	This fare change is much less important to me than the need for parking at the new station and/or Fremont. My main detriment to using the system is lack of parking - coming from San Jose.
11	English	3/11	Yes BART is expensive already. I know for low-income and seniors .
21	English	3/12	25 cents
4	English	3/12	Are all options (above) the same fare?
19	English	3/12	Fares are high
24	English	3/12	I wont travel or use Warm Springs so no concern
22	English	3/12	In general I would like BART to consider reducing fares during commute hours. Morning trains bound for SF and evening SF departures...These trains tend to be over crowded and it's a lot of money to pay to stand

Response ID	Language	Outreach Event Date (2015)	Response to Question 7, Comments
15	English	3/12	It's fine, And you should reduce monthly parking cost at fremont when WSX opens
90	English	3/12	More than fair
10	English	3/12	N/A
12	English	3/12	N/A
30	English	3/12	N/A
33	Spanish	3/12	N/A
34	Spanish	3/12	N/A
130	English	3/12	N/A
193	English	3/12	N/A
61	English	3/12	No
459	English	3/12	Not a problem
18	English	3/12	OK
31	English	3/12	OK
35	Chinese	3/12	OK
36	Chinese	3/12	OK
37	Chinese	3/12	OK
40	English	3/12	OK
42	English	3/12	OK
183	English	3/12	Seems fair but no sense with option 4
115	English	3/12	Seems fair due to the additional distance
326	English	3/12	Sounds ok compared to Fremont.
23	English	3/12	Yes, its Ok
17	English	Online	Seems Fair

Appendix C: Title VI/EJ Advisory Committee Warm Springs Presentation

Exhibit 1: Title VI/EJ Noticed Agenda

**NOTICE OF MEETING AND AGENDA
OFFICE OF CIVIL RIGHTS TITLE VI/ENVIRONMENTAL JUSTICE ADVISORY
COMMITTEE**

March 9, 2015
2:00 p.m. – 4:30 p.m.

A meeting of the Title VI/Environmental Justice Advisory Committee will be held on Monday, March 9, 2015, at 2:00 p.m. The meeting will be held in the Joseph P. Bort Metro Center - Conference Room 171, 101 Eight Street, Oakland, California.

AGENDA

1. Update on Potential Changes to BART's Youth Discount Program and Summary of Draft Title VI Report and Related Public Outreach. For discussion.
2. Review of Proposed January 2016 Consumer Price Index (CPI) Based Fare Increase Title VI Process. For discussion.
3. Review of Draft Title VI/Environmental Justice Report for the Proposed Pittsburg Center Station on the eBART extension. For discussion.
4. Overview of the Proposed Service Plan and Estimated Distance-Based Fare for the Warm Springs/South Fremont extension. For discussion.
5. General Discussion and Public Comment.
6. Next Committee Meeting Date.
7. Adjournment.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to this meeting, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made five days in advance of a Board or committee meeting. Please contact the District Secretary's Office at (510) 464-6083 for information.

Exhibit 2: Committee Meeting Presentation

San Francisco Bay Area Rapid Transit District

Title VI/EJ Advisory Committee

Warm Springs/South Fremont
Title VI Outreach

March 9, 2015



Project Overview

- The Warm Springs Extension project is a 5.4 mile extension from Fremont BART, south, to a new station in the Warm Springs District of the City of Fremont.
- Expected to open in December 2015, Warm Springs/South Fremont Station is the first phase of BART's expansion to Santa Clara County.
- Station is expected to:
 - Provide traffic relief and transit connectivity.
 - Be fully accessible to pedestrians and bicyclists and riders with disabilities.

Project Overview



Proposed Fares

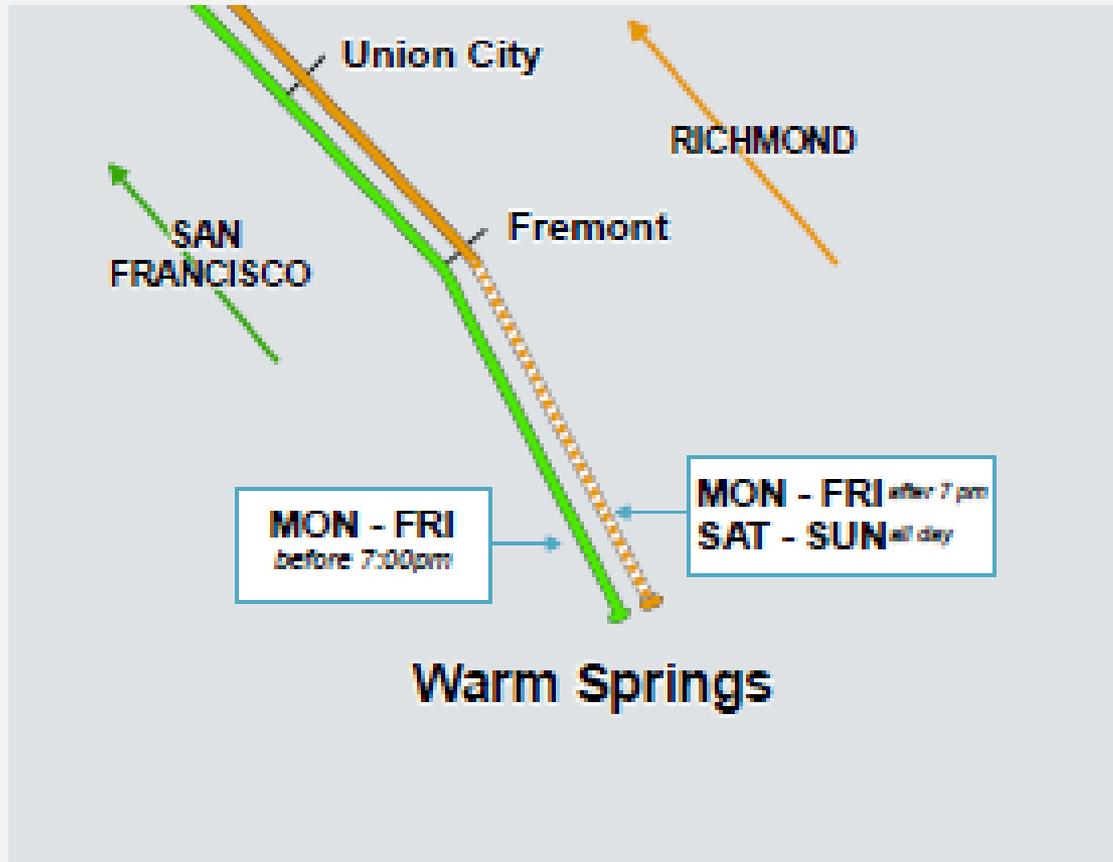
- BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension.
- Example (2015 data):
 - Currently, a one-way trip from Fremont Station to Embarcadero Station costs \$5.95.
 - A trip from the new Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost \$6.30 (\$.35 more).
- **Discussion**

Proposed Service

- BART has developed four proposed service options for Warm Springs/South Fremont Station.
- Each of the proposed service options will provide 1-line service to Warm Springs/South Fremont Station.
- The final service option will be temporary and will operate for two years or less until the new train cars arrive.

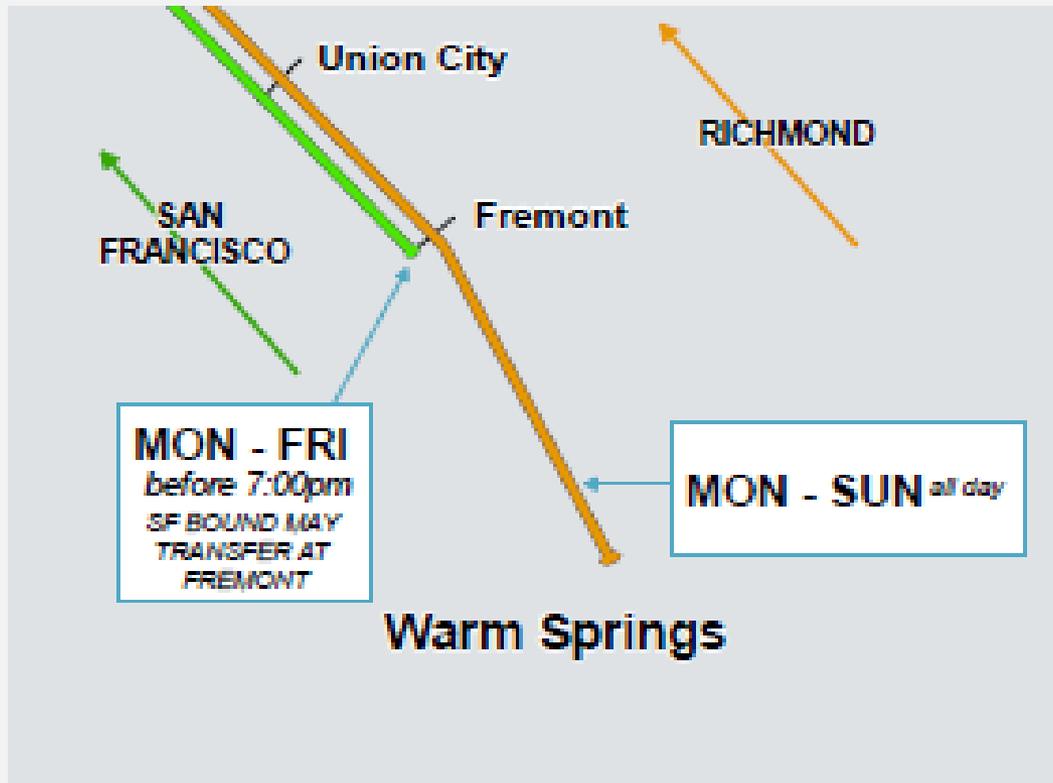
Proposed Service

Option #1



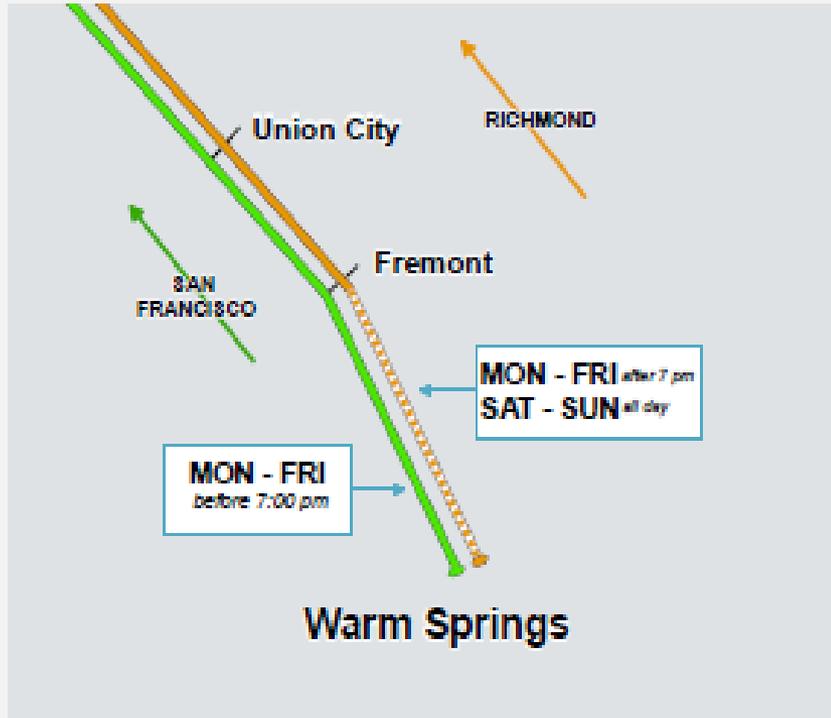
Proposed Service

Option #2



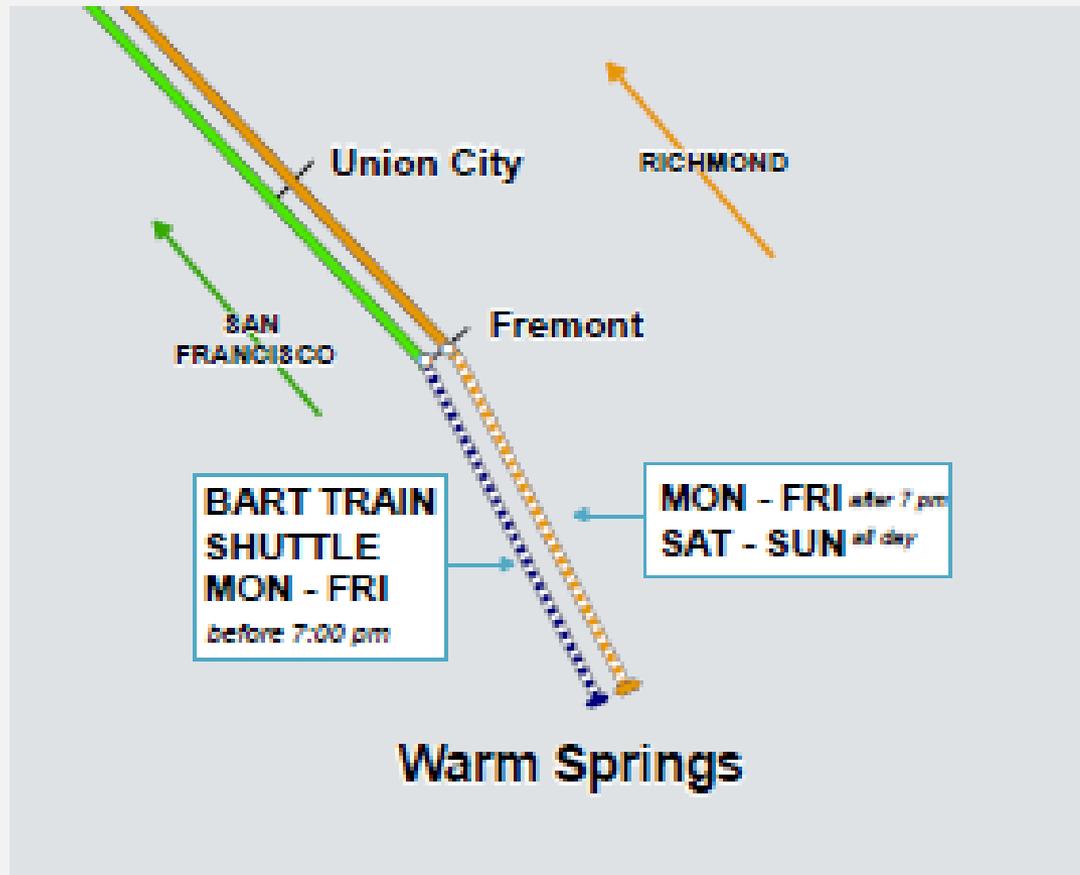
Proposed Service

Option #3



Proposed Service

Option #4



Public Participation

- Outreach events in Fremont and San Francisco, from Saturday March 7th to Thursday March 12th.
 - Saturday, March 7th: Milpitas Library, 10AM - 2PM.
 - Monday, March 9th: Fremont BART, 6AM - 10AM.
 - Tuesday, March 10th: Fremont BART, 4PM - 8PM.
 - Wednesday, March 11th: Balboa Park BART, 11AM - 3PM.
 - Thursday, March 12th: Daly City BART, 11AM - 3PM.
- The public can also provide their feedback online at www.bart.gov/wsx.

Public Participation

- Outreach events were advertised through Social Media.
- Ads were placed in ethnic media:
 - Spanish: El Observador, El Manajero, El Tecolote
 - Chinese: Sing Tao Daily, World Journal
 - Vietnamese: Viet Nam, The Daily News, Mo, Thoi Bao, SaiGon Nho
 - Hindi: Weekly Punjab News
- On-site interpreters will be available for all events.
- Printed surveys translated in Spanish, Chinese, Vietnamese, and Hindi.
- Online surveys translated in Spanish and Chinese.

Next Steps

- FTA requirement Title VI: Title VI Equity Analysis must be conducted at least six months prior to beginning of revenue operations
 - BART must determine whether the proposed service changes will result in disparate impact on minority and low income populations. (In Progress)
 - Public must be given opportunities for public review and comment at key decision points. (May 2015)
 - Complete Title VI report will be presented to the Board in July 2015 for approval.
- Fares and Service Options scheduled for Board approval in September 2015.

Appendix D: Surveys



New BART Service to Warm Springs/South Fremont

Comments and Feedback

Please answer the questions below. Your answers will help us evaluate how well we're reaching the communities we serve. BART values your input. Information will be treated confidentially.

1 Which BART station do you usually use to enter when making a trip from your home (i.e. your "home" station)?

2 Which BART station do you usually use to exit the system (i.e. your "destination" station)?

3 What time of day do you typically use BART?

- Morning
- Afternoon
- Evening
- Late night

4 Do you plan to use the Warm Springs/South Fremont Station?

- Yes
- No
- Other: _____

5 How will you access the Warm Springs/South Fremont Station?

- Carpool
- Bicycle
- Drive alone
- Drop-off
- AC Transit
- VTA
- Walk
- Other: _____

6a Based on your review of the four potential service plans, which of the proposed service options is more suitable for your travel purposes? Please check one.

Option 1: SF/Daly City (Green) Line from Warm Springs/South Fremont from 4 am to 7 pm weekdays. Passengers traveling to Downtown Oakland and Richmond transfer to the Richmond (Orange) Line. Richmond Line service, weekdays after 7 pm and weekends.

Option 2: Richmond (Orange) Line from Warm Springs/South Fremont during all hours of BART service. Passengers traveling to San Francisco transfer to SF/Daly City (Green) Line at Fremont on weekdays before 7 pm.

Option 3: SF/24th St./Mission (Green) Line from Warm Springs/South Fremont, from 4 am to 7 pm weekdays. Passengers traveling to Downtown Oakland and Richmond transfer to the Richmond (Orange) Line. Richmond Line service, weekdays after 7 pm and weekends.

Option 4: Passengers board BART train shuttle from Warm Springs/South Fremont, weekdays before 7 pm. All passengers transfer at Fremont to either SF/Daly City (Green) or Richmond (Orange) Lines.

- Option 1
- Option 2
- Option 3
- Option 4

6b Which of the proposed service options do you wish to comment on? If applicable, please provide your comments in the space provided.

7 BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension. For example, in 2015, a one-way trip from Fremont Station to Embarcadero Station costs \$5.95, while a trip from Warm Springs/South Fremont Station to Embarcadero Station is estimated to cost \$6.30 (\$.35 more). Do you have any general comments about BART's proposed fare for Warm Springs/South Fremont Station?

8 What is your gender?
 Male Female

→NOTE: Please answer BOTH Questions 10a and 10b.

9a Are you of Hispanic, Latino or Spanish origin?
 No Yes

9b What is your race or ethnic identification? (Check one or more. Categories based on US Census.)
 White
 Black/African American
 Asian or Pacific Islander
 American Indian or Alaska Native
 Other (specify): _____

10 Do you speak a language other than English at home?
 No Yes → Language: _____

If "Yes", how well do you speak English?
 Very well Well Not well Not at all

11 What is your total annual household income before taxes?
 Under \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 and over

12 Including yourself, how many people live in your household?
 1 2 3 4 5 6 or more



Warm Springs/South Fremont 的全新 BART 服務

意見和反饋

請回答以下問題。您的答案將協助本公司評估我們為社區所提供服務的品質。BART 非常重視您的意見。所提供資料將予以保密。

1 您從住處外出時，通常從哪一個 BART 車站進入 (也就是您的起始站)？

2 您通常從哪一個 BART 車站離開該運輸系統 (也就是您的終點站)？

3 您一般是在什麼時段使用 BART？
 早上
 下午
 晚上
 深夜

4 您是否計畫使用 Warm Springs/South Fremont 車站？
 是 否 其他：_____

5 您將如何前往 Warm Springs/South Fremont 車站？
 與人共乘 AC Transit
 單車 VTA
 單獨駕車 步行
 搭便車 其他：_____

6a 在看過四種可能的服務計畫之後，請指出哪一種建議服務選項可能更適合您的通勤目的？請選一項。

選項 1：SF/Daly City (綠) 線，從 Warm Springs/South Fremont 站發車，平日營運時間從早上 4 點到晚上 7 點。前往 Downtown Oakland 和 Richmond 站的乘客要轉乘 Richmond (橘) 線。Richmond 線的營運時間是平日晚上 7 點之後以及週末。

選項 2：Richmond (橘) 線，從 Warm Springs/South Fremont 站發車，BART 營運期間的各時段均有班次行駛。於平日晚上 7 點之前前往 San Francisco 的乘客要在 Fremont 轉乘 SF/Daly City (綠) 線。

選項 3：SF/24th St./Mission (綠) 線，從 Warm Springs/South Fremont 站發車，平日營運時間從早上 4 點到晚上 7 點。前往 Downtown Oakland 和 Richmond 站的乘客要轉乘 Richmond (橘) 線。Richmond 線的營運時間是平日晚上 7 點之後以及週末。

選項 4：乘客可於平日晚上 7 點前搭乘 Warm Springs/South Fremont 站出發的 BART 接駁巴士。所有乘客均可在 Fremont 轉乘 SF/Daly City (綠) 線或 Richmond (橘) 線。

選項 1 選項 2 選項 3 選項 4

6b 您想要針對哪一個建議服務選項發表意見？若您有相關意見，請在以下空白處告訴我們。

7 BART 計畫在 Warm Springs/South Fremont 延伸路線中依然採取按距離收費的票價結構。例如，2015 年時，從 Fremont 車站到 Embarcadero 車站的單趟行程票價為 \$5.95，從 Warm Springs/South Fremont 車站到 Embarcadero 車站的行程票價則預估為 \$6.30 (多出 \$0.35)。您對 BART 建議的 Warm Springs/South Fremont 車站票價有何一般意見？

8 您的性別是？
 男性 女性
→注意：請同時回答 10a 和 10b 題。

9a 您是否是西班牙裔或拉丁裔？
 否 是

9b 您屬於哪個種族或族裔？(請選擇一或多項。項目類別是以美國人口普查為準。)
 白人
 黑人/非裔
 亞裔或太平洋裔
 美國印第安裔或阿拉斯加裔
 其他 (請註明)：_____

10 您在家是否講英語以外的語言？
 否 是 → 語言：_____

如果是，您的英語程度如何？
 很好 好 不太好 完全不懂

11 府上全家每年的稅前總收入是多少？
 低於 \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 及以上

12 包刮您自己在內，府上共有多少人住？
 1 人 2 人 3 人 4 人 5 人 6 人以上



Warm Springs/South Fremont के लिए नई BART सर्विस

टिप्पणियाँ और प्रतिक्रिया

कृपया नीचे दिए गए प्रश्नों का उत्तर दें। अपने उत्तर हमारी यह मूल्यांकन करने में मदद करेंगे कि हम उन समुदायों तक कितनी अच्छी तरह से पहुंच रहे हैं जिन्हें हम सेवा देते हैं। BART आपके विचारों को महत्व देता है। जानकारी पर गोपनीय रूप से कार्यवाही की जाएगी।

- 1 अपने घर (यानी अपने "घर" के स्टेशन) से यात्रा करते समय आप आमतौर पर प्रवेश करने के लिए कौन सा BART स्टेशन उपयोग करते हैं?

- 2 सिस्टम से बाहर निकलने के लिए (यानी कि आपका "गंतव्य" स्टेशन) आप किस BART स्टेशन का उपयोग करते हैं?

- 3 आप आमतौर पर दिन के किस समय BART का उपयोग करते हैं?
 सुबह
 दोपहर बाद
 शाम
 देर रात
- 4 क्या आपकी Warm Springs/South Fremont स्टेशन का उपयोग करने की योजना है?
 हाँ नहीं अन्य: _____
- 5 आप Warm Springs/South Fremont स्टेशन तक कैसे पहुँचेंगे?
 कारपूल AC Transit
 साइकिल VTA
 अकेले ड्राइव करके पैदल
 ड्रॉप ऑफ अन्य: _____
- 6a चार संभावित सेवा योजनाओं की आपकी समीक्षा के आधार पर, प्रस्तावित सेवा विकल्पों में से कौन सा आपकी यात्रा के उद्देश्यों के लिए अधिक उपयुक्त है? एक जाँच कृपया.
 विकल्प 1: सप्ताह के कामकाजी दिनों पर सुबह 4 से शाम 7 बजे तक Warm Springs/South Fremont से SF/Daly City (हरी) लाइन Downtown Oakland और Richmond की ओर यात्रा करने वाले यात्री Richmond (नारंगी) लाइन में ट्रांसफर करते हैं। Richmond लाइन सेवा, वीकएंड शाम 7 बजे के बाद और सप्ताह के कामकाजी दिन।
 विकल्प 2: BART सेवा के सभी घंटों के दौरान Warm Springs/South Fremont से Richmond (नारंगी) लाइन। San Francisco जा रहे यात्री सप्ताह के कामकाजी दिन शाम 7 बजे से पहले Fremont पर SF/Daly City (हरी) लाइन में ट्रांसफर करते हैं।
 विकल्प 3: सप्ताह के कामकाजी दिनों पर सुबह 4 से शाम 7 बजे तक Warm Springs/South Fremont से SF/24th St./Mission (हरी) लाइन Downtown Oakland और Richmond की ओर यात्रा करने वाले यात्री Richmond (नारंगी) लाइन में ट्रांसफर करते हैं। Richmond लाइन सेवा, वीकएंड शाम 7 बजे के बाद और सप्ताह के कामकाजी दिन।
 विकल्प 4: सप्ताह के कामकाजी दिन शाम 7 बजे से पहले, यात्री Warm Springs/South Fremont से BART ट्रेन शटल पर चढ़ते हैं। सभी यात्री Fremont पर या तो SF/Daly City (हरी) या Richmond (नारंगी) लाइनों में ट्रांसफर करते हैं।
 विकल्प 1 विकल्प 2 विकल्प 3 विकल्प 4

- 6b आप प्रस्तावित सेवा विकल्पों में से किस पर टिप्पणी करना चाहते हैं? यदि लागू हो, कृपया अपनी टिप्पणियाँ दिए गए स्थान पर दें।

- 7 BART की योजना है कि इसकी दूरी पर आधारित किराया संरचना का Warm Springs/South Fremont एक्सटेंशन के लिए विस्तार किया जाए। उदाहरण के लिए, 2015 में, Fremont स्टेशन से Embarcadero स्टेशन तक एक-तरफा यात्रा की लागत \$5.95 थी, जब कि Warm Springs/South Fremont स्टेशन से Embarcadero स्टेशन तक यात्रा की लागत \$6.30 (\$.35 अधिक) होने का अनुमान है। क्या आपके पास BART के Warm Springs/South Fremont स्टेशन के लिए प्रस्तावित किराए के बारे में कोई सामान्य टिप्पणियाँ हैं?

- 8 आपका लिंग क्या है?
 पुरुष महिला
 →यान दें: कृपया प्रश्न 10a और 10b दोनों का उत्तर दें।
- 9a क्या आप, हिस्पैनिक, लातीनी या स्पेनिश मूल के हैं?
 नहीं हाँ
- 9b अपनी जाति या जातीय पहचान क्या है? (एक या अधिक पर सही लगाएं। श्रेणियाँ अमेरिकी जनगणना पर आधारित हैं।)
 श्वेत
 अश्वेत/अफ्रीकी अमरीकी
 एशियाई या प्रशांत द्वीप के वासी
 अमेरिकी इंडियन या अलास्का के मूल निवासी
 अन्य (बताएं): _____
- 10 क्या आप घर पर अंग्रेजी के अलावा कोई अन्य भाषा बोलते हैं?
 नहीं हाँ → भाषा: _____
 यदि "हाँ", तो आप अंग्रेजी कितनी अच्छी तरह से बोलते हैं?
 बहुत अच्छी अच्छी अच्छी नहीं बिल्कुल भी नहीं
- 11 कर्ों से पहले, आपकी कुल सालाना पारिवारिक आय कितनी है?
 \$25,000 से कम \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 और अधिक
- 12 आपको मिलाकर, आपके परिवार में कितने लोग रहते हैं?
 1 2 3 4 5 6 या अधिक



Nuevo servicio de BART a Warm Springs/South Fremont

Comentarios y opiniones

Responda las preguntas que se detallan a continuación. Sus respuestas nos ayudarán a evaluar la eficiencia con la que llegamos a las comunidades que reciben nuestros servicios. BART aprecia su opinión. La información será confidencial.

- 1** ¿Qué estación de BART usa generalmente para ingresar cuando hace un viaje desde su hogar (es decir, su estación "de base")?
-
- 2** ¿Qué estación de BART usa generalmente para salir del sistema (es decir, su estación de "destino")?
-
- 3** ¿En qué momento del día generalmente utiliza BART?
- Mañana
 Tarde
 Noche
 Últimas horas de la noche
- 4** ¿Planea utilizar la estación de Warm Springs/South Fremont?
- Sí No Otro: _____
- 5** ¿Cómo accederá a la estación de Warm Springs/South Fremont?
- Transporte colectivo AC Transit
 Bicicleta VTA
 Conducción solo Caminata
 Punto de Llegada Otro: _____
- 6a** Según el análisis de los cuatro posibles planes de servicio, ¿cuál de las opciones de servicio propuestas se ajusta más a sus planes de viaje? Por favor seleccione una opción.
- Opción 1: Línea SF/Daly City (verde) desde Warm Springs/South Fremont de 4 a. m. a 7 p. m., los días de semana. Los pasajeros que viajan al centro de Oakland y Richmond hacen transbordo a la línea Richmond (naranja). Servicio de línea de Richmond, los días de semana después de las 7 p. m. y los fines de semana
- Opción 2: Línea Richmond (naranja) desde Warm Springs/South Fremont durante el horario de servicio de BART. Los pasajeros que viajan a San Francisco hacen transbordo a la línea SF/Daly City (verde) en Fremont los días de semana antes de las 7 p. m.
- Opción 3: Línea SF/24th St./Mission (verde) desde Warm Springs/South Fremont de 4 a. m. a 7 p. m., los días de semana. Los pasajeros que viajan al centro de Oakland y Richmond hacen transbordo a la línea Richmond (naranja). Servicio de línea de Richmond, los días de semana después de las 7 p. m. y los fines de semana.
- Opción 4: Los pasajeros a bordo de los trenes de BART se trasladan desde Warm Springs/South Fremont, los días de semana antes de las 7 p. m. Todos los pasajeros hacen transbordo en Fremont hacia las líneas SF/Daly City (verde) o Richmond (naranja).
- Opción 1 Opción 2 Opción 3 Opción 4

- 6b** ¿Sobre cuál de las opciones de servicio propuestas desea hacer comentarios? Si corresponde, comparta sus comentarios en el espacio provisto.
-
-
-
-
-
- 7** BART planea ampliar su estructura de tarifas según la distancia para la extensión de Warm Springs/South Fremont. Por ejemplo, en 2015, un viaje de ida desde la estación Fremont hasta la estación de Embarcadero cuesta \$5.95, mientras que se estima que un viaje desde la estación de Warm Springs/South Fremont hasta la estación de Embarcadero costará \$6.30 (\$0.35 más). ¿Tiene algún comentario general sobre la tarifa propuesta de BART para la estación de Warm Springs/South Fremont?
-
-
-
-
-
- 8** ¿Cuál es su sexo?
- Masculino Femenino
- NOTA: Responda AMBAS preguntas: 10a y 10b.
- 9a** ¿Es usted de origen hispano, latino o español?
- No Sí
- 9b** ¿Cuál es su raza o identificación étnica? (Marque una o más opciones. Categorías basadas en el Censo de los Estados Unidos)
- Blanco
 Negro o afroamericano
 Asiático o isleño del Pacífico
 Indígena estadounidense o nativo de Alaska
 Otro: _____
- 10** En su hogar, ¿habla algún idioma que no sea inglés?
- No Sí → Idioma: _____
- En caso de que hable otro idioma, ¿cómo es su nivel de inglés?
- Muy Bueno Bueno No tan bueno Malo
- 11** ¿Cuál es su ingreso familiar total anual antes de impuestos?
- Menos de \$25.000 \$50,000 - \$59.999
 \$25,000 - \$29.999 \$60,000 - \$74.999
 \$30,000 - \$39.999 \$75,000 - \$99.999
 \$40,000 - \$49.999 Más de \$100.000
- 12** Incluido usted, ¿cuántas personas viven en su hogar?
- 1 2 3 4 5 6 o más



Dịch Vụ Mới của BART đến Warm Springs/South Fremont

Nhận Xét và Ý Kiến

Xin quý vị vui lòng trả lời những câu hỏi dưới đây. Câu trả lời của quý vị sẽ giúp chúng tôi đánh giá mức hữu hiệu của chúng tôi trong việc phục vụ các cộng đồng. BART quý trọng ý kiến của quý vị. Mọi chi tiết sẽ được giữ kín.

1 Quý vị thường vào trạm BART nào khi bắt đầu một chuyến đi từ nhà của mình (tức là trạm "nhà" của quý vị)?

2 Quý vị thường dùng trạm BART nào để rời khỏi hệ thống (tức là trạm "đến" của quý vị)?

3 Quý vị thường dùng BART vào lúc nào trong ngày?

- Sáng
 Chiều
 Tối
 Đêm

4 Quý vị có định dùng Trạm Warm Springs/South Fremont?

Có Không Trạm khác: _____

5 Quý vị đến Trạm Warm Springs/South Fremont cách nào?

- Đi xe chung AC Chuyên chở công cộng
 Xe đạp VTA
 Lái xe một mình Đi bộ
 Nhờ đưa đến Cách khác: _____

6a Sau khi xem xét bốn kế hoạch dịch vụ có thể được thực hiện, quý vị thấy chọn lựa nào trong số những dịch vụ được đề nghị sẽ thích hợp hơn cho những mục đích di chuyển của mình? Vui lòng kiểm tra một.

Chọn Lựa 1: Tuyến Đường SF/Daly City (Xanh) từ Warm Springs/South Fremont từ 4 giờ sáng đến 7 giờ chiều vào những ngày trong tuần. Hành khách đi từ Downtown Oakland và Richmond chuyển sang Tuyến Đường Richmond (Cam). Dịch vụ Tuyến Đường Richmond, những ngày trong tuần sau 7 giờ tối và những ngày cuối tuần.

Chọn Lựa 2: Tuyến Đường Richmond (Cam) từ Warm Springs/South Fremont trong mọi giờ hoạt động của dịch vụ BART. Hành khách đi từ San Francisco chuyển sang Tuyến Đường SF/Daly City (Xanh) tại Fremont vào những ngày trong tuần trước 7 giờ tối.

Chọn Lựa 3: Tuyến Đường SF/24th St./Mission (Xanh) từ Warm Springs/South Fremont, từ 4 giờ sáng đến 7 giờ tối vào những ngày trong tuần. Hành khách đến Downtown Oakland và Richmond chuyển sang Tuyến Đường Richmond (Cam). Dịch vụ Tuyến Đường Richmond, những ngày trong tuần sau 7 giờ tối và những ngày cuối tuần.

Chọn Lựa 4: Hành khách lên xe lửa đưa đón của BART từ Warm Springs/South Fremont, những ngày trong tuần trước 7 giờ tối. Tất cả hành khách đều chuyển sang các Tuyến Đường SF/Daly City (Xanh) hay Richmond (Cam).

Chọn Lựa 1 Chọn Lựa 2 Chọn Lựa 3 Chọn Lựa 4

6b Quý vị muốn nhận xét về những chọn lựa nào trong các dịch vụ được đề nghị? Nếu thích hợp, xin quý vị vui lòng viết nhận xét của mình trong chỗ dành riêng dưới đây.

7 BART dự định sẽ tăng tiền vé dựa vào khoảng cách cho phần nối dài Warm Springs/South Fremont. Thí dụ, vào năm 2015, giá vé một chiều từ Trạm Fremont đến Trạm Embarcadero là \$5.95, trong khi một chuyến xe từ Trạm Warm Springs/South Fremont đến Trạm Embarcadero được ước tính là sẽ tốn \$6.30 (thêm \$.35). Quý vị có nhận xét tổng quát nào về giá vé đề nghị của BART cho Trạm Warm Springs/South Fremont không?

8 Phái tính của quý vị là gì?

Nam Nữ

→ LƯU Ý: Xin vui lòng trả lời CẢ HAI Câu Hỏi 10a và 10b.

9a Quý vị là người gốc Hispanic, La Tinh hay Tây Ban Nha?

Không Phải

9b Quý vị là người thuộc chủng tộc hoặc dân tộc nào? (Đánh dấu vào một hoặc nhiều ô. Phân loại dựa vào Thống Kê Hoa Kỳ.)

- Da Trắng
 Da Đen/Người Mỹ Gốc Phi Châu
 Á Châu hoặc Dân Đảo Thái Bình Dương
 Thổ Dân Hoa Kỳ hoặc Thổ Dân Alaska
 Chủng Tộc Khác (ghi rõ): _____

10 Quý vị có dùng một ngôn ngữ khác ngoài Anh Ngữ ở nhà không?

Không Có → Ngôn Ngữ: _____

Nếu "Có", quý vị nói tiếng Anh thông thạo ở mức nào?

Rất giỏi Giỏi Không giỏi Không nói được gì cả

11 Lợi tức hàng năm của cả gia đình quý vị trước khi đóng thuế là bao nhiêu?

- Dưới \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 hoặc nhiều hơn

12 Kể cả quý vị, có bao nhiêu người trong gia đình quý vị?

1 2 3 4 5 6 hoặc nhiều hơn

Appendix E: Publicity and Outreach Materials



New BART Service to Warm Springs/South Fremont to Begin Late 2015

BART wants to hear from you!



BART is seeking your comments on upcoming new service to Warm Springs/South Fremont

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 5.4 mile extension from the Fremont Station to the new Warm Springs/South Fremont Station, which is expected to open for service in late 2015. BART invites the public to learn more about the extension and new station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

If you need language assistance services, please call (510) 464-6752 at least 72 hours prior to the date of the event. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx. For more details contact: Janice Adam, Community Relations Liaison, (510) 413-2060 or jadam@bart.gov.

El nuevo servicio de BART a Warm Springs/South Fremont empezará a finales de 2015 ¡BART desea escuchar su opinión!

BART desea obtener su opinión con respecto al nuevo servicio a Warm Springs/South Fremont

El San Francisco Bay Area Rapid Transit District (BART) pronto concluirá la extensión de 5.4 millas de la estación de Fremont a la nueva estación de Warm Springs/South Fremont, la cual se espera entre en servicio a finales de 2015. BART invita al público a obtener más información sobre la extensión y la nueva estación, así como a proporcionar comentarios relacionados con cambios elementales en el servicio. Las modificaciones en el servicio podrían incluir cambios en los horarios de servicio de las estaciones Glen Park, Balboa Park y Daly City.

Si necesita asistencia en otro idioma, por favor llame al (510) 464-6752, al menos 72 horas antes de la fecha del evento. Aunque no pueda asistir a uno de nuestros eventos de difusión comunitaria, puede proporcionar sus comentarios llenando un formulario por Internet, el cual estará disponible a partir del 6 de marzo de 2015 en www.bart.gov/wsx. Para obtener información adicional comuníquese con: Janice Adam, Enlace de Relaciones con la Comunidad, al (510) 413-2060 o a jadam@bart.gov.

BART 的 Warm Springs/South Fremont (南佛利蒙) 新捷運延長線將於 2015 年底開始提供服務 • BART 需要民眾提供意見!

BART 希望徵求民眾對 Warm Springs/South Fremont 新捷運延長線服務的意見

舊金山灣區捷運局 (Bay Area Rapid Transit District, BART) 新工程即將完工; 全長 5.4 哩捷運延長線將從 Fremont 捷運站延伸至 Warm Springs/South Fremont 新捷運站, 預計於 2015 年底開始提供服務。BART 特邀民眾前來了解捷運延長線和新捷運站詳情, 並針對重要服務變更提供意見。服務變更可能影響前往 Glen Park、Balboa Park 和 Daly City 等捷運站的時刻表。

如果您需要語言協助服務, 請於活動日期前至少 72 小時撥打 (510) 464-6752 聯絡。如果您無法參加我們的外展活動, 您仍可透過填寫線上意見表提供意見; 該表格將於 2015 年 3 月 6 日在線上提供: www.bart.gov/wsx。如果要了解更多資訊, 請聯絡: 社區公關專員 (Community Relations Liaison) Janice Adam, 電話為 (510) 413-2060; 或可發送電郵至 jadam@bart.gov。

Dịch Vụ Mới của BART đến trạm Warm Springs/South Fremont Sẽ Bắt Đầu Vào Cuối Năm 2015 BART mong muốn lắng nghe ý kiến của quý vị!

BART đang tìm kiếm các ý kiến đóng góp của quý vị về dịch vụ mới sắp tới đến trạm Warm Springs/South Fremont

Cơ Quan Vận Chuyển Tốc Hành Vùng Vịnh (BART) San Francisco đang sắp hoàn thành việc nối dài 5.4 dặm từ trạm Fremont tới trạm Warm Springs/South Fremont mới, dự định bắt đầu hoạt động vào cuối năm 2015. BART kính mời công chúng tìm hiểu về việc nối dài cũng như trạm xe mới và đóng góp ý kiến nhận xét về những thay đổi dịch vụ chính. Các thay đổi dịch vụ có thể ảnh hưởng lịch trình tới các trạm Glen Park, Balboa Park và Daly City.

Nếu quý vị cần dịch vụ hỗ trợ ngôn ngữ, xin vui lòng gọi (510) 464-6752 ít nhất 72 tiếng trước ngày diễn ra sự kiện. Nếu quý vị không thể tham dự sự kiện tiếp ngoài của chúng tôi, quý vị vẫn có thể đóng góp ý kiến phản hồi bằng cách điền vào mẫu đơn nhận xét trực tuyến, sẽ có tại www.bart.gov/wsx từ ngày 6 tháng Ba, 2015. Để biết thêm chi tiết, xin liên lạc: Janice Adam, Nhân Viên Quan Hệ Cộng Đồng (Community Relations Liaison), (510) 413-2060 hoặc jadam@bart.gov.

Warm Springs/South Fremont के लिए नई BART सेवा 2015 के अंत में शुरू होगी • BART आपकी बात सुनना चाहता है!

Warm Springs/South Fremont के लिए आगामी नई सेवा पर BART आपकी टिप्पणियां आमंत्रित करता है!

सैन फ्रांसिसिको खाड़ी क्षेत्र द्रुत पारगमन जिला (BART) का Fremont Station से नए Warm Springs/South Fremont Station के बीच 5.4 मील का वसतिार पूरा होने वाला है, जसि 2015 के अंत तक सेवा के लिए खोल दिए जाने की आशा है। BART इस वसतिार तथा नए स्टेशन के बारे में अधिक जानकारी लेने तथा प्रमुख सेवा प्रभागों पर टिप्पणियां देने के लिए जनता को आमंत्रित करता है। सेवा परिवर्तनों में Glen Park, Balboa Park और Daly City स्टेशनों के लिए अनुसूचति प्रभाव शामिल हो सकते हैं।

यदि आप भाषा सहायता सेवाएं चाहते हैं, तो कृपया कार्यक्रम से कम से कम 72 घंटे पहले (510) 464-6752 पर काल करें। यदि आप हमारे आउटरीच कार्यक्रमों में से किसी एक में भाग लेने में असमर्थ हैं, तो आप एक ऑनलाइन टिप्पणी फॉर्म भरकर भी फीडबैक दे सकते हैं, जो 6 मार्च, 2015 से www.bart.gov/wsx पर उपलब्ध होगा। अधिक ब्यौरे के लिए संपर्क करें: जैनिसि आदम, समुदाय संबंध सहाचार (Janice Adam, Community Relations Liaison), (510) 413-2060 या jadam@bart.gov.

OUTREACH EVENTS DATES AND LOCATIONS/FECHAS Y UBICACIÓN DE LOS EVENTOS DE DIFUSIÓN COMUNITARIA

外展活動日期和地點 / THỜI GIAN VÀ ĐỊA ĐIỂM CÁC SỰ KIỆN TIẾP NGOẠI / OUTREACH कार्यक्रम की तारीखें तथा स्थान

Saturday, March 7 10 am – 2 pm	Monday, March 9 6 am – 10 am	Tuesday, March 10 4 pm – 8 pm	Wednesday, March 11 11 am – 3 pm	Thursday, March 12 11am – 3 pm
Santa Clara Co. Library District Milpitas Library 160 N. Main Street Milpitas, CA	BART Fremont Station Concourse Area	BART Fremont Station Concourse Area	BART Balboa Park Station Concourse Area	BART Daly City Station Concourse Area



Bay Area Rapid Transit

New BART Service Coming to Warm Springs/South Fremont

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 5.4 mile extension from Fremont BART, south, to a new station in the Warm Springs District of the City of Fremont. Expected to open in December 2015, the Warm Springs/South Fremont Station is the first phase of BART's expansion to Santa Clara County. Here are some facts about the new Warm Springs/South Fremont station and service.

TRAVEL TIME

Estimated travel time between Warm Springs/South Fremont Station to Fremont will be 6 minutes.

TRAFFIC RELIEF

According to the Metropolitan Transportation Commission, by 2025, approximately 500,000 weekday automobile trips are projected between the East Bay and Santa Clara County. By shortening travel times and improving reliability, the BART extension is expected to generate additional transit ridership and reduce overall traffic congestion (Federal Environmental Impact Statement (FEIS), 2006).



ACCESS

Fully accessible to pedestrians and bicyclists, including bike lockers, elevators and escalators, Braille signs and a tactile sight path to aid riders with disabilities. The station will also be equipped with approximately 2000 parking spaces.

TRANSIT CONNECTIVITY

Intermodal access to Valley Transit Authority (VTA) and Alameda-Contra Costa Transit (AC Transit) buses, as well as taxi and "kiss and ride" passenger drop off areas.

PROPOSED FARES

BART plans to extend its distance based fare structure for the Warm Springs/South Fremont extension.

PROPOSED SERVICE

As BART waits for its new Fleet of the Future, a temporary service plan will be implemented for Warm Springs/South Fremont Station. We have come up with a variety of service options and are seeking the public's input on our proposed service plans.





Bay Area Rapid Transit

全新的 BART 服務即將來到 Warm Springs/South Fremont

舊金山灣區捷運局 (San Francisco Bay Area Rapid Transit District, BART) 從 BART 的 Fremont 車站南邊，延伸到 Fremont 市 Warm Springs 區新車站的 5.4 英里路線即將完成。Warm Springs/South Fremont 車站預計將於 2015 年 12 月開始營運，該車站是 BART 延伸至 Santa Clara 郡的第一階段。以下是 Warm Springs/South Fremont 新車站及服務的相關資訊。

通勤時間

Warm Springs/South Fremont 車站到 Fremont 的預估通勤時間為 6 分鐘。

流量紓解

根據都會交通委員會 (Metropolitan Transportation Commission) 的研究，截至 2025 年，East Bay 和 Santa Clara 郡之間的平日汽車運輸量預估約為 500,000 車次。透過縮短通勤時間及改善可靠度，BART 的延伸路線預計將產生額外的交通運輸量，並可緩解整體的交通阻塞情況 (聯邦環境影響聲明 (FEIS)，2006 年)。



便利性

行人與單車騎士可輕鬆使用各項設施，包括單車置物櫃、電梯、手扶梯以及可協助身障乘客的視障標示與導盲通道。該車站也備有約 2000 個停車位。

交通轉乘

乘客能透過聯運系統搭乘 Valley Transit Authority (VTA) 和 Alameda-Contra Costa Transit (AC Transit) 巴士，也可在計程車候客區和送別臨停區搭乘計程車。

建議票價

BART 計畫在 Warm Springs/South Fremont 延伸路線中依然採取按距離收費的票價結構。計畫的意見

建議服務

BART 目前仍在等待全新的未來列車 (Fleet of the Future) 配備就緒，因此將針對 Warm Springs/South Fremont 車站實施暫時性的服務計畫。我們已提出多種服務選擇，並正在蒐集大眾對這些建議計畫的意見





Bay Area Rapid Transit

Warm Springs/South Fremont के लिए नई BART सर्विस आ रही है

San Francisco Bay Area Rapid Transit District (BART) का Fremont BART, दक्षिण, से City of Fremont की Warm Springs District तक के 5.4 मील के विस्तार पूरा होने वाला है। दिसंबर 2015 में खोलने की उम्मीद के साथ, Warm Springs/South Fremont स्टेशन BART के Santa Clara County तक विस्तार का पहला चरण है। ये नए Warm Springs/South Fremont स्टेशन और सेवा के बारे में कुछ तथ्य हैं।

यात्रा का समय:

Warm Springs/South Fremont स्टेशन से Fremont तक का अनुमानित यात्रा का समय 6 मिनट होगा।

ट्रैफिक से राहत:

मेट्रोपोलिटन ट्रांसपोर्टेशन कमिशन के अनुसार, 2025 तक, East Bay और Santa Clara County के बीच सप्ताह के कामकाजी दिनों को लगभग 500,000 ऑटोमोबाइल यात्राओं का अनुमान लगाया जा रहा है। यात्रा के समय को छोटा करने और विश्वसनीयता में सुधार करने के द्वारा, BART विस्तार के द्वारा अतिरिक्त पारगमन यात्री आने और समग्र यातायात भीड़ के कम होने की उम्मीद है (Federal Environmental Impact Statement (FEIS), 2006)।



पहुँच:

बाइक लॉकरों, लिफ्टों और एस्केलेटर्स, ब्रेल चिन्हों और विकलांगता वाली सवारियों की सहायता करने के लिए स्पर्श दृष्टि पथ के साथ, पैदल चलने वालों और साइकल स्वारों के लिए पूरी तरह से पहुँचयोग्य। स्टेशन को लगभग 2000 पार्किंग स्थानों के साथ भी सुसज्जित किया जाएगा।

ट्रांजिट कनेक्टिविटी:

Valley Transit Authority (VTA) और Alameda-Contra Costa Transit (AC Transit) बसों तक इंटरमोडल पहुँच, और साथ ही टैक्सी और "kiss and ride" यात्रियों को छोड़ने के क्षेत्र।

प्रस्तावित किराए:

BART की योजना है कि इसकी दूरी पर आधारित किराया संरचना का Warm Springs/South Fremont एक्सटेंशन के लिए विस्तार किया जाए।

प्रस्तावित सेवा:

जिस दौरान BART अपने नए भविष्य के बेड़े के लिए इंतजार कर रहा है, Warm Springs/South Fremont स्टेशनों के लिए एक अस्थायी सेवा योजना को लागू किया जाएगा। हमने बहुत से सेवा विकल्प तैयार किए हैं और अपनी प्रस्तावित सेवा योजना पर जनता की राय मांग कर रहे हैं।





Bay Area Rapid Transit

Nuevo servicio de BART a Warm Springs/South Fremont

El Distrito de Transporte Rápido del Área de la Bahía de San Francisco (*Bay Area Rapid Transit*, BART) está a punto de terminar la extensión de 5.4 millas desde Fremont BART, sur, hasta una nueva estación en el Distrito de Warm Springs de la Ciudad de Fremont. La estación de Warm Springs/South Fremont, cuya apertura se prevé para diciembre de 2015, es la primera fase de la expansión de BART hacia el Condado de Santa Clara. A continuación, encontrará algunos datos sobre la estación de Warm Springs/South Fremont y su servicio.

TIEMPO DE VIAJE:

El tiempo estimado de viaje entre la estación de Warm Springs/South Fremont a Fremont es de 6 minutos.

ALIVIO DEL TRÁFICO:

Según la Comisión Metropolitana de Transporte (*Metropolitan Transportation Commission*), en el año 2025, se prevén aproximadamente 500,000 viajes en automóvil los días de semana entre el Condado de East Bay y Santa Clara. Al acortar los tiempos de viaje y mejorar la fiabilidad, se espera que la extensión de BART genere más tránsito de usuarios y reduzca la congestión del tráfico en general (Declaración de Impacto Ambiental Federal [*Federal Environmental Impact Statement*, FEIS], 2006).



ACCESO:

Acceso total para peatones y ciclistas, que incluye taquilla para bicicletas, ascensores y escaleras mecánicas, señalización en Braille y un trayecto visual táctil que ayuda a los pasajeros con discapacidades. La estación también estará equipada con aproximadamente 2000 lugares de estacionamiento.

CONECTIVIDAD DE TRÁNSITO:

Acceso intermodal a los autobuses de Valley Transit Authority (VTA) y Alameda-Contra Costa Transit (AC Transit), a las áreas de taxis y a la zona de Kiss and Ride de arribo para pasajeros.

TARIFAS PROPUESTAS:

BART planea ampliar su estructura de tarifas según la distancia para la extensión de Warm Springs/South Fremont.

SERVICIO PROPUESTO:

Mientras BART espera su nueva flota del futuro, se implementará un plan de servicio temporario para la estación de Warm Springs/South Fremont. Hemos elaborado una variedad de opciones de servicios y estamos buscando la opinión del público acerca de nuestros planes de servicios propuestos.





Bay Area Rapid Transit

Dịch Vụ Mới của BART đến Warm Springs/South Fremont

Địa Hạt Chuyên Chở Công Cộng Tốc Hành Vùng Vịnh (BART) San Francisco gần hoàn tất đoạn nối dài 5.4 dặm từ Fremont BART, phía nam, đến một trạm mới tại Địa Hạt Warm Spring của Thành Phố Fremont. Dự định sẽ khai trương vào tháng Mười Hai 2015, Trạm Warm Springs/South Fremont là giai đoạn thứ nhất của dự án mở rộng đến Quận Santa Clara của BART. Đây là một số dữ kiện về trạm và dịch vụ mới cho Warm Springs/South Fremont.

THỜI GIAN DI CHUYỂN:

Thời gian di chuyển được ước tính từ Trạm Warm Springs/South Fremont đến Fremont sẽ là 6 phút.

GIẢM BỚT MỨC XE CỘ LƯU THÔNG:

Theo Ủy Ban Chuyên Chở Thành Phố, đến năm 2025, dự tính sẽ có khoảng 500,000 chuyến xe vào những ngày trong tuần qua lại giữa Đông Vịnh và Quận Santa Clara. Khi giảm bớt thời gian di chuyển và cải thiện mức đáng tin cậy, đoạn nối dài của BART được dự tính sẽ tạo ra thêm số người sử dụng hệ thống chuyên chở công cộng và giảm bớt tình trạng kẹt xe tổng quát (Tuyên Ngôn Về Tác Động Môi Sinh Của Liên Bang (FEIS), năm 2006).



SỬ DỤNG:

Hoàn toàn để sử dụng đối với người đi bộ và người cưỡi xe đạp, gồm cả dàn khóa xe đạp, thang máy và thang cuốn, bảng hiệu bằng chữ Braille cho người khiếm thị và một lối đi được thiết kế dựa vào xúc giác để giúp chỉ đường cho những hành khách bị khuyết tật. Trạm này cũng sẽ được trang bị với khoảng 2000 chỗ đậu xe.

NỐI KẾT HỆ THỐNG CHUYÊN CHỞ:

Nhiều phương tiện khác nhau để sử dụng xe buýt của Cơ Quan Chức Trách Chuyên Chở Valley (VTA) và Chuyên Chở tại Alameda-Contra Costa (AC Transit), cũng như xe tắc-xi và những khu đưa đón hành khách "hôn nhau rồi đi" nhanh chóng.

GIÁ VÉ ĐƯỢC ĐỀ NGHỊ:

BART dự định sẽ mở rộng cấu trúc giá vé dựa vào khoảng cách cho đoạn nối dài đến Warm Springs/South Fremont.

DỊCH VỤ ĐƯỢC ĐỀ NGHỊ:

Trong lúc BART chờ đợi Đoàn Xe Tương Lai mới, một kế hoạch dịch vụ tạm thời sẽ được thực hiện cho Trạm Warm Springs/South Fremont. Chúng tôi đã đưa ra nhiều chọn lựa về dịch vụ và xin công chúng đóng góp ý kiến về những kế hoạch dịch vụ được đề nghị đó.



QuickPlanner [BART Map](#)

Oakland Int'l Airport

San Francisco Int'l Airport

Departing around Arriving around

3/6/2015 now

Get Schedule

Real Time Departures
9:18am

51 trains currently in service.

12th St. Oakland City C

Go

Platform 1

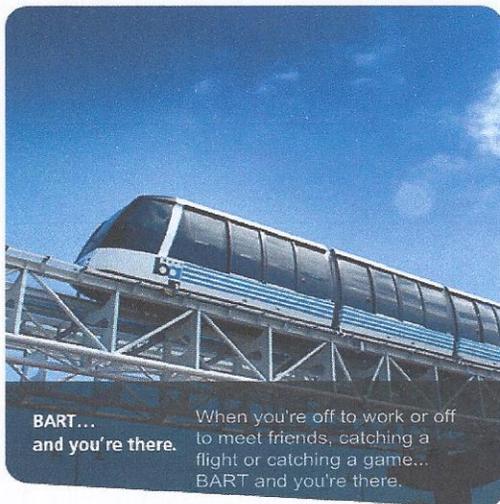
RICH 3, 5, 12 min

Platform 2

FRMT Leaving, 13, 28 min

MLBR 7, 20, 34 min

SFIA 11, 26, 41 min



Crowded car survival guide:

BART is carrying record ridership, serving over 400,000 trips on most days. Here's your Crowded Car Survival Guide. [Read more](#)



New to BART?

- [Rider guide](#)
- [Tickets / Clipper® cards](#)
- [Parking at the station](#)
- [Airport service \(SFO/OAK\)](#)
- [Commuter tax benefits](#)
- [Frequently Asked Questions](#)

Take BART to the 2015 Chinese New Year parade

BART Board votes to change Fleet of Future floor plan

New Uptown Oakland Bike Station now open

Comments wanted on new Warm Springs/South Fremont service

New station poster series feature San Francisco artist

Phase II electrical work starts March 9 at MacArthur Station



[BART TV / Mobile Site](#)

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www.bart.gov/about/projects/wss

Bay Area Rapid Transit

Stations Schedules Rider Guide Tickets News About BART Contact Us

Warm Springs Extension Project Overview

2/18/2015

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont.

BART invites the public to outreach events to learn more about the extension to the new Warm Springs/South Fremont Station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Sausalito Park and Daly City stations.

The dates and locations of the outreach events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at [www.bart.gov/ve](#).

OUTREACH EVENT DATES AND LOCATIONS:

Saturday, March 7, 2015	10 am – 2 pm	Santa Clara Co. Library District Higgins Library 160 N. Main Street Sageas, CA
Monday, March 9, 2015	9 am – 10 am	Fremont Station Concourse Area
Tuesday, March 10, 2015	4 pm – 8 pm	Fremont Station Concourse Area
Wednesday, March 11, 2015	11 am – 3 pm	Sausalito Park Station Concourse Area
Thursday, March 12, 2015	11 am – 3 pm	Daly City Station Concourse Area

Informational Flyer
 In English (.pdf)
 In Spanish (En Español) (.pdf)
 In Chinese (Simplified) (中文简体) (.pdf)
 In Vietnamese (Tiếng Việt) (.pdf)
 In Hindi (Hindi) (.pdf)

Also in this section:

- Project Overview
- News
- Alignment
- Construction Updates
- Environmental Review
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- Fid
- History/Chronology
- Contact the Project

BART to OAK Airport NOW OPEN

Get BART news & service alerts

www.bart.gov/about/project/warm-springs-extension

10:06 AM 2/19/2015

Warm Springs Extension Project Overview

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont.

As BART waits for its new Fleet of the Future, we are exploring a temporary service plan to be implemented for the Warm Springs/South Fremont Station. [View the proposed temporary service plan options and provide comments](#) about BART's extension to the new Warm Springs/South Fremont Station. Online comments will be accepted March 6 through March 13.

[Obtain more information](#) on the extension to the new Warm Springs/South Fremont Station.

2.18.2015

BART is seeking your comments on upcoming new service to Warm Springs/South Fremont.

BART invites the public to outreach events to learn more about the extension to the new Warm Springs/South Fremont Station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

The dates and locations of the outreach events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx.

OUTREACH EVENT DATES AND LOCATIONS:

Saturday, March 7, 2015

10 am – 2 pm
Santa Clara Co. Library District
Milpitas Library
160 N. Main Street
Milpitas, CA

Monday, March 9, 2015

6 am – 10 am
Fremont Station Concourse Area

Tuesday, March 10, 2015

4 pm – 8 pm
Fremont Station Concourse Area

Wednesday, March 11, 2015

11 am – 3 pm
Balboa Park Station Concourse Area

Thursday, March 12, 2015

11 am – 3 pm
Daly City Station Concourse Area

BART desea obtener su opinión con respecto al nuevo servicio a Warm Springs/South Fremont

BART 希望徵求民眾對 Warm Springs/South Fremont 新捷運延長線服務的意見

BART đang tìm kiếm các ý kiến đóng góp của quý vị về dịch vụ mới sắp tới đến trạm Warm Springs/South Fremont

Warm Springs/South Fremont के लिए आगामी नई सेवा पर BART आपकी टिप्पणियां आमंत्रित करता है।

Informational Flyer

[In English \(.pdf\)](#)
[In Spanish | En Español \(.pdf\)](#)
[In Chinese \(Simplified\) | 简体中文 \(.pdf\)](#)
[In Vietnamese | bằng Việt Ngữ \(.pdf\)](#)
[In Hindi | हिन्दी \(.pdf\)](#)

Also in this section:

[Project Overview](#)
[News](#)
[Alignment](#)
[Construction Updates](#)
[Environmental Review](#)
[Art Program](#)
[FAQ](#)
[History/Chronology](#)
[Contact the Project](#)

02.19.2015

Comments wanted on new Warm Springs/South Fremont service

We are nearing completion of the 5.4 mile extension from Fremont Station to the new Warm Springs/South Fremont Station, which is expected to open for service in late 2015. You are invited to learn more about the extension and new station and provide comments on key service changes. Service changes may involve schedule impacts to Glen Park, Balboa Park and Daly City stations.

The dates and locations of these events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by March 6, 2015 at www.bart.gov/wsx.

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11 am – 3 pm
Daly City Station
Concourse Area

For more information please contact Janice Adam, Community Relations Liaison at (510) 413-2060 or jadam@bart.gov. If you need language assistance please contact (510) 464-6752, 72 hours prior to the scheduled event.

[BART TV / Mobile Site](#)

C

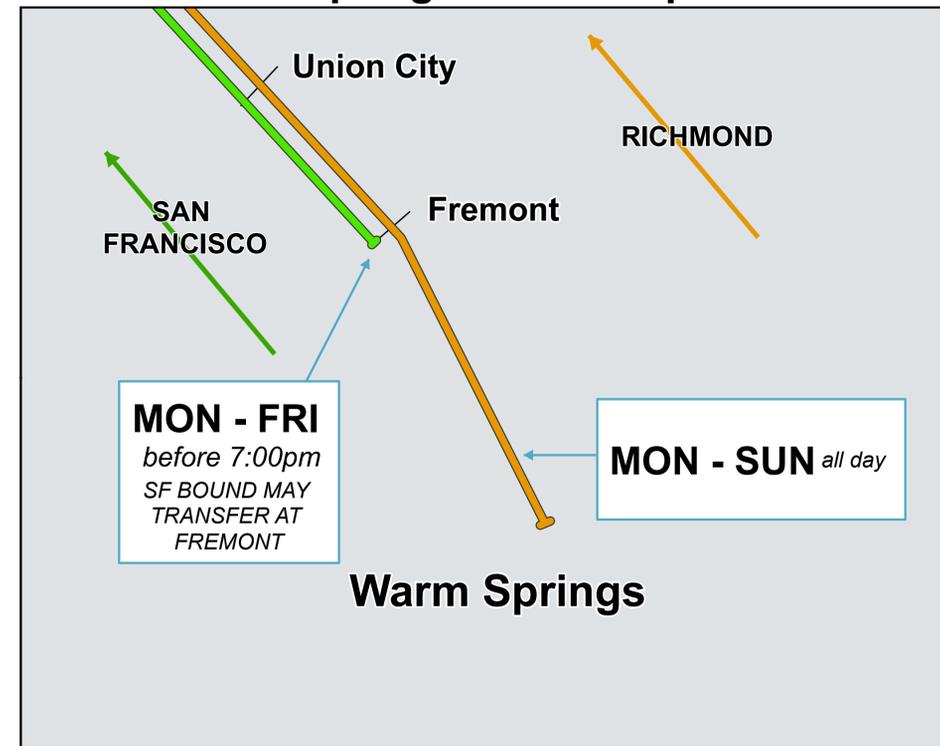
© 2015 San Francisco Bay Area Rapid Transit District

Warm Springs Service Options

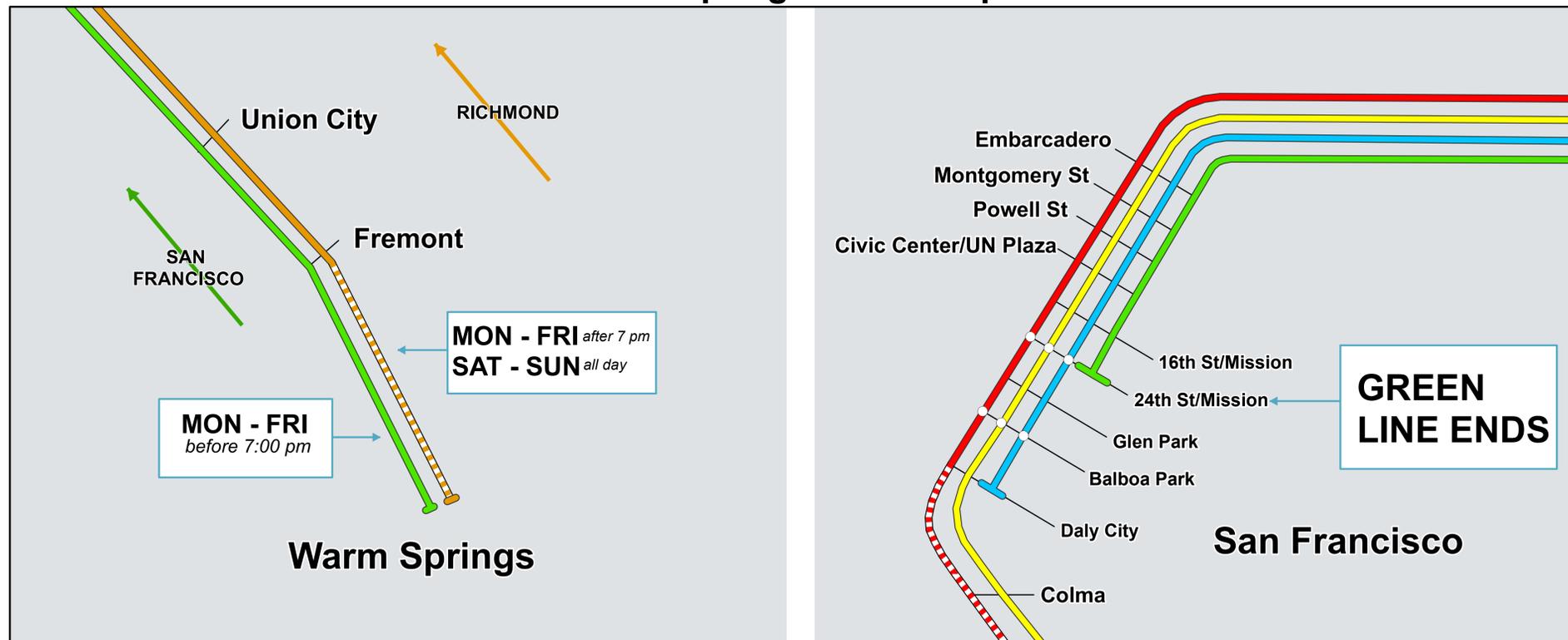
Warm Springs Service Option 1



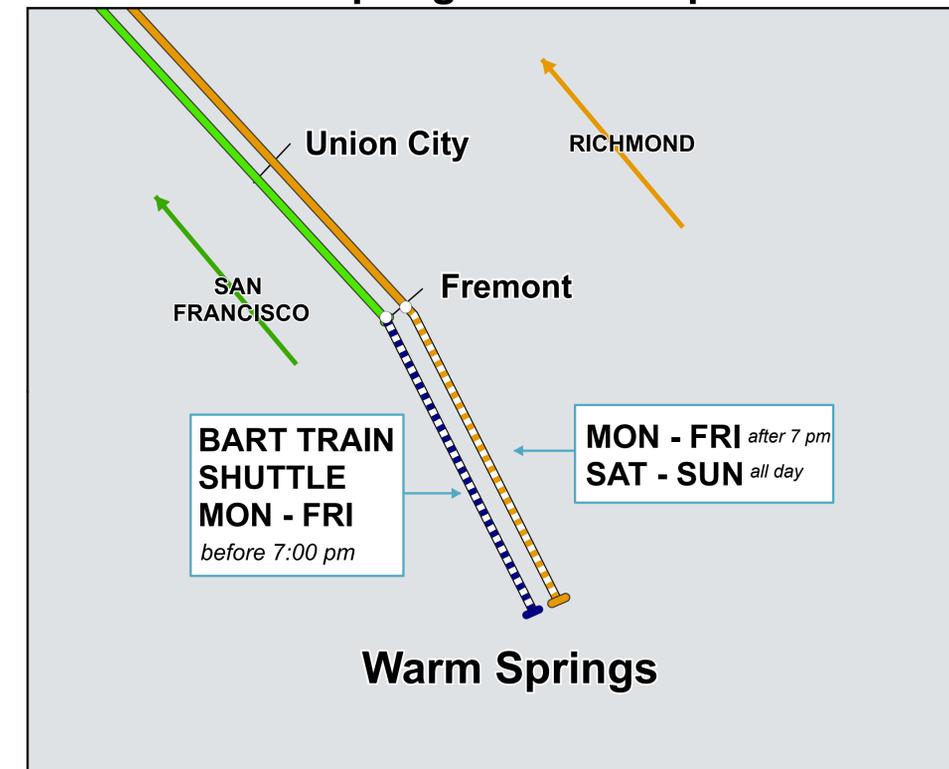
Warm Springs Service Option 2



Warm Springs Service Option 3



Warm Springs Service Option 4



Title VI

Title VI

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. BART is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. BART is required to submit a Title VI Civil Rights Program to the Federal Transit Administration (FTA) every three years. The Title VI Program documents that services and benefits are provided in a nondiscriminatory basis and must be approved by BART's Board of Directors prior to submission to FTA.

The Warm Springs/South Fremont Station is expected to open in late 2015. BART has conducted a Title VI Equity Analysis Report for the Warm Springs Extension Project. If you would like to provide comments on the draft Warm Springs Extension Title VI Equity Analysis Report, please email your comments to officeofcivilrights@bart.gov.

[Click here to view the draft Title VI Report.](#)

Below-Inflation Fare Increase to Fund Capital Priorities Scheduled for January 2016 [Spanish](#) (En Español) • [Chinese](#) (在中文)

BART has a program of small regular fare increases to generate revenue to help fund the system's extensive capital needs, with the next increase scheduled for January 1, 2016. The increase amount is determined by averaging national and local inflation over a two-year period and then subtracting 0.5% to account for BART's productivity improvements. This calculation results in a 2016 fare increase of 3.4%, with fares rounded to the nearest nickel. All new revenue from the fare increase goes to BART's highest priority capital needs including new rail cars, an automated train control system, and an expanded maintenance facility.

Below are some examples of current fares and fares effective next January:

	Current Fare	Effective Jan 1, 2016	
		+3.4%	Difference
Berkeley-MacArthur	\$1.85	\$1.95	\$0.10
EC del Norte-12th St/Oakland	\$2.45	\$2.55	\$0.10
Hayward-Embarcadero	\$4.85	\$5.00	\$0.15
Lake Merritt-Balboa Park	\$3.95	\$4.10	\$0.15
Walnut Creek-Powell	\$5.10	\$5.25	\$0.15

We want to ensure that the riding public is aware of our scheduled fare increase program and has the opportunity to provide input on it. The input you provide will also be considered in BART's fare planning process. All comments will be given to the BART Board. Comments can be submitted by filling in the survey below:

Take the Survey:

[English](#) • [Spanish](#) (En Español) • [Chinese](#) (在中文)

Send Comments:

US mail: Office of Civil Rights, 300 Lakeside Drive, Suite 1600, Oakland, CA 94612 • Fax: (510) 464-7587 • Phone: (510) 464-6752 • Email: fares@bart.gov

Please see below for more information on BART's capital needs and productivity-adjusted inflation-based fare increase program see below.

Short Range Transit Plan/Capital Improvement Program:

[English](#) • [Spanish](#) (En Español) • [Chinese](#) (在中文)

BART's Inflation Based Fare Increase Program:

[English](#) • [Spanish](#) (En Español) • [Chinese](#) (在中文)

BART's Inflation Based Fare Increase Program Webinar Available You Tube:

[English](#) • [Spanish](#) (En Español) • [Chinese](#) (在中文)

BART-to-Oakland International Airport Title VI Equity Analysis

The BART-to-Oakland International Airport Project (Project) is a 3.2 mile Automated Guideway Transit (AGT) system which will provide a rapid transit link between the Coliseum Station and the Oakland International Airport Station (OAK). Currently, the AirBART bus service transports passengers between Coliseum Station and the Oakland International Airport. The Project is a new service and once revenue service begins,

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

<u>Meeting</u>	<u>Notice Announced By</u>	<u>Date and Time</u>	<u>Location of Meeting: Oakland, California</u>
Board Meeting	President Thomas M. Blalock	9:00 a.m., Thursday, May 14, 2015	344 20 th Street Board Room Third Floor

Patricia K. Williams
Assistant District Secretary

Please note: The Board Room, Kaiser Center 20th Street Mall Third Floor, is accessed through the Webster Street entrance between CVS Pharmacy and 24-Hour Fitness.

Upcoming Meetings for which Notices have previously been transmitted:

NO MEETINGS WEEK OF MAY 4, 2015

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * *

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: May 1, 2015

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

May 14, 2015

9:00 a.m.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, May 14, 2015, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a “Request to Address the Board” form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under “consent calendar” are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (<http://www.bart.gov/about/bod>), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (<http://www.bart.gov/about/bod/meetings.aspx>), and via email (https://public.govdelivery.com/accounts/CATRANBART/subscriber/new?topic_id=CATRANBART_1904) or via regular mail upon request submitted to the District Secretary. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Kenneth A. Duron
District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

- A. Roll Call.
- B. Pledge of Allegiance.
- C. Introduction of Special Guests.

2. CONSENT CALENDAR

- A. Approval of Minutes of the Meeting of April 23, 2015.* Board requested to authorize.
- B. Resolution Authorizing the Application for Funding from the Affordable Housing and Sustainable Communities Program for Affordable Housing and Related Access Improvements at or near BART Stations.* Board requested to adopt.
- C. Award of Contract No. 15QH-170, Site Improvement at San Leandro Station.* Board requested to authorize.
- D. Award of Invitation for Bid No. 8953, Procurement of Traction Power Cable.* Board requested to authorize.
- E. Resolution of Project Compliance and Initial Report for Regional Measure 2 Bridge Toll Funds for the BART West Oakland Bike Locker Plaza Project #20.65 – Phase I.* Board requested to adopt.
- F. Revision to Standing Committee and Special Appointment: Asset Management Ad Hoc Committee.* Board requested to authorize.
- G. Fiscal Year 2015 Third Quarter Financial Report.* For information.

3. ADMINISTRATION ITEMS

Director Keller, Chairperson

- A. Employee Recruitment for the Position of Controller-Treasurer.* Board requested to authorize.
- B. Warm Springs Extension:
 - i. Proposed Service Plan Options & Title VI Equity Analysis and Public Participation Report.* For information.
 - ii. Title VI Equity Analysis and Public Participation Report.* Board requested to approve.

- C. Independent Auditor's Report on Audit of Federal Awards under the Single Audit Act and Office of Management and Budget Circular A-133 for the Fiscal Year Ended June 30, 2014.* For information.
- D. Fiscal Year 2016 Preliminary Budget Sources, Uses and Service Plan.* For information.

4. ENGINEERING AND OPERATIONS ITEMS

Director McPartland, Chairperson

- A. Award of Contract No. 15PE-120, Earthquake Safety Program R Line P-377 to P380 Structure Upgrade.* Board requested to authorize.
- B. Award of Contract No. 15PJ-140, Earthquake Safety Program Bay Fair Station and Ashland Avenue Underpass.* Board requested to authorize.
- C. Agreement with Parsons Transportation Group Inc., to Provide General Engineering Services for Train Control Modernization Program (Agreement No. 6M8092).* Board requested to authorize.
- D. Quarterly Performance Report, Third Quarter Fiscal Year 2015 - Service Performance Review.* For information.

5. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS

Director Raburn, Chairperson

- A. Downtown Berkeley Bike Station One-Year Lease Extension with HSR Berkeley Investments, LLC.* Board requested to authorize.

6. GENERAL MANAGER'S REPORT

- A. Report of Activities, including Update of Roll Call for Introductions Items.

7. BOARD MATTERS

- A. Report on the Wayside Safety Ad Hoc Committee. For information.
- B. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary. An opportunity for Board members to report on their District activities and observations since last Board Meeting.)
- C. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)
- D. In Memoriam.
(An opportunity for Board members to introduce individuals to be commemorated.)

8. PUBLIC COMMENT

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)

9. CLOSED SESSION (Room 303, Board Conference Room)

A. PUBLIC EMPLOYMENT:

Title: Controller-Treasurer

Government Code Section: 54957

B. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

Name of Case: Mooring et. al. v BART - Alameda County

Case Number RG13-707244

Government Code Section: 54956.9(a)

10. OPEN SESSION

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,733rd Meeting
April 23, 2015

A regular meeting of the Board of Directors was held April 23, 2015, convening at 4:04 p.m. in the Board Room, 344 20th Street, Oakland, California. President Blalock presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Saltzman, and Blalock.

Absent: Director McPartland. Director Radulovich entered the Meeting later.

President Blalock announced that the Board would enter into closed session under Item 2-A (Public Employment) of the Regular Meeting agenda, and that the Board would reconvene in open session upon the conclusion of the closed session.

The Board Meeting recessed at 4:05 p.m.

The Board Meeting reconvened in closed session at 4:14 p.m.

Directors present: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: Director McPartland.

The Board Meeting recessed at 5:03 p.m.

The Board Meeting reconvened in open session at 5:09 p.m.

Directors present: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: Director McPartland.

President Blalock announced that the Board had concluded its closed session under Item 2-A of the Regular Meeting agenda, and that there were no further announcements to be made.

President Blalock introduced and welcomed Raven Rainey, attending as a participant in Take Our Daughters and Sons to Work Day.

Alan Smith addressed the Board.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of April 9, 2015.
2. Award of Contract No. 15EL-171, Fiber Optic Installation on the M-Line, K-Line, R10 and C10.
3. Award of Contract No. 15NL-120, Elevator Flooring Replacement.
4. Award of Invitation for Bid No. 8948, IFB: 8948 - Cable, Armored Marine.

Director Murray made the following motions as a unit. Director Raburn seconded the motions, which carried by unanimous acclamation. Ayes - 8: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent – 1: Director McPartland.

1. That the Minutes of the Meeting of April 9, 2015, be approved.
2. That the General Manager be authorized to award Contract No. 15EL-171, for Fiber Optic Installation on the M-Line, K-Line, R10, and C10, to Rosendin Electric, for the Bid price of \$996,239.00, pursuant to notification to be issued by the General Manager, subject to the District's protest procedures and the Federal Transit Administration's requirements related to protest procedures.
3. That the General Manager be authorized to award Contract No. 15NL-120, for Elevator Flooring Replacement, to Rodan Builders, Inc., for the Bid price of \$1,379,530.00, pursuant to notification to be issued by the General Manager, and subject to compliance with the District's protest procedures.
4. That the General Manager be authorized to award Invitation for Bid No. 8948, an estimated quantities contract, for the Procurement of Marine Armored Cable, to DRAKA Cableteq USA, Inc., for the Bid price of \$362,335.50, including sales tax, pursuant to notification to be issued by the General Manager.

(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.)

President Blalock called for Public Comment. No comments were received.

Director Keller, Chairperson of the Administration Committee, brought the matter of Complimentary Travel Pass for Attendees of 2015 American Public Transportation Association (APTA) Annual Meeting, before the Board. Ms. Julie Yim, Department Manager, Customer Service, presented the item. The item was discussed. Director Saltzman moved that the General Manager be authorized to participate in the Travel Pass Program with San Francisco Municipal Transportation Agency, Golden Gate Bridge Highway & Transportation District, San Mateo

County Transit District, Peninsula Corridor Joint Powers Authority, Santa Clara Valley Transportation Authority, and Alameda-Contra Costa Transit District, to provide complimentary rides for up to 4,000 attendees of the APTA 2015 Annual Conference in San Francisco, October 2 to October 8, 2015. Director Murray seconded the motion, which carried by the required two-thirds majority by unanimous roll call vote. Ayes - 8: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent - 1: Director McPartland.

Director Keller brought the matter of Agreement with Claremont Behavioral Services, Inc., and Security Life Insurance Company of America, two companies acting jointly, to provide Comprehensive Employee Assistance Program Services to BART Employees and their Families, and Substance Abuse Services for BART Employees only (Agreement No. 6M4306), before the Board. Ms. Allison Picard, Assistant General Manager, Employee Relations, presented the item. Director Saltzman moved that the General Manager be authorized to award Agreement No. 6M4306 to Claremont Behavioral Services, Inc., and Security Life Insurance Company of America, two companies acting jointly, for comprehensive Employee Assistance Program (EAP) services for BART employees and their families as well as substance abuse services for BART employees only, for a base period of five years plus up to two one-year option periods, in an amount not to exceed \$5,251,611.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures. Director Murray seconded the motion, which carried by electronic vote. Ayes - 7: Directors Josefowitz, Keller, Mallett, Murray, Radulovich, Saltzman, and Blalock. Noes - 1: Director Raburn. Absent - 1: Director McPartland.

Director Keller brought the matter of Fiscal Year 2016 Preliminary Budget before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budgets; Mr. Rob Umbreit, Department Manager, Operating Budget and Analysis; and Mr. Dennis Markham, Acting Manager, Operating Budgets, presented the Preliminary Budget Overview.

Joel Ramos addressed the Board.

President Blalock made the following motions as a unit. Director Saltzman seconded the motions.

1. That the staff be directed to publish a Budget Pamphlet for Fiscal Year 2016 to be available for distribution no later than April 30, 2015.
2. That a public hearing on the Fiscal Year 2016 Preliminary Budget be set for Thursday, May 28, 2015, in the Board Room.
3. That the Board approve the suspension of the requirement in Rule 5-1.2 that the Fiscal Year 2016 tentative budget first be studied and considered by the Administration Committee prior to submission to the Board of Directors.

The item was discussed.

The following individuals addressed the Board.

Jerry Grace
Chris Finn

The motions carried by unanimous electronic vote. Ayes - 8: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent – 1: Director McPartland.

Director Murray, Vice Chairperson of the Engineering and Operations Committee, had no report.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of San Francisco Late Night Transportation Working Group Report: "The Other 9-to-5: Improving Late-Night and Early-Morning Transportation for San Francisco Workers, Residents, and Visitors" Presented by Liz Brisson, San Francisco County Transportation Authority, before the Board. Mr. Adam Taylor, Legislative Aide to San Francisco Supervisor Scott Wiener; Mr. Ben Van Houten, San Francisco Office of Economic and Workforce Development; and Ms. Liz Brisson, San Francisco County Transportation Authority, presented the item.

The following individuals addressed the Board.

Kevin Carroll
Jerry Grace
Karen Heisler

The item was discussed.

Director Raburn brought the matter of Resolution Supporting a Study to Examine Potential Investments and Procedural Changes to Increase Maintenance Efficiency within the BART System before the Board. Director Josefowitz presented the item.

The following individuals addressed the Board.

Joel Ramos
Jerry Grace

The item was discussed.

Director Josefowitz moved adoption of Resolution No. 5291, In the Matter of Supporting a Study to Examine Potential Investments and Procedural Changes to Increase Maintenance Efficiency within the BART System. Director Raburn seconded the motion, which carried by unanimous electronic vote. Ayes - 8: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent – 1: Director McPartland.

President Blalock called for the General Manager’s Report.

Mr. Oversier gave a brief report on planned repairs along the trackway and interlocking between the Fruitvale and Coliseum stations.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in, and gave a report on the progress of outstanding Roll Call for Introductions items.

President Blalock brought the matter of Proposed “Get to Know Your Director” Advertising Campaign before the Board. Director Mallett presented the item. The item was discussed.

President Blalock called for Board Member Reports and Roll Call for Introductions.

Director Murray reported that the California Passenger Rail Summit would be held April 28 and 29, 2015, in Sacramento.

Director Raburn reported he had attended the Coliseum City breakfast and the Blue Sky Festival at Justin Herman Plaza.

Director Saltzman requested an analysis on the feasibility of slowing trains as they enter stations to prevent suicides, with the analysis to include impact on BART services and schedules, and a review of other transit agency procedures. Director Mallett seconded the request.

Director Mallett requested Board discussion on methods to engage front-line personnel in station improvement studies/initiatives. Director Radulovich seconded the request.

President Blalock reported that the Regular Board Meetings of July 9 and August 27, 2015, were being considered for cancellation.

President Blalock reported he had attended an Alameda County Transportation Commission meeting, and a meeting with Transform regarding Build a Better BART.

Director Mallett requested the Board discuss the management (i.e.: location, programming/formatting, and design selection) of train real-time departure signs being installed near station entrances. Director Saltzman seconded the request.

President Blalock requested the Meeting be adjourned in honor of Wesley Burton, KPFA radio host and producer.

President Blalock called for Public Comment.

The following individuals addressed the Board.

Chris Finn

Jerry Grace

The Board Meeting was adjourned at 8:13 p.m.

Kenneth A. Duron
District Secretary



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>Theresa DelVande</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 5/8/15		BOARD INITIATED ITEM: No		
Originator/Prepared by: Seema Parameswaran Dept: <i>Seema Parameswaran</i>	General Counsel <i>Audrey Ray</i>	Controller/Treasurer <i>[Signature]</i>	District Secretary <i>[Signature]</i>	BARC <i>[Signature]</i>
Signature/Date: <i>[Signature]</i> 5/7/15	<i>[Signature]</i> 5/8/15	[]	[]	[]
Status: Approved		Date Created: 04/24/2015		

TITLE:

Warm Springs Extension Title VI Equity Analysis and Public Participation Report

NARRATIVE:

Purpose:

To request Board approval of the Warm Springs Extension Title VI Equity Analysis and Public Participation Report (Analysis).

Background:

In June 2011, staff completed a Title VI Analysis for the Warm Springs Extension Project (Project). Per the Federal Transit Administration (FTA) Title VI Circular (Circular) 4702.1B, *Title VI Requirements and Guidelines for Federal Transit Administration Recipients* (October 1, 2012), the District is required to conduct a Title VI Service and Fare Equity Analysis (Title VI Equity Analysis) for the Project's proposed service and fare plan six months prior to revenue service. Accordingly, staff completed an updated Title VI Equity Analysis for the Project's service and fare plan, which evaluates whether the Project's proposed service and fare will have a disparate impact on minority populations or a disproportionate burden on low-income populations based on the District's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy) adopted by the Board on July 11, 2013 and FTA approved Title VI service and fare methodologies.

Discussion:

The Warm Springs Extension will add 5.4-miles of new track from the existing Fremont Station south to a new station in the Warm Springs district of the City of Fremont, extending BART's service in southern Alameda County. Currently, areas south of the Fremont BART Station, including the Warm Springs district, are not served by the BART fixed guideway system.

Proposed Service and Fare Plan:

Staff developed four service plan options to provide service to the new Warm Springs/South Fremont Station (Warm Springs). Any of the four service plan options would request a temporary service plan as BART waits for its new rail cars. Among the four options, staff recommend Option 1, based on public input. The options are:

- Option 1: Extend Green line to Warm Springs with Daly City terminus station [weekdays]
- Option 2: Extend Orange Line to Warm Springs [weekdays]

- Option 3: Extend Green line to Warm Springs with 24th Street terminus station. [Same as Option 1 but different West Bay terminus]
- Option 4: Short BART shuttle train between Fremont and Warm Springs [weekdays]

For all the above options, on evenings (after 7 pm) and weekends, the Orange Line will service the Warm Springs/South Fremont Station with 20 minute headways. When the new cars are received, the station will be served by both the Green Line and Orange Line at the same frequencies and over the same daily time period as the existing Fremont Station.

Staff proposes to apply BART's existing distance-based fare structure to calculate fares for the new service, with a proposed fare increment of 40 or 45 cents. For example, the current fare between Fremont and MacArthur Station is \$4.35; the fare between Warm Springs Station and MacArthur is proposed to be \$0.45 more, or \$4.80. As Warm Springs is an East Bay station, the East Bay Suburban Zone fare (equal to the current minimum fare of \$1.85 and applied to certain other East Bay station fares) is proposed. This fare would be charged for trips between six and 13 miles from Warm Springs, i.e., Union City Station and South Hayward Station. No new surcharges are proposed for fares to, or from, the new Warm Springs/South Fremont Station, and all existing discounts will be applied to these fares as part of the extension of BART's distance-based fare structure.

Title VI Service Equity Analysis Findings:

The Title VI Service Equity Analysis includes a demographic and travel time assessment of the Warm Springs' projected ridership.

The demographic assessment evaluates whether the projected riders benefitting from the new Warm Springs service are predominately minority or low-income when compared to BART's four-county system-wide population, based on US Census 2010 data. The assessment also evaluates whether riders who may be adversely effected by a service option are disproportionately minority or low-income.

Per the DI/DB Policy, a disproportionate impact or disproportionate burden results when adverse effects disproportionately affect protected populations. All four service plan options provide a service benefit to the Warm Springs ridership. The demographic assessment found that the projected riders benefitting from the new service are 78.8% minority and 24.7% low-income. The study further found that only Service Option 3 would result in some adverse impacts, a decrease in service at three San Francisco stations. The demographic assessment found that these three station's riders were not disproportionately or predominately minority or low-income, as defined by BART's DI/DB Policy.

Accordingly, the study found that minority or low-income riders will not be disproportionately affected by adverse impacts resulting from Option 3, or any of the Options. Instead, the service will predominately benefit minority riders. Accordingly, no disparate impact or disproportionate burden was found on minority or low-income populations.

The travel assessment compares the estimated travel time for riders affected by the service change before and after the new service. The results of the travel time assessment found that the Project would benefit all populations, including minority and low-income, within the Project catchment area. With Project service, all populations are expected to experience the same time savings of 11.85 minutes between Warm Springs and the Fremont Station, a 55.8% reduction in travel time. With the exception of Option 3, staff also found that travel times are not expected to change for riders of existing stations, as a result of the proposed options. As proposed in the FY2016 Preliminary Budget, additional cars would be added to the Green and Blue lines, which will lessen peak period crowding. As a result, the study found that

minority populations will not experience a disparate impact and low-income populations will not experience a disproportionate burden on their travel times with the new service.

Fare Equity Analysis:

The proposed Warm Spring fares would not change BART's existing distance-based fare structure; BART's distance-based fares would not increase or decrease. As BART's distance-based fare structure is unchanged, there is no disproportionately adverse effect on minority riders because the same minority riders will enjoy the offsetting benefit of new rail service and improved travel times. Public input confirmed this finding. During both 2011 and 2015 surveys, the majority of surveyed riders (approximately 70%) assessed the proposed fare as reasonable and not adverse. Since there is no adverse effect on riders, the study found that the proposed Warm Springs fares would not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

Public Participation:

Staff conducted extensive and inclusive multilingual public participation for the Title VI Analysis. From March 7 through March 12, 2015, five outreach events were held in the Warm Springs catchment area and in San Francisco. Project outreach consisted of two components:

- Informing the Warm Springs community of the new service and the proposed fare, application of BART's existing distance-based fare structure to this new service, and
- Performing outreach for the four system-wide service plan options, focusing on the three stations--Glen Park, Balboa Park and Daly City--where service might be adversely impacted by the opening of Warm Springs.

Additionally, input was sought from BART's Title VI & Environmental Justice (Title VI/EJ) Advisory Committee.

Survey respondents preferred Service Option 1. Support for this option included respondents from the Warm Springs area, as well as San Francisco riders, primarily riders using Glen Park, Balboa Park and Daly City.

Fiscal Impact:

Board approval of the Warm Springs Extension Title VI Equity Analysis and Public Participation Report is required before Project revenue operations can begin. Failure to comply with FTA regulations may affect BART's future FTA funds.

Alternatives:

Do not approve the Warm Springs Extension Title VI Equity Analysis and Public Participation Report. If the Board does not approve the Analysis, staff must revise and resubmit the report for approval by July 1, 2015, at least six months prior to revenue service, so the Project may remain in compliance.

Recommendation:

Approval of the following motion.

Motion:

The Board of Directors approves the Warm Springs Extension Title VI Equity Analysis and Public Participation Report.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,734th Meeting
May 14, 2015

A regular meeting of the Board of Directors was held May 14, 2015, convening at 9:05 a.m. in the Board Room, 344 20th Street, Oakland, California. President Blalock presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: None.

President Blalock announced that the order of agenda items would be changed.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of April 23, 2015.
2. Resolution Authorizing the Application for Funding from the Affordable Housing and Sustainable Communities Program for Affordable Housing and Related Access Improvements at or near BART Stations.
3. Award of Contract No. 15QH-170, Site Improvement at San Leandro Station.
4. Award of Invitation for Bid No. 8953, Procurement of Traction Power Cable.
5. Resolution of Project Compliance and Initial Report for Regional Measure 2 Bridge Toll Funds for the BART West Oakland Bike Locker Plaza Project #20.65 – Phase I.
6. Revision to Standing Committee and Special Appointment: Asset Management Ad Hoc Committee.

Consent calendar report brought before the Board was:

1. Fiscal Year 2015 Third Quarter Financial Report.

Director Keller requested that Item 2-B, Resolution Authorizing the Application for Funding from the Affordable Housing and Sustainable Communities Program for Affordable Housing and Related Access Improvements at or near BART Stations, be removed from Consent Calendar.

Director Raburn made the following motions as a unit. Director Murray seconded the motions, which carried by unanimous electronic vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

1. That the Minutes of the Meeting of April 23, 2015, be approved.
2. That the General Manager be authorized to award Contract No. 15QH-170, Site Improvement at San Leandro Station, to Golden Bay Construction, Inc., for the Bid price of \$248,150.00, pursuant to notification to be issued by the General Manager and subject to compliance with the District's protest procedures.
3. That the General Manager be authorized to award Invitation for Bid No. 8953, an estimated quantity contract for Traction Power Cable, to Draka Cableteq USA, for the Bid price of \$682,267.52, including all taxes, 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 protests.

(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.)

4. Adoption of Resolution No. 5292, In the Matter of Supporting a Resolution of Project Compliance for Regional Measure 2 Bridge Toll Funds for the BART West Oakland Bike Locker Plaza Project.
5. That the appointment of Directors Josefowitz, Keller, Murray, and Raburn to the Asset Management Ad Hoc Committee be ratified.

President Blalock brought the matter of Resolution Authorizing the Application for Funding from the Affordable Housing and Sustainable Communities Program for Affordable Housing and Related Access Improvements at or near BART Stations before the Board. Ms. Deidre Heitman, Principal Planner, presented the item. The item was discussed. Director Keller moved adoption of Resolution No. 5293, In the Matter of Authorizing the Application for Funding from the Affordable Housing and Sustainable Communities Program. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Mallett requested a moment of silence for the many on-going issues in the world, including the two earthquakes in Nepal, the train derailment in Philadelphia, and unrest involving officer-involved shootings throughout the country.

President Blalock announced that the Board would enter into closed session under Item 9-A (Public Employment) of the Regular Meeting agenda, and that the Board would reconvene in open session upon the conclusion of the closed session.

The Board Meeting recessed at 9:25 a.m.

The Board Meeting reconvened in closed session at 9:27 a.m.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: None.

The Board Meeting recessed at 10:25 a.m.

The Board Meeting reconvened in open session at 10:26 a.m.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: None.

President Blalock announced that the Board had concluded its closed session under Item 9-A of the Regular Meeting agenda, and that there were no further announcements to be made.

Director Keller, Chairperson of the Administration Committee, announced that Employee Recruitment for the Position of Controller-Treasurer would be continued to a future Meeting.

Director Keller brought the matter of Warm Springs Extension: Proposed Service Plan Options & Title VI Equity Analysis and Public Participation Report; and Title VI Equity Analysis and Public Participation Report, before the Board. Ms. Sharon Moore, Program Manager, Workforce and Policy Compliance; and Mr. Thomas Tumola, Program Manager, presented the item. The item was discussed.

Jerry Grace addressed the Board.

President Blalock moved that the Board approve the Warm Springs Extension Title VI Equity Analysis and Public Participation Report. Director Mallett seconded the motion, which carried by electronic vote. Ayes - 7: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Saltzman, and Blalock. Noes – 2: Directors Raburn and Radulovich.

Director Keller brought the matter of Independent Auditor's Report on Audit of Federal Awards under the Single Audit Act and Office of Management and Budget Circular A-133 for the Fiscal Year Ended June 30, 2014, before the Board. Ms. Rose Poblete, Assistant Treasurer, presented the item.

Director Keller brought the matter of Fiscal Year 2016 Preliminary Budget Sources, Uses and Service Plan, before the Board. Mr. Carter Mau, Assistant General Manager, Administration and Budgets; Mr. Paul Oversier, Assistant General Manager, Operations; Mr. Robert Umbreit, Department Manager, Operating Budget and Analysis; and Mr. Dennis Markham, Acting Manager, Operating Budgets, presented the item. The item was discussed.

The following individuals addressed the Board.

Chris Finn
Jerry Grace

Director Keller exited the Meeting.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 15PE-120, Earthquake Safety Program R Line P-377 to P380 Structure Upgrade, before the Board. Mr. Thomas Horton, Group Manager, Earthquake Safety Program, presented the item. Director Raburn moved that the General Manager be authorized to award Contract No. 15PE-120, R Line P-377 to P-380 Structure Upgrade, to Zovich & Sons, Inc., for the Bid amount of \$1,554,739.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes - 8: Directors Josefowitz, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent - 1: Director Keller.

Director McPartland brought the matter of Award of Contract No. 15PJ-140, Earthquake Safety Program Bay Fair Station and Ashland Avenue Underpass, before the Board. Mr. Horton presented the item. Director Saltzman moved that the General Manager be authorized to award Contract No. 15PJ-140, Earthquake Safety Program Bay Fair Station and Ashland Avenue Underpass, to ProVen Management, Inc., for the Bid amount of \$5,323,777.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. Director Raburn seconded the motion, which carried by unanimous electronic vote. Ayes - 8: Directors Josefowitz, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent - 1: Director Keller.

Director McPartland brought the matter of Agreement with Parsons Transportation Group Inc., to Provide General Engineering Services for Train Control Modernization Program (Agreement No. 6M8092), before the Board. Mr. Robert Powers, Assistant General Manager, Planning and Development, presented the item.

The following individuals addressed the Board.

Lester Yoshida
Lori Colangelo
Jerry Grace
Chris Finn

Director Saltzman moved that the General Manager be authorized to award Agreement No. 6M8092, General Engineering Services for BART Train Control Modernization Program, to Parsons Transportation Group Inc., in an amount not to exceed \$25,000,000.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures and the Federal Transit Administration's requirements related to protests. Director Raburn seconded the motion. The item was discussed.

Director Raburn exited the Meeting.

The motion carried by unanimous electronic vote. Ayes - 7: Directors Josefowitz, Mallett, McPartland, Murray, Radulovich, Saltzman, and Blalock. Noes - 0. Absent - 2: Directors Keller and Raburn.

Director Raburn re-entered the Meeting.

Director McPartland brought the matter of Quarterly Performance Report, Third Quarter Fiscal Year 2015 - Service Performance Review, before the Board.

Director Keller re-entered the Meeting.

Mr. Oversier; Mr. Jeff Lau, Chief Safety Officer; and Mr. Jeff Jennings, Deputy Chief of Police, presented the item. The item was discussed.

Jerry Grace addressed the Board.

Director Mallett exited the Meeting.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Downtown Berkeley Bike Station One-Year Lease Extension with HSR Berkeley Investments, LLC, before the Board. Mr. Steve Beroldo, Manager of Access Programs, presented the item. The item was discussed. Director Murray moved that the General Manager or her designee be authorized to execute an amendment for a one-year extension to the existing lease with HSR Berkeley Investments, LLC, for 4,000 square feet of commercial space at 2208 Shattuck Avenue, Berkeley, for the Downtown Berkeley Bike Station, commencing July 1, 2015. Director Saltzman seconded the motion, which carried by unanimous electronic vote. Ayes - 8: Directors Josefowitz, Keller, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent – 1: Director Mallett.

President Blalock called for the General Manager's Report. General Manager Grace Crunican informed the Board she would submit her report via memorandum.

Director Radulovich, Chairperson of the Wayside Safety Ad Hoc Committee, gave a brief report on the recent activities of the ad hoc committee.

President Blalock called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

President Blalock reported he and Director Josefowitz had given a Build a Better BART presentation at the Daly City Shops.

Director Keller shared an email he had received from a passenger regarding homeless people in stations.

Director McPartland reported on the efforts of disaster medical assistance teams to assist the island of Guam in the face of an impending typhoon.

Director Murray requested the Meeting be adjourned in honor of Ms. Doras Briggs, and District Architect Tian Feng's father, Rangxian Feng.

President Blalock called for Public Comment. Jerry Grace addressed the Board.

President Blalock announced that the Board would enter into closed session under Item 9-B (Conference with Legal Counsel) of the Regular Meeting agenda, and that the Board would reconvene in open session upon the conclusion of the closed session.

The Board Meeting recessed at 2:51 p.m.

The Board Meeting reconvened in closed session at 2:58 p.m.

Directors present: Directors Josefowitz, Keller, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: Director Mallett.

The Board Meeting recessed at 3:26 p.m.

The Board Meeting reconvened in open session at 3:30 p.m.

Directors present: President Blalock.

Absent: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, and Saltzman.

President Blalock announced that the Board had concluded its closed session under Item 9-B of the Regular Meeting agenda, and that there were no further announcements to be made.

The Board Meeting was adjourned at 3:30 p.m. in memory of Doras Briggs and Rangxian Feng.

Kenneth A. Duron
District Secretary

Appendix 17: Title VI Fare Equity Analysis, Title VI Assessment for Discontinuing the BART Plus Ticket Program as Jointly Offered by: BART, County Connection, Tri Delta Transit, Union City Transit, WestCAT, and Wheels

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

<u>Meeting</u>	<u>Notice Announced By</u>	<u>Date and Time</u>	<u>Location of Meeting: Oakland, California</u>
Board Meeting	President Thomas M. Blalock	9:00 a.m., Thursday, December 3, 2015	344 20 th Street Board Room Third Floor

Kenneth A. Duron
District Secretary

Please note: The Board Room, Kaiser Center 20th Street Mall Third Floor, is accessed through the Webster Street entrance between CVS Pharmacy and 24-Hour Fitness.

Upcoming Meetings for which Notices have previously been transmitted:

NO MEETINGS WEEK OF NOVEMBER 23, 2015

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * *

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: November 20, 2015

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,746th Meeting
December 3, 2015

A regular meeting of the Board of Directors was held December 3, 2015, convening at 9:03 a.m. in the Board Room, 344 20th Street, Oakland, California. President Blalock presided; Kenneth A. Duron, District Secretary.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Blalock.

Absent: None. Director Radulovich entered the Meeting later.

President Blalock called for a moment of silence to remember the victims of the recent mass shooting in San Bernardino.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of November 19, 2015.
2. Removal of Term Limit for Reserve Fund/Risk Management Ad Hoc Committee.
3. Resolution Authorizing Statement of Continued Interest for Funding from the Affordable Housing and Sustainable Communities Program.

Director Saltzman requested that Item 2-B, Removal of Term Limit for Reserve Fund/Risk Management Ad Hoc Committee, be removed from Consent Calendar.

Director Saltzman made the following motions as a unit. Director Murray seconded the motions, which carried by unanimous acclamation. Ayes - 8: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Blalock. Noes - 0. Absent – 1: Director Radulovich.

1. That the Minutes of the Meeting of November 19, 2015, be approved.
2. Adoption of Resolution No. 5305, In the Matter of Authorizing Statement of Continued Interest for Funding from the Affordable Housing and Sustainable Communities Program.

President Blalock brought the matter of Removal of Term Limit for Reserve Fund/Risk Management Ad Hoc Committee before the Board. The item was discussed. Director Saltzman moved that the Board ratify the removal of the term limit for the Reserve Fund/Risk Management Ad Hoc Committee. Director Mallett seconded the motion, which carried by unanimous acclamation. Ayes - 8: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Blalock. Noes - 0. Absent – 1: Director Radulovich.

President Blalock announced that the Board would enter into closed session under Item 3-A (Conference with Labor Negotiators; Public Employee Performance Evaluation) 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 9:08 a.m.

The Board Meeting reconvened in closed session at 9:10 a.m.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Saltzman, and Blalock.

Absent: None. Director Radulovich entered the Meeting later.

Director Radulovich entered the Meeting.

The Board Meeting recessed at 10:46 a.m.

The Board Meeting reconvened in open session at 10:50 a.m.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: None.

President Blalock announced that the Board had concluded its closed session under Item 3-A, and that there were no announcements to be made at this time.

President Blalock announced that Item 4-A, Compensation and Benefits for General Manager, General Counsel, District Secretary, and Independent Police Auditor, would be continued to a future meeting.

President Blalock announced that the order of agenda items would be changed.

President Blalock brought the matter of Policy Requiring Inclusion of Affordable Housing in Proposed Development Projects at BART Stations before the Board. Director Mallett presented the item. Mr. Robert Powers, Assistant General Manager, Planning, Development, and Construction; and Ms. Abigail Thorne-Lyman, Principal Planner, provided a review of staff activities.

The following individuals addressed the Board.

Joel Ramos
David Crabbe
Nick Dubroff
Gladwyn d'Souza

Jeff Levine
Janet Stone
Lily Gray
Evelyn Stivers
Michael Lane
Ali Gaylord
Monica Van Luven
Gita Dev

The item was discussed. Director Mallett moved adoption of an Inclusionary Housing Policy, and that staff be requested to return to the Board with a programmatic approach by June 2016. Director Keller seconded the motion. Discussion continued. Director Saltzman made a substitute motion that the item be continued to a future Meeting. Director Raburn seconded the substitute motion, which carried by electronic vote. Ayes - 5: Directors Josefowitz, Murray, Raburn, Saltzman, and Blalock. Noes – 4: Directors Keller, Mallett, McPartland, and Radulovich.

Director Keller, Chairperson of the Administration Committee, brought the matter of Professional Services Agreement with the Mineta Transportation Institute for Workforce Development, Education, Research and Other Services, before the Board. Director Murray recused herself due to a potential financial conflict of interest and exited the Meeting. Mr. Carter Mau, Assistant General Manager, Administration and Budgets, presented the item. Director Saltzman moved that the General Manager be authorized to enter into a professional services agreement with the Mineta Transportation Institute, for a three-year period, at a cost not to exceed \$300,000.00. President Blalock seconded the motion. The item was briefly discussed. The motion carried by unanimous acclamation. Ayes - 8: Directors Josefowitz, Keller, Mallett, McPartland, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0. Absent – 1: Director Murray.

Director Murray re-entered the Meeting.

Director Keller brought the matter of Title VI Assessment for Discontinuing the BART Plus Ticket Program before the Board. Ms. Pamela Herhold, Department Manager, Financial Planning, presented the item. Director Raburn moved that the Title VI Assessment for Discontinuing the BART Plus Ticket Program as Jointly Offered by BART, County Connection, Tri Delta Transit, Union City Transit, WestCAT, and Wheels, be approved. President Blalock seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Keller brought the matter of Change Order to Agreement No. 6M4135, Short and Long Term Disability, and Life and Accidental Death and Dismemberment Insurance Services, with Standard Insurance Company, for Time Extension and Increase of Contract Value, before the Board. Ms. Allison Picard, Assistant General Manager, Employee Relations, presented the item. The item was briefly discussed. Director Murray moved that the General Manager be authorized to execute a change order to Agreement No. 6M4135 to extend the term of the Agreement to February 28, 2017, and to increase the total compensation to an amount not to exceed \$18,764,560.00. President Blalock seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

The Board Meeting recessed at 12:26 p.m.

The Board Meeting reconvened in open session at 12:49 p.m.

Directors present: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock.

Absent: None.

President Blalock called for Public Comment. The following individuals addressed the Board.

Gita Dev

David Crabbe

Gladwyn d'Souza

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 11OG-130A, Balboa Park Station – Phase 2, before the Board. Mr. Tim Chan, Manager of Planning, and Ms. Shirley Ng, Group Manager, Stations Engineering and Construction, presented the item. The item was discussed.

Alan Smith addressed the Board.

Director Radulovich moved that the General Manager be authorized to award Contract No. 11OG-130A, construction of BART Balboa Park Station east side connection improvements Phase 2, to Proven Management, Inc., for the Bid price of \$8,762,000.00, pursuant to notification to be issued by the General Manager, and subject to the District's protest procedures; and that the General Manager be authorized to exercise the four Options for a combined total of \$3,890,000.00, subject to funding availability. President Blalock seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director McPartland brought the matter of Agreements for Detailed Station Cleaning Services before the Board. Ms. Ng presented the item. The item was discussed. Director Josefowitz moved that the General Manager be authorized to award the following technical services agreements to provide detailed cleaning services as follows: Agreement No. 6M8098A, to Aim to Please Janitorial Services, Inc.; Agreement No. 6M8099, to Zero Waste Solutions; and Agreement No. 6M8100, to Bay Area Green Solutions, in an amount not to exceed \$700,000.00 for each agreement, for a term not to exceed three years (or to completion date of any work plan issued within such three-year period, if later), pursuant to notification to be issued by the General Manager and subject to the District's protest procedures. President Blalock seconded the motion, which carried by unanimous acclamation. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director McPartland brought the matter of Train Control Modernization Program for the Design, Supply and Installation of a Communications Based Train Control (CBTC) System (Project) and Implementation Actions, including Solicitation Documents for a CBTC System Using Design-Build Procurement Method before the Board. Mr. Thomas Dunscombe, Group Manager, presented the item. The item was discussed.

Chris Finn addressed the Board.

Discussion continued.

President Blalock exited the Meeting and Vice President Radulovich assumed the gavel.

Director Saltzman moved that the Board approve the Train Control Modernization Program for the design, supply, and installation of a Communication Based Train Control (CBTC) System (Project) and authorize the General Manager to proceed with implementation actions, including the issuance of solicitation documents for the design, supply and installation of a CBTC system using the design-build method of procurement, pursuant to Public Contract Code Section 22160 et seq.; and that staff provide a timeline and a plan to engage employees to the Board and the unions. Vice President Radulovich seconded the motion, which carried by electronic vote. Ayes - 8: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, and Saltzman. Noes - 0. Absent – 1: President Blalock.

Vice President Radulovich called for the General Manager's Report. Deputy General Manager Marcia deVaughn reported on steps the General Manager had taken and activities and meetings she had participated in, reminded the Board of upcoming events, and reported on open Roll Call for Introduction items.

Vice President Radulovich called for Board Member Reports and Roll Call for Introductions.

Director Keller requested development of an ordinance to require that BART riders only occupy one seat. Director Murray seconded the request, and Director Mallett was a third supporter of the request.

Vice President Radulovich called for In Memoriam. No requests were received.

Vice President Radulovich called for Public Comment. No comments were received.

Vice President Radulovich announced that the Board would enter into closed session under Item 11-A (Conference with Legal Counsel), Item 11-B (Conference with Legal Counsel), and 11-C (Conference with Real Property 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 2:21 p.m.

The Board Meeting reconvened in closed session at 2:34 p.m.

Directors present: Directors Keller, Mallett, McPartland, Murray, Raburn, and Radulovich.

Absent: Director Blalock. Directors Josefowitz and Saltzman entered the Meeting later.

Director Josefowitz entered the Meeting.

Director Saltzman entered the Meeting.

The Board Meeting recessed at 4:09 p.m.

The Board Meeting reconvened in open session at 4:10 p.m.

Directors present: Director Radulovich.

Absent: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn,
Saltzman, and Blalock.

Vice President Radulovich announced that the Board had concluded its closed session under Items 11-A, 11-B, and 11-C and that there were no announcements to be made.

The Meeting was adjourned at 4:10 p.m.

Kenneth A. Duron
District Secretary

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688

BOARD MEETING AGENDA

December 3, 2015

9:00 a.m.

Please Note: The first business item on the Agenda is Closed Session. The Board will reconvene in Open Session at 10:00 a.m. or immediately following the Closed Session, whichever is later.

A regular meeting of the Board of Directors will be held at 9:00 a.m. on Thursday, December 3, 2015, in the BART Board Room, Kaiser Center 20th Street Mall – Third Floor, 344 – 20th Street, Oakland, California.

Members of the public may address the Board of Directors regarding any matter on this agenda. Please complete a “Request to Address the Board” form (available at the entrance to the Board Room) and hand it to the Secretary before the item is considered by the Board. If you wish to discuss a matter that is not on the agenda during a regular meeting, you may do so under Public Comment.

Any action requiring more than a majority vote for passage will be so noted.

Items placed under “consent calendar” are considered routine and will be received, enacted, approved, or adopted by one motion unless a request for removal for discussion or explanation is received from a Director or from a member of the audience.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board meetings, depending on the service requested. Please contact the Office of the District Secretary at 510-464-6083 for information.

Rules governing the participation of the public at meetings of the Board of Directors and Standing Committees are available for review on the District's website (<http://www.bart.gov/about/bod>), in the BART Board Room, and upon request, in person or via mail.

Meeting notices and agendas are available for review on the District's website (<http://www.bart.gov/about/bod/meetings.aspx>), and via email (https://public.govdelivery.com/accounts/CATRANBART/subscriber/new?topic_id=CATRANBART_1904) or via regular mail upon request submitted to the District Secretary. Complete agenda packets (in PDF format) are available for review on the District's website no later than 48 hours in advance of the meeting.

Please submit your requests to the District Secretary via email to BoardofDirectors@bart.gov; in person or U.S. mail at 300 Lakeside Drive, 23rd Floor, Oakland, CA 94612; fax 510-464-6011; or telephone 510-464-6083.

Kenneth A. Duron
District Secretary

Regular Meeting of the
BOARD OF DIRECTORS

The purpose of the Board Meeting is to consider and take such action as the Board may desire in connection with:

1. CALL TO ORDER

- A. Roll Call.
- B. Pledge of Allegiance.
- C. Introduction of Special Guests.

2. CONSENT CALENDAR

- A. Approval of Minutes of the Meeting of November 19, 2015.* Board requested to authorize.
- B. Removal of Term Limit for Reserve Fund/Risk Management Ad Hoc Committee.* Board requested to ratify.
- C. Resolution Authorizing Statement of Continued Interest for Funding from the Affordable Housing and Sustainable Communities Program.* Board requested to adopt.

3. CLOSED SESSION (Room 303, Board Conference Room)

- A. CONFERENCE WITH LABOR NEGOTIATORS; PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Agency Negotiators: Directors Blalock, Radulovich, and Keller
Titles: General Manager, General Counsel,
Controller/Treasurer, District Secretary, and
Independent Police Auditor
Gov't. Code Sections: 54957 and 54957.6

4. OPEN SESSION (**10:00 a.m.** or immediately following the Closed Session, whichever is later.)

- A. Compensation and Benefits for General Manager, General Counsel, District Secretary, and Independent Police Auditor. Board requested to authorize.

5. ADMINISTRATION ITEMS

Director Keller, Chairperson

- A. Professional Services Agreement with the Mineta Transportation Institute for Workforce Development, Education, Research and Other Services.* Board requested to authorize.
- B. Title VI Assessment for Discontinuing the BART Plus Ticket Program.* Board requested to approve.

- C. Change Order to Agreement No. 6M4135, Short and Long Term Disability, and Life and Accidental Death and Dismemberment Insurance Services, with Standard Insurance Company, for Time Extension and Increase of Contract Value.* Board requested to authorize.

6. ENGINEERING AND OPERATIONS ITEMS

Director McPartland, Chairperson

- A. (CONTINUED from November 19, 2015, Board Meeting)
Award of Contract No. 11OG-130A, Balboa Park Station – Phase 2.*
Board requested to authorize.
- B. Agreements for Detailed Station Cleaning Services.*
 - a. Agreement No. 6M8098A, with Aim to Please Janitorial Services, Inc.
 - b. Agreement No. 6M8099, with Zero Waste Solutions
 - c. Agreement No. 6M8100, with Bay Area Green SolutionsBoard requested to authorize.
- C. Train Control Modernization Program for the Design, Supply and Installation of a Communications Based Train Control (CBTC) System (Project) and Implementation Actions, including Solicitation Documents for a CBTC System Using Design-Build Procurement Method.* Board requested to approve and authorize.

7. PLANNING, PUBLIC AFFAIRS, ACCESS, AND LEGISLATION ITEMS

Director Raburn, Chairperson

NO ITEMS.

8. GENERAL MANAGER'S REPORT

- A. Report of Activities, including Updates of Operational, Administrative, and Roll Call for Introductions Items.

9. BOARD MATTERS

- A. Policy Requiring Inclusion of Affordable Housing in Proposed Development Projects at BART Stations.* Board requested to adopt. (Director Mallett's request.)
- B. Board Member Reports.
(Board member reports as required by Government Code Section 53232.3(d) are available through the Office of the District Secretary. An opportunity for Board members to report on their District activities and observations since last Board Meeting.)
- C. Roll Call for Introductions.
(An opportunity for Board members to introduce a matter for consideration at a future Committee or Board Meeting or to request District staff to prepare items or reports.)
- D. In Memoriam.
(An opportunity for Board members to introduce individuals to be commemorated.)

10. PUBLIC COMMENT

(An opportunity for members of the public to address the Board of Directors on matters under their jurisdiction and not on the agenda.)

11. CLOSED SESSION (Room 303, Board Conference Room)

A. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

Name of Case: Ho vs. BART, USDC Action No. C15-01128 HSG
Government Code Section: 54956.9(a)

B. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION

Name of Case: Alexander vs. BART, USDC Action No. C15-3225 HSG
Government Code Section: 54956.9(a)

C. CONFERENCE WITH REAL PROPERTY NEGOTIATORS

Property: Property Located at the Millbrae BART Station
District Negotiators: Robert Powers, Assistant General Manager, Planning & Development; Jeffrey P. Ordway; and Sean Brooks, Manager, Real Estate and Property Development
Negotiating Parties: Urban Republic and San Francisco Bay Area Rapid Transit District
Under Negotiation: Price and Terms
Government Code Section: 54956.8

12. OPEN SESSION



EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL: <i>Charca Delvaugh</i>		GENERAL MANAGER ACTION REQ'D:		
DATE: 11/24/15		BOARD INITIATED ITEM: No		
Originator/Prepared by: Charlotte Barham Dept. Financial Planning Signature/Date: <i>[Signature]</i>	General Counsel <i>[Signature]</i> 11/23/15 []	Controller/Treasurer <i>[Signature]</i> 11/20/15 []	District Secretary []	BARC <i>[Signature]</i> 11-20-15 []
Status: Routed		Date Created: 11/18/2015		
TITLE:				

Title VI Assessment for Discontinuing the BART Plus Ticket Program

NARRATIVE:

PURPOSE

To request Board approval of the "Title VI Assessment for Discontinuing the BART Plus Ticket Program as currently Jointly Offered by BART, County Connection, Tri Delta Transit, Union City Transit, WestCAT, and Wheels."

DISCUSSION

To ensure compliance with federal and state civil rights regulations, BART performs an analysis of any fare change, in this case discontinuing the BART Plus ticket, to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders.

BART Plus is an intra-agency joint fare product accepted by BART and the following five bus operators:

Bus	Operating Agency
County Connection	Central Contra Costa Transit Authority
Tri-Delta Transit	Eastern Contra Costa Transit Authority
Union City Transit	City of Union City
WestCAT	Western Contra Costa Transit Authority
Wheels	Livermore Amador Valley Transit Authority

The agreement among these agencies governing the BART Plus program expires on December 31, 2015.

As the Federal Transit Administration (FTA) has encouraged transit agency coordination in undertaking Title VI requirements for joint fare products, BART and the five bus operators have agreed that BART would undertake coordinated Title VI analysis for all BART Plus agencies.

The BART Plus ticket, good for a two-week period, is used as a flash pass for unlimited bus rides, gives a discount of 5% to 8% for BART trips, and can be used to make a last BART trip with as little as a nickel left on the ticket. BART Plus tickets are available in eight

denominations, ranging from \$43 to \$76, with \$15 to \$50 in BART value.

The BART Plus ticket program began in 1991 to encourage transit use and regional fare coordination, and at one point, 10 bus operators participated, serving five counties. The BART Plus program was intended to end once BART Plus program participants could accept the regional smart card, now Clipper®. Consequently, in 2013, San Francisco Muni, Dumbarton Express, SamTrans, and Santa Clara Valley Transportation Authority withdrew because they had become Clipper-enabled. None of the completed Title VI analyses provided to BART by the operators had a finding of disparate impact and/or disproportionate burden.

After the four agencies withdrew, BART Plus ticket sales and ridership declined by approximately 96%. Currently, on an average weekday, approximately 30 BART Plus trips are taken on BART. Thus, the BART Plus ticket has ceased to be a viable regional joint bus and BART fare product.

As County Connection, Tri Delta Transit, WestCAT and Wheels became Clipper-enabled on November 1, 2015, and Union City Transit will be Clipper-enabled in summer 2016 (on an average weekday, there are one exit and one entry at Union City Station by riders using a BART Plus ticket), these agencies now wish to withdraw from the BART Plus program.

Analysis Results

An agency is to use ridership survey data when evaluating the adverse effects of fare changes. However, sufficient survey data for BART Plus riders is not available as no BART Plus riders responded to the 2014 Customer Satisfaction Survey and fewer than 20 BART Plus riders responded to the 2012 Customer Satisfaction Survey. In the absence of sufficient survey data, the Title VI report assumes the fare change will disproportionately impact minority and low-income riders.

Should BART find that protected riders experience adverse effects from a fare change, BART should take steps to avoid, minimize, or mitigate such impacts. Existing discounted fare medium alternatives to BART Plus, all available on Clipper, include the East Bay Value Pass (a 31-day rolling pass good on County Connection, Tri Delta, WestCAT, and Wheels), BART-to-bus fare discounts, and BART 6.25% high value discount tickets. The discounts are also available on existing paper fare media. The study found that these alternatives can avoid, minimize, or mitigate adverse effects of discontinuing BART Plus because they offer equal, better or similar fare discounts.

Public Outreach

BART undertook public outreach to receive input from low-income, minority, and Limited English Proficient (LEP) riders as well as BART's Title VI/Environmental Justice (EJ) Advisory Committee and LEP Advisory Committee. One commenter left a voice mail noting that BART Plus has been economical for her to use for years. While one advisory committee member referred to the termination as "totally justified," he felt that agencies should make additional efforts to ensure that current BART Plus ticket users understand their alternatives. In response, BART staff recommends to the bus operators that during Clipper card roll-out on their systems, they provide information on fare media alternatives to BART Plus and offer Clipper cards to

BART Plus riders. Notices that provide information on existing fare media alternatives to BART Plus as well as BART contact information for riders to ask any questions will also remain posted through December 2015 on 61 BART ticket vending machines that sell BART Plus tickets. In December, BART station agents will also be provided with information on alternatives to give customers.

Committee members also expressed concern that low-income riders and those with limited computer access could have difficulty getting the benefits of the Clipper card discounts, especially the Clipper BART high-value discount (an autoloan product the rider pays for with either a credit card or debit card) since low-income or LEP riders may have disproportionately less access to a credit or debit card. In response to this concern, staff investigated how current BART Plus riders are actually paying for their tickets and found that 49.5% are using a credit card, 28.7% pay with a debit card, and the remaining 21.8% use cash. In addition, a computer is not necessary to purchase the paper HVD ticket, which is sold at seven retail locations and through the mail upon request.

Equity Finding

An equity finding is made after considering both the fare change analysis results and public comment received. The equity finding of this report assumes that the fare change will disproportionately impact minority and low-income riders. While adverse impacts on Union City bus riders may exist on a temporary six month basis, the report concludes that any disproportionate impacts are not permanently adverse for any of the fare products because existing fare products offer better or similar fares and fare media as BART Plus. Therefore, the report concludes that the termination will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

FISCAL IMPACT

Discontinuing the BART Plus program will result in an annual savings of approximately \$14,000, BART's portion of program administration costs.

ALTERNATIVES

Do not approve or defer approval of the Title VI Assessment. As the bus operators intend to withdraw from the program, and BART cannot operate the program on its own, the program will essentially end. Without Title VI Assessment approval, BART could be out of compliance with federal and state civil rights regulations.

RECOMMENDATION

Approval of the following Motion.

MOTION

The BART Board of Directors approves the attached "Title VI Assessment for Discontinuing the BART Plus Ticket Program as Jointly Offered by BART, County Connection, Tri Delta Transit, Union City Transit, WestCAT, and Wheels."

**Title VI Assessment for Discontinuing the
BART Plus Ticket Program as Jointly Offered
by:
BART
County Connection
Tri Delta Transit
Union City Transit
WestCAT
Wheels**

**Assessment Prepared by the San Francisco Bay Area
Rapid Transit District**

November 18, 2015

EXECUTIVE SUMMARY

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B [dated October 1, 2012 (Circular)], a transit agency performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders. In accordance with the Circular, the transit agency makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy.

The fare change discussed in this report is the discontinuation of the BART Plus ticket, which is an intra-agency joint fare product accepted by BART and the following five bus operators:

Bus	Operating Agency
County Connection	Central Contra Costa Transit Authority
Tri-Delta Transit	Eastern Contra Costa Transit Authority
Union City Transit	City of Union City
WestCAT	Western Contra Costa Transit Authority
Wheels	Livermore Amador Valley Transit Authority

The agreement among these agencies governing the BART Plus program expires on December 31, 2015.

As the Federal Transit Administration (FTA) has encouraged transit agency coordination in undertaking Title VI requirements for joint fare products, BART and the five bus operators have agreed that BART would undertake coordinated Title VI analysis for all BART Plus agencies. This report uses FTA-approved methodology to assess the effects of a fare type change; draws on data from BART ridership surveys and BART automated fare collection equipment; and includes public outreach undertaken in accordance with BART's Public Participation Plan to receive public input on discontinuing the BART Plus ticket from low-income, minority, and limited-English-proficient (LEP) riders.

The BART Plus ticket, good for a two-week period, is used as a flash pass for unlimited bus rides, gives a discount of 5% to 8% for BART trips, and can be used to make a last BART trip with as little as a nickel left on the ticket. BART Plus tickets are available in eight denominations, ranging from \$43 to \$76.

The BART Plus ticket program began in 1991 to encourage transit use and respond to the objectives of SB 602 (California Government Code Section 66516) regarding regional fare coordination, which is under the purview of the Metropolitan Transportation Commission (MTC). The BART Plus program was intended to end once the regional smart card Clipper[®], formerly known as TransLink[®], became operational on the various BART Plus program participants' systems. Clipper[®] provides regional fare coordination as one fare medium good on multiple systems, automatically providing applicable transfer discounts. In 2003, AC Transit withdrew from the program for financial reasons. In 2013, San Francisco Muni, Dumbarton Express, SamTrans, and Santa Clara Valley Transportation Authority ended their participation because they had become Clipper-enabled. As the four operators chose to withdraw from the program, each of them was

responsible for performing its own Title VI analysis of the impact of terminating participation. None of the completed Title VI analyses provided to BART found a disparate impact and/or disproportionate burden resulting from withdrawing from the BART Plus program.

After the withdrawal of the four agencies in 2013, BART Plus ticket sales and ridership declined by approximately 96%. Annual ticket sales dropped from about 43,000 tickets in FY12 to about 1,500 tickets in FY15 (19% of which were never used on BART). BART Plus trips on BART (bus operators do not record BART Plus trips) declined from over 250,000 in FY12 to fewer than 10,000 trips out of BART's 126 million trips in FY15. Currently, on an average weekday, approximately 30 BART Plus trips are taken on BART.

Circular Chap. IV-19 states that an agency shall analyze any available information from ridership surveys when evaluating the adverse effects of fare changes. BART's most recent ridership survey conducted in 2014 does not include any BART Plus rider respondents. The next most recent survey, the 2012 Customer Satisfaction Survey, includes responses from 14 BART Plus riders reporting ethnicity and 11 BART Plus riders reporting income. These sample sizes are too small to be statistically representative of all BART Plus riders, and public outreach undertaken as part of the current analysis resulted in six surveys completed, two of which were from current BART Plus riders, one of whom identified as minority and non-low income and the other as nonprotected. In the absence of sufficient survey data, this report assumes the fare change will disproportionately impact minority and low-income riders, i.e., that BART Plus riders are predominately minority or low-income.

This report concludes that existing fare product alternatives avoid, minimize, or mitigate adverse effects of BART Plus termination. The existing discounted fare medium alternatives to BART Plus include the East Bay Value Pass, BART-to-bus fare discounts, and BART 6.25% high value discount tickets. These products are all available on one regional smart card, Clipper[®], thus replicating BART Plus ticket functionality as a single fare medium accepted on both buses and BART. The alternatives are also available on existing paper fare media. Depending on how individual riders currently use the BART Plus ticket to take different combinations of bus and BART trips, these alternatives would avoid, minimize, or mitigate the impact of no longer having the BART Plus ticket.¹

The following information supports a conclusion that ending the program is justified:

- BART Plus participant bus operators will be Clipper-operational and the ticket program from its inception was designed to end once the regional smart card became available to riders².
- The BART Plus ticket no longer serves its intended function as a regional joint bus and BART fare product.

¹ Data is not available that indicates there is a BART Plus rider who uses both Union City Transit and one or more of the four bus operators who accept the East Bay Value Pass (BART's Union City Station serves an average of one to two BART Plus trips per day). If there is such a rider who takes Union City Transit and another bus operator, depending on their travel patterns, that rider could pay more than with BART Plus.

² Four of the five BART Plus bus operators became Clipper-enabled effective November 1, 2015, and the remaining operator, Union City Transit, will be Clipper-enabled by summer 2016. BART's Union City Station serves an average of one to two BART Plus trips per day.

As part of the Title VI assessment, BART has undertaken public outreach to receive public input on discontinuing the BART Plus ticket from low-income, minority, and LEP populations, in accordance with BART's Public Participation Plan, completed in May 2010 and revised in July 2011, and the Circular. Given that BART Plus riders represent just 0.007% of all daily BART riders, reaching BART Plus riders was difficult and challenging. Staff worked with the participating bus operators, canvassed bus riders in stations and analyzed actual BART Plus ridership trends to reach as many riders as possible.

No comments were received from BART Plus riders regarding the fare change's impact on minority riders. The Title VI/Environmental Justice Advisory Committee and the Limited English Proficiency Advisory Committee also did not have comments on the fare change as it related to minority riders.

One voice mail was left by a commenter who noted that BART Plus has been economical for her to use for years. At May 2015 meetings of the Title VI/Environmental Justice Advisory Committee and the Limited English Proficiency Advisory Committee, who also represent BART's low-income riders, committee members asked about options available for BART Plus riders using Clipper, and this report includes a description of these alternatives. On October 20, 2015, a joint meeting of the two advisory committees was held at which staff presented Title VI analysis preliminary findings. Committee members noted that the preliminary findings supported terminating the BART Plus program, with one member referring to the termination as "totally justified." While this one member acknowledged and understood the reasons behind the termination of the program, he felt that current BART Plus ticket users should understand what their alternatives are. In addition, members expressed concern that low-income riders and those with limited computer access could have difficulty getting the benefits of the Clipper card discounts, especially the Clipper BART high-value discount (HVD), which is an autoload product for which the rider pays with either a credit card or a debit card. Committee members noted that low-income and LEP riders may be less likely to have a credit or debit card. In response to the concern about payment options for BART's HVD tickets, staff investigated how current BART Plus riders are actually paying for their tickets and found that 49.5% are using a credit card, 28.7% pay with a debit card, and the remaining 21.8% use cash. Based on how current BART Plus riders pay for their tickets, approximately 80% of riders will be able to take advantage of the Clipper BART high-value discount. In addition, a computer is not necessary to purchase the paper HVD ticket, which is sold at seven retail locations and through the mail upon request. Cash-paying riders also will be able to use other discounted fare media, i.e., East Bay Value Pass and BART-to-bus fare discount.

Additionally, in response to advisory committee members' comments, BART recommends to the bus operators that during Clipper card roll-out on their systems and before the BART Plus ticket is discontinued, the operators provide information on fare media alternatives to BART Plus to their BART Plus riders and offer Clipper cards to them. BART Plus notices will also remain posted through December 2015 on 61 BART ticket vending machines that sell BART Plus tickets, and these notices include information on existing fare media alternatives to BART Plus as well as an e-mail address and phone number that riders can use to contact BART with any questions.

An equity finding is made after considering both the fare change analysis results and public comment received. The equity finding of this report assumes that the fare change will disproportionately impact minority and low-income riders. However, the disproportionate impacts are not adverse because existing fare products offer better or similar fares and fare media as BART Plus. Therefore, the report concludes that the termination will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

1. INTRODUCTION

To ensure compliance with federal and state civil rights regulations, including but not limited to Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B [dated October 1, 2012 (Circular)], a transit agency performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or a disproportionate burden on low-income riders when compared to overall users. In accordance with the Circular, the transit agency makes this determination by comparing the analysis results against a threshold, as defined in its Disparate Impact and Disproportionate Burden Policy.

The fare change discussed in this report is the discontinuation of the BART Plus ticket, which is an intra-agency joint fare product accepted by BART and currently the following five bus operators:

Bus	Operating Agency
County Connection	Central Contra Costa Transit Authority
Tri-Delta	Eastern Contra Costa Transit Authority
Union City Transit	City of Union City
WestCAT	Western Contra Costa Transit Authority
Wheels	Livermore Amador Valley Transit Authority

The agreement among these agencies governing the BART Plus program expires on December 31, 2015.

As the FTA has encouraged transit agency coordination in undertaking Title VI requirements for joint fare products, BART offered to undertake coordinated Title VI analysis for both itself and any BART Plus bus operator who wished to be included in the findings of the coordinated Title VI analysis. If a bus operator did not choose to be included in and governed by the findings of the coordinated Title VI analysis, it would conduct its own Title VI analysis. The five BART Plus bus operators informed BART that they wish to participate in and assume responsibility for the coordinated Title VI analysis undertaken by BART, as described in this report. This report uses FTA-approved methodology to access the effects of a fare type change; draws on data from BART ridership surveys and BART automated fare collection equipment; and includes public outreach undertaken in accordance with BART's Public Participation Plan.

The BART Plus ticket, good for a two-week period, is used as a flash pass for unlimited bus rides, gives a discount of 5% to 8% for BART trips, and can be used to make a last BART trip with as little as a nickel left on the ticket. The table below shows the pricing structure of BART Plus tickets, which are available in eight denominations.

Price Rider Pays for Bus Pass 'A'	Price Rider Pays for BART Value 'B'	Total Price of BART Plus Ticket 'A'+ 'B'	BART Value on Ticket 'C'	BART \$ Discount Given 'C'-'B'	BART % Discount Given
\$29	\$14	\$43	\$15	\$1	6.7%
\$29	\$19	\$48	\$20	\$1	5.0%
\$29	\$23	\$52	\$25	\$2	8.0%
\$29	\$28	\$57	\$30	\$2	6.7%
\$29	\$33	\$62	\$35	\$2	5.7%
\$29	\$38	\$67	\$40	\$2	5.0%
\$29	\$42	\$71	\$45	\$3	6.7%
\$29	\$47	\$76	\$50	\$3	6.0%

Ticket prices range from \$43 to \$76 for a two-week period. The price of the bus pass portion of a ticket is always \$29. For BART trips, the rider pays a discounted amount of \$14 to \$47 to receive BART value of \$15 to \$50.

In 1991, the BART Plus ticket program was initiated to encourage transit use and respond to the objectives of SB 602 (California Government Code Section 66516) regarding regional fare coordination, which is under the purview of the Metropolitan Transportation Commission (MTC). The BART Plus program was intended to end once the regional smart card Clipper[®], formerly known as TransLink[®], became operational on the various BART Plus program participants' systems.³ Clipper[®] provides regional fare coordination as one fare medium good on multiple systems, automatically providing applicable transfer discounts.

Prior to 2003, the regional BART Plus program included bus participants serving five counties: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara. The 10 bus operators were AC Transit, County Connection, Dumbarton Express, SamTrans, San Francisco Muni, Tri Delta Transit, Union City Transit, Santa Clara Valley Transportation Authority (VTA), WestCAT, and Wheels. In 2003, AC Transit withdrew from the BART Plus program because of financial reasons, which led to a decline of approximately 66% in both ticket sales and BART Plus trips on BART.

Effective January 1, 2013, four other participants in the BART Plus program withdrew: San Francisco Muni, Dumbarton Express, SamTrans, and VTA. They ended their participation because they had become Clipper-enabled. As the four operators chose to withdraw from the program, each of them was responsible for performing its own Title VI analysis of the impact of terminating participation. None of the completed Title VI analyses provided to BART found a disparate impact and/or disproportionate burden resulting from withdrawing from the BART Plus program.

With the withdrawal of these four agencies, the once-regional BART Plus program became limited to five bus participants serving the East Bay in Contra Costa County and parts of Alameda County. The effect of the withdrawal of the four agencies was a decline of approximately 96% in BART Plus ticket sales and ridership. Annual ticket sales dropped from about 43,000 tickets in FY12 to about 1,500 tickets (19% of which were

³ Memorandum, dated October 8, 2003, from MTC Deputy Director, Policy, to MTC Program and Allocations Committee: "This ticket [BART Plus] was intended as an interim solution, to be replaced by the universal transit ticket, i.e., TransLink[®]."

never used on BART) in FY15. BART Plus trips on BART (bus operators do not record BART Plus trips) declined from over 250,000 in FY12 to fewer than 10,000 trips out of BART’s 126 million trips in FY15. Currently, on an average weekday, approximately 30 BART Plus trips are taken on BART. The table below shows annual BART Plus tickets sales figures, trip data, and key events from FY03 through FY15.

	Annual		
	BART Plus Trips on BART	BART Plus Tickets Sold	
FY15	9,214	1,452	
FY14	10,046	1,540	
FY13	126,298	21,208	4 operators, including SF Muni, withdraw
FY12	256,443	43,248	
FY11	330,492	46,487	
FY10	336,669	51,491	Bus portion price increases to \$29 from \$24
FY09	474,413	47,744	
FY08	520,912	52,178	
FY07	574,947	70,403	
FY06	612,459	72,590	
FY05	758,614	76,438	
FY04	1,432,324	132,283	AC Transit withdraws; bus portion price increases to \$24 from \$14
FY03	2,264,516	230,797	

At the time of the withdrawal of the four operators in 2013, the remaining five East Bay BART Plus program participants wished to continue the BART Plus program until they became Clipper[®]-enabled. As of November 1, 2015, four of the five operators began to accept Clipper as fare payment. The fifth operator, Union City Transit, is scheduled to be Clipper-enabled in summer 2016 (at Union City Station on an average weekday there are one exit and one entry made with a BART Plus ticket). The five bus operators have informed BART that they will be terminating participation in the BART Plus program after December 31, 2015, when the current agreement expires.

As part of the Title VI assessment, BART has undertaken public outreach to receive public input on discontinuing the BART Plus ticket from low-income, minority, and limited-English-proficient (LEP) populations, in accordance with BART’s Public Participation Plan, completed in May 2010 and revised in July 2011, and the Circular. Public outreach activities and results are described in Section 3 of this report.

2. MINORITY DISPARATE IMPACT ANALYSIS AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSIS

2.1 Assessing Fare Change Effects

This section describes the data and methodology used to assess the effects of a fare change on minority and low-income riders, in accordance with the fare equity analysis procedures in the Circular.

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

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

As stated in the Circular App. K-11, comparing protected riders and nonprotected riders can “yield even clearer depictions of differences.” For fare type changes, BART will assess whether protected riders are disproportionately more likely to use the affected fare type or media, and if such effects are adverse. In accord with BART’s Disparate Impact/Disproportionate Burden Policy (DI/DB Policy), impacts will be considered disproportionate when the difference between the affected fare type’s protected ridership share and the overall system’s protected ridership share is greater than 10%. When the survey sample size of the ridership for the affected fare type is too small to permit a finding of statistical significance, BART will collect additional data if viable. If the resulting survey sample size is also too small to permit a finding of statistical significance, BART may conclude that a finding of disparate impact and/or disproportionate burden cannot be determined based on the available data. According to BART’s Marketing and Research Department, as a guideline, the minimum sample size needed for computing margins of error, which measure how accurately a survey sample represents an overall population, is 30 respondents. Larger sample sizes will have lower margins of error, and thus be more likely to be representative of the population.

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

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

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

2.2 Methodology and Data Used

Circular Chap. IV-19 states that an agency shall analyze any available information from ridership surveys when evaluating the adverse effects of fare changes. The fare change under study is a change to a specific fare type, and the methodology and data used are described below.

Methodology

BART uses FTA-approved methodology to assess the effects of a fare type change.

The methodology for fare type changes assesses whether protected riders are disproportionately more likely to use the affected fare type or media. Recent rider survey data are used to make this determination. When the survey sample size of the ridership

for the affected fare type is too small to permit a determination of statistical significance, BART collects additional data. In accordance with the DI/DB Policy, impacts are considered disproportionate when the difference between the protected ridership using the affected fare type and the protected ridership of the overall system is greater than 10%.

Data

The most recent BART survey, the 2014 Customer Satisfaction Survey conducted in September 2014, had no BART Plus rider respondents in a sample of over 5,600 randomly selected customers surveyed. As a result, this report cites the 2012 Customer Satisfaction Survey, which included 14 BART Plus riders reporting ethnicity and 11 BART Plus riders reporting income.⁴

For the 2012 Customer Satisfaction Survey, minority includes riders who are Asian, Hispanic (any race), Black/African American, American Indian/Alaskan Native, and Other (including multi-racial). Non-minority is defined as white, non-Hispanic. According to responses to the 2012 Customer Satisfaction Survey, 62.3% of BART riders are minority.

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. Approximating 200% of the federal poverty level is done by considering both the household size and household income of respondents to the 2012 Customer Satisfaction Survey. The table below shows the household size and household income combinations that comprise “low-income.”

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	\$25-\$29.9K
3+	\$30-\$39.9K
4+	\$40-\$49.9K
5+	\$50-\$59.9K

As an example, a household of two or more people with an income of \$28,000 would be considered low-income. According to 2012 Customer Satisfaction Survey responses, 33.6% of BART riders are considered low income.

Staff worked to gather demographic data from current BART Plus riders through the public outreach and survey activities described in Section 3. Six surveys were received, two of which were from current BART Plus riders; one respondent identified as nonprotected, and the other identified as minority and non-low income. One voice mail was also received, although the caller did not provide any demographic information.

⁴ It is important to note that the 2012 Customer Satisfaction Survey was conducted before San Francisco Muni, Dumbarton Express, SamTrans, and VTA withdrew from the program, which led to a 96% drop in BART Plus ridership. Therefore, the BART Plus rider demographics from the 2012 Customer Satisfaction Survey may not reflect the demographics of current BART Plus riders.

2.3 Analysis Results

Pursuant to the Circular, BART is to perform an analysis of any fare change to determine if the change disproportionately impacts minority and/or low-income riders. In accordance with the Circular, BART is to make this determination by comparing the analysis results against the appropriate threshold defined in BART’s DI/DB Policy.

The 2012 Customer Satisfaction Survey included responses from 14 BART Plus riders reporting ethnicity and 11 BART Plus riders reporting income. As shown in the tables below, 82.3% of the 14 surveyed BART riders using BART Plus are minority, compared to 62.3% of all BART riders, and 27.7% of the 11 surveyed BART Plus riders are low-income, compared to 33.6% of all BART riders.

	Minority	Non-Minority	Sample Size
All BART Riders	62.3%	37.7%	6,525
BART Riders Using BART Plus	82.3%	17.7%	14
<i>Difference from All BART Riders</i>	20.0%		

	Low-Income	Non-Low Income	Sample Size
All BART Riders	33.6%	66.4%	6,054
BART Riders Using BART Plus	27.7%	72.3%	11
<i>Difference from All BART Riders</i>	-5.9%		

Source: 2012 BART Customer Satisfaction Survey

The BART Plus rider sample sizes are extremely small. For sample sizes under 30 respondents, a “margin of error,” which measures how accurately a survey sample represents an overall population, cannot be calculated--the actual percentage of minority and low-income BART Plus riders could vary dramatically from the percentages in the tables above derived from these extremely small survey samples. As such, whether or not the fare type change to BART Plus disproportionately impacts minority and low-income riders cannot be determined based on the 2012 data. As described in this report’s Section 3, Public Participation, BART conducted outreach to solicit input from and gather additional demographic data on BART Plus riders; the result of this outreach was six surveys received, two of which were from current BART Plus riders, one of whom identified as minority and non-low income, and the other as nonprotected. In the absence of sufficient survey data, this report assumes that the fare change will disproportionately impact minority riders and low-income riders.

As BART Plus is a joint fare instrument, it is informative to include demographic data from the five BART Plus bus operators. Demographic data for BART Plus bus operators’ overall ridership from surveys the bus operators conducted are shown in the table on the next page (the operators did not gather data by ticket type to identify BART Plus riders). These data indicate that overall, bus riders of the BART Plus operators are more minority and low-income than BART’s overall ridership.

	Minority	Non-Minority	Sample Size	Low-Income	Non-Low Income	Sample Size
County Connection	59.4%	40.6%	N/A	52.4%	47.6%	N/A
Tri Delta Transit	78.6%	21.4%	1,237	60.6%	39.4%	937
Union City Transit	90.0%	10.0%	104	69.0% ¹	31.0%	85
WestCAT	80.0%	20.0%	N/A	60.9% ²	39.1%	493
Wheels³	N/A	N/A	N/A	N/A	N/A	N/A

¹Union City Transit's definition of low-income does not include household size; the figures presented reflect households with annual incomes under \$50,000, regardless of household size.

²WestCAT's definition of low-income does not include household size; the figures presented reflect households with annual incomes under \$60,000, regardless of household size.

³Wheels does not perform rider-specific surveys and instead uses service area demographics from the American Community Survey.

2.4 Cumulative Impacts Analysis

Since BART's last FTA triennial review dated January 2014 for the period January 1, 2012 through December 31, 2013, there have been no similar fare changes to BART fare products, including discounted fare products and fare products accepted by another agency; therefore, there are no cumulative impacts associated with terminating the BART Plus ticket program to analyze.

2.5 Alternatives Available for People Affected by the Fare Change

BART Plus ticket users have fare medium alternatives available to them that would avoid, minimize, or mitigate the assumed disproportionate impacts of discontinuing the ticket, depending on how the particular rider uses the BART Plus ticket and how the rider will use the alternative fare media. In order to exactly ascertain whether the available fare medium alternatives would avoid, minimize, or mitigate the assumed disproportionate impacts on the riders who on an average weekday take approximately 30 BART trips using BART Plus, the specific combined BART and bus tripmaking patterns of these riders would need to be known. BART has trip data for BART Plus ticket users, but the bus operators do not record trips on their systems made with BART Plus. In the absence of this data, the example alternatives analyzed in this report were chosen based on the actual data available on BART Plus trips taken on BART, and the actual number and value of BART Plus tickets sold.

A key feature of the BART Plus ticket is that it is one fare medium good on buses and BART. The Clipper card offers the same functionality and so can replace BART Plus, as was intended from the outset of the BART Plus program. This section analyzes alternative transit modes, fare payment types, and fare payment media available for people who could be affected by the fare change. The analysis compares fares paid with the BART Plus ticket to fares paid through available alternatives, all of which are available both on Clipper and as paper fare media. As part of the introduction of Clipper on the bus operators' systems, which began in November 2015 for four operators and is scheduled for summer 2016 for Union City Transit, each operator will have 500 Clipper cards that can be distributed to riders free of charge. For example, County Connection plans to host outreach events as part of the agency's Clipper roll-out, at which riders can receive a free Clipper card.

2.5.1 Alternatives Available to Avoid, Minimize or Mitigate Disproportionate Impact

BART operates a heavy rail system in the counties of Alameda, Contra Costa, San Francisco and San Mateo, as well as an automated people mover that links the BART Coliseum Station and Oakland International Airport. The other five BART Plus program agencies provide the following bus services, which connect to BART in the East Bay:

	Counties Served	BART Station Connection
County Connection	Central Contra Costa County	Concord, Dublin, Lafayette, North Concord, Orinda, Pleasant Hill, Walnut Creek
Tri Delta Transit	Eastern Contra Costa County and part of Alameda County	Dublin, Pittsburg/Bay Point, West Dublin
Union City Transit	Alameda County	Union City
WestCAT	Western Contra Costa County	El Cerrito del Norte
Wheels	Eastern Alameda County and part of Central Contra Costa County	Dublin, Walnut Creek, West Dublin

Bus Payment Alternatives

The bus portion of the BART Plus ticket costs \$58 per month (it is the BART value that varies among the eight ticket denominations available). Alternatives to using the BART Plus ticket as fare payment for bus trips are (a) getting the BART-to-bus transfer discount by paying with Clipper or cash or (b) purchasing a monthly Clipper or paper East Bay Value Pass, good for unlimited rides on County Connection, Tri Delta Transit, WestCAT, and Wheels.

The table below shows a cost comparison of the fare payment options. The cost of 20 round trips with the transfer discount varies by bus operator, from being \$8 less expensive than BART Plus (Union City Transit), to \$7 more expensive than BART Plus (Tri Delta Transit). The \$60 East Bay Value Pass is \$2 or 3.4% higher than the \$58 price of the bus portion of the BART Plus ticket.

	Round Trip Bus Fare			Comparison Cost, Per Month		
	To BART: Pay Regular Bus Fare	From BART: Pay Transfer Discounted Bus Fare	Total Round Trip Fare	20 Round Trips on Bus, with transfer discount	BART Plus: Bus Portion of Ticket	East Bay Value Pass
	'A'	'B'	'A'+ 'B'			
County Connection	\$2.00	\$1.00	\$3.00	\$60	\$58	\$60
Tri Delta Transit	\$2.00	\$1.25	\$3.25	\$65	\$58	\$60
Union City Transit	\$2.00	\$0.50	\$2.50	\$50	\$58	N/A
WestCAT	\$1.75	\$1.00	\$2.75	\$55	\$58	\$60
Wheels (LAVTA)	\$2.00	\$1.00	\$3.00	\$60	\$58	\$60

BART Payment Alternatives

The BART Plus ticket good for a two-week period is available in eight denominations of BART loaded value, sold at the following discounts:

BART Plus Ticket Price	BART Value on BART Plus Ticket	Price Rider Pays for BART Value	BART \$ Discount Given	BART % Discount Given
\$43	\$15	\$14	\$1	6.7%
\$48	\$20	\$19	\$1	5.0%
\$52	\$25	\$23	\$2	8.0%
\$57	\$30	\$28	\$2	6.7%
\$62	\$35	\$33	\$2	5.7%
\$67	\$40	\$38	\$2	5.0%
\$71	\$45	\$42	\$3	6.7%
\$76	\$50	\$47	\$3	6.0%

A BART High Value Discount (HVD) ticket, which gives a 6.25% discount, is an alternative to the BART value on a BART Plus ticket. As shown in the table below, the HVD ticket is available in two denominations: a ticket with \$48 in value sold for \$45 or \$64 in value sold for \$60. HVD tickets are available on Clipper, at seven retail locations, and by mail. Unlike the BART Plus ticket, the HVD ticket value does not expire.

BART HVD Ticket Value	Price Rider Pays for BART Value	BART \$ Discount Given	BART % Discount Given
\$48	\$45	\$3	6.25%
\$64	\$60	\$4	6.25%

The BART Plus ticket also has a last ride feature so that a rider with as little as a nickel left on the ticket can use the ticket to take one last ride anywhere in the BART system. When the BART Plus program began in the early 1990s, the last ride feature was necessary because of a technical limitation then present in BART’s automated fare collection equipment that meant a BART Plus ticket could not have value added to it at a BART add value machine. Thus, there was no choice but to have the system let a rider exit with a ticket that had as little as a nickel left on it.

The level of discount provided by the last ride feature depends on both the amount of value remaining on the ticket and the fare for the last trip taken, and so the discount is not at a set rate (for example, 10% off full fare). A last ride discount can vary from \$0.05 to \$15.35. For example, for a \$1.85 minimum fare last ride trip, if the rider has a nickel left on the ticket, the value of the last ride feature is \$1.80; however, if the rider has \$1.80 left on the ticket, the value of the last ride feature is \$0.05. In FY15, the last ride feature was used on approximately 79% of BART Plus tickets and had an average value of \$2.36; the remaining approximately 21% of tickets had an average unused value of \$5.86 left on the

ticket. Thus, the last ride feature benefits riders differentially. With Clipper, riders neither have unused value on their tickets nor receive widely varying discounts.

2.5.2 Comparison of Alternatives Available to Avoid, Minimize or Mitigate Disproportionate Impact

The number of each ticket denomination sold in FY15 is shown in the table below. Approximately 61% of all BART Plus ticket sales are of the \$43 denomination with \$15 in BART value good for a two-week period. The next most common denomination sold is the \$76 ticket at 17% of the total sold.

BART Plus Ticket Price	BART Loaded Value on Ticket	BART Plus Tickets Sold FY2015	% of Tickets Sold
\$43	\$15	906	60.9%
\$48	\$20	72	4.8%
\$52	\$25	41	2.8%
\$57	\$30	36	2.4%
\$62	\$35	105	7.1%
\$67	\$40	41	2.8%
\$71	\$45	27	1.8%
\$76	\$50	<u>259</u>	<u>17.4%</u>
		1,487	100.0%

This report compares the cost of using BART Plus to the cost of using two options for fare payment:

- Option A. The East Bay Value Pass and BART 6.25% high value discount (HVD) tickets.
- Option B. The BART-to-bus discount fare on the bus and BART’s HVD tickets.

The table below shows the availability of these alternatives on Clipper and paper fare media.

<i>Alternative Fare Medium:</i>	East Bay Value Pass	BART-to-Bus Discount Fare	BART HVD Tickets
Available on Clipper?	Yes	Yes <i>Rider automatically gets discount</i>	Yes <i>Autoload only, funded with credit or debit card</i>
Available on Paper?	Yes	Yes <i>Rider obtains transfer in BART paid area</i>	Yes <i>Sold by mail or at 7 retail locations</i>

Individual BART Plus ticket users take different combinations of numbers of trips on BART and bus. Actual data for these trip combinations are not available because bus operators do not record the number of bus trips made using BART Plus. Thus, the comparisons of available alternatives to BART Plus described in this report are based on

actual BART Plus ridership on BART and actual ticket sales as representative of likely BART Plus user tripmaking patterns.

Two scenarios were selected for analysis based on the most commonly purchased denominations of BART Plus tickets, good for a two-week period:

- **Scenario One:** Alternatives to a rider purchasing the \$43 ticket with \$15 in BART value (61% of total purchases)
- **Scenario Two:** Alternatives to a rider purchasing the \$76 ticket with \$50 in BART value (17% of total purchases).

The next sections describe the results of analyzing the two scenarios.

Scenario One assumes the BART Plus rider buys two \$43 BART Plus tickets for the month, which have a total of \$30 in BART value. For analysis purposes, it is assumed the rider uses this small amount of BART value to pay for \$1.85 minimum fare trips, and \$1.85 is the value used to calculate costs for comparison purposes, as shown in the table on page 17. This assumption is supported by BART ridership data, which shows that about 45% of trips taken by BART riders using BART Plus are minimum fare trips.⁵ A matrix of all trips taken by entry and exit BART station for the month of September 2015 is provided in Appendix A.⁶

The \$30 in BART value per month will pay for 16 one-way BART trips at \$1.85 (or two BART round-trips per week), which leaves \$0.40 on each of the two tickets at the end of the two-week period. The rider can choose either to leave the \$0.40 on each ticket, or the rider can use the last ride feature for one last trip per ticket, for a maximum of 18 trips per month if the patron uses the last ride feature of both tickets. Because the rider has this choice regarding the last ride feature, the scenario includes calculations based on the rider's taking (a) 16 BART trips (or eight round-trips) per month or (b) 18 BART trips (or nine round-trips) per month.

Under the East Bay Value Pass and HVD ticket option (Option A), the rider can take unlimited bus rides, similar to the BART Plus ticket. Under the BART-to-bus transfer discount option (Option B), the rider pays per bus ride. Option B assumes the rider takes one bus round-trip to and from the BART station for each BART round-trip he takes. For example, 16 BART trips per month, equal to eight BART round-trips, require eight bus round-trips per month. However, Option B assumes these eight bus round-trips and an additional 15 regular fare one-way bus trips, in order to better simulate the unlimited bus rides BART Plus can offer.

The results of these analyses, as shown in the table on page 17, are the following:

⁵ It should be noted that the BART Plus fare instrument is designed to benefit frequent riders of both bus and BART; however, the actual usage on BART reflects infrequent use (two round-trips per week) compared to most BART riders. Approximately 72% of BART riders take BART three or more days per week, of whom 56% take BART five or more days per week, based on data from BART's 2014 Customer Satisfaction Survey.

⁶ BART Plus ridership is so small that reporting average weekday data (the most common time-period BART uses to report trip data) is not possible, since most trips would be a fraction of a trip for each entry and exit pair.

- **Option A1.** Using the East Bay Value Pass and HVD ticket option, the rider would pay \$1.75 or 2.0% more to take 16 BART trips, compared to the BART Plus option,
- **Option A2.** The rider would pay \$5.22 or 6.1% to take 18 BART trips using the East Bay Value Pass and HVD tickets.
- **Option B1.** It would be cheaper in all cases to use the bus transfer discount and HVD tickets option instead of BART Plus under the bus transfer discount and HVD tickets option that includes 16 trips per month on BART, 8 round trips on bus with discount, and 15 regular fare bus one-way trips. Savings range from 2.6% to 11.6%.
- **Option B2.** Under the bus transfer discount and HVD tickets option to take 18 trips per month on BART, 9 round trips on bus with discount, and 15 regular fare bus one-way trips, it would be cheaper in the case of Union City and WestCAT to use the bus transfer discount and HVD tickets option instead of BART Plus, with savings of 2.7% and 4.4% respectively. For two operators, the bus transfer option would cost 2.6% more, and for Tri Delta Transit, the cost differential would be +5.2%.

SCENARIO ONE

BART PLUS: 2 \$43 tickets per month	
BART Plus ticket price (2 tickets @\$43)	\$86.00
BART value on BART Plus tickets	\$30.00
Cost of 16 BART trips @ \$1.85	\$29.60
Remainder on BART Plus ticket	\$0.40
Value of Last Ride feature, if rider uses it to take 2 last trips	\$3.30
Total Cost of Bus Rides & either (a) 16 or (b) 18 \$1.85 BART Trips with BART Plus	\$86.00

Difference from
BART Plus

		\$	%
Option A. EAST BAY VALUE PASS & HVD BART TICKETS			
East Bay Value Pass Price	\$60.00		
A1: 16 Trips			
Cost of 16 BART trips @ \$1.85	\$29.60		
Cost to rider of \$29.60 with 6.25% high value discount	\$27.75		
Total Cost of Bus Rides with East Bay Value Pass & 16 \$1.85 BART Trips with HVD	\$87.75	\$1.75	2.0%
A2: 18 Trips			
Cost of 18 BART trips @ \$1.85	\$33.30		
Cost to rider of \$33.30 with 6.25% high value discount	\$31.22		
Total Cost of Bus Rides with East Bay Value Pass & 18 \$1.85 BART Trips with HVD	\$91.22	\$5.22	6.1%
Option B. BUS TRANSFER DISCOUNT & HVD BART TICKETS			
B1: 16 Trips			
Cost of 16 BART trips @ \$1.85	\$29.60		
Cost to rider of \$29.60 with 6.25% high value discount	\$27.75		
Total Cost of 16 \$1.85 BART Trips with HVD, 8 Bus Round Trips (RTs) with Bus Transfer Discount, 15 Regular Fare One-Way Bus Trips:			
County Connection @ \$3.00 RT, \$2.00 Regular Fare	\$81.75	-\$4.25	-4.9%
Tri Delta @ \$3.25 RT, \$2.00 Regular Fare	\$83.75	-\$2.25	-2.6%
Union City @ \$2.50 RT, \$2.00 Regular Fare	\$77.75	-\$8.25	-9.6%
WestCAT @ \$2.75 RT, \$1.75 Regular Fare	\$76.00	-\$10.00	-11.6%
Wheels @ \$3.00 RT, \$2.00 Regular Fare	\$81.75	-\$4.25	-4.9%
B2: 18 Trips			
Cost of 18 BART trips @ \$1.85	\$33.30		
Cost to rider of \$33.30 with 6.25% high value discount	\$31.22		
Total Cost of 18 \$1.85 BART Trips with HVD, 9 Bus Round Trips (RTs) with Bus Transfer Discount, 15 Regular Fare One-Way Bus Trips:			
County Connection @ \$3.00 RT, \$2.00 Regular Fare	\$88.22	\$2.22	2.6%
Tri Delta @ \$3.25 RT, \$2.00 Regular Fare	\$90.47	\$4.47	5.2%
Union City @ \$2.50 RT, \$2.00 Regular Fare	\$83.72	-\$2.28	-2.7%
WestCAT @ \$2.75 RT, \$1.75 Regular Fare	\$82.22	-\$3.78	-4.4%
Wheels @ \$3.00 RT, \$2.00 Regular Fare	\$88.22	\$2.22	2.6%

Scenario Two assumes the BART Plus rider buys two \$76 BART Plus tickets for the month, which have a total of \$100 in BART value. The estimated average fare riders pay using the ticket with higher BART value is \$5.00. The \$100 in BART value per month will pay for 20 one-way \$5.00 BART trips (or five round-trips over two weeks), which leaves no remaining value on either of the two tickets at the end of the two-week period, and so the last ride feature is not used.

The results for Scenario Two, as shown in the table below, are the following:

- **Option A.** Using the East Bay Value Pass and HVD ticket option, the rider would pay 1.2% more, or \$1.75 per month, than if the rider used BART Plus.
- **Option B.** Using the bus transfer discount and HVD tickets option (20 BART trips, 10 bus round-trips at a discount, and 15 one-way regular fare bus trips), the rider would pay less on Union City Transit and WestCAT (-2.1% and -3.0% respectively, and pay more on the other three operators, ranging from +1.2% to +2.8%.

SCENARIO TWO

BART PLUS: 2 \$76 tickets per month			
BART Plus ticket price (2 tickets @\$76)	\$152.00		
BART value on BART Plus tickets	\$100.00		
Cost of 20 BART trips @ \$5.00	\$100.00		
Remainder on BART Plus ticket	\$0.00		
Value of Last Ride feature	\$0.00		
Total Cost of Bus Rides & 20 \$5.00 BART Trips with BART Plus	\$152.00		
		Difference from BART Plus	
		\$	%
Option A. EAST BAY VALUE PASS & HVD BART TICKETS			
East Bay Value Pass Price	\$60.00		
Cost of 20 BART trips @ \$5.00	\$100.00		
Cost to rider of \$100 with 6.25% high value discount	\$93.75		
Total Cost of Bus Rides with East Bay Value Pass & 20 \$5.00 BART Trips with HVD	\$153.75	\$1.75	1.2%
Option B. BUS TRANSFER DISCOUNT & HVD BART TICKETS			
Cost of 20 BART trips @ \$5.00	\$100.00		
Cost to rider of \$100 with 6.25% high value discount	\$93.75		
Total Cost of 20 \$5.00 BART Trips with HVD, 10 Bus Round Trips (RTs) with Bus Transfer Discount, 15 Regular Fare One-Way Bus Trips:			
County Connection @ \$3.00 RT, \$2.00 Regular Fare	\$153.75	\$1.75	1.2%
Tri Delta @ \$3.25 RT, \$2.00 Regular Fare	\$156.25	\$4.25	2.8%
Union City @ \$2.50 RT, \$2.00 Regular Fare	\$148.75	-\$3.25	-2.1%
WestCAT @ \$2.75 RT, \$1.75 Regular Fare	\$147.50	-\$4.50	-3.0%
Wheels @ \$3.00 RT, \$2.00 Regular Fare	\$153.75	\$1.75	1.2%

As the actual combined BART and bus tripmaking patterns of the BART riders who use the BART Plus ticket to take approximately 30 trips on an average weekday are not available, the results for each of these riders could be more or less favorable than the

examples presented here. However, the Circular's requirement regarding alternatives provides for latitude, from the stricter requirement to "avoid" through to the less strict direction to "minimize" the effects of the fare change. This report finds that the assumed disproportionate impacts are not adverse because existing fare products offer better or similar fares and fare media as BART Plus.⁷

The following information supports a conclusion that ending the program is justified:

- BART Plus participant bus operators will be Clipper-operational and the ticket program from its inception was designed to end once the regional smart card became available to riders⁸.
- The BART Plus ticket no longer serves its intended function as a regional joint bus and BART fare product.

In FY15, about 9,200 out of almost 126 million BART trips were made using BART Plus, or 0.007% of all BART trips. On an average weekday, approximately 30 BART Plus trips are taken on BART, at a program administration cost of approximately \$45,000 per year. (As noted earlier, BART Plus trip count data are not available for bus trips, because BART Plus is used as a flash pass on the bus operators.) In addition, 19% of all BART Plus tickets purchased in FY15 were never used on BART. As the table on page 14 shows, of the remaining 80% of tickets sold, approximately 61% were \$43 tickets, which have the lowest BART loaded value (\$15 for a two-week period). At BART's minimum \$1.85 fare, \$15 pays for eight one-way trips over the two-week period, or two round-trips per week.

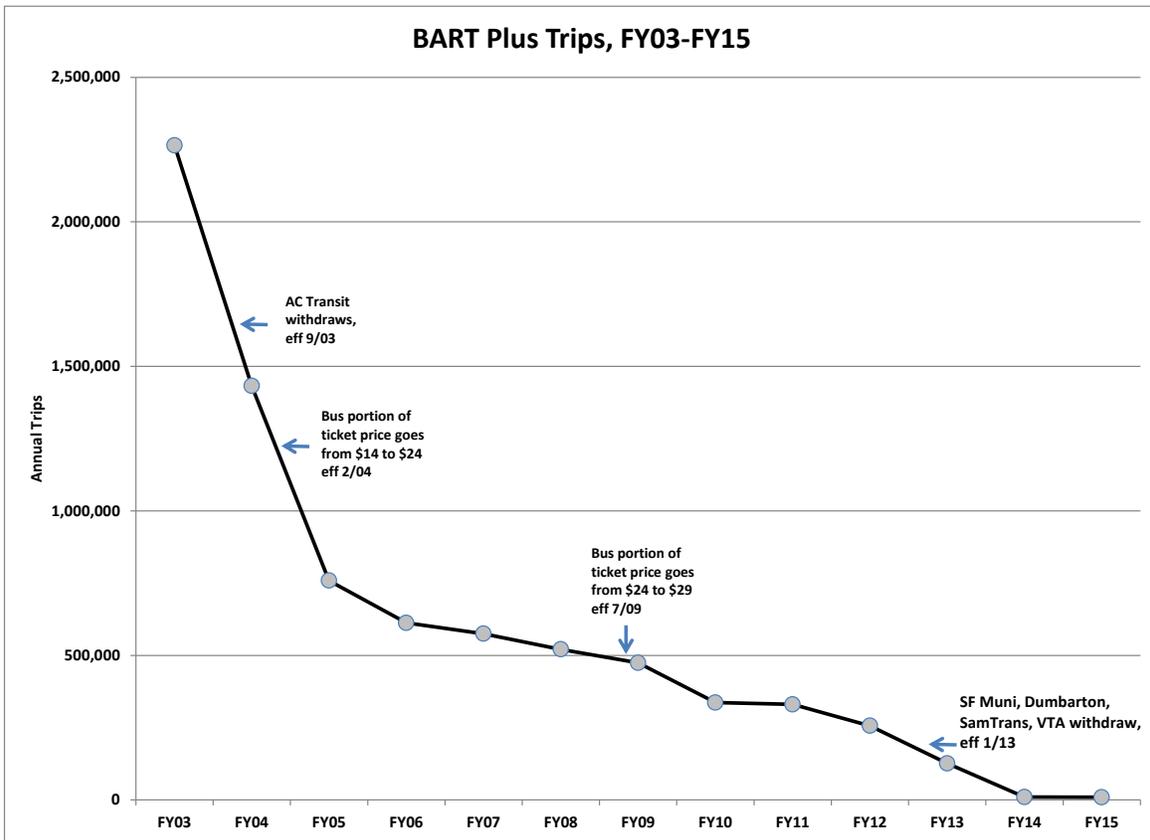
The chart on the next page shows the decline over time in BART Plus trips: Almost 2.3 million trips were taken in FY03 but in FY15, as noted, that number had decreased to about 9,200 trips. The tripmaking decline can be associated with the following events, most notably the withdrawal of the most heavily traveled bus operators in the region:

- 2003: AC Transit withdraws from program
- 2004: Bus portion of ticket price increases from \$14 to \$24
- 2009: Bus portion of ticket price increases from \$24 to \$29
- 2013: San Francisco Muni, Dumbarton Express, SamTrans, and VTA become Clipper-enabled and withdraw from program

Data supports that the BART Plus ticket is not being used for its intended purpose as a regional joint BART and bus fare product.

⁷ Data is not available that indicates there is a BART Plus rider who uses both Union City Transit and one or more of the four bus operators who accept the East Bay Value Pass (BART's Union City Station serves an average of one to two BART Plus trips per day). If there is such a rider who takes Union City Transit and another bus operator, depending on their travel patterns, that rider could pay more than with BART Plus.

⁸ Four of the five BART Plus bus operators became Clipper-enabled effective November 1, 2015, and the remaining operator, Union City Transit, will be Clipper-enabled by summer 2016. BART's Union City Station serves an average of one to two BART Plus trips per day.



3. PUBLIC PARTICIPATION

Consistent with BART’s Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach to inform the public and solicit feedback on ending the BART Plus program. Multilingual outreach was conducted both to the general public and also specifically to low income, minority and Limited English Proficient (LEP) populations in the BART and bus service areas.

3.1 Process for Soliciting Public Input

During September 2015, BART made available in English, Spanish, and Chinese, as well as other languages upon request, information about the program termination, available fare media alternatives to BART Plus, as well as a survey for gathering rider comments and demographic data. The survey was available online at bart.gov or in print. An English version of the survey is provided in Appendix B.

Given that BART Plus riders represent just 0.007% of all daily BART riders, reaching BART Plus riders was difficult and challenging. Staff worked with the participating bus operators, canvassed bus riders in stations and analyzed actual BART Plus ridership trends to reach as many riders as possible. The public was made aware of the public outreach effort and survey through the following methods:

- A public notice in English, Spanish, and Chinese posted in the public notice holder of the buses of BART Plus participants during the month of September 2015, a copy of which is provided in Appendix B.
- A public notice in English, Spanish, and Chinese posted on the 61 BART ticket vending machines at the 11 BART stations at which BART Plus bus operators connect to BART, first posted at the beginning of September 2015 to remain in place through December 2015, a copy of which is provided in Appendix C.
- Online information and a link to the BART Plus survey in the Title VI section of BART’s website during the month of September 2015.
- In-station outreach events at which the survey in English, Spanish, and Chinese was handed out to BART Plus riders. Due to limited BART Plus ridership, staff had to analyze time-of-day BART Plus trip-taking information from BART’s automated fare collection equipment to identify the stations and time periods where BART Plus trips were most likely to be made.
 - September 17, 2015, 5pm-6pm, Walnut Creek Station: Staff provided one BART Plus rider with the survey and a return self-addressed, stamped envelope. This survey was not mailed back to BART.
 - September 24, 2015, 4:30pm-5:30pm, Dublin/Pleasanton Station: Staff provided surveys to four riders, two of whom were BART Plus users. Two riders completed the survey in-station, neither of whom was a current BART Plus rider. Two riders took the survey with them to return using the self-addressed, stamped envelope provided, and both surveys were mailed back to BART.
 - September 30, 2015, 2:30pm-3:45pm, Concord Station: Staff canvassed the station and the bus waiting area for BART Plus riders, but no BART Plus riders were present to be surveyed.
- BART station agents were notified of the public outreach and asked to encourage BART Plus riders to complete the survey during the month of September 2015.
- Surveys were also available at the customer service departments of BART and the bus operators for mailing to customers requesting them during the month of September 2015.
- Presentations made to BART’s Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committees in May and October 2015.

3.2 Survey Respondent Demographics

Of the six surveys BART received, two surveys were from BART Plus riders. One respondent identified as minority and non-low income, and the other respondent identified as non-minority and non-low income. Appendix D provides a database of all survey respondents and comments received.

3.3 Public Comments

Two BART Plus riders submitted surveys with comments. One commenter who identified as minority wrote that she hoped BART Plus would not be discontinued because BART Plus is very convenient for people who ride BART and bus to work. The other commenter, who identified as nonprotected, also noted that the BART Plus ticket was very convenient as one card good on both BART and bus; the rest of her comment focused on her belief that in the absence of BART Plus, she would have to buy a non-Clipper County Connection commuter card. In addition to the two survey comments, one

voice mail was left by a commenter who noted that BART Plus has been economical for her to use for years. Rider education that will accompany the roll-out of Clipper on the BART Plus bus operators should clear up commenter misunderstandings about alternatives available on Clipper, including discounted alternatives. Appendix D provides a database of survey respondents and comments received.

Input was provided by members of BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART formed the two committees to ensure that the District is taking reasonable steps to incorporate Title VI and Environmental Justice principles and the needs of LEP populations in BART's transportation decisions. Committee members are appointed to represent the needs and viewpoints of minority, low-income, and/or LEP populations and are active participants in local community-based organizations that serve one or more of these groups.

BART staff met with the Title VI/Environmental Justice Advisory Committee on May 11, 2015, and the LEP Advisory Committee on May 19, 2015. At the May meetings, staff presented background on the BART Plus program and the process for undertaking Title VI analysis and outreach for program termination. Members of both the Title VI/Environmental Justice Committee and the LEP Committee asked what options will be available for BART Plus riders using Clipper. Staff responded that possible Clipper replacements for the BART Plus ticket are the East Bay Value Pass (good on County Connection, Tri Delta Transit, WestCAT, and Wheels) and the BART high-value discount ticket, and that the Title VI report would include an alternatives analysis, which is presented in Section 2.

On October 20, 2015, a joint meeting of the two advisory committees was held at which staff presented Title VI analysis preliminary findings. Committee members noted that the preliminary findings supported terminating the BART Plus program, with one member referring to the termination as "totally justified." While this one member acknowledged and understood the reasons behind the termination of the program, he felt that current BART Plus ticket users should understand what their alternatives are. In addition, members expressed concern that low-income riders and those with limited computer access could have difficulty getting the benefits of the Clipper card discounts, especially the Clipper BART high-value discount (HVD), which is an autoload product for which the rider pays with either a credit card or a debit card. Committee members noted that low-income riders may be less likely to have a credit or debit card. In response to the concern about payment options for BART's HVD tickets, staff has investigated how current BART Plus riders are actually paying for their tickets and found that 49.5% are using a credit card, 28.7% pay with a debit card, and the remaining 21.8% use cash. Based on how current BART Plus riders pay for their tickets, approximately 80% of riders will be able to take advantage of the Clipper BART high-value discount. In addition, a computer is not necessary to purchase the paper HVD ticket, which is sold at seven retail locations and through the mail upon request. Cash-paying riders also will be able to use other discounted fare media, i.e., East Bay Value Pass and BART-to-bus fare discount.

4. EQUITY FINDINGS FOR DISCONTINUING BART PLUS TICKET

This section provides equity findings for the fare change of discontinuing the BART Plus ticket program. An equity finding is made after considering both the fare change analysis results described in Section 2, as well as public comment received, as described in Section 3.

4.1 Minority Disparate Impact Finding

Data from BART's 2012 Customer Satisfaction Survey show that 82.3% of the 14 BART Plus rider survey respondents are minority, compared to 62.3% of all BART riders. However, due to this extremely small sample size of BART Plus riders, the actual percentage of BART Plus riders who are minority could vary dramatically from this percentage. As such, whether or not the fare type change to BART Plus exceeds a Disparate Impact/Disproportionate Burden Policy threshold and thus would result in a disparate impact cannot be determined based on the 2012 data. As described in this report's Section 3, Public Participation, BART conducted outreach to solicit input from and gather additional demographic data on BART Plus riders; the result of this outreach was six surveys received, two of which were from current BART Plus riders, one of whom identified as minority and non-low income, and the other as nonprotected. In the absence of sufficient survey data, this report assumes that the fare change would result in a disproportionate impact on minority riders.

The assumed disproportionate impact, however, is not adverse because existing fare products offer better or similar fares and fare media as BART Plus. Fare medium alternatives include the East Bay Value Pass, BART-to-bus fare discounts, and BART 6.25% high value discount tickets. These products are all available both as paper fare media and on one regional smart card, Clipper, thus replicating BART Plus ticket functionality as a single fare medium accepted on both buses and BART.

Regarding public comment, as noted in Section 3.3, public comment was solicited from riders. One comment was received from a BART Plus rider who identified as minority which noted that the rider hoped BART Plus would not be discontinued because of its convenience in using bus and BART. The Title VI/Environmental Justice Advisory Committee and the Limited English Proficiency Advisory Committee did not have comments on the fare change as it related to minority riders.

4.2 Low-Income Disproportionate Burden Finding

The 2012 Customer Satisfaction Survey included 11 surveyed BART riders using BART Plus who reported income, and 27.7% of them are low-income, compared to 33.6% of all BART riders. However, due to this extremely small sample size of BART Plus riders, the actual percentage of BART Plus riders who are minority could vary dramatically from this percentage. As such, whether or not the fare type change to BART Plus exceeds a Disparate Impact/Disproportionate Burden Policy threshold and thus would result in a disproportionate burden cannot be determined based on the 2012 data. As described in this report's Section 3, Public Participation, BART conducted outreach to gather additional demographic data on BART Plus riders, and two of the six surveys received were from BART Plus riders, one of whom identified as minority and non-low income and the other as non-minority and non-low income. In the absence of sufficient survey data, this report assumes a finding of disproportionate impact on low-income riders.

The assumed disproportionate impact, however, is not adverse because existing fare products offer better or similar fares and fare media as BART Plus. Fare medium alternatives include the East Bay Value Pass, BART-to-bus fare discounts, and BART 6.25% high value discount tickets. These products are all available both as paper fare media and on one regional smart card, Clipper, thus replicating BART Plus ticket functionality as a single fare medium accepted on both buses and BART.

As noted in Section 3.3, public comment was solicited from riders, and one voice mail was left by a commenter who noted that BART Plus has been economical for her to use for years. At the meeting in May 2015, members of the Title VI/Environmental Justice Advisory Committee and the Limited English Proficiency Advisory Committee who also represent BART’s low-income riders asked about options available for BART Plus riders using Clipper, and these alternatives are described in Section 2 of this report. On October 20, 2015, at a joint meeting of the two advisory committees, committee members noted that the preliminary findings supported terminating the BART Plus program, with one member referring to the termination as “totally justified.” While this one member acknowledged and understood the reasons behind the termination of the program, he felt that current BART Plus ticket users should understand what their alternatives are. In addition, members expressed concern that low-income BART Plus riders and those with limited computer access could have difficulty getting the benefits of the Clipper card discounts, especially the Clipper BART high-value discount, which is an autoload product for which the rider pays with either a credit card or a debit card. Committee members noted that low-income riders may be less likely to have a credit or debit card.

In response to the advisory committees’ concerns about BART Plus riders paying for the HVD ticket with either a credit card or a debit card, staff has investigated the method by which current BART Plus riders purchase their BART Plus tickets. Actual data to date for 2015 show that 78.2% of BART Plus riders use either a credit card (49.5%) or debit card (28.7%) to purchase their BART Plus tickets, with the remaining 21.8% using cash, as shown in the table below:

Payment Method Used to Purchase BART Plus Tickets

Credit Card	589	49.5%
Debit Card	341	28.7%
Cash	260	21.8%
Total	1190	100.0%

Based on how current BART Plus riders pay for their tickets, approximately 80% of riders will be able to take advantage of the Clipper BART high-value discount. In addition, a computer is not necessary to purchase the paper HVD ticket, which is sold at seven retail locations and through the mail upon request. Cash-paying riders also will be able to use other discounted fare media, i.e., East Bay Value Pass and BART-to-bus fare discount.

Additionally, in response to advisory committee members’ comments, BART recommends to the bus operators that during Clipper card roll-out on their systems and before the BART Plus ticket is discontinued, that they provide information on fare media alternatives to BART Plus to their BART Plus riders and offer Clipper cards to them. BART Plus notices will also remain posted through December 2015 on 61 BART ticket

vending machines that sell BART Plus tickets, and these notices include information on existing fare media alternatives to BART Plus as well as an e-mail address and phone number that riders can use to contact BART with any questions.

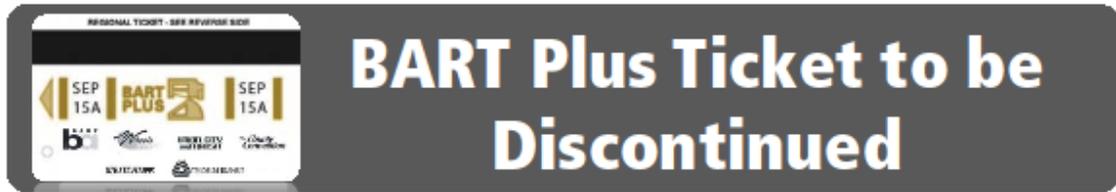
4.3 Equity Finding Conclusion

The equity finding of this report assumes that the fare change will disproportionately impact minority and low-income riders. However, the disproportionate impacts are not adverse because existing fare products offer better or similar fares and fare media as BART Plus. Therefore, the report concludes that the termination will not result in a disparate impact or disproportionate burden on minority riders or low-income riders, respectively.

APPENDIX A. For the Month of September 2015: BART Plus Trips taken on BART

	Entry station->																																							
Exit station	El Cerrito Norte	El Cerrito Plaza	North Berkeley	Berkeley	Ashby	MacArthur	19th St/Oak	12th St/Oak	Lake Merritt	Fruitvale	San Leandro	S. Hayward	Union City	Fremont	Concord	Pleasant Hill	Walnut Creek	Lafayette	Orinda	Rockridge	W. Oakland	Embarcadero	Montgomery	Powell	Civic Center	16th St/Mission	Balboa Park	Colma	Dublin/Pisntn	N. Concord	Pittsburg/BayPt	San Bruno	SFO	Millbrae	West Dublin	Oakland Airport	EXITS			
El Cerrito Norte	-	7	-	2	-	-	-	-	-	-	-	-	-	-	1	-	-	2	-	-	-	-	3	-	2	-	-	-	-	-	-	1	1	-	1	-	-	-	-	21
El Cerrito Plaza	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
North Berkeley	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Berkeley	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6
Ashby	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
MacArthur	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	
19th St/Oak	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	12	-	-	-	-	-	-	-	13	
12th St/Oak	-	-	-	-	-	-	-	-	-	-	-	1	-	-	13	7	3	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	26	
Lake Merritt	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1		
Fruitvale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	3		
San Leandro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	5	-	-	-	-	-	-	-	-	-	8	
S. Hayward	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Union City	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	2	-	-	-	-	9	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	26	
Fremont	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	3	
Concord	-	-	-	-	-	-	-	22	-	-	-	-	-	-	1	-	47	9	-	-	-	-	2	7	-	-	-	-	-	1	73	-	1	-	-	-	1	164		
Pleasant Hill	-	-	-	4	-	-	-	-	-	-	-	7	-	-	4	-	-	-	-	-	-	1	4	-	-	-	-	-	-	-	-	-	-	1	1	-	-	22		
Walnut Creek	-	-	-	-	-	-	-	6	-	-	-	-	-	-	49	-	2	-	5	-	-	9	8	-	-	-	-	-	3	-	-	-	-	-	-	-	-	82		
Lafayette	3	-	-	-	-	-	-	-	-	-	-	-	-	8	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	22		
Orinda	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	2	-	-	-	-	-	3	-	-	-	-	-	-	-	-	7		
Rockridge	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5		
W. Oakland	-	-	-	-	-	-	-	-	-	-	-	11	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	11		
Embarcadero	2	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	11	-	-	-	-	-	-	-	-	-	-	2	6	-	-	-	-	-	-	2	-	25		
Montgomery	3	-	-	-	-	-	-	-	-	-	-	-	-	-	3	5	8	-	2	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	25		
Powell	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	2	-	-	8		
Civic Center	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	7		
16th St/Mission	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	8	-	-	-	-	-	-	-	-	-	10		
Balboa Park	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	3	-	-	-	-	-	-	-	-	-	-	4	
Colma	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Dublin/Pisntn	-	-	-	-	-	-	-	-	1	1	11	-	10	3	-	-	-	-	-	-	-	1	1	5	-	10	2	2	-	2	-	-	-	-	-	-	-	-	47	
N. Concord	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	2	-	1	-	1	4	-	-	-	-	-	-	-	-	-	10	
Pittsburg/BayPt	-	-	1	7	-	-	11	2	-	-	-	-	-	-	57	16	2	-	1	-	-	1	1	1	-	-	-	4	-	-	-	-	-	-	-	-	-	104		
San Bruno	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
SFO	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3		
Millbrae	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	5		
West Dublin	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
Oakland Airport	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
ENTRIES	18	7	1	13	-	2	11	31	1	1	11	19	14	4	144	36	89	14	3	5	9	18	21	19	5	12	2	2	47	10	98	1	3	6	4	1	682			

APPENDIX B. BART PLUS SURVEY



Effective January 1, 2016, the BART Plus ticket will no longer be accepted on buses or BART.

- BART Plus ticket users can switch to Clipper to pay their fares. Clipper is currently accepted on BART and will be accepted before January 1, 2016 on the following buses: County Connection, Tri Delta Transit, WestCAT, and Wheels.
- Clipper offers these discounted fare products: BART High Value Discount Ticket (valid only on BART), bus passes, and the East Bay Value Pass (\$60 monthly pass accepted on County Connection, Tri Delta Transit, WestCAT, and Wheels).

Please answer the questions below. County Connection, Tri Delta Transit, Union City Transit, WestCAT, Wheels, and BART value your input, and all comments will be made available to the governing boards of the agencies. Please return this survey by September 30, 2015.

1. Do you currently use the BART Plus ticket to pay your fare on BART?

- No Yes

2. About how often do you ride BART?

- 6 - 7 days a week
 5 days a week
 3 - 4 days a week
 1 - 2 days a week
 1 - 3 days a month
 Less than once a month

3. Do you currently use the BART Plus ticket to pay your fare on the bus?

- No Yes

4. If you answered "Yes" to Question 3, please check all bus operators you ride using BART Plus.

- County Connection WestCAT
 Tri Delta Wheels
 Union City Transit

5. Do you have any comments about BART Plus?

Please tell us about yourself. (Your answers will help us evaluate how well we're reaching all the communities we serve.)

6. What is your gender?

- Male Female

Note: Please answer BOTH Questions 7 and 8.

7. Are you of Hispanic, Latino or Spanish origin?

- No Yes

8. What is your race or ethnic identification?

(Categories based on US Census)

- White
 Black/African American
 Asian or Pacific Islander
 American Indian or Alaska Native
 Other (please specify) _____

9. Do you speak a language other than English at home?

- No Yes _____

10. If you answered "Yes" to Question 9, how well do you speak English?

- Very well Well Not well Not at all

11. What is your total annual household income before taxes?

- Under \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 and over

12. Including yourself, how many people live in your household?

- 1 2 3 4 5 6 or more

If you need language assistance services, please call (510) 464-6732. • Si necesita servicios de asistencia de idiomas, llame al (510) 464-6732.
 如需語言協助服務，請致電 (510) 464-6732。• 韓역이 필요하신 분은, 510-464-6732 로 문의하십시오.
 Kung kailangan mo ang tulong ng mga serbisyo ng wika, paki tawagan ang (510) 464-6732.
 Nếu quý vị cần dịch vụ trợ giúp về ngôn ngữ, xin vui lòng gọi số (510) 464-6732.

APPENDIX C. PUBLIC NOTICE POSTED IN BUSES



Effective January 1, 2016, the BART Plus ticket will no longer be accepted on buses or BART.

- BART Plus ticket users can switch to Clipper to pay their fares. Clipper is currently accepted on BART and will be accepted before January 1, 2016 on the following buses: County Connection, Tri Delta Transit, WestCAT, and Wheels.
- Clipper offers these discounted fare products: BART High Value Discount Ticket (valid only on BART), bus passes, and the East Bay Value Pass (\$60 monthly pass accepted on County Connection, Tri Delta Transit, WestCAT, and Wheels).

To comment on this change, go to <http://www.bart.gov/guide/titledv>, call 510-464-6752, or e-mail: fares@bart.gov. Comments are accepted through September 30, 2015.

A partir del 1° de enero de 2016, el boleto BART Plus dejará de ser aceptado en los autobuses y en BART.

- Los usuarios de boletos BART Plus pueden cambiar a Clipper para pagar sus recorridos. BART actualmente acepta Clipper y antes del 1° de enero de 2016 la tarjeta Clipper será aceptada en los siguientes autobuses: County Connection, Tri Delta Transit, WestCAT y Wheels.
- Clipper ofrece estas tarifas con descuento: BART High Value Discount Ticket (válido sólo en BART), pases de autobús y East Bay Value Pass (pase mensual de \$60 aceptado en County Connection, Tri Delta Transit, WestCAT y Wheels).

Para hacer un comentario acerca de este cambio, visite <http://www.bart.gov/guide/titledv>, llame al 510-464-6752 o envíe un e-mail a: fares@bart.gov. Se aceptarán comentarios hasta el 30 de septiembre de 2015.

自2016年1月1日起，公車及舊金山灣區捷運處(BART)均不再接受BART Plus套票。

- BART Plus套票的使用者可改用Clipper卡支付車費。Clipper目前可用於BART，在2016年1月1日前亦可在下列公車使用：County Connection、Tri Delta Transit、WestCAT，以及Wheels。
- Clipper提供以下折扣票價產品：BART高價值折扣車票(High Value Discount Ticket，僅可用於BART)、公車月票，以及東灣優惠月票(East Bay Value Pass，可用於County Connection、Tri Delta Transit、WestCAT和Wheels的\$60月票)。

若對此改動有意見，請上網<http://www.bart.gov/guide/titledv>發表、致電510-464-6752，或發電郵至：fares@bart.gov。意見收集截止日期為2015年9月30日。

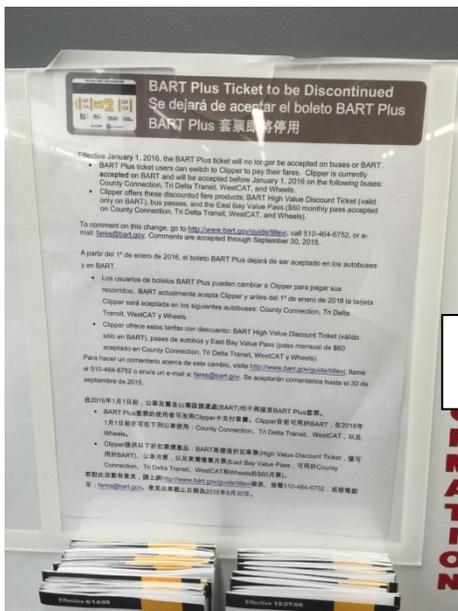


Photo of posted public notice on BART Plus bus operator.

APPENDIX D. PUBLIC NOTICE POSTED ON BART TICKET VENDING MACHINES



BART Plus Tickets to be Discontinued Se dejará de aceptar el boleto BART Plus BART Plus 套票即將停用

Effective January 1, 2016, the BART Plus ticket will no longer be accepted on buses or BART.

- BART Plus ticket users can switch to Clipper® to pay their fares. Clipper® is currently accepted on BART and will be accepted before January 1, 2016 on the following buses: County Connection, Tri Delta Transit, WestCAT, and Wheels.
- Clipper® offers these discounted fare products: BART High Value Discount Ticket (valid only on BART), bus passes, and the East Bay Value Pass (\$60 monthly pass accepted on County Connection, Tri Delta Transit, WestCAT, and Wheels).

To comment on this change, go to www.bart.gov/guide/titlevi, call 510-464-6752, or e-mail: fares@bart.gov. Comments are accepted through September 30, 2015.

A partir del 1° de enero de 2016, el boleto BART Plus dejará de ser aceptado en los autobuses y en BART.

- Los usuarios de boletos BART Plus pueden cambiar a Clipper® para pagar sus recorridos. BART actualmente acepta Clipper® y antes del 1° de enero de 2016 la tarjeta Clipper será aceptada en los siguientes autobuses: County Connection, Tri Delta Transit, WestCAT y Wheels.
- Clipper® ofrece estas tarifas con descuento: BART High Value Discount Ticket (válido sólo en BART), pases de autobús y East Bay Value Pass (pase mensual de \$60 aceptado en County Connection, Tri Delta Transit, WestCAT y Wheels).

Para hacer un comentario acerca de este cambio, visite www.bart.gov/guide/titlevi, llame al 510-464-6752 o envíe un e-mail a: fares@bart.gov. Se aceptarán comentarios hasta el 30 de septiembre de 2015.

自2016年1月1日起，公車及舊金山灣區捷運處(BART)均不再接受BART Plus套票。

- BART Plus套票的使用者可改用Clipper®卡支付車費。Clipper®目前可用於BART，在2016年1月1日前亦可在下列公車使用：County Connection、Tri Delta Transit、WestCAT，以及Wheels。
- Clipper®提供以下折扣票價產品：BART高價值折扣車票(High Value Discount Ticket，僅可用於BART)、公車月票，以及東灣優惠月票(East Bay Value Pass，可用於County Connection、Tri Delta Transit、WestCAT和Wheels的\$60月票)。

若對此改動有意見，請上網www.bart.gov/guide/titlevi發表、致電510-464-6752，或發電郵至：fares@bart.gov。意見收集截止日期為2015年9月30日。



Photo of public notice posted on BART ticket vending machine.

APPENDIX E. SURVEY RESPONDENT AND COMMENTS DATABASE

BART Plus Rider?	Survey Method	Minority?	Low-Income?	Comments
Yes	Paper	No	No	I'll miss its convenience—one card for both BART and bus. Now I'll have to purchase a separate County Connection Commuter Card because Clipper doesn't have that. Also, the Commuter Card is not unlimited rides like with BART Plus.
Yes	Paper	Yes	No	Hope you don't discontinue because for people who ride BART and bus it is very convenient and easier to get back and forth to work.
Yes	Rider did not complete a survey, but left a voice mail	Unknown	Unknown	The caller asked why BART Plus was being eliminated because it has been economical for her to use for years (<i>BART staff was unable to respond to the caller, because she did not leave a name or call back number</i>).
No	Online	No	No	BART Plus was a great convenience in its day. Would be great to have Clipper incorporate one pass that is good on all of the transit agencies like BART Plus did in the beginning.
No	Online	No	Yes	<i>No comment provided.</i>
No	Paper	Yes	No	Keep BART Plus. It allowed me to have a bus pass <u>and</u> BART fare. <i>Respondent identified as not having used BART Plus for over a year.</i>
No	Paper	Yes	No	<i>No comment provided.</i>

Appendix 18: Title VI Fare Equity Analysis, Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P. O. Box 12688, Oakland, CA 94604-2688
(510) 464-6000

NOTICE OF MEETINGS

<u>Meeting</u>	<u>Notice Announced By</u>	<u>Date and Time</u>	<u>Location of Meeting: Oakland, California</u>
Board Meeting	President Thomas M. Blalock	5:00 p.m., Thursday, July 23, 2015	344 20 th Street Board Room Third Floor

Kenneth A. Duron
District Secretary

Please note: The Board Room, Kaiser Center 20th Street Mall Third Floor, is accessed through the Webster Street entrance between CVS Pharmacy and 24-Hour Fitness.

Upcoming Meetings for which Notices have previously been transmitted:

NO MEETINGS WEEK OF JULY 13, 2015

Agendas for all Meetings are posted. Agendas for Committee Meetings are expected to be mailed as a courtesy as the date nears.

* * * * *

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address BART Board matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

Date of Notice: July 10, 2015

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
300 Lakeside Drive, P.O. Box 12688, Oakland, CA 94604-2688

Board of Directors
Minutes of the 1,738th Meeting
July 23, 2015

A regular meeting of the Board of Directors was held July 23, 2015, convening at 5:02 p.m. in the Board Room, 344 20th Street, Oakland, California; and Washington Court Hotel, 525 New Jersey Avenue NW, Washington, DC. President Blalock presided; Kenneth A. Duron, District Secretary.

Directors present in Oakland: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, and Blalock.

Director present in Washington: Director Saltzman.

Absent: None. Director McPartland entered the Meeting later.

President Blalock introduced and welcomed Ms. Olivia Rocha, Computer Support Coordinator, and congratulated her on receiving her Masters of Science in Transportation Management from the Mineta Transportation Institute at San Jose State University.

Director McPartland entered the Meeting.

Ms. Rocha addressed the Board.

President Blalock announced that the Meeting would be adjourned in memory of Sergeant Scott Lunger.

Consent Calendar items brought before the Board were:

1. Approval of Minutes of the Meeting of June 25, 2015.
2. Appointment of District 8 Representative to the Citizen Review Board.

Director Murray made the following motions as a unit. Director McPartland seconded the motions, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

1. That the Minutes of the Meeting of June 25, 2015, be approved.
2. That the appointment of David W. Rizk to the BART Citizen Review Board to fill the vacancy that exists in the seat representing BART District 8, with a term that expires on June 30, 2017, be ratified.

President Blalock called for Public Comment. No comments were received.

Director Keller, Chairperson of the Administration Committee, brought the matter of Fares for Warm Springs/South Fremont BART Station before the Board. Ms. Pamela Herhold, Department Manager, Financial Planning, presented the item.

Clarence Fischer addressed the Board.

Director Raburn moved adoption of Resolution No. 5297, In the Matter of Adopting Fare Rates and Charges for the BART Warm Springs/South Fremont Station. Director McPartland seconded the motion, which carried by the required two-thirds vote by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Keller brought the matter of Title VI Equity Analysis for January 1, 2016, Fare Increase before the Board. Ms. Herhold presented the item. The item was discussed.

Jerry Grace addressed the Board.

Director Murray moved approval of the Title VI Assessment for the Proposed Productivity-Adjusted Inflation-Based Fare Increase effective January 1, 2016, as contemplated in Resolution No. 5208, which authorizes implementation on January 1, 2016, of the second in the extended series of biennial Productivity-Adjusted Inflation-Based Fare Increases. Director Raburn seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Keller brought the matter of Agreements with Public and Private Transportation Providers for Temporary Bus Services and to Pay for Related Bus Bridge Expenses before the Board. Mr. Bob Franklin, Department Manager, Customer Access, presented the item. The item was discussed.

Jerry Grace addressed the Board.

President Blalock moved that the General Manager be authorized to enter into multiple agreements with various public agency and/or private bus operators in order to provide temporary bus transportation services in a total amount not to exceed \$500,000.00 per day per agreement for each day that the District is unable to provide complete train service due to a maintenance project; and that the General Manager be authorized to reimburse the Metropolitan Transportation Commission (MTC) a total amount not to exceed \$1,000,000.00 for each project for which BART implements a bus bridge for agreed-upon expenses that MTC incurs related to the bus bridge; and that the General Manager be authorized to pay for other additional bus bridge related expenses in a total amount not to exceed \$200,000.00 for each project for which BART implements a bus bridge; and that these other additional expenses may include, but are not limited to, permit fees and/or costs for traffic controls and police services; and that these authorizations will expire on June 30, 2016. Director Murray seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Keller brought the matter of Research on a Potential 2016 Funding Measure for District Infrastructure before the Board. Mr. Curt Below, Fairbank, Maslin, Maulin, Metz & Associates, presented the item. The item was discussed.

Director Keller brought the matter of Human Resources Modernization Initiative Update before the Board. Ms. Allison Picard, Assistant General Manager, Employee Relations, presented the item. The item was discussed.

Director McPartland, Chairperson of the Engineering and Operations Committee, brought the matter of Award of Contract No. 01RQ-110, Construction of Hayward Maintenance Complex Project Maintenance Facilities, before the Board. Mr. Thomas Horton, Group Manager, Hayward Maintenance Complex, presented the item.

The following individuals addressed the Board.

Janette Leonidou

Osama Martell

Brian Ahern

Marwic Bamba

The item was discussed. President Blalock moved that the General Manager be authorized to award Contract No. 01RQ-110, for Construction of Hayward Maintenance Complex Project Maintenance Facilities, to Clark Construction Group – California, LP, for the total Bid price of \$98,390,000.00, pursuant to notification to be issued by the General Manager, subject to the District's protest procedures and Federal Transit Administration's requirements related to protest procedures. Director Murray seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director McPartland brought the matter of Award of Professional Services Agreements for General Environmental Services to Support BART's Hazardous Materials Program before the Board. Mr. Gary Jensen, Principal Engineer, System Safety, presented the item. President Blalock moved that the General Manager or her designee be authorized to award Agreement No. 6M5087 to Environmental Resources Management, and Agreement No. 6M5088 to CDM Smith Inc., both for general environmental services and each in an amount not to exceed \$2,000,000.00, pursuant to notification to be issued by the General Manager and subject to the District's protest procedures and Federal Transit Administration's requirements related to protests. Director Murray seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director McPartland brought the matter of Change Order to Contract No. 02EE-120, Design-Build of Line, Track, Station, and Systems for the Warm Springs Extension, with Warm Springs Constructors, for Additional Warm Springs/South Fremont Station Storm Water Mitigation (C.O. No. 62, Part 2), before the Board. Mr. Paul Medved, Project Manager, Warm Springs Extension Program, presented the item. President Blalock moved that the General Manager be authorized to execute Change Order No. 62, Part 2, Additional Warm Springs/South Fremont Station Storm Water Mitigation, to Contract No. 02EE-120, Warm Springs Extension Design-Build Line, Track, Station and Systems, for a total not-to-exceed amount of \$462,500.00.

Director Raburn seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director McPartland brought the matter of Exercise Options for Two One-Year Extensions of Contract No. 6M7220, Emergency Restoration Work of the Commercial Fiber Optic and Wireless Network, with Phase 3 Communications, Inc., before the Board. Mr. Travis Engstrom, Manager of Information Systems, presented the item. President Blalock moved that the General Manager be authorized to exercise Options 1 and 2 for two one-year extensions of Contract No. 6M7220, for the Emergency Restoration, Preventive Maintenance, Non-Emergency Repair and Seismic Relocation Work of the Commercial Fiber Optic and Wireless Networks, for a total amount not to exceed \$1,708,420.00. Director Saltzman seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Raburn, Chairperson of the Planning, Public Affairs, Access, and Legislation Committee, brought the matter of Support Position for California Senate Bill 9 (Beall) Greenhouse Gas Reduction Fund: Transit and Intercity Rail Capital Program, before the Board. Mr. Paul Fadelli, Legislative Analyst, presented the item. The item was discussed. Director Murray moved that the Board change its position on Senate Bill 9 from watch to support. President Blalock seconded the motion, which carried by roll call vote. Ayes – 6: Directors Josefowitz, Keller, Mallett, McPartland, Murray, and Blalock. Noes – 3: Directors Raburn, Radulovich, and Saltzman.

President Blalock called for the General Manager’s Report.

Mr. Fadelli gave a brief report on recent federal legislative actions.

General Manager Grace Crunican reported on steps she had taken and activities and meetings she had participated in, reminded the Board of upcoming events, and gave a report on the progress of outstanding Roll Call for Introductions items.

Mr. Paul Oversier, Assistant General Manager, Operations, gave a brief report on the upcoming closure of the Transbay Tube.

President Blalock called for the Independent Police Auditor’s Report. Mr. Mark Smith, Independent Police Auditor, reported on the activities of the Office over the past quarter. The report was discussed.

President Blalock brought the matter of Proposed Revisions to Rules of the Board of Directors before the Board. Director Mallett presented the item. Director Murray moved adoption of revisions to the following Board Rules:

- 1-1.2 Rules
- 3-1.1 Definition of Meeting
- 3-1.2 Notice of Regular Meeting
- 3-2.2 Evening Meetings
- 4-1.3 Holidays
- 5-3.3(e) Expense Reports

- 5-5.2 Contractor/Subcontractor Certification of Compliance
- 5-5.3 Contractor/Subcontractor Information Submitted to Board
- 5-5.4 Definitions

Director Saltzman seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

Director Saltzman moved adoption of revision to Appendix C to the Board Rules: Directors' Code of Conduct. Director Keller seconded the motion. The item was discussed. The motion carried by roll call vote. Ayes - 8: Directors Josefowitz, Keller, Mallett, Murray, Raburn, Radulovich, Saltzman and Blalock. Noes - 1: Director McPartland.

Director Mallett moved adoption of revisions to the following Board Rules:

- 3-2.3 Closed Sessions
- 3-2.7 Acts of the Board
- 3-3.1 Number
- 5-1.6 Faithful Performance Bonds
- 5-2.2 Authorization
- 5-3.5(a) and (c) Use of District Property Other than Automobiles
- 5-5.1 Contractor/Subcontractor Contributions

Director Radulovich seconded the motion, which carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes - 0.

President Blalock brought the matter of revision to Board Rule 3-2.1, Regular Meetings, before the Board. The item was discussed. Director Saltzman moved adoption of revision to Board Rule 3-2.1. Director Mallett seconded the motion.

Discussion continued.

Jerry Grace addressed the Board.

Director Josefowitz requested the revision be amended to include a "hard stop" at 9:00 p.m. Directors Saltzman and Mallett accepted the amendment.

The motion failed by roll call vote. Ayes - 4: Directors Josefowitz, Mallett, Radulovich, and Saltzman. Noes - 5: Directors Keller, McPartland, Murray, Raburn, and Blalock.

The remainder of the proposed revisions to Board Rules was continued to a future meeting.

President Blalock brought the matter of Development of Plan for Improved Customer Communications before the Board. Director Murray presented the item. Director Murray moved that the General Manager shall prepare a work plan to improve the clarity, quantity, reliability, consistency and timeliness of BART's rider communications for delays, emergencies and other incidents; with the work plan to include the timeframes and budgets to implement a range of technologies and costs; and that the General Manager report to the Board in a timely manner such that the Board may consider whether to fund this work plan in the supplementary operating budget allocations for Fiscal Year 2015, the Fiscal Year 2016 operating budget, or the

potential revenue measure under consideration for the November 2016 ballot. President Blalock seconded the motion. The item was discussed. Director Raburn requested the motion be amended to include review of proposed changes by the Limited English Proficiency Committee. Directors Murray and Blalock accepted the amendment.

The motion carried by unanimous roll call vote. Ayes - 9: Directors Josefowitz, Keller, Mallett, McPartland, Murray, Raburn, Radulovich, Saltzman, and Blalock. Noes – 0.

President Blalock announced that the matter of Roll Call for Introduction Items Deemed Not Complete by Directors would be continued to a future meeting.

President Blalock called for Board Member Reports, Roll Call for Introductions, and In Memoriam.

Director McPartland reported he had attended the Alameda County Mayors' Conference, a State of the Tri-Valley event, the Alameda County Transportation Commission retreat, and he had been honored at the State Capitol as Veteran of the Year.

President Blalock reported he had attended the Mineta Institute graduation ceremony, the Alameda County Transportation Commission retreat, the Women's Transportation seminars, and the welcome ceremony for the District's Summer Youth program.

President Blalock requested the Meeting be adjourned in memory of Sergeant Scott Lunger.

The Board Meeting was adjourned at 9:28 p.m. in memory of Sergeant Lunger.

Kenneth A. Duron
District Secretary

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

**Title VI Assessment for the Proposed
Productivity-Adjusted Inflation-Based Fare
Increase effective January 1, 2016**

July 16, 2015

EXECUTIVE SUMMARY

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

The fare change discussed in this report is a productivity-adjusted inflation-based fare increase valued at 3.4% proposed to be implemented on January 1, 2016. This increase is the second in BART's program of productivity-adjusted inflation-based fare increases, which began in 2006, and has been extended to include increases in 2014, 2016, 2018, and 2020. In October 2013, the Board approved findings of the Title VI analysis for the 2014 fare increase. For each increase, once the inflation percentage increase is known for that year and public input is solicited, a Title VI analysis must be updated, finalized, and approved by the Board. Implementation of each increase is subject to Board approval of the finalized Title VI analysis for that year's increase. Fare revenue from these increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital renovation projects, including new rail cars, a train control system, and the Hayward Maintenance Complex. In addition, by Resolution 5261, the current \$6.00 fare for trips to or from the Oakland International Airport Station is to remain at \$6.00 through December 31, 2017 in order to encourage ridership growth, and so this fare will not be increased by the proposed inflation-based 3.4% in 2016.

Fare Change Analysis Findings

The proposed 2016 inflation-based fare increase is an across-the-board fare increase of 3.4%. The DI/DB Policy states that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the changes for protected riders (i.e., minority or low-income riders) and non-protected riders is equal to or greater than 5%.

The analysis results for the proposed 2016 productivity-adjusted inflation-based fare increase compared to the 5% threshold are as follows:

Minority Disparate Impact Fare Change Analysis

- The study found that minority riders would experience virtually the same percentage increase and dollar fare increase compared to non-minority riders (3.49% compared to 3.47%, and 13.3 cents compared to 13.4 cents). The difference between the change for minority riders and non-minority riders is 0.02%, which is less than the DI/DB Policy's 5% threshold.

- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disparate impact on minority riders because the percent increase is the same for minority riders and non-minority riders, and thus falls below the DI/DB Policy's 5% threshold.

Low-Income Disproportionate Burden Fare Change Analysis

- The study found that low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (3.50% compared to 3.48%, and 12.8 cents compared to 13.5 cents). The difference between the changes for low-income riders and non-low income riders is 0.03%, which is less than the DI/DB Policy's 5% threshold.
- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disproportionate burden on low-income riders because the difference in the percent increases between low-income and non-low income riders is 0.05%, which is less than the DI/DB Policy's threshold of 5%.

Public Participation

Consistent with BART's Public Participation Plan as revised in July 2011, BART solicited input from all riders, including minority, low-income, and Limited English Proficient (LEP) riders. BART made available in English, Spanish, and Chinese, as well as other languages upon request, information about the proposed fare increase as well as a survey for gathering rider comments and demographic data. The survey was available in print or online at bart.gov. BART received 485 surveys (281 print and 204 online surveys) that included 286 comments, and 49 comments were submitted through e-mail and phone. All comments received on the proposed fare increase were related to the increase's impact on personal income; no comments were submitted regarding the impact of the increase on minority riders. Compared to BART's overall ridership, print survey respondents are significantly more minority and low-income, while online survey respondents are substantially less minority and low-income. In addition to the survey, riders could provide comments through e-mail, by phone, by fax, or by US Mail, but did not provide demographic information.

Approximately two-thirds of all respondents (66.3% or 354 respondents) did not comment at all or commented on other aspects of BART (e.g., service enhancements). The remaining one-third of survey respondents can be grouped into two categories, comments "In Support" (61 comments or 11.4%) and "Not in Support" (119 comments or 22.3%). Comments from print survey respondents, who are significantly more minority and low-income than BART's overall ridership, showed more support for the proposed fare increase than overall respondents; many who completed the print survey attended BART outreach events at which staff was able to explain the fare increase and how revenue from it would be used for capital projects. All comments are provided in Appendix C. Sample rider comments include:

- "It's a reasonable increase for the items listed." *Online survey minority respondent*

- “No more increase to fare we are low income families.” *Print survey minority and low-income respondent*
- “I don’t mind the fare increase a little bit. I just expect service to be the same or better.” *Family Bridges meeting attendee*
- “Please don't raise fare as it will effect [sic] my monthly savings. Thanks.” *Print survey minority respondent*
- “I think it is still cheaper than driving.” *Print survey minority respondent*

Input was also provided by members of BART’s Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART formed the two committees to ensure that the District provides meaningful opportunities for public input from minority and/or low-income communities in BART’s transportation decision-making. Committee members are appointed to represent the needs and viewpoints of minority, low-income, and/or LEP populations and are active participants in local community-based organizations that serve one or more of these groups.

Four meetings were held with the advisory committees, two with each committee. Staff presented background on the inflation-based fare increase program, explaining that revenue from inflation-based increases by Board resolution will only be used to help fund BART’s highest priority capital renovation projects including new rail cars, a train control system, and the Hayward Maintenance Complex.

Committee members were generally supportive of the increase based on their understanding that the additional fare revenue is dedicated to funding critical capital needs. Committee members did express concern that low-income riders may be negatively impacted by the fare increase, however small. BART has implemented measures to address this concern. BART’s low-income definition of 200% of the federal poverty level takes into account the high cost of living in the Bay Area and provides a more rigorous standard in assessing impacts on low-income riders. Additionally, BART conducts a triennial analysis of minority and low income populations to further evaluate impacts of transportation decisions. At the meetings at which the comments were made, BART staff acknowledged that the impact of an approximately 13 cent fare increase on a low-income rider could be greater than the increase on a non-low income rider. BART staff acknowledged the need for such consideration and explained that BART is currently taking additional steps in this area, notably by participating in the Metropolitan Transportation Commission’s current Regional Means-Based Transit Fare Pricing Study, which is examining ways to make transit more affordable for low-income residents.

Committee member comments include the following:

- “While transit fares are raised based on inflation, salaries are not raised for our LEP constituents based on inflation. I am worried because fares are really high already.

This increase will impact domestic workers.” *LEP Advisory Committee member, February 24, 2015, meeting*

- “Inflation based fare increase seems like the right path to take. It also seems like we can’t ignore it and forego a fare increase. Those problems don’t go away and expenses do compound and the longer we neglect the issues that require attention the more expensive they get to fix in the long run. I can understand and appreciate this fare increase. My position is that the reason why we have these fare increases and the reason why these expenses get so high is that we keep building in a way that we can’t maintain/operate/afford. So then everyone has to pay for it.” *Title VI/EJ Advisory Committee member, May 11, 2015, meeting*
- “Need to clearly explain the whole problem, why it affects the service if we don’t have an increase. The way you ask the question can impact the response. I think that number is not in favor of the increase, because they truly don’t understand what the increase is for.” *LEP Advisory Committee member, May 19, 2015, meeting* [Member’s support of the fare increase and belief that if survey respondents had a better understanding that revenue from the fare increase goes only to capital needs, the member believed that most survey respondents would have favored or supported the increase.]

Equity Findings for Proposed 2016 Fare Increase

An equity finding is made after considering both fare change analysis findings and public input.

Minority Disparate Impact Equity Finding

Analysis results show that minority riders would experience virtually the same percentage increase and dollar fare increase compared to non-minority riders (3.49% compared to 3.47%, and 13.3 cents compared to 13.4 cents). The difference between the change for minority riders and non-minority riders is 0.02%, which is less than the DI/DB Policy’s 5% threshold. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disparate impact on minority riders because the percent increase is the same for minority riders and non-minority riders, and thus falls below the DI/DB Policy’s 5% threshold. No comments were received regarding the proposed fare increase’s impact on minority riders. Thus, the equity finding is that the proposed 2016 fare increase would not result in a disparate impact on minority riders.

Low-Income Disproportionate Burden Equity Finding

Analysis results show that low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (3.50% compared to 3.48%, and 12.8 cents compared to 13.5 cents). The difference between the changes for low-income riders and non-low income riders is 0.03%, which is less than the DI/DB Policy’s 5% threshold. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disproportionate burden on low-income riders because the difference

in the percent increases between low-income and non-low income riders is 0.05%, which is less than the DI/DB Policy's threshold of 5%.

Comments from the BART Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee who also represent BART's low-income riders generally support this finding, as members commented they understood that the additional fare revenue is dedicated to funding critical capital needs to keep the system safe and reliable. Advisory committee members also commented that a fare increase of any amount, however small, presents challenges for low-income riders. BART has implemented measures to address this concern including defining low-income as 200% of the federal poverty level to account for the Bay Area's high cost of living so that more riders are considered low-income in the analysis. BART is taking additional steps in this area, notably by participating in the Metropolitan Transportation Commission's current Regional Means-Based Transit Fare Pricing Study, which is examining ways to make transit more affordable for low-income residents.

Taking into consideration both analysis findings and public comment, the equity finding is that the proposed 2016 fare increase would not result in a disproportionate burden on low-income riders.

1. INTRODUCTION

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

In 2003, the BART Board approved the productivity-adjusted inflation-based fare increase program to increase fares by small, inflation-based amounts every two years between 2006 and 2012. In February 2013, with Resolution 5208, the Board approved extending the productivity-adjusted inflation-based fare increase program for four more increases, in 2014, 2016, 2018, and 2020, subject to final Title VI analysis. The formula to calculate the amount of the increase is based on the average of national and local inflation over a two-year period, less one-half percent to account for improvements in BART productivity. Fare revenue from the second series of increases by Resolution 5208, as confirmed by Board motion passed on March 28, 2013, goes into a separate fund that can only be used to help fund BART's highest priority capital renovation projects, including new rail cars, a train control system, and the Hayward Maintenance Complex. In addition, by Resolution 5261, the current \$6.00 fare for trips to or from the Oakland International Airport Station is to remain at \$6.00 through December 31, 2017 in order to encourage ridership growth, and so this fare will not be increased by the proposed inflation-based 3.4% in 2016.

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

In October 2013, the Board approved findings for the 2014 fare increase, as documented in the report "Final Title VI Assessment for the 2014 Inflation-Based Fare Increase, An Update to the February 13, 2013 Draft Title VI Assessment for the Extension of the Productivity-Adjusted Inflation-Based Fare Increase Program." The findings demonstrated that the proposed 2014 increase would increase fares by virtually identical amounts for minority riders and low-income riders when compared respectively to non-

minority riders and non-low income riders. Therefore, the calculated differences between the fare increases for protected groups and nonprotected groups fall below the 5% DI/DB Policy threshold. In addition, the proposed fare changes apply to all fares and fare types and the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

The fare change discussed in this report is the fare increase scheduled to be implemented on January 1, 2016, which is the second of the current series of four productivity-adjusted inflation-based fare increases. As stated in Resolution 5208, “Title VI analyses for the 2016, 2018, and 2020 fare increases will be updated and finalized, once the inflation percentage increase is known for those years and public input is solicited. Implementation of each of the future year increases in 2016, 2018, and 2020, will be subject to Board approval of the corresponding and finalized Title VI analysis, which will be in compliance with federal and state law in effect at the time.” In January 2015, the Bureau of Labor Statistics released the final inflation data for 2014, which allowed for actual calculation of the 2016 increase. This calculation results in overall inflation of 3.9% over two years. After subtracting the 0.5% productivity factor, the actual fare increase to be implemented in 2016 will be 3.4%. In addition, BART has undertaken public outreach to receive public input on the proposed fare increase from low-income, minority, and LEP populations, in accordance with BART’s Public Participation Plan, completed in May 2010 and revised in July 2011, and FTA Circular 4702.1B. Public outreach results are reported in Section 3 of this report.

2. MINORITY DISPARATE IMPACT ANALYSES AND LOW-INCOME DISPROPORTIONATE BURDEN ANALYSES

2.1 Assessing Fare Increase Effects

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

The procedures include four steps for assessing the effects of proposed, across-the-board fare changes:

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

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

Should BART find that minority 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 riders, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed fare change if BART can show that:

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

If a finding is made that the proposed fare change would place a disproportionate burden on low-income riders compared to non-low income riders, BART will take steps to avoid, minimize, or mitigate impacts where practicable. BART shall also describe alternatives available to low-income populations affected by the fare change. Mitigation is neither necessary nor required where no disparate impact and/or disproportionate burden is found.

2.2 Data and Methodology Used

FTA Circular 4702.1B states that for proposed changes that would increase fares on the entire system, the agency shall analyze any available information from ridership surveys.

The primary data used to analyze the proposed fare increases are the following:

- 2014 BART Customer Satisfaction Study. Conducted every other September, the Customer Satisfaction Study allows BART to track trends in rider satisfaction, demographics, and BART usage across the system. The 2014 study had a sample size of 5,609, including weekday peak, off-peak, and weekend riders.
- Current and projected BART fares. The projected fares are based on an actual inflation-based increase of 3.4% in 2016; these are the full fares and do not reflect the various discounts available to riders.
- Actual 2014 BART ridership by station as recorded by BART's automated fare collection system.

Methodology

BART uses its FTA-approved methodology to assess the effects of a fare increase. The methodology compares the weighted average fare increase between (a) minority and non-minority riders and (b) low-income and non-low income riders to determine if any of the increases would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders. In accordance with FTA Circular 4702.1B, BART makes this determination by comparing the analysis results against the appropriate threshold defined in the DI/DB Policy. Fare change data for overall users continues to be provided for information purposes. In addition, pursuant to the DI/DB Policy, staff reported the cumulative impacts over its three-year triennial reporting periods¹, as well as for the productivity-adjusted inflation based increases in 2014, 2016, 2018 and 2020.

¹ BART's current reporting period, approved by FTA, includes changes implemented before December 31, 2013. BART's subsequent triennial reporting period will include all changes occurring as of January 1, 2014.

Actual 2014 Customer Satisfaction Survey responses are used to determine the percent of riders at each station that are minority and that are low-income. Since BART has a distance-based fare structure, determining this information by station rather than systemwide allows for the development of weighted average fares. Both home-based origin and non-home origin responses are used to assign demographics to a station. Non-home origins at a station include all trips starting from locations other than home, such as work, school or shopping. Thus, using both home-based and non-home origin responses is more encompassing than using only home-based origins because it reflects all riders at a station.

Non-minority includes only those who are White alone (single race) and non-Hispanic. Minority persons include American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. According to the 2014 Customer Satisfaction Survey responses, 62.0% of BART riders are minority.

Consistent with BART’s Title VI Triennial Program standards, low-income is defined as 200% of the federal poverty level. This broader definition is used to account for the region’s higher cost of living when compared to other regions. Approximating 200% of the federal poverty level is done by considering both the household size and household income of respondents to the 2014 Customer Satisfaction Survey. The table to the right shows the household size and household income combinations that comprise “low-income.”

LOW INCOME	
Household Size	Household Income
1+	Under \$25K
2+	\$25-\$29.9K
3+	\$30-\$39.9K
4+	\$40-\$49.9K
5+	\$50-\$59.9K

As an example, a household of two or more people with an income of \$28,000 would be considered low-income. According to 2014 Customer Satisfaction Survey responses, 29.2% of BART riders are considered low income.

The steps used to assess the effects of an across-the-board fare change are described in Appendix A. Oakland International Airport Station trips are not included in this analysis because the station opened after the 2014 Customer Satisfaction Survey was completed. Future stations or expansion projects, such as the extension to Warm Springs, are not included in this analysis as fares for those projects have not yet been adopted.

2.3 Analysis Results

Systemwide weighted average fares for (a) minority and non-minority riders and (b) low-income and non-low income riders, as well as for overall users, have been calculated using the methodology described in Appendix A. This process was performed to determine if the proposed fare increase would have either a disparate impact on minority riders or result in a disproportionate burden on low-income riders.

Note that the percent fare changes shown may not exactly equal the proposed percent fare change since BART’s fares paid by passengers are rounded to the nearest nickel and the data below represent an average across riders. Also note that the percentage and dollar

changes as published in the following tables may not add up as the figures are not rounded to the nearest hundredth- or thousandth-decimal place.

The proposed inflation-based fare increase of 3.4% is an across-the-board fare increase. BART's DI/DB Policy provides that an across-the-board fare change will be considered to have a disproportionate impact if the difference between the fare changes for protected riders and nonprotected riders is equal to or greater than 5%.

2.3.1 Minority Disparate Impact Analysis Results

The table on the next page presents the results for minority riders of the calculation for the proposed inflation-based increase of 3.4% in 2016. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based fare increase would not result in a disparate impact on minority riders because the difference in the increase for minority riders and non-minority riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disparate impact on minority riders because the difference in the percent increase between minority and non-minority riders is less than 5%.

Disparate Impact Analysis: Proposed 2016 Inflation-based Increase to All Fares

	2012 Fares	Current 2014 Fares	Proposed 2016 Fares +3.4%	Cumulative Change 2012 to 2016 ¹
Fare Increase %				
Minority	\$ 3.609	\$ 3.800	\$ 3.932	\$ 0.323
Non-Minority	\$ 3.668	\$ 3.862	\$ 3.996	\$ 0.329
Overall	\$ 3.631	\$ 3.823	\$ 3.964	\$ 0.333
Minority		% Change	3.49%	8.96%
Non-Minority		% Change	3.47%	8.96%
		DIFFERENCE	0.02%	0.00%
		Disparate Impact?	No	No
Overall		% Change	3.68%	9.17%
Minority		\$ Change	\$ 0.133	\$ 0.323
Non-Minority		\$ Change	\$ 0.134	\$ 0.329
Overall		\$ Change	\$ 0.141	\$ 0.333

¹To ensure consistency in calculating cumulative impact, the 2014 average weekday trip table was used to calculate 2012, 2014, and 2016 weighted fares.

2.3.2 Low-Income Disproportionate Burden Analysis Results

The table below presents the results for low-income riders of the calculation for the proposed inflation-based increase of 3.4% in 2016. Applying the 5% DI/DB Policy threshold to the calculated difference, this report finds that the proposed inflation-based

fare increase would not result in a disproportionate burden on low-income riders because the difference in the increase for low-income riders and non-low income riders is less than 5%. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disproportionate burden on low-income riders because the difference in the percent increase between low-income and non-low income riders is less than 5%.

Disproportionate Burden Analysis: Proposed 2016 Inflation-based Increase to All Fares

Fare Increase %	2012 Fares	Current 2014 Fares	Proposed 2016 Fares +3.4%	Cumulative Change 2012 to 2016 ¹
Low Income	\$ 3.474	\$ 3.659	\$ 3.787	\$ 0.313
Non-Low Income	\$ 3.693	\$ 3.889	\$ 4.024	\$ 0.330
Overall	\$ 3.631	\$ 3.823	\$ 3.964	\$ 0.333
Low Income		% Change	3.50%	9.00%
Non-Low Income		% Change	3.48%	8.95%
		DIFFERENCE	0.03%	0.05%
		Disproportionate Burden?	No	No
Overall		% Change	3.68%	9.17%
Low Income		\$ Change	\$ 0.128	\$ 0.313
Non-Low Income		\$ Change	\$ 0.135	\$ 0.330
Overall		\$ Change	\$ 0.141	\$ 0.333

¹To ensure consistency in calculating cumulative impact, the 2014 average weekday trip table was used to calculate 2012, 2014, and 2016 weighted fares.

2.4 Alternatives Available for People Affected by the Proposed Fare Increase

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

2.4.2 Alternative Transit Modes including Fare Payment Types

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

- AC Transit: Bus operator with service in Alameda County and parts of Contra Costa County, and between parts of Alameda County and downtown San Francisco.

- Caltrain: Commuter rail with service from Gilroy in the South Bay through to downtown San Francisco.
- SamTrans: Bus operator with service in San Mateo County.
- San Francisco Muni: Bus and light rail operator serving the City and County of San Francisco.

The table below compares BART fares and the fares of operators providing service in parts of the BART service area.

	Adult Local Fare	Adult Monthly Pass Price
BART		
Current minimum fare	\$1.85	N/A
2016: Inflation-based 3.4% increase	\$1.95	N/A
Other Operator Fares (as of July 1, 2015)		
AC Transit	\$2.10*	\$75
Caltrain (zone-based)	\$3.25-\$13.25**	\$73-\$338
SamTrans	\$2.00	\$64
San Francisco Muni	\$2.25	\$83***

*Clipper fare is \$2.00.

**Clipper fare is \$0.50 less.

***This pass is also good for unlimited rides on BART within San Francisco.

In comparing the other operators' fares to BART fares, the local cash and Clipper fares of the other operators are higher than BART's minimum fare with the scheduled 3.4% inflation-based fare increase. A rider could pay a fare using another operator's monthly pass that would be less expensive than the 2016 \$1.95 BART fare under the following circumstances:

- AC Transit: Rider takes more than 38 trips per month.
- Caltrain: Rider takes more than 37 trips per month (based on \$73 pass).
- SamTrans: Rider takes more than 32 trips per month.
- San Francisco Muni: Rider takes more than 43 trips per month.

2.4.3 BART Fare Payment Types, Fare Payment Media and Payment Method by Protected Group

The demographic profile of each fare type user from BART's 2014 Customer Satisfaction Survey data is shown in the table below. Those data show minority riders are similar to overall riders in their usage of ticket types and fare media, although minority riders are somewhat less likely to use the 62.5% discounted tickets for seniors. Low-income riders are more likely to use the regular fare product and less likely to use the high-value 6.25% discount (HVD) fare product, compared to overall riders.

Fare Type	Fare Media	Payment Method	Estimated trips					
			Minority	%	Low income	%	Overall	%
Regular BART fare	Magnetic stripe, Clipper smart card	Cash, credit/debit, check, transit benefit payments	192,050	77.3%	99,062	84.7%	306,740	76.6%
High Value Discount			34,406	13.9%	6,150	5.3%	54,476	13.6%
Senior			5,910	2.4%	3,055	2.6%	15,779	3.9%
Disabled			4,591	1.8%	4,242	3.6%	6,766	1.7%
Muni Fast Pass *	Clipper card only		8,682	3.5%	3,179	2.7%	13,026	3.3%
Student	Magnetic stripe only	Cash, credit/debit, check	773	0.3%	274	0.2%	858	0.2%
Other	No fare type reported	---	1,984	0.8%	1,023	0.9%	2,991	0.7%
Total			248,395	100.0%	116,986	100.0%	400,637	100.0%

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

The following table details the percentage and value of the proposed increase by fare type. The proposed fare change impacts all fare types and fare media, with the exception that these changes do not apply to the Muni Fast Pass, which is the San Francisco Municipal Transportation Agency's fare instrument. Since the proposed fare change applies to all BART fares and fare types, the fare types are projected to increase at the same percentage. Although each fare type has differing constituencies, all fare types are affected equally.

Fare Type	Average Fare		Change	
	2014 Existing	2016 Proposed	%	\$
Regular BART fare	\$ 3.82	\$ 3.96	3.68%	\$ 0.14
High Value Discount	\$ 3.58	\$ 3.72	3.68%	\$ 0.13
Senior/Disabled	\$ 1.43	\$ 1.49	3.68%	\$ 0.05
Muni Fast Pass	n/a	n/a	n/a	n/a
Student discount	\$ 1.91	\$ 1.98	3.68%	\$ 0.07
Other	n/a	n/a	n/a	n/a

2.5 Analysis Findings

Pursuant to FTA Circular 4702.1B, BART performs an analysis of any fare change to determine if the change has a disparate impact on minority riders or results in a disproportionate burden on low-income riders. As provided in Circular App. K-11, comparing minority riders to non-minority riders and low-income riders to non-low income riders can “yield even clearer depictions of differences” than the comparison between minority and low-income riders to overall users. For purposes of across-the-board fare changes, BART's DI/DB Policy follows this guidance and calls for comparison of the fare change experienced by minority riders to that experienced by non-minority riders, and the fare change experienced by low-income riders to that experienced by non-low income riders. BART also compares fare change of minority riders and low-income riders to that of overall users for information purposes. In accordance with the Circular, BART then measures the analysis results against the appropriate threshold defined in BART's DI/DB Policy.

The proposed inflation-based fare increase is an across-the-board fare increase. The DI/DB Policy states that an across-the-board fare change will be considered to have a disparate impact if the difference between the changes for minority riders and non-

minority riders is equal to or greater than 5%. The fare change will be considered to have a disproportionate impact if the difference between the changes for low-income riders and non-low income riders is equal to or greater than 5%.

2.5.2 Minority Disparate Impact Analysis Findings

The analysis results for the proposed 2016 biennial productivity-adjusted inflation-based fare increase compared to the 5% threshold are as follows:

- Under the 3.4% increase scenario, the difference between the changes for minority riders and non-minority riders is less than the DI/DB Policy's 5% threshold. Minority riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-minority riders (13.3 cents compared to 13.4 cents).
- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disparate impact on minority riders because the difference in the percent increases between minority and non-minority riders is less than 5%.

Therefore, this report finds that the proposed change does not have a disparate impact on minority riders.

2.5.3 Low-Income Disproportionate Burden Analysis Findings

The analysis results for the proposed 2016 biennial productivity-adjusted inflation-based fare increase compared to the 5% threshold are as follows:

- Under the 3.4% increase scenario, the difference between the changes for low-income riders and non-low income riders is less than the DI/DB Policy's 5% threshold. Low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (12.8 cents compared to 13.5 cents).
- In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disproportionate burden on low-income riders because the difference in the percent increases between low-income and non-low income riders is less than 5%.

Therefore, this report finds that the proposed change does not result in a disproportionate burden on low-income riders.

3. PUBLIC PARTICIPATION

Consistent with BART's Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach to inform the public and solicit feedback on the proposed 2016 fare increase. Multilingual outreach was conducted both to the general public and also specifically to low income, minority and Limited English Proficient (LEP) populations in the BART service area.

3.1 Process for Soliciting Public Input

BART made available in English, Spanish, and Chinese, as well as other languages upon request, information about the proposed fare increase as well as the survey for gathering rider comments and demographic data. The survey was available online at bart.gov or in print. An English version of the survey is provided in Appendix B.

The public was made aware of the public outreach effort and survey through the following methods:

- BART informed the news media that it was seeking comment on the increase, and the media widely broadcast this news story along with direction to BART's website for more information and the survey. Examples of print, broadcast, and radio media that reported to the public on the increase are the following:
 - San Francisco Chronicle
 - Telemundo (Spanish language television)
 - San Mateo Daily Journal
 - ABC Channel 7
 - CBS Channel 5
 - Fox Channel 2
 - Oakland Tribune
 - PBS Channel 9
 - Contra Costa Times
 - KGO radio
 - KTSF Channel 26 (Asian language television)
- BART posted on its website a link to a YouTube webinar on the fare increase, available in English, Spanish, or Chinese.
- BART sent 480 community-based organizations (CBOs) through e-mail or letter information about the increase and directions for taking the survey, as well as notification that BART staff would bring the survey and information on-site to a CBO upon request. At the request of La Clinica de la Raza in Pittsburg and Lao Family Community Development and Family Bridges in Oakland, staff presented information on the fare increase and handed out surveys to their communities.
- BART staff attended a Cinco de Mayo event in San Francisco on May 2, 2015 to gather input. Over 100 surveys were completed, mostly by protected riders.

- BART staff conducted a “Town Hall” via telephone on May 7, 2015, at which the Fiscal Year 2016 budget, which includes the proposed January 2016 fare increase, was discussed and the public could phone in questions. As part of the phone-in process, callers were offered the option of completing the survey by phone.

Input was also provided by members of BART’s Title VI/Environmental Justice Advisory Committee and Limited English Proficiency (LEP) Advisory Committee. BART formed the two committees to ensure that the District is taking reasonable steps to incorporate Title VI and Environmental Justice principles and the needs of LEP populations in BART’s transportation decisions. Committee members are appointed to represent the needs and viewpoints of minority, low-income, and/or LEP populations and are active participants in local community-based organizations that serve one or more of these groups. Staff met with the Title VI/Environmental Justice Advisory Committee on March 9 and May 11, 2015, and the Limited English Proficiency Advisory Committee on February 24 and May 19, 2015. At these meetings, staff presented background on the inflation-based fare increase program and that fare revenue by Board policy goes into a separate fund that can only be used to help fund BART’s highest priority capital renovation projects including new rail cars, a train control system, and the Hayward Maintenance Complex.

3.2 Survey Respondent Demographics

The table on the next page shows the demographics of respondents to the survey, both online and in print. 485 surveys were collected in total (print: 281, online: 204). Demographics from the 2014 Customer Satisfaction Survey are provided for comparison. Print survey respondents are significantly more minority and low-income than BART’s overall ridership. Online survey respondents are significantly less minority and low-income than BART’s overall ridership.

	2016 CPI Fare Increase				2014 Cust Sat Survey %
	Print Survey		Online Survey		
	%	N=	%	N=	
Minority	86.3%	240	41.5%	81	62.0%
Non-Minority	<u>13.7%</u>	<u>38</u>	<u>58.5%</u>	<u>114</u>	<u>38.0%</u>
Total	100.0%	278	100.0%	195	100.0%
Low Income	74.2%	190	11.6%	22	29.2%
Non-Low Income	<u>25.8%</u>	<u>66</u>	<u>88.4%</u>	<u>167</u>	<u>70.8%</u>
Total	100.0%	256	100.0%	189	100.0%

Survey results do not include those respondents who chose not to report ethnicity, race, income, and/or household size.

3.3 Public Comments: Impacts on Low-Income Riders

The public could provide comments on the proposed 2016 fare increase by completing the online or print survey, by e-mail, by phone, by fax, or by US mail. BART received 485 surveys (281 print and 204 online surveys) that included 286 comments, and 49 comments were submitted through e-mail and phone. The 335 comments have been sorted and

placed into a comments database (Appendix C). The most comments, 171, came from online survey respondents. Print survey respondents provided 115 comments. In addition, the YouTube webinar had 68 views (40 in English, 18 in Spanish, and 10 in Chinese). All comments received on the proposed fare increase were about the increase’s impact on people’s income; no comments were submitted regarding the impact of the increase on minority riders.

To provide a general indication of the points that those who commented wished to communicate, comments have been generally categorized and reviewed for popular themes. Respondents to print and online surveys could comment by answering the survey

	Respondents (Survey & E-mail/Phone)	% of Total
In Support Fare Increase	61	11.4%
Not In Support Fare Increase	119	22.3%
Comments on Other Subjects	155	29.0%
No Comments Provided	<u>199</u>	<u>37.3%</u>
Total	534	100.0%

question, “Do you have any comments?” The table above shows that approximately two-thirds of all respondents (66.3% or 354 respondents) did not comment at all or commented on other aspects of BART (e.g., service enhancements). The remaining one-third of survey respondents can be grouped into two categories, comments “In Support” (61 comments or 11.4%) and “Not in Support” (119 comments or 22.3%).

The next table shows the number of comments and the percentages of comments in support and not in support of the fare increase by the method the commenter used to communicate:

	Print Survey	Online Survey	E-mail, voice mail, and telephone Town Hall
Comments on Fare Increase:	N=41	N=116	N=23
In Support	44.0%	33.6%	17.5%
Not in Support	<u>56.0%</u>	<u>66.4%</u>	<u>82.5%</u>
Total	100.0%	100.0%	100.0%

As noted above, print survey respondents are significantly more minority and low-income than BART’s overall ridership, and this group showed more support for the proposed fare increase than overall respondents; many who completed the print survey attended BART outreach events at which staff was able to explain the fare increase and how revenue from it would be used for capital projects. Online survey respondents are significantly less minority and low-income than BART’s overall ridership, and this group provided a higher percentage of comments that were not in support. The final group, a combination of e-mail, voice mail, and telephone Town Hall comments, provided the highest percentage of comments that were not in support.

Of those who commented in support of the fare increase, many consider the proposed 3.4% to be a small and reasonable increase, and they are willing to pay more for enhancements to service and capacity. Sample comments from this group include:

- “It’s a reasonable increase for the items listed.” *Online survey minority respondent*
- “I don’t mind the fare increase a little bit. I just expect service to be the same or better.” *Family Bridges meeting attendee*
- “I think it is still cheaper than driving.” *Print survey minority respondent*
- “Subject: please let fare increases = service increases. I don't mind modest fare increases if the "capital improvements" it funds result in longer trains running more frequently. Currently, BART is chronically overcrowded because there are too many 3- and 5-car trains running at 15-20 minute intervals.” *E-mail respondent*

A common theme among survey respondents whose comments did not support the fare increase was that BART fares are already too high, and 25 respondents also noted that increasing parking fees was a significant issue for them. Many commenters expressed the opinion that they should not be paying more for service they consider to be less reliable, overcrowded, and lacking in cleanliness. Sample comments from this group include:

- “Please don't raise fare as it will effect my monthly savings. Thanks.” *Print survey minority respondent*
- “My income isn't increasing at the same rate as my already expensive BART fare.” *Online survey respondent*
- “No more increase to fare we are low income families.” *Print survey minority and low-income respondent*
- “I am calling about the proposed increase. I am really against it. I can’t afford to keep playing higher and higher prices for BART. The parking in Daly City where I take it has already gone up \$3 dollars a day and now you guys want to increase the fare. I just wanted to voice my opinion and say that I do not favor the fare increase and pretty soon I will have to start driving into work because it will be cheaper than taking BART. Thank you.” *Voice-mail respondent*

The third group of respondents did not comment on the fare increase but provided comments on other subjects. Many of these comments related to service and capacity enhancements, such as the need for more reliable service during peak commute times. Comments also addressed train delays and overcrowding during the peak commute and expanding service hours and station locations. At BART outreach events, attendees asked about how to get Clipper cards. Additionally, some survey respondents expressed a need for enhanced safety and security efforts in BART stations and on rail cars. Lastly, a number of respondents emphasized the need for cleaner restrooms and rail cars.

Members of BART's Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee were generally supportive of the increase, based on their understanding that the additional fare revenue is dedicated by Board policy to funding critical capital needs. Committee members voiced concern that low-income riders could be negatively impacted by any fare increase, however small. BART has implemented measures to address this concern. BART's low-income definition of 200% of the federal poverty level takes into account the high cost of living in the Bay Area and provides a more rigorous standard in assessing impacts on low-income riders. Additionally, BART conducts a triennial analysis of minority and low income populations to further evaluate impacts of transportation decisions. At the meetings at which these comments were made, BART staff acknowledged that the impact of an approximately 13 cent fare increase on a low-income rider could be greater than the increase on a non-low income rider. BART staff acknowledged the need for such consideration and explained that BART is currently taking additional steps in this area, notably by participating in the Metropolitan Transportation Commission's current Regional Means-Based Transit Fare Pricing Study, which is examining ways to make transit more affordable for low-income residents.

Comments from Committee members included the following:

- “While transit fares are raised based on inflation, salaries are not raised for our LEP constituents based on inflation. I am worried because fares are really high already. This increase will impact domestic workers.” *LEP Advisory Committee member, February 24, 2015, meeting*
- “Inflation based fare increase seems like the right path to take. It also seems like we can't not ignore it and forego a fare increase. Those problems don't go away and expenses do compound and the longer we neglect the issues that require attention the more expensive they get to fix in the long run. I can understand and appreciate this fare increase. My position is that the reason why we have these fare increases and the reason why these expenses get so high is that we keep building in a way that we can't maintain/operate/afford. So then everyone has to pay for it.” *Title VI/EJ Advisory Committee member, May 11, 2015, meeting*
- “Need to clearly explain the whole problem, why it affects the service if we don't have an increase. The way you ask the question can impact the response. I think that that number is not in favor of the increase, because they truly don't understand what the increase is for.” *LEP Advisory Committee member, May 19, 2015, meeting* [Member's support of the fare increase and belief that if survey respondents had a better understanding that revenue from the fare increase goes only to capital needs, the member believed that most survey respondents would have favored or supported the increase.]

4. EQUITY FINDINGS FOR PROPOSED 2016 FARE INCREASE

This section provides equity findings for the proposed 2016 fare increase. An equity finding is made after considering both the fare change analysis results described in Section 2 and public comment received described in Section 3.

4.1 Minority Disparate Impact Equity Finding

Analysis results show that minority riders would experience virtually the same percentage increase and dollar fare increase compared to non-minority riders (3.49% compared to 3.47%, and 13.3 cents compared to 13.4 cents). The difference between the change for minority riders and non-minority riders is 0.02%, which is less than the DI/DB Policy's 5% threshold. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disparate impact on minority riders because the percent increase is the same for minority riders and non-minority riders, and thus falls below the DI/DB Policy's 5% threshold. As noted in Section 3.3 above, no comments were received regarding the proposed fare increase's impact on minority riders. Thus, the equity finding is that the proposed 2016 fare increase would not result in a disparate impact on minority riders.

4.2 Low-Income Disproportionate Burden Equity Finding

Analysis results show that low-income riders would experience virtually the same percentage increase and a slightly lower dollar fare increase compared to non-low income riders (3.50% compared to 3.48%, and 12.8 cents compared to 13.5 cents). The difference between the changes for low-income riders and non-low income riders is 0.02%, which is less than the DI/DB Policy's 5% threshold. In addition, the finding is made that the cumulative effect of fare increases from 2012 through the proposed increase in 2016 would not result in a disproportionate burden on low-income riders because the difference in the percent increases between low-income and non-low income riders is 0.05%, which is less than the DI/DB Policy's threshold of 5%.

Comments from the BART Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee who also represent BART's low-income riders generally support this finding, as members commented they understood that the additional fare revenue is dedicated to funding critical capital needs to keep the system safe and reliable. Advisory committee members also commented that a fare increase of any amount, however small, presents challenges for low-income riders. BART has implemented measures to address this concern including defining low-income as 200% of the federal poverty level to account for the Bay Area's high cost of living so that more riders are considered low-income in the analysis. BART is taking additional steps in this area, notably by participating in the Metropolitan Transportation Commission's current Regional Means-Based Transit Fare Pricing Study, which is examining ways to make transit more affordable for low-income residents.

Taking into consideration both analysis findings and public comment, the equity finding is that the proposed 2016 fare increase would not result in a disproportionate burden on low-income riders.

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

The following steps outline the methodology BART uses to assess the effects of a fare change, in this case, the proposed 3.4% productivity-adjusted inflation-based fare increase to take effect on January 1, 2016.

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

In Step 1, the weighted average fare paid by riders boarding at each of BART’s existing 44 stations is estimated. The Oakland International Airport Station is not included in this analysis because 2014 average weekday entries were used, and this station opened about six weeks before the end of 2014. The more riders boarding at a station that pay a certain fare, the closer the weighted average fare will be to that more-often paid fare. This is in contrast to a simple average fare where each fare has the same weight. A sample of stations is shown below, with the “2014 Fares” reflecting BART’s current fares and the “2016 Fares” reflecting the proposed 3.4% inflation-based fare increase for 2016.

Sample of Weighted Average Fare Data for Proposed 2016 Increase

<i>Origin Station</i>	2014 Fares	2016 Fares
Richmond	\$ 3.63	\$ 3.76
El Cerrito del Norte	\$ 3.83	\$ 3.97
El Cerrito Plaza	\$ 3.35	\$ 3.47
North Berkeley	\$ 3.61	\$ 3.72
Downtown Berkeley	\$ 3.31	\$ 3.42

For each station, a station-to-station fare table is multiplied by the 2014 station-to-station average weekday trip table (composed of actual trip data recorded by BART’s automated fare collection system) and the results are then summed. That sum is divided by the total number of average weekday trips for that station. The resulting dividend is the weighted average fare for that station. This calculation is performed to obtain average weighted fares before and after the fare increase using the appropriate fare table. The following chart shows the fare tables that were used in the calculations for the proposed fare increase.

Fare Table used in “Before Fare Increase” Calculation	Fare Table used in “After Fare Increase” Calculation
Actual 2014 Fare Table	2014 Fare Table increased by 3.4% (“2016 Fare Table”)

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

The percentage of minority and of low-income riders at each station is determined based upon reported responses in the 2014 Customer Satisfaction Survey. These percentages are then multiplied by the 2014 actual station-specific entries to estimate the number of minority and low-income riders at each station. A weighted average fare for minority riders systemwide is then calculated by multiplying, at the station level, the minority riders times the average fare, summing the total and dividing by the number of minority riders. This same step is repeated to calculate the average weighted fare for low-income riders and for non-minority and non-low income riders.

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

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

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

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

APPENDIX B: Survey to Gather Comments and Demographic Data



2016 Inflation-Based Fare Increase

Below-Inflation Fare Increase to Fund Capital Priorities Scheduled for January 2016

- January 2016 fare increase of 3.4% calculated by measuring the change in inflation between 2012 and 2014 and subtracting ½ percent for BART productivity improvements.
- This increase is part of BART’s program of small fare increases every two years.
- Fare increase revenue goes only to help fund BART’s extensive capital needs, including new rail cars, an automated train control system, and an expanded maintenance facility.

Please answer the questions below. Your answers will help us evaluate how well we’re reaching the communities we serve. BART values your input. Information will be treated confidentially, and all comments will be given to the BART Board.

<p>1. What is your gender? <input type="checkbox"/> Male <input type="checkbox"/> Female</p> <p>Note: Please answer BOTH Questions 2 and 3.</p> <p>2. Are you of Hispanic, Latino or Spanish origin? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>3. What is your race or ethnic identification? (Categories based on US Census) <input type="checkbox"/> White <input type="checkbox"/> Black/African American <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Other (please specify) _____</p> <p>4. Do you speak a language other than English at home? <input type="checkbox"/> No <input type="checkbox"/> Yes _____</p> <p>5. If you answered “Yes” to Question 4, how well do you speak English? <input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all</p>	<p>6. What is your total annual household income before taxes? <input type="checkbox"/> Under \$25,000 <input type="checkbox"/> \$50,000 - \$59,999 <input type="checkbox"/> \$25,000 - \$29,999 <input type="checkbox"/> \$60,000 - \$74,999 <input type="checkbox"/> \$30,000 - \$39,999 <input type="checkbox"/> \$75,000 - \$99,999 <input type="checkbox"/> \$40,000 - \$49,999 <input type="checkbox"/> \$100,000 and over</p> <p>7. Including yourself, how many people live in your household? <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 or more</p> <p>8. About how often do you ride BART? <input type="checkbox"/> 6 - 7 days a week <input type="checkbox"/> 5 days a week <input type="checkbox"/> 3 - 4 days a week <input type="checkbox"/> 1 - 2 days a week <input type="checkbox"/> 1 - 3 days a month <input type="checkbox"/> Less than once a month</p> <p>9. Do you have any comments? _____ _____ _____ _____ _____</p>
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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。• 통역이 필요하신 분은, 510-464-6752 로 문의하십시오.

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.

APPENDIX C: Public Comments Database

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
Comments In Support						
1	67	Lao Family ESL Class	Print	Minority	Low-Income	Increase is good
2	68	Lao Family ESL Class	Print	Minority	Low-Income	Increase is good
3	82	Lao Family ESL Class	Print	Minority	Low-Income	Increase is good
4	212	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	Do it. Would love nicer cars
5	245	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	Would still ride
6	250	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	I think it is still cheaper than driving
7	269	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	not a problem
8	39	Family Bridges	Print	Minority	Non-Low-Income	Agree to reasonable increase
9	43	Family Bridges	Print	Minority	Low-Income	Fare should increase
10	45	Family Bridges	Print	Minority	No Response	It's okay to increase the fare a little. Enhanced security.
11	46	Family Bridges	Print	Minority	Low-Income	It's not a problem to increase the fare a little. [BART] should focus on security.
12	21	Online		Non-Minority	Non-Low-Income	Increase the fares as much as you have to, just do something about the overcrowding during commute hours.
13	23	Online		Non-Minority	Non-Low-Income	Raise the prices more please. Inflation adjustment isn't enough, you need to expand service.
14	42	Online		Minority	Non-Low-Income	i agree with the increase
15	46	Online		Non-Minority	Non-Low-Income	BART needs to upgrade their trains and stations - I support a fare increase to make it happen!
16	67	Online		Non-Minority	Non-Low-Income	Increase is necessary if it will help with keeping BART running and improvements to trains, stations, tracks, etc.
17	88	Online		Non-Minority	Non-Low-Income	Long past time to revise fares. If charging by distance, then the mileage component should be much higher. The cost in maintenance of both tracks and cars does not decrease on longer routes.
18	108	Online		Minority	Non-Low-Income	small increase is ok for me
19	117	Online		Minority	Non-Low-Income	Yes, thank you. I ride BART every day and would happily pay more money into the system to keep it clean, safe, and on-time. Please hike up the rates as much is feasible and necessary; our system is currently much cheaper than similar systems in other cities. You may also want to implement something like what they have in Washington DC, where Clipper Card holders get slight discounts and paper tickets cost more. It would make the transition more efficient, cut costs, and could keep the cost down for locals while charging tourists only slightly more. We have to keep funding for BART as a priority!
20	141	Online		Non-Minority	Non-Low-Income	I am strongly in favor of a substantially larger fare increase to fund necessary improvements for the BART system. Specifically, I would love to see money put towards shorter intervals between trains, lower peak loads for trains, new equipment, increased reliability, and more stations in the East Bay.

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
21	144	Online		Non-Minority	Non-Low-Income	I think this (the rate increase on January 1, 2016) is the correct thing to do to sustain a very important Bay Area utility/amenity!
22	161	Online		Non-Minority	Non-Low-Income	Rate increase is okay by us.
23	166	Online		Non-Minority	Non-Low-Income	I endorse the fare increase. The system needs to be maintained at a high level.
24	11	Online		Minority	Non-Low-Income	No, it's a reasonable increase for the items listed.
25	112	Online		Non-Minority	Non-Low-Income	Yes.
26	13	Email				Subject: BART's Inflation Based Fare Increase 2016 As someone who will be riding Bart regularly when the Milpitas and Berryessa stations are open to the public, I am very willing to deal with slightly more expensive rates for an increase in the quality of b as rt transportation. My vote goes to support the increase
27	14	Email		N/A	N/A	Subject: BART INCREASE HI, I vote for 10 cent increase. ride daily from SFO to concord.
28	38	Family Bridges (meeting)	Print	Minority	Low-Income	BART Fares should be increase, but poor people's family income should be increase before that we are struggling every day.
29	111	Lao Family	Print	Minority	Low-Income	When the fare increase occurs then there should be options to accommodate them.
30	180	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	The increase is not a burden for me but there are other people who will be effected by the increase especially low income families.
31	186	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	No one like increase. But it depends on how it is being used
32	206	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	As long as trains will be better and less crowded increase is fine.
33	241	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	I sadly understand
34	254	Cinco de Mayo Festival (SF)	Print	Non-Minority	Low-Income	Guess it is needed
35	1	Online		Non-Minority	Non-Low-Income	I would feel better about increases if I saw more evidence of their value. The trains are more crowded and the stations are dirty.
36	5	Online		Minority	Non-Low-Income	I don't like fare increase, but I think it's necessary.
37	10	Online		Minority	Non-Low-Income	I won't mind for the small increase of the fares as long as BART is able to let us know what and where the funds are going to be used for, i.e. building new trains, maintaining stations, expending rails toward West/East HWY80, replacing the disgust plastic seats with stainless steel seats (without cushions are ok). the current plastic seats retains body moist and heats after the person got up, and takes very long time to cool down. Build racks on last car of each train for bikers.
38	37	Online		Non-Minority	Non-Low-Income	I would only approve the increase if fee if it went to the capital improvements mentioned and not employee salaries....
39	38	Online		Minority	Non-Low-Income	ok only if you make service better
40	44	Online		Minority	Non-Low-Income	I think the fare should be increased more for those who make longer trips, e.g. Walnut Creek to Embarcadero. Those who commute from the far suburbs tend to be wealthier and contribute more to the costs of operating BART because they overwhelmingly travel during the peak.

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
41	50	Online		Non-Minority	Non-Low-Income	Raising fares is only ok if actual tangible improvements are made to BART, making it worth the exorbitant amount of money. I've been taking AC Transit Transbay -- and let me tell you, it's clean, on time, and there's always a seat. It's actually a joy to ride! And it costs the same as BART, which is dirty, often delayed, and there is never a seat (or enough space to even stand comfortably). Raising BART even more, without immediate marked improvements, is pretty sleazy. A lot of people don't have the much nicer AC transit option.
42	56	Online		Minority	Non-Low-Income	I commute Monday through Friday from Pleasant Hill station to Civic Center station and can easily afford this planned increase. However, lower-income riders may find it difficult. I would be willing to help subsidize their fare.
43	61	Online		No Response	No Response	I really have no problem with the \$.15 increase, what I do have a major problem with is the filth that BART seems to ignore throughout its stations. I can only speak for the Civic Center and 16th street stations as those are the two that I mostly use. It smells like PEE, PEE, PEE. There are homeless always sleeping in the stairwells, top and bottom. At the Civic Center station, where the escalators take you up to the Whitcomb Hotel, there is ALWAYS homeless sleeping in their cardboard boxes, blankets with urine, trash and the horrid smell. Every now and then you will see a BART police officer asking them to leave, but not nearly often enough. I have written to BART many times regarding these issues and it goes unanswered. One time my wife and I witnessed 2 people having sex at the back of the station (Whitcomb side) where there is absolutely no supervision on that side. They smoke cigarettes, weed and who knows what else. The place is just filthy and my next move is going to the health dept. It is unkempt and not fit for people to travel thru.
44	66	Online		No Response	Non-Low-Income	I would like to make sure this fare increase actually goes to system improvements rather than salaries.
45	83	Online		Non-Minority	Non-Low-Income	I have no problem with fare increases, but it would be nice to see a larger security presence on the trains and in the stations. More cleaning staff would be a plus-- those trains get really filthy...
46	87	Online		Non-Minority	Non-Low-Income	Although I would prefer if BART raised money in a different way, if my fare increase leads to expanded and more reliable service, then I will happily pay 30 extra cents a day. Can't wait for the new trains.
47	91	Online		Non-Minority	Non-Low-Income	Nobody wants daily expenses to rise, but BART is still the fastest, easiest way to get to SFO, SF, Oakland, etc. We need to keep it in good working order and improve/increase service. It is a bargain any way you look at it.
48	101	Online		Minority	Non-Low-Income	Fare pegged to inflation is not ideal, but a reasonable practice. However, effort should be made to avoid disruption to service. Union strike should be banned and protesters who shut down service should be taken away by police force.
49	102	Online		Minority	Non-Low-Income	I have no problem with a fare increase. However, I think BART is continually late and trains are overcrowded to the point that I feel it is a safety issue. I typically ride from San Bruno to Montgomery at 7:30am and from Montgomery to San Bruno at 6:30pm. It is frequently SRO into the City but almost

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
						always SRO Montgomery to San Bruno. There used to be trash receptacles on the platform.
50	109	Online		Minority	Non-Low-Income	increase ok if it will improve service
51	110	Online		Minority	Non-Low-Income	Ensure the 3.4% fare increase goes exclusively to preventive maintenance and/or capital projects.
52	111	Online		Non-Minority	Non-Low-Income	I understand a fare increase, but then there is also parking fee increases on top of that. For some riding a bike is NOT AN OPTION and so driving your car to a station is the only way. I hope an increase in fares means an increase in trains on the system. Sending 8 - 9 cars during commute hours is unacceptable.
53	130	Online		Minority	No Response	I guess an approx. \$4 increase a month in fares isn't the worst. But at some point, I'm going to weigh the pros of purchasing and driving my own car to work instead of relying on BART and its often spotty service.
54	132	Online		Non-Minority	Non-Low-Income	Not a fan of increased fares, but the work needs to be done.
55	145	Online		No Response	No Response	Include 2nd transbay tube in future capital plans. Larger fare increase to help fund would be acceptable.
56	167	Online		Non-Minority	Non-Low-Income	Please consider offering discounts to low-income riders. I do not object to increases for those that can afford it, but many people cannot.
57	177	Online		Non-Minority	Non-Low-Income	I hope the service (broken down trains, disruptions, etc.) gets better with the fare raise as well as with the parking fee raise that just occurred. It seems like we are paying more money for crappier service.
58	179	Online		Non-Minority	Low-Income	That is definitely a bummer, but I understand the necessity.
59	181	Online		Non-Minority	Non-Low-Income	I understand that the rates will increase, but is there any way to provide a monthly pass for everyday BART riders?
60	5	Email		N/A	N/A	Subject: please let fare increases = service increases I don't mind modest fare increases if the "capital improvements" it funds result in longer trains running more frequently. Currently, BART is chronically overcrowded because there are too many 3- and 5-car trains running at 15-20 minute intervals. Please please PLEASE use the funds from your fare increases to increase the length of most trains, and decrease the time between trains on all lines at all hours. THANK YOU! (Daily BART commuter from Downtown Berkeley to Powell).
61	44	Email		N/A	N/A	I take Bart daily to work and exit at Civic Center station. I would not mind a 10 cent raise on my fare if you would keep the station cleaner. I take the escalator up by where the Burger King is. At the bottom of the escalator it is just filthy. I understand that it is an inner city location but that is no excuse for you to keep your stations dirty. Have you thought about a partnership with a job training program to hire folks from the community to keep your stations clean? People would learn to respect it if it was constantly cleaned. Since Muni runs underground there, maybe consider splitting the cost with Muni.

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non- Minority	Low- Income/Non- Low-Income	Response
Comments Not in Support						
62	58	Family Bridges	Print	Minority	Non-Low- Income	I hope keep it in the same price.
63	73	Lao Family ESL Class	Print	Minority	Low-Income	no increase
64	107	Lao Family	Print	Minority	Low-Income	Lower BART fare and more security professionals on BART and Platform for safety issues and concerns
65	108	Lao Family	Print	Minority	Low-Income	Safety, please have a security on the platform all the time. Not rise for rider.
66	109	Lao Family	Print	Minority	Low-Income	Please don't go up on the fair.
67	113	Lao Family	Print	Minority	Low-Income	I believe funds should stay how they area. This is getting ridiculous
68	114	Lao Family	Print	Minority	Low-Income	Do not raise BART fare for the poor people (low income) poverty
69	147	Lao Family	Print	Minority	Low-Income	I think BART fare should not go up
70	163	Lao Family	Print	Minority	Low-Income	Not in favor for fair ride increase. Thank you
71	178	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Increase fair can impact low income riders that are struggling to make it financially in these cities that are raising the rent and kicking low income and people of color out of cities like San Francisco
72	184	Cinco de Mayo Festival (SF)	Print	Non- Minority	No Response	Does the increase affect the senior ticket? \$9.00 for 24 perhaps. More than \$24 is needed to offset projected increase.
73	208	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	No more increase to fare we are low income families
74	226	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low- Income	That's a lot of \$! BART already is a lot
75	231	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low- Income	For my parents that one senior it might affect them a little
76	232	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low- Income	Please don't raise fare as it will effect my monthly savings. Thanks
77	41	Family Bridges	Print	Minority	No Response	[I] wish no fare increase
78	42	Family Bridges	Print	Minority	Low-Income	[I] wish no fare increase
79	174	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Don't increase the fares
80	270	African Advocacy Network	Print	Minority	Low-Income	Totally against any increase
81	273	African Advocacy Network	Print	Non-Minority	Non-Low- Income	BART is already too expensive. Public transit needs to be affordable for all users. How will the increase impact low income riders?
82	274	African Advocacy Network	Print	Non-Minority	No Response	Please no fare increase
83	276	African Advocacy Network	Print	Non-Minority	Non-Low- Income	BART should stay affordable to all. I ride my bike mostly but it would be detrimental to low-income riders if the fare was raised.
84	278	African Advocacy Network	Print	Minority	Non-Low- Income	Raising the fare will have a terrible impact on people. It will force people to make really hard choices.
85	2	Online		Non Minority	Non-Low- Income	NO more fare increases! We are getting poorer service, same dirty stations, and jaded station agents since the last increase. Why there is a constant increase always for more capital improvements and everything stays the same. Why are you on a hiring binge? How many additional to the bloated BART salaries/benefits is adding. Are you appeasing the unions by adding staff? BART is run so poorly: your focus should be keep trains operating, have enough cars, and keep to your schedule. All other issues like transit villages, spending money on EARTH DAY contests, partnering with other Manilia Police services (see this in a BART email alert), etc should stop. You

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
						need to again : focus on train maintenance, keep those train on a schedule, keeping passengers safe
86	3	Online		Non-Minority	Non-Low-Income	For all the improvements and the fare increases, I see nothing budgeted for repair and maintenance of the escalators and elevators. As a disabled individual, the loss of the Sansome Street escalator, combined with the Montgomery Street elevator, means I cannot get down from the street to the trains. The Sansome Street escalator is the only escalator at that end of the Montgomery station that goes down in the late afternoon for commuters. All other escalators go up, regardless of time of day.
87	6	Online		Non-Minority	Non-Low-Income	Longer Bart trips are expensive enough and would become more expensive than others with a percentage based increase. Instead increase fare on shorter trips more than longer trips.
88	8	Online		Non-Minority	Non-Low-Income	It's us horrific the level of mismanagement of your money. Constantly increasing rates for Bart and parking while doing frivolous paint jobs etc. to Powell stations. Get those maintenance ppl to work at night instead of laying around doing nothing.
89	9	Online		Non-Minority	Non-Low-Income	Stop asking for fare increases until you make the system: A- run more trains and more frequently B- operate LONGER hours!!! You cannot even use BART for an early flight as often trains do not get started until 8am. I am sick of getting on PACKED trains at 10 at night because you run such short trains too infrequently. Get up to speed the system is WAY too expensive and not nearly efficient enough.
90	12	Online		Non-Minority	Non-Low-Income	For all increases have seen nothing that is concrete as to clean cars, escalators that WORK, windows one can see out of.
91	13	Online		Minority	Non-Low-Income	Pittsburg line is already high. Please consider a lower fare increase for the fares that are highest.
92	15	Online		Minority	Non-Low-Income	BART must take care that the cost of using the system is nowhere near the cost of taking a SOV. BART should always be cheaper. The total cost of using the system should always be taken in consideration when weighing the use of BART compared to taking one's own car.
93	17	Online		Minority	No Response	The calculation should be given.....i thought we had no inflation!!
94	18	Online		Minority	Non-Low-Income	Our jobs do not have automatic increases every two years, yet BART constantly raises its fares. Parking has been going up every six months. The fares and parking fee are becoming unbearable.
95	22	Online		Non-Minority	Non-Low-Income	BART is already too expensive for terrible service.
96	31	Online		Non-Minority	Non-Low-Income	BART has not improved with previous fare increases. Riders should not have to pay any more for an inferior experience. We have been asked to gradually pay more for a poorer quality of service. A new increase will just perpetuate the higher cost/lower quality cycle.

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97	32	Online		Non-Minority	Non-Low-Income	I have been riding BART since I was a little girl in the 80's and I always considered it a pleasant ride. Even up until a few years ago, it wasn't too bad. Granted, there were occasional delays, but it happened so seldom that I never gave it much thought. Fast forward to today - there is a delay almost every single day. The trains are dirty and disgusting and I don't want to touch anything. The trains are overcrowded and smell bad. We need new trains, more trains operating during peak hours in the mornings and evenings, and proper cleaning of the BART trains. It feels very much like BART knows people have no other choice when it comes to commuting into the city so you do the bare minimum to keep things (sort of) operating. It is ridiculous and something drastic needs to be done. Perhaps new management? Perhaps a group of people who care more about the ridership? What happened to the new trains which were supposed to be replacing the current outdated fleet? Where are the funds going? Certainly not towards the current system.
98	33	Online		Non-Minority	Non-Low-Income	Oh yes. Tired of the fare increases with marginal service. I sent a letter to the General Mgr. with my complaints. You have much to do to improve and you raise the fares and you do nothing. You have become an agency that provides jobs and NOT the service you were originally meant to provide to the S.F. Bay Area. You need to slash your budget, folks. Stop making the commuters pay for the salaries because we sure don't pay for any improvements. And your questions are racist, shameful and disgusting. Will you discount comments from people who don't have a good command of the English language or are of Latino origin? What is the point of these questions? I will be sure to bring this up in my letter to the Contra Costa Times. UGH
99	40	Online		Minority	Low-Income	I'm a BART rider, and I oppose the fare increase. Money should instead come from taxes on cars.
100	41	Online		Minority	Non-Low-Income	Against an increase. It's already really expensive for crappy service where you have to wait 20 minutes if you miss a train.
101	47	Online		Non-Minority	Non-Low-Income	Disapprove, at this rate, I rather drive my car for the same price and enjoy not smelling someone else's BO and feeling cramped (and hot)
102	48	Online		Minority	No Response	Raise in fares is unfair. They are already among the highest in whole country. Parking was also raised quickly from \$1 to 2 to 3. Do not raise the fares. Bicycles on BART are a hazard. They always force their way inside crowded morning and evening commute times even though the written rules say they should not board crowded trains. Nobody cares about written rules. The operators never stop them. They block the doorways, aisles etc.
103	55	Online		Non-Minority	Low-Income	With parking fees plus rate hikes, it's going to get cheaper to drive to work. Make the gates taller so you don't have people jumping over the toll gates/fences to get a free ride. Also put a lock on the "emergency gate" I see people walk through it all the time. Hikes will hurt more than help. Still the trains have no air going through them, interior of trains are filthy and cars are still getting broken into. Where's the patrolling and why don't you hire more BART PD?

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104	58	Online		Non-Minority	Non-Low-Income	ANOTHER fare hike? Ridership is at historical levels, service and reliability are poor, commuters have to deal with dirty trains and homeless people sprawled across seats. Station agents are few and far between and less than helpful. You are also getting \$\$ from parking. The convenience of BART is long gone.
105	60	Online		No Response	Non-Low-Income	I strongly disagree with the proposed fare increase. You have continuously increased the fare at a rate that is not consistent with the general public's wellbeing. In comparison, the New York, Washington DC and Atlanta and other metropolitan cities across the US, BART's rates are ridiculously expensive especially for working middle class. This transportation system is no longer considered public transportation when the rates are so high that citizens can no longer afford to travel on your trains.
106	64	Online		Minority	Low-Income	As usual the proposed ticket increases negatively and disproportionately affect short distance riders, many of whom are low income or minorities. For example, you propose to increase the fare from Berkeley to MacArthur, a trip of 2 stops, by \$.10 while you propose to increase the fare from Walnut Creek to SF, a trip of more than twice as many stops, by only \$.15. There is no way that is fair. At most the first trip should be increased by no more than \$.05. And I really don't think it should be increased at all. You should increase fares more proportionate to the length of trips and number of their stops. Something BART has never done. BART has always given bargains to those who least need them and "screwed" or to put it more politely disadvantaged those who can least afford it, and it just "ain't" fair. Do the right thing. Be equitable and fair.
107	65	Online		Non-Minority	Non-Low-Income	I disagree with the fare increase in 2016. A fare increase was just instituted in 2014 and there have not been any improvements that I can see. The Embarcadero escalators are continuously breaking down as well as various elevators throughout the system. The escalator at Embarcadero was broken for the whole month of December. This is not acceptable for people with physical disabilities. If the escalators keep breaking down, you should replace them completely. BART makes it very difficult for people with physical disabilities to get around when the escalators and elevators are not working. For all the money commuters spend taking BART, the money doesn't seem to be used to improve BART at all. All the trains are crowded during the morning and evening commutes. There are medical emergencies almost every day because the trains are way too crowded. You will get just as much money if you put some extra trains in service so people are not packed like sardines in the cars and passing out. Bikes are still allowed at commute hours. You indicate these increases are for new rail cars - I haven't seen a new rail car yet and you certainly don't clean the ones you already have in service. Use the money you currently get from the fares and parking and replace the escalators and update the elevator systems and put some more trains in service. On another note, you lost about 3 fares on Monday at the Bayfair stations because three teenagers jumped the fence instead of

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
						going through the fare gates. I told the station agent lady but she was too busy on the phone to care. Whenever you ask a station agent a question, they act as if you are interrupting them and annoying them. Yes, we probably are but that is their job to answer questions and help people who don't know how to use the machines. After all, we are paying all of your paychecks - just remember that.
108	69	Online		Minority	Low-Income	Well publicized strike a year ago and now a fare increase? You can't milk or squeeze more juice from your employees now you turn your head towards commuters/customers even though bart is earning millions every year. its "unfair"
109	70	Online		Non-Minority	Non-Low-Income	Fares shouldn't be increasing as trains get more and more crowded and shorter due to maintenance. People don't want to pay more for a miserable commute.
110	71	Online		Non-Minority	Non-Low-Income	It is really difficult to justify your fare increases when the quality of our travel has so diminished. There are never any seats in the morning even though there is just one station before I get on (Castro Valley) and I have to go back three stations to get a seat after work.
111	72	Online		Non-Minority	Non-Low-Income	It is very hard to justify a fare increase when BART's service has continually gone down. Dirty, crowded trains, people on the Dublin line forced to go to work an hour earlier just to get a seat because we never have more than 8 cars. There has to be some justification. BART keeps advertising for more riders, but when they get them, they can't accommodate them.
112	73	Online		Minority	Non-Low-Income	I don't think it's fair that we keep having price increase i commute from Millbrae to 24th Monday thru Friday. A 10 to 15 cent price increase makes a big difference especially since there have been hike fares for the past couple of years including parking fee increases.
113	74	Online		Minority	Non-Low-Income	Pricing seems to keep going up yet there isn't any improvement to the service or cars we ride in.
114	75	Online		Non-Minority	Non-Low-Income	Pay more to ride BART? No way! They need to better manage the money they already have. I've ridden on rapid transit in different cities around the world and BART is by far, the worst! BART does not run on time, something is always going wrong or breaking down. The cars are smelly, dirty and disgusting. The car's track system is far too noisy for health standards (I've had to get noise canceling headphones just for the commute). The air conditioning is often broken; leaving us standing there packed together in the car, sweating and barely able to breathe above the stench. I'm usually in support of unions, but the strikes by BART employees are just absolutely ridiculous. I don't understand how they get away with it, who do they think they are? In this economy they do not deserve raises and we do not deserve to pay more for such unacceptable facilities and service!
115	81	Online		Minority	No Response	Right now we DO NOT HAVE INFLATION! Wages have not increased. Riders CANNOT AFFORD a so-called "inflation-based fare increase!!"

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116	84	Online		Non-Minority	Low-Income	BART is already unaffordable. I put off or cancel trips to important community events to save money sometimes. Even though I strongly believe in public transit & think it's the best option environmentally & to not sit in traffic, I try to get rides across the bay instead of taking BART purely for cost reasons. It's cheaper for me & a friend to drive and split the gas/tolls cost than take BART, even if we can't fill up the car with more people and it's just the 2 of us! This is NOT his public transit is supposed to work. The cost issue should incentivize public transit not abandoning public transit to drive because it's more affordable even when you'd prefer public transit!!
117	90	Online		Non-Minority	Non-Low-Income	I believe in public transit and rely on it daily. I think we need to do a lot to make it a more viable and connected network, but I think BART fares are already way too high and raising them more is a bad move. The BART boards salaries are outrageous, the workers are also overpaid (though far less so), and the riders have to deal with the highest fares in the country. I know you will continue to raise fares on the people that rely on transit, which are the people that have no other options. It will reach a breaking point. I beg you to stop the fare increases. Find other sources of funding, because you are sucking people dry. I will be moving away temporarily in the next year and I am debating about returning to the bay area (even though I love it) because it's just too expensive and on top of housing it's hard to justify paying \$200+ a month to stand on a packed BART train to get to work. Chicago, NYC, DC, Boston, even Seattle all have better or at least comparable public transit to BART but cost FAR LESS on a monthly basis. Keep milking your riders and giving yourselves absurd raises and it will become the rich commuter service that you've always wanted it to be.
118	93	Online		Non-Minority	No Response	We can't afford another increase in fares. Next will be parking and you KNOW IT! For what, parking lots with no safety; trains so overcrowded you can't breathe. No heat on trains when cold; no air when it's hot and overcrowded (this is a major problem). Station staff that are only friendly to their friends and spend most of their time preoccupied with something other than their jobs. Ask station attendants a question and you would think the wrath of Khan just occurred. Don't get me started with the stupid new rules on bike riders during heavy commute time. What am I thinking, I've forgotten, "They own the place!!" Have you looked at your parking lots? Have you seen the drivers particularly in San Leandro drive in the wrong direction to beat street traffic? You park in that lot at your own risks and it can be dangerous. The front end of my car barely missed being slammed not once not twice but too many times to count and I can't count how many times I've been just missed by crazy drivers while I'm walking to the station. Your ridiculous answer to the problems is to create a new fleet of trains with less seating! REALLY?!?! So we pay increases for more punishment. Wonderful. Perhaps your high paying salaries should take some cuts and live on less income like most of us. Trust me riders realized just how much your staff makes during the

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						strike and it's pretty insulting to most of us. If anything you should be ashamed of yourself to even think about raising rates. BART is an embarrassment to modern rail system of any kind and so is their staff.
119	94	Online		Non-Minority	Non-Low-Income	Increased fares, delayed service almost every day, dirty trains & stations and richer BART board. That's the way to do it. I don't buy this "inflation based" increase for a second. And what's up with question 3? Why does Hispanic, Latino or Spanish origin matter?
120	99	Online		Non-Minority	Non-Low-Income	Cut your employment costs instead of raising fares, BART is already ridiculously expensive and barely affordable as it is. It shouldn't cost \$180 a month to get from Oakland to SF on public transit.
121	100	Online		Non-Minority	No Response	How can you justify a fare increase when the trains are beyond crowded? The cars are garbage. The stations are disgusting. BART IS DOING NOTHING to add more cars during high peak times. In fact, BART took cars off the Richmond line during morning commute times. What the hell? Even the conductors I spoke with thought it was insane. I've ridden trams the word over, Bart is by far the worst. Get your shit together, and then ask for a fare increase.
122	104	Online		Minority	Non-Low-Income	Bart is already an expensive choice for me. I cannot afford another fare increase.
123	105	Online		Non-Minority	Non-Low-Income	Yes. Fare increases for San Leandro folks are a slap in the face. Parking rates increased, 300 parking spaces taken away, BART bus through Aug on Sunday's between Coliseum and Fruitvale - we've had enough increases, losses and inconveniences!!!!
124	106	Online		Non-Minority	Non-Low-Income	Please stop raising the fares every year! It already costs me \$10.20 to get to and from work every day. My husband also rides BART, so that's another \$10.20 EVERY WEEK DAY. Plus, we park at the Pleasant Hill BART parking lot, which is another \$3. Just to get to and from work every day, my husband and I currently spend \$23.40. EVERY DAY. That's \$117 a week! \$2,340 a month! \$28,080 a year! That is an exorbitant amount of money. Our industries are located in the city, so we must commute in. We can't afford to live in the city, so we must commute in. Why do you keep punishing us for living in an affordable suburb? Please stop raising the fares. I already can't believe we spend almost \$30 a day just to get to and from work. If we could save all our commuting money, we could have paid down more of our student loans or have a nice nest egg to help ourselves buy a house!
125	107	Online		Non-Minority	Low-Income	I feel BART customers already pay too much for the lousy service and no restrooms available or too many homeless that camp out on BART property-very much not for the public just for the BART employees and management.
126	113	Online		Minority	Non-Low-Income	I do not agree with the increased fare. Parking costs just increased by double.
127	114	Online		Non-Minority	No Response	Please stop raising fares so soon and so much.

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128	115	Online		Minority	Non-Low-Income	According to the KTVU Fox News ticker Bart is considering a 3.4 % fare hike next year. ☹️ Of course that means the parking costs at every Bart station will go up too.☹️ Smh after the horrendous four day Bart strike that crippled the entire Bay Area, the continued suicides that disrupt service, the dirty stations with dirty needles everywhere and drug use going on in the stations, broken fare gates and ticket machines and absent station agents, broken escalators and elevators. Give me a break! They need to use all that reserve money they've been hoarding instead of increasing fares! Smh!
129	119	Online		Minority	Non-Low-Income	Am a daily rider. It is already very expensive. Deal with your labor contracts more effectively before you continue to raise fares. Deal with your pension issue. We need a dependable, affordable and clean public transportation system. The stations, particularly in SF, are filthy. Stepping over or in poop every day. Bart leadership needs to see what they really provide before raising rates.
130	126	Online		Minority	Non-Low-Income	This fee increase is too high. BART service has significantly decreased in value. Many days of the week there are delays, the trains are overcrowded. The BART employees go on strike and leave passengers stranded. BART does not manage funds well. I highly disapprove and disagree with this fee increase. Reduce other costs. Be more efficient. Set priorities. Stop passing on wasteful costs to the passengers (and then periodically shutting down the system).
131	131	Online		Non-Minority	Non-Low-Income	Factor in the urine, feces, vomit, severe overcrowding, angry cyclists packed onto trains and escalators and the occasional assault, and I think a fare increase is a great idea! (SARCASM) BART is HORRIBLE and getting worse. Perhaps if you hadn't caved to your drivers repeatedly and had invested money in the system, it wouldn't now look like some third-world deathtrap. Your past fare increases have resulted in no upgrade in service, and my barely being able to economically justify riding with you. According to my math, any increase will now mean driving is more cost-effective for me (not to mention healthier and less prone to assault), so I will finally be free of BART (and no longer using you).

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132	133	Online		Minority	No Response	The proposed fare increase is beyond preposterous. Given the deteriorating state of the trains, increase in delays, constant mechanical issues, high parking fees in select stations, stations with no access to restrooms (Powell), excessive overcrowding, excrement/urine found in most stations and their stairwells- having the passengers subsidize issues that BART should be responsible for, is ridiculous. BART has become very uncomfortable to ride. And this is not said lightly- seeing the amount of medical emergencies increase because the trains are so hot and stuffy, is a liability. The seats, floors and rails are filthy. The smells of bodily fluids on the platforms, stairwells and surrounding areas are retched. On top of the huge increase in passengers, allowing bikes during all hours has not helped to address the overcrowding. I believe that BART takes advantage of the fact that they are the only high-speed transportation system in the area. As passengers, we have dealt with not only all the items noted above, but the unending strike that disrupted the entire Bay Area in 2013. BART did nothing to appease its passengers during this time, but rather filed the pockets of a negotiator whose personal business benefited financially because of the strike (i.e. "chartered buses".) Along with that, the executive members also rewarded themselves with high wages after the strike. BART has made no significant improvements to address all these issues and when they propose to do so, always look at the passengers to pay for them. I have ridden BART on an everyday basis for the past 10 years, and it is getting to the point where I am considering another means of transportation. I refuse to continue to pay for a system that does not value its passengers and puts them at risk on a regular basis.
133	135	Online		Minority	Low-Income	Raising fares would impede my everyday commute and effect my cost of living. It is hard enough as it is trying to make it paycheck by paycheck on minimum wage. Please don't raise the fares!! Thank you
134	137	Online		Minority	Non-Low-Income	Please do not increase the BART fare; it will affect me badly.
135	138	Online		Non-Minority	Non-Low-Income	You're making BART unaffordable. I was shocked at how expensive it was when I moved from NYC. No unlimited pass & an unpleasant experience with overcrowding... I'll start driving to work instead. You're making it difficult to justify riding BART to the people that can afford other transportation methods & unaffordable for the people that can't. RIDICULOUS!
136	140	Online		Non-Minority	Non-Low-Income	I think it a crime to continue to raise fares. Those of us who ride daily are paying a premium price for transit, to STAND most of the distance (i.e. from SF to Concord). The crowding is becoming intolerable and the extra 30 cents/day will add up so that BART is no longer the cheaper option to driving and parking. When will it end? Personally, I have not seen a raise in my income since 2008. These fare increases are beginning to hurt us!
137	149	Online		Minority	Low-Income	BART fare increases have reached outrageous levels. And instead of going towards maintenance, the elevated rates are to pay for the HUGE pay increases. Please provide a line chart of BART fare/parking increases in the last 5 years. Riders will revolt.

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138	153	Online		Minority	Non-Low-Income	BART is inefficient and I am constantly trying other modes of transportation in order to get to work in the morning. Until there are more trains during rush hour so I don't have to stand with my face in someone else's armpit, I don't want to see fares increase one cent. Why should I pay more money for service that keeps getting worse and worse??
139	154	Online		Non-Minority	Non-Low-Income	Stop spending money on hugely expensive parking garages then passing the expense along to all the non-driving BART riders via fare hikes. The cost to park at BART stations needs to go way up to reflect the true cost of those facilities. People who cannot afford the parking fee will find other ways to get to the station, just like the rest of us already have.
140	155	Online		Non-Minority	Non-Low-Income	Please do not raise the fare!
141	157	Online		Non-Minority	Non-Low-Income	It's my understanding that BART has had a surplus for the last several years, which makes sense with the increased ridership. Why increase fares AGAIN if you have more people riding and a surplus? Take bonuses and pay away from the people at the top who sabotaged the system during recent strikes.
142	178	Online		Minority	Non-Low-Income	It is absurd that BART rates keep rising every couple of years. Along with increases in BART parking rates, it makes no sense to take BART to my work.
143	185	Online		Non-Minority	Non-Low-Income	BART fares are already far too high. BART should install surveillance cameras at every fare gate and actually enforce the law against fare evasion. I see dozens of teenagers riding BART from Downtown Berkeley for free because they illegally use the emergency exit to reach the platform. Station agents ask people to pay their fares, but until BART Police actually begin citing people for fare evasion, this practice will continue--and those of us who spend hundreds of dollars a month on BART fares will continue to subsidize those who choose not to pay to ride.
144	192	Online		Non-Minority	Low-Income	BART needs to have a program to help people who make a wage at or below the poverty limit to ride for a reduced rate, I already can't afford to Bart but have to take it and now the prices are going to increase more.
145	193	Online		Non-Minority	Non-Low-Income	I don't mind paying for functional, dependable service. However I do expect that along with the \$10 a day I spend on BART there to be accessible trash cans, working and open bathrooms in stations, working escalators consistently, and cleaner, quieter transport. Presently, BART meets none of these expectations. Step up your game when you step up your fares.

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146	194	Online		Minority	Non-Low-Income	I'm extremely frustrated and angry at the fact that BART is going to raise fares. The Board of Directors allows the BART unions to hold riders hostage during a strike. The Board then allows the unions to stay in the driver's seat in a new contract. You charge parking at extremely high rates, knowing that in a high economy more people will need to commute to get to work. Knowing this, you raise parking fees, continuing to fleece the riders for every dollar in their pockets. Trains are consistently filthy. BART has no commitment to keeping the trains clean or preventing riders that don't pay fares from boarding trains. Personnel are overpaid and underworked, from top to bottom. Maintenance to the system happen at a snail's pace. It's only a matter of time until more trains derail due to deteriorating tracks and cars. BART has no commitment to keeping the system safe. Finally, you have the audacity to try to hide the scheduled fare hikes under the third category on Level 1 of your website, all the way at the bottom, with an obscure page heading, "Title VI". You owe your riders more transparency with something this important. More fare hikes are abhorrent, and categorize BART's ineffective use of revenue and overall funding. Your lack of overall care for rider safety and satisfaction is repulsive, and your actions show that you care nothing more than to increase revenue while monopolizing the Bay Area. Clearly, I must not be the only person who feels this way, let alone take the time to fill out this survey. If you truly do care about ridership opinion, then you will consider improving the system in many ways so that it may be recognized as one of the premier mass transit systems in the world.
147	195	Online		Minority	Non-Low-Income	BART constantly raises fare and parking. There aren't enough trains and trains during rush hour are stuffy. Money should be better spent on improvements, not on salary!
148	197	Online		Minority	Non-Low-Income	Yes I have comments. You provide an awful commuter experience. Trains are more than 5 minutes late many times throughout the week. Even worse is when trains are 10 minutes late (like this morning arriving at 16th St. Mission 10 minutes late). And, service ends at midnight! Come on! We know the real reason is because you don't want to deal with the hassle of the "late night crowd". That you have to clean the tracks is bologna! Why are other large metro cities around the world able to extend late night service at least once a night?! Oh, and you don't have enough parking for bicycles. Here's to your rate increases: Go fuck yourself BART. Eat elephant poo!
149	198	Online		Minority	Non-Low-Income	BART delay is horrible when there is incident (such as people jumping or falling onto tracks) - please install platform screen doors similar to the underground transit system in Hong Kong and Korea.
150	199	Online		Non-Minority	Non-Low-Income	The BART is already too expensive. The cars are jam packed every day. This is unacceptable. Please add more cars, and do not charge more.
151	200	Online		Non-Minority	Non-Low-Income	A fare increase when the service is ABOMINABLE is beyond the pale. Also given not one, but TWO strikes, this is ridiculous. Cut upper management pay.

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
152	201	Online		Non-Minority	Non-Low-Income	BART charges enough now. The Board wasted hundreds of thousands of dollars on the negotiators and union--why do the riders have to pay for your ineptness. We paid plenty for the strike the Board caused. Protesters did not have to pay. It is time to give the riders a break. No increase in fares. Parking keeps going up. Where does it end? The Board gets raises and what do you do to earn it? Nothing. No increase. Thank you.
153	49	Online		Minority	Non-Low-Income	Price hikes every other year seems to be getting too much for middle to lower class families. I know at some point its necessity but have some other plans in place where both commuters and bart org could benefit. I have been pushing for monthly passes for years now. If majority of bart commuters buy monthly pass but are not commuting BART still gets to keep the money regardless, the pricing plan needs to be worked out of course but I still believe it's doable. Add parking combo to it too. Right now I am spending approx \$4K a year on BART that's 5.5% per year of our total income.
154	54	Online		Non-Minority	No Response	Soon - you will price yourself too high for commuters and it will be cheaper to carpool to SF.
155	59	Online		Non-Minority	Non-Low-Income	No unfair tax burden on the poor and working class. Transit fares are regressive taxes. Increase the cost of parking, increase taxes for transit & do mixed-use development on BART sites.
156	63	Online		Minority	Non-Low-Income	The increase in fares for commuters equates to an increase tax and an added burden to workers in the Bay Area who already have to deal with the unaffordability of the area. I would like to see BART make public the cuts they are making in projects and salaries to accommodate the "increased budget needs" that require this increase!
157	134	Online		Non-Minority	Non-Low-Income	I ride BART during the standard commute hours, mainly because i do not have a choice. Despite the age, deplorable quality, and lack of accommodating the increased ridership, BART is still the most convenient way for me to travel from Walnut Creek to San Francisco for work or SFO. I find that increasing the fare whether every even-numbered year or every 5 years based on national and local inflation a deplorable business tactic no matter how small the increase is. Wages and increases thereof, whether merit or annual, do not typically reflect inflation or the continual increase to the cost of living. Though, i do understand the need for BART to reevaluate and possibly increase the fare to account for the cost of operation and maintenance, i feel that there is a better system that can be used to accommodate the ever increasing cost of living in the Bay Area and prevent BART from becoming something that only the more affluent can afford. BART needs to be an organization that works for the people it serves.
158	97	Online		Minority	No Response	RIDICULOUS! What about all that money from Bart parking? Use that money. I don't see improvements or maintenance in or around the parking lot. If there's an increase I see maybe \$.05

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
159	159	Online		Non-Minority	Non-Low-Income	I think between the parking fees, the ridiculous tickets you give out for parking in a space 5 minutes before you are allowed when there are DOZENS of spaces available and the filthy condition of the trains, you should be giving us a DECREASE! The Fremont line which I use routinely has shorter trains than Pittsburgh Bay Point resulting in standing room only by the second stop in Union City! I have been growing more and more disgusted with the entire system in the last several years. All fare increases, no improvements! And the people at the entrances are lazy.
160	203	Online		Non-Minority	Non-Low-Income	Janet Yellen fed res board says inflation is less than 2%. Read the papers
161	204	Online		Non-Minority	Non-Low-Income	I think the current rates are high. You should be able to do what needs to be done with what you have. You already don't do enough. Number One obviously is Safety, by the way, you never have drills... what are the plans in an emergency?? Share with us. Fix the speakers, you can't hear whatever the driver is saying. Except the crapping elevator updates; hear those loud and clear. Enough already do we really need to hear those, put them on the app, people can check them there or a central board. No More elevator updates!! Next CLEAN CLEAN CLEAN... BART is the most disgusting thing on earth. Filthy Dirty everywhere, cars in and out, stations are filthy, NO EXCUSE. There should be a team cleaning all day not just a night... with as many people as you have going thru besides the transients. A cleaning crew needs to be on hand all the time... and cleaning, not just standing there.
162	1	Voice Message		N/A	N/A	I am calling about the proposed increase. I am really against it. I can't afford to keep playing higher and higher prices for BART. The parking in Daly City where I take it has already gone up \$3 dollars a day and now you guys want to increase the fare. I just wanted to voice my opinion and say that I do not favor the fare increase and pretty soon I will have to start driving into work because it will be cheaper than taking BART. Thank you.
163	2	Voice Message		N/A	N/A	Hi I'm calling in regards to the input for your next fare increase. Well I'm just saying, you guys are looking for fares every year or every six months the fare goes up but you're BART, the rides, the seats, the filthiness, the smells. Should consider staying open longer on weekends. Need more people to clean up you guys want to raise the fares and then pocket the money but you need all these other things going on. You're asking for more money but cars are not clean. Not enough people cleaning. The elevators are always down and escalators. Need more services over night and weekends. You guys need a big town hall meeting not just a call on the phone or the website. Need to hear people's input personally because the people working for BART don't give a damn about people riding it. Now if people working there was riding it, it would probably be a better transportation. Have a good day

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
164	4	Email		N/A	N/A	Subject: Against BART fare increase in 2016 I am highly against the bart fare increase in year 2016. Now we are paying \$3 a day for a parking. My trip from San leandro to 12th Oakland is \$2.40, which will be \$2.50 next year. The round trip + parking is \$8.00. The gas I drive around is less than 1 gallon, which is \$3 now. If the fee keeps increasing, I will quit taking bart and drive instead. I know you don't care since I am just one out of 400k passengers in a day. The fee hurts all low income families and poor.
165	6	Email		N/A	N/A	Subject: BART's Inflation Based Fare Increase 2016 If you would pay your employees a fare wage and NOT the highest in the country, then perhaps you wouldn't have to frequently increase fares to the riders.
166	7	Email		N/A	N/A	Subject: BART Fare Increase BART fares are already too high for the service you provide. I pay in excess of \$240 per month with an additional \$60 for parking for massively overcrowded trains that were last cleaned in 1978. If you want to charge the best, you have to be the best and you aren't even in the ballpark.
167	8	Email		N/A	N/A	Subject: Really You are really going to increase fares for bad service, stinky garage that never gets cleaned (and I am in Dublin, a so called NICE Station). I told the usually quite rude station agents several times that the buttons on the elevators are burnt out, nothing has been done. You say you are increasing fares for cost of maintenance and improvements and it is for lining your pockets and giving raises for folks that sit there and read their paper barely looking up. They can't get fired even if the embezzle and plead guilty to that. Wow, just wow. I so wish there was a Ferry close to me. Or anything quite frankly. Pretty soon it will be cheaper to drive.
168	11	Email		N/A	N/A	Subject: Don't raise BART fares Don't raise fares. For the last few years, BART has not gotten any cleaner or safer. I rarely see BART police working. Spend the existing money on cleaning the carpet (or remove them all together). Get the homeless and beggars out of the BART locations. Have more patrols in SF and Oakland/Hayward area at night.
169	12	Email		N/A	N/A	Subject: Fare increase You must be kidding. Fares are high already and the trains are so crowded and sometimes delayed or just so slow, get real, be fair about this, everything is going up in this city except for peoples wages. I won't ride.
170	21	Email		N/A	N/A	Subject: Fare increase 2016 Please don't increase fares again on top of parking fee hikes....our salaries can't sustain it and it's almost crossing the line to drive...it's making a trip to SF very unattractive.
171	22	Email		N/A	N/A	Subject: No fare increases! I oppose any fare increases. Fares are already sky high, and they should be rolled back, not increased.

Count	Re- spon se ID	Outreach Event	Type of Survey	Minority/Non- Minority	Low- Income/Non- Low-Income	Response
172	25	Email		N/A	N/A	<p>Subject: increase in BART fares</p> <p>I do not ride BART except on rare occasions, but I do believe that the rates are fairly high, and the pay given to people who are train operators who's job does not require a lot of skill or education, are making far too much money for what they do. I would rather see lower pay for these people, who make more than some college graduates, than to raise fares even further.</p>
173	29	Email		N/A	N/A	<p>Subject: BART's Inflation Based Fare Increase 2016</p> <p>Pay more to ride BART? No way! They need to better manage the money they already have. I've ridden on rapid transit in different cities around the world and BART is by far, the worst! BART does not run on time, something is always going wrong or breaking down. The cars are smelly, dirty and disgusting. The car's track system is far too noisy for health standards (I've had to get noise canceling headphones just for the commute). The air conditioning is often broken, leaving us standing there packed together in the car, sweating and barely able to breathe above the stench. I'm usually in support of unions, but the strikes by BART employees are just absolutely ridiculous. I don't understand how they get away with it, who do they think they are? In this economy they do not deserve raises, and we do not deserve to pay more for such unacceptable facilities and service!</p>
174	34	Email		N/A	N/A	<p>Subject: Fare Hike</p> <p>Bart:</p> <p>I protest against the proposed fare hike. Bart is already over-expensive, and poorly run. The directors give themselves too many perks and benefits. And they over-compensate and over-benefit the employees.</p> <p>Directors and their families should not get free passes. A 25% discount will be just fine. Nor should they get health and other benefits far in excess of what average workers (not Bart workers) get. Plus, their travel should be kept to a bare minimum. These same restrictions should apply to the workers. Health benefits should not be so highly subsidized. Nor should there be so much overtime and sick leave. Until Bart can control and reduce their expenses, there should be no fare increase. Should expenses be controlled, any increase should be wholly dedicated to maintenance and new equipment, both of which are currently lacking.</p>
175	35	Email		N/A	N/A	<p>Subject: PLEASE DO NOT RAISE BART FARES</p> <p>As a regular BART rider I think it's outrageous that BART burdens the riders with fare increases when the system is run so wastefully and excessively. Public transportation should be affordable to the public, many who do not own a car and who sacrifice and take on the inconvenience and discomfort of riding public transportation; it should NOT be used to enrich BART employees who are already amply paid.</p>

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
176	36	Email		N/A	N/A	<p>Subject: Fee hike- Negative Comment</p> <p>Dear Board:</p> <p>As an employee of the California state government and working for the Department of Public Health, I disapprove of this fee hike. It is understandable that Bart must continue operations, improve trains and account for inflation, however with every hike the affordability of taking alternative "friendlier" transportation becomes less practical.</p> <p>Here at CDPH, we are reimbursed \$65 at max for our 'local transportation' expenses. My ticket expenditure has almost always exceeded \$200 a month. At this rate, I may as well drive from my home in Pittsburg to work in Richmond. The price for gas is essentially the same, factoring in the recent increase in Bart delays, incidents and loss of compensation at work for arriving late. If this fee increase arrived at the time the new trains did, then I could understand, but with the cars being as they are, and the simply ridiculous crowd cramping condition during rush hour(s) I would rather spend an extra \$50 a month to be in my own car in traffic.</p>
177	37	Email		N/A	N/A	<p>Subject: Fare Increase</p> <p>To whom it may concern,</p> <p>Why would anyone support a BART fare increase? It's by far and away the most poorly managed public transportation system in the country. Strikes, constant delays, bitter employees, the complaint list is endless. If there was any other alternative, BART would be out of business in a second. You're only recourse is try and extort as much money out of the riders as possible</p>
178	38	Email		N/A	N/A	<p>Subject: Do Not Raise Fares</p> <p>Please do not raise bart fares!!! I ride bart to work and it is already expensive as it is! We can not afford the added cost of paying more for transportation with all our other expenses. Many people I talk to feel the same. SO PLEASE NO FARE INCREASES!!</p>
179	42	Email		N/A	N/A	<p>Fares are already too high. The only ones who benefit are the employees and relatives, yes because they ride for free. And seniors who finally get a break.</p>
180	2	Townhall		N/A	N/A	<p>Why are they continuing to raise the parking and bus fares? Mothers and people on public assistance. Difficult to lower income people to get around. Why is it necessary?</p>
Comments on Other Subjects						
181	227	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	Yes please increase police presents in the BART trains
182	213	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	I think the salary needs increase if the fare increases. Think.
183	70	Lao Family ESL Class	Print	Minority	Low-Income	Increase
184	71	Lao Family ESL Class	Print	Minority	Low-Income	Increase
185	72	Lao Family ESL Class	Print	Minority	Low-Income	Increase
186	10	La Clinica de La Raza	Print	Minority	Low-Income	I'm very happy to hear that BART Rides to both near airports
187	12	La Clinica de La Raza	Print	Minority	Non-Low-Income	Excellent both rides to airports
188	51	Family Bridges	Print	Minority	Low-Income	I hope that BART will be better and better

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
189	61	Lao Family ESL Class	Print	Minority	Low-Income	I'm feel very convenient because can a saving to time
190	62	Lao Family ESL Class	Print	Minority	Low-Income	I am happy because your help
191	63	Lao Family ESL Class	Print	Minority	Low-Income	I find it safer to ride the bart to travel in a car
192	64	Lao Family ESL Class	Print	Minority	Low-Income	I find it safer to ride the bart to travel in a car
193	74	Lao Family ESL Class	Print	Minority	No Response	I have good idea
194	75	Lao Family ESL Class	Print	Minority	Low-Income	I have good i
195	96	Lao Family	Print	Minority	Low-Income	Work at SF discount for low income?
196	103	Lao Family	Print	Minority	Low-Income	Some train stations look not safe to train riders
197	104	Lao Family	Print	Minority	Low-Income	Train look very unattraive color
198	115	Lao Family	Print	Minority	Non-Low-Income	Air conditioning on trains in afternoon would be great.
199	120	Lao Family	Print	Minority	Low-Income	I have a job in SF. So I used BART, everyday good and safe for me.
200	122	Lao Family	Print	Minority	Low-Income	Went to church and Bible Study
201	123	Lao Family	Print	Minority	Low-Income	Church and Bible Study. Good and Safe
202	155	Lao Family	Print	Minority	Low-Income	BART is very convenient
203	158	Lao Family	Print	Minority	Low-Income	Please put a clause or pass a bill to prevent future strikes. That was a disaster leaving thousands to find a way to work
204	170	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	Love BART!
205	176	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	I like BART!
206	179	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	love riding BART on long trips saves gas and gives me time to relax
207	181	Cinco de Mayo Festival (SF)	Print	Non-Minority	No Response	Late night Please
208	183	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	Would love later service on Fri, Sat.
209	189	Cinco de Mayo Festival (SF)	Print	Non-Minority	Low-Income	Thank you
210	191	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	Love BART!
211	204	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	cars are loud, need ventilation (open windows), plastic seats (so that can be hosed down)
212	207	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	More supervision on BART trains. Security reasons people who ask for money or fight on trains
213	216	Cinco de Mayo Festival (SF)	Print	Non-Minority	Low-Income	It's loud cheap so that I can move to East Bay. Can you always sell many pacquiau tee-shirts?
214	217	Cinco de Mayo Festival (SF)	Print	Non-Minority	Low-Income	Please fix/grease/oil tracks so as to reduce extreme noise of screeching tracks now that there is so much money in SF let's see some improvements. Regulate vagrancy better. Fix squeaky tracks.
215	220	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	go to the south bay
216	222	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	very loud, new cars would be nice, clipper website is a disaster
217	229	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Would like to see more officers patrolling trains
218	235	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	I would love to have a monthly pass option for discount on frequent riders
219	236	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	A monthly pass, or consideration for people commuting daily would be a plus
220	237	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	Need escalators been fixed. More clean
221	239	Cinco de Mayo Festival	Print	Minority	Low-Income	cleanliness of public transportation

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
		(SF)				
222	243	Cinco de Mayo Festival (SF)	Print	Non-Minority	Non-Low-Income	BART need face lift please
223	247	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Security, more police more supervisors for homeless, dirty on BART, stairs dirty, too much smoking, need to clean. Clean for people. Powel street station homeless asking for money
224	249	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	BART is convenient too my destination. I try too catch more often. But depends on my update on traffic control.
225	253	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	To have more safe at the station BART and clean
226	256	Cinco de Mayo Festival (SF)	Print	Minority	Non-Low-Income	We love BART
227	258	Cinco de Mayo Festival (SF)	Print	Minority	No Response	Good transportation and rider better
228	260	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	I like BART!
229	262	Cinco de Mayo Festival (SF)	Print	No Response	Non-Low-Income	Beautiful people but expensive
230	201	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	N/A
231	5	La Clínica de La Raza	Print	Minority	Low-Income	All the services are very good
232	3	La Clínica de La Raza	Print	Minority	Low-Income	Put a station in Pittsburg
233	7	La Clínica de La Raza	Print	Minority	No Response	Please clean the bathrooms so that they can be used with plenty of confidence
234	8	La Clínica de La Raza	Print	Minority	Low-Income	Why isn't there more security at the stations?
235	9	La Clínica de La Raza	Print	Minority	No Response	I'd like more security
236	177	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Everything is fine
237	182	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	I think that the cost of living in San Francisco is very high and what we make is no longer enough to live on
238	187	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Have more surveillance inside the BART
239	198	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	I'd like more direct service on weekends, without train transfers
240	214	Cinco de Mayo Festival (SF)	Print	Minority	No Response	More maintenance to the trains, more reliable service, cleanliness outside at the train station entrance
241	48	Family Bridges	Print	Minority	Low-Income	[I] suggest senior should have more discount or free of charge (similar to the free of charge method San Francisco public transit adapted)
242	218	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Yes, sometimes there's no elevator service for strollers.
243	223	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Everything is perfect
244	230	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	More security service
245	240	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	To have more sanitation in the elevators and more warning signs and BART notices
246	257	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	Yes. Service should be cleaner, safer and the trains should not stop so much for up to 20 minutes. A better AC system is important and service [should be given] in Spanish. And when broadcasting instructions both in and out of the train cars, do it in Spanish too.
247	259	Cinco de Mayo Festival (SF)	Print	Minority	No Response	It's a very good service.
248	264	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	It's a very fast mode of transportation
249	265	Cinco de Mayo Festival (SF)	Print	Minority	Low-Income	When broadcasting over the PA system, do it in different languages

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
250	11	La Clinica de La Raza	Print	Minority	Low-Income	All the services are excellent
251	271	African Advocacy Network	Print	Non-Minority	Low-Income	Keep BART affordable
252	277	African Advocacy Network	Print	Non-Minority	Low-Income	BART is already a bit too far outside of my transportations as is.
253	279	African Advocacy Network	Print	Non-Minority	Low-Income	Mass Fare strike/refusal Free transit! (Or at least sliding scale, not and low-income, monthly/day cards.
254	281	African Advocacy Network	Print	Minority	Non-Low-Income	BART is expensive. Living wages and rent have pushed residents out of SF. Commute is expensive for basic wages.
255	14	Online		Non-Minority	Non-Low-Income	How does this figure in with the raises that were just given to Union employees? From my perspective they are paid too much-taking monies away from fixing an aging system that is handling increased traffic. Bet there are folks willing to work for less.
256	16	Online		Non-Minority	Non-Low-Income	As a commuter on BART since 1980 I feel there should be some type of additional benefits or cost savings. I purchase the high value BART Ticket at \$60 for a \$64 Value Ticket. This has been the only cost savings benefit I know of for years now. Do you know how much money I have paid BART over the last 35 years and BART gives me a \$4 discount on a high value ticket of which doesn't even last through a 5 day work week since I travel from Pittsburg/bay point to Powell street station, Monday thru Friday, twice daily. Again long time commuters are hit with a minimal fare increase but what is also hurting my budget is the continual increase in the parking fares. Since paid parking was enforced several years ago it increased from .50 cents and now will be \$2.50. When will the parking fees stop because I do not see any improvements in parking or adding additional parking at the Pittsburg/bay point station. I only see garages going up in walnut creek, pleasant hill, and Oakland west, etc.... It is almost too costly to consider commuting to work in the city anymore or in the near future. My job does not give me yearly pay increases and I'm lucky to get a cost of living increase which does no good when fares are increased, rent is increased, food prices are increased, etc.... You keep increasing fare prices and the neighborhoods BART serves will not consider a family adventure or sport event by taking BART because by the time you pay for a family of 5 or 10 to ride BART you're broke. It is cheaper to put the family in a Van, pay for gas, drive to the destination with no hassles of using other public transportation to get to your ultimate destination and pay to park or pay an entry fee at that destination and be able to enjoy the day with money still in my pocket. Take the family on BART and be broke all day with no enjoyment. When will the increases stop to your regular paying customers? When we can't afford to commute anymore! Find alternatives to filling the funding gap. Eliminate some of the high paying jobs in the BART administration. Cut back on station attendants which are standing around in groups of 4 to 5 agents doing absolutely nothing to help the passenger (your customers). Find other methods--fundraisers--quit milking your commuter "customers" or you will not have enough of them someday to have a BART system. Thank you for taking the time to read my comments even though they will not change a thing or stop the

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
						increases and taking my hard earned money. P.S. As a "white" person, I feel discriminated against with all the minority questions below. The "white" person is now the minority especially in California. Thank you.
257	19	Online		Non-Minority	Non-Low-Income	FIX BART!
258	20	Online		Minority	Non-Low-Income	BART needs more frequent service to SFO airport and Millbrae. Also, stop sending out of service trains to Daly City station platform 3
259	26	Online		Non-Minority	Non-Low-Income	Trains need to run overnight, `and` still service all stops.
260	28	Online		Minority	Non-Low-Income	Yeah, how much of the improvements are tax funded and how much of profits actually go to maintenance and repairs? My pay has not gone up. My daily commute costs have. It's getting ridiculous.
261	29	Online		Non-Minority	Non-Low-Income	Is this really necessary so soon and upgrading the system is necessary.
262	34	Online		Minority	Non-Low-Income	Given the current level of Bart service (constant bart delays, crowded trains, dirty stations) I would hope that all funds from this proposed increase in fare will go towards fixing these issues and not towards increasing bart employees' already inflated salaries and benefits.
263	35	Online		Minority	Low-Income	A system designed like MTR in Hong Kong would be much more efficient, clean, and have more options for revenue recovery with stores in stations.
264	39	Online		Minority	Non-Low-Income	Last week I saw one of your janitorial workers take a bottle of water and empty it onto the tracks at Lake Merritt so he could toss the recyclable bottle into the garbage. How is increasing my fares on BART going to compensate for one of your employees combining water and electricity to maintain the cleanliness of the BART system??
265	45	Online		Non-Minority	Non-Low-Income	I don't see any relevance to how the following questions help BART determine whether they are reaching the communities they serve. It is nothing more than a demographic survey. If you want to truly serve the communities of the Bay Area, you should be creating faster routes (express) where possible and if the single track system does not allow for this, then investing in multi-track systems. BART also needs more efficient connections to other transit connections, including Caltrain, hence faster routes given a number of people in the north bay work on the Peninsula. If there were more efficient routes I would surely ride BART on a more consistent or even daily basis. I'd also like to see more lobbying of federal officials for public transit subsidies to make riding public transit more affordable than driving. With the cost of public transit more expensive than driving, the future of Bay Area transit is in a dire situation.
266	51	Online		Non-Minority	Non-Low-Income	I've travelled between Pleasant Hill and Montgomery stations daily for work for the past decade. Cleanliness in both the stations as well as the trains has suffered greatly during this time. New seats and flooring on the trains has helped, but I hope that this fee increase is used to improve the riding experience for those of us who are on the train for extended amounts of time each day. The 'Fleet of Future' is several years away, we need improvement on what we currently have to ride.

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
267	53	Online		No Response	Non-Low-Income	I take every chance I get to say this: Longer trains in the morning from Richmond to SF !! 8 cars at 720AM and 735AM ???? Ridiculous! Is it your plan to make sure riders can only get a seat if they get on at Richmond or El Cerrito Del Norte ?? Come on now I get on at N Berkeley I am 56 yrs old, I am not disabled but I have some painful arthritis so standing is not easy
268	57	Online		Minority	Non-Low-Income	You're going to do it anyway no matter what the public says, so at least if you're going to increase the fares on the Richmond line can you also increase the evening and weekend service on the Richmond line? It so difficult to ride Bart after rush hour to get to Richmond/EC/Berkeley. Also: you need to put garbage cans in your stations
269	62	Online		Non-Minority	Non-Low-Income	If BART is going to continue increasing its already expensive prices (compared to many other cities around the globe), it could at least run until 2 a.m. on Friday and Saturday nights, to provide better transit options and encourage public transit over drinking and driving. Even just every 30 minutes or every hour would make a huge difference for a lot of people.
270	68	Online		Non-Minority	Non-Low-Income	This is the question you ask first?
271	79	Online		Minority	Low-Income	I believe that Bart should have more late night services and have weekend fares
272	80	Online		Non-Minority	Non-Low-Income	Would love to see the 24 hour BART program serve San Mateo county and SFO. Living in SSF and working at SFO it would allow me to use the service to have a late night out as well as get to work at 0500 which currently with the schedule is not possible.
273	85	Online		Minority	Non-Low-Income	Are we raising these fees for the improvement of bart or more to cover the raises and benefits that were pass down to the drivers of bart? I have been riding bart for close to 4 years and have not seen much change in the trains as well at some of the stations. I have not seen any changes by some of the drivers either. I assume you get paid more if you start doing more things but what I see is them doing the same thing over and over and wanting more. I will be honest the good change was the bart transportation to the airport.
274	86	Online		Minority	Non-Low-Income	Why are we being charged more for sub-par service, filthy, dangerous trains that the homeless use as a hotel? CLEAN UP YOUR ACT.
275	89	Online		Non-Minority	Non-Low-Income	I have a couple comments. The Dublin/Pleasanton line needs more frequent trains during rush hour. Also, the trains are always incredibly hot. Please manage the temperatures better so that when we are riding a packed train, we are not also sweating on each other.
276	116	Online		Non-Minority	Non-Low-Income	if you are going to make these fare increases can you please make sure your train operators can give announcements loud and clear. I have been on the same train (train #) several times with different drivers one driver gives announcements so that everybody can hear them other drivers you can barely hear. If they can't make an announcement maybe they need a different job. Also when you have delays you guys need to make a better effort to let your passengers know what is going, give them updates. Some riders may have other ways of getting to their destination. I

Count	Re- sponse ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
						am sure you like to have updates when traveling on public transportation
277	118	Online		Non-Minority	Non-Low-Income	Would have liked a web site to see increases for all trips.
278	122	Online		Non-Minority	Non-Low-Income	Why is it more effective to consult Google Maps than the platform signs for train times?
279	124	Online		Non-Minority	Non-Low-Income	You're station agents are nasty to riders. I cringe when something goes wrong with my card and I have to go talk to them because they are ALWAYS so hateful. You have crowded trains, lousy weekend service and refuse to do anything about it and you feel we should pay 3.4% MORE. FOR WHAT? To increase your administrator salaries?
280	125	Online		Non-Minority	Non-Low-Income	What are you doing about overcrowded trains during commute hours? Are we expected to pay more for the same or less (given the bay area's population growth)? My train is delayed in both directions nearly every single day, will this increase fix that? How much is going toward payroll?
281	128	Online		Non-Minority	Non-Low-Income	As fares are raised, the community should have more say in how Bart funds are spent. The money set aside for the extension to Warm Springs, for example, might be better spent on making sure that there are longer trains for rush hour and for making more key services (bathrooms) available to riders.
282	129	Online		Non-Minority	Non-Low-Income	It seems like BART fares are increasing each year and the value of the system decreases. Meaning, the trains are always late, broken, or people keep jumping on the tracks. The stations are dirty and so are the trains. I am tired of paying more for a service that keeps falling apart. And let us not forget the BART employees who are overpaid! If you are going to keep raising the prices, then start fixing the system.
283	136	Online		Minority	Low-Income	I take the first Dublin/Pleasanton train M-F, and several times the station agent at 16th St. Mission did not arrive in time to open the station. Completely unacceptable. Weekend closure between Fruitvale and Coliseum stations, with minimal bus bridge, is a phenomenal example of poor planning. Increase late night service and invest in track redundancy. No more strikes.
284	142	Online		Minority	Non-Low-Income	Yes, why is it that no monies from the increase are being directed towards parking. We are not only charged for parking, but we are lucky if we can even get parking at the West Pleasanton Station. This is a new station and the planning for sufficient parking was done poorly. I could accept an increase if there was a plan to eventually increase or find additional options for parking.

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285	143	Online		Non-Minority	Non-Low-Income	Note that it is the shortest trips, on the most efficient, most heavily used, and cheapest to operate parts of the BART system in and between San Francisco, Oakland and Berkeley, etc. — i.e. the only parts of BART that ought to even exist — that see the highest proportional fare increases, and those riders were already paying the highest relative fares. In contrast, long-distance riders from Dublin and Concord and the like pay far less per mile to ride trains that cost far more to operate (because they're empty most of the day, unlike in the urban core), and serve stations that cost as much to maintain despite minor numbers of passengers, on tracks that never should have been built as urban subway (i.e. BART) lines anyway. The exurbs salute you, brave BART Board of Directors, and thank you, urban suckers, for underwriting the worst sprawl. Next up for BART: the San Jose Flea Market! Oh, and \$1.85 (the shortest trips, including those within SF) plus 3.4% "rounded to the nearest nickel" is \$1.90, not the \$1.95 quoted by BART. \$1.95 is a 5.4% increase for you urbanites. But amazingly enough they do get exurb arithmetic right. Walnut Creek-Powell \$5.10 plus 3.5% does indeed round (DOWN, this time) to \$5.25, giving them a 2.9% increase.
286	146	Online		Non-Minority	Non-Low-Income	Fares between and within Oakland and SF are MUCH MORE EXPENSIVE per-mile than long-distance fares. Long-distance riders are more expensive to serve. Urban riders are cheaper to serve: far more riders per train, far more riders per station, 24 hour demand. So why does BART subsidize the longest rides by the most affluent homeowners in the most distant parts of the bay area? Why does BART's fare system discriminate against downtown Oakland to downtown San Francisco trips while rewarding Dublin to SF or Pittsburg to Millbrae? Reset the fare basis to be fairer, and to reflect the costs of running empty trains to then ends of the lines while trains are jammed within Oakland and SF.
287	147	Online		Non-Minority	Low-Income	Please include a low income payment option!
288	148	Online		Minority	Non-Low-Income	Quit paying your board and unions so much and spend that money on the system.
289	151	Online		Non-Minority	Non-Low-Income	Bart is already expensive -- whatever the increase is going to be, we need to ensure that taking public transportation does not cost more than commuting by car if we want our local infrastructure to support sustainable growth.
290	152	Online		Non-Minority	No Response	Your proposed fare increase for short journeys is over the 3.4% number that you're claiming! \$1.85 -> \$1.95 is over 5%. Please consider honoring your stated percentage of 3.4% to avoid misleading the public.
291	187	Online		Non-Minority	Non-Low-Income	BART needs to spend money on cleaning its cars. The seats and carpeting on trains are filthy. Some stations are littered with pee and homeless people left and right. Trains are overcrowded especially during rush hour.
292	96	Online		Minority	Non-Low-Income	Need more space here for list of bart improvements. A few are: 1)less delays, 2 lines running every 15 minutes to Dublin/Fremont but delays almost daily 2) redundancy plan? So often a train stalls in the tube, leaving all other trains immobile? 3) Want to promote more ridership but can't accommodate riders during rush hour?

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293	158	Online		Non-Minority	Low-Income	So irritating all the problems and things working on bart ie elevators, rude staff, lack of safety for bike parking, recent strikes for more benefits just costing me more. ..
294	160	Online		Non-Minority	Non-Low-Income	Will this increase keep the station cleaner?
295	163	Online		Non-Minority	Non-Low-Income	My income isn't increasing at the same rate as my already expensive BART fare. Also the federal max of \$120 tax-free per month does not come close to covering my commute.
296	164	Online		Non-Minority	Low-Income	Bart needs an affordable option for families and individuals who rely on bart but lack an abundance of resources.
297	165	Online		Minority	Non-Low-Income	Yes, I have been riding the train from Pittsburg's; on the 5:32am the train is filled with homeless riders. They take up numerous seats, and when you call and complain it that's forever before the police arrive. Will this increase fund more police or staff? It appears to the general public no matter how much the system receives the issues continue. That goes for the cleanliest of the trains to the rude station agents that just yell at patrons. If I didn't want to deal with the drive I would drive to work since I have free parking in the city.
298	168	Online		No Response	No Response	Bart employees pay is outrageous, benefits are sweet and they should pay to use Bart.
299	169	Online		Minority	Non-Low-Income	1st you want to keep increasing parking fares, next you want to increase transit fares. I've seen cars going to Richmond where the seats look it was never cleaned and this is at 5:50 am. What are you doing with all this money?
300	171	Online		Minority	Non-Low-Income	You should improve the gate system before you increase the fare, so that everyone pays fare. There are so many cheaters who sneak out gates. The cheaters come out from elevators, so that they do not have to go through gates, or they go through gates before the gates close, or sometimes they jump over the gates. They also use red or green tickets. It is unfair to keep charging to the honest riders while more and more cheaters riding BART without paying fare. The station agent is not even watching the gates. You do not have to increase the fare, because you can easily increase your revenue if everyone pays the fare. Each time you increase the fare, you have more cheaters.
301	173	Online		Non-Minority	Non-Low-Income	run more Fremont to Richmond & vice versa during commute hours
302	174	Online		Minority	Non-Low-Income	How will you stay transparent to ensure that money raised from these fare increases will go to capital improvements only?
303	175	Online		Non-Minority	Non-Low-Income	Why isn't the in-city SF fare increase spelled out on your web page? Just a small oversight...
304	176	Online		Non-Minority	Low-Income	yes
305	183	Online		Non-Minority	Non-Low-Income	Bloated administrative and worker salaries are the problem
306	184	Online		Non-Minority	Non-Low-Income	I used BART to commute 5 days a week for almost 30 years. When i had the opportunity to move my office and avoid BART i jumped at the chance. I now avoid it as much as possible as the experience has become unbearable -- crowded, no seats, noisy, and too costly.

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307	188	Online		Minority	Non-Low-Income	BART should improve its services such as cleaner trains, longer trains, and more frequent trains before any fare increase as BART is already expensive relative to the services it provides.
308	190	Online		Minority	Non-Low-Income	BART is a rip-off, Parking is a monopoly and it sucks when people have no choice but to pay exorbitant fares and parking fees for the worst possible service you can give.
309	191	Online		Minority	Non-Low-Income	Bart trains continue to be overcrowded to the point of insanity, very dirty, and the fleet is rather aged. While inflation can inform Fare increases- as a daily Bart rider- I have not seen the quality of my ride experience improve over the past years.
310	3	Email		N/A	N/A	At some point, you will price yourself out of the market.
311	9	Email		N/A	N/A	Subject: BART's Inflation Based Fare Increase 2016 BART should create a low income discount fare recognizing that while San Francisco is a job rich area many low income workers and students cannot afford to live there and commute from lower housing cost communities such as Richmond and East Oakland. Seattle is a model to examine. Presently the MUNI low income discount program is restricted to residents and is a low bar for BART to meet.
312	10	Email		N/A	N/A	Subject: Increased fares. Again!!!! Since San Francisco is the only city that has a monthly Bart Pass. What happened to Bart's plan to do the same in other cities? I host students that use BART every day, in fact 7'days a week, they have to pay a huge fare over the course of one month. Why don't you introduce a monthly discounted pass for riders that actually use the BART system daily? This is done in Switzerland, Germany and the United States. It is time that BART is rider friendly and makes it more affordable for everyone.
313	15	Email		N/A	N/A	Subject: Fare Increase 2016 Hi, I'm a daily BART rider and I understand the need to increase fares in 2016. I also understand how vital it is that BART run and not be subjected to strikes that shut the system down. That is not fair and is highly unethical. There are many parts of my job that I don't think are fair but I still have to go to work and so should Union workers.
314	16	Email		N/A	N/A	Subject: Fare Increase MUNI recently began allowing seniors to ride free. Is BART giving any consideration to a similar move?
315	17	Email		N/A	N/A	Subject: Fare Increase I fully expected this after the recent strike but at the same time I want to be clear that the importance of a reliable BART system for a growing Bay Area economy cannot be understated. The BART Board cannot allow future BART strikes, I know that the public will have a long memory on the impact and the way the negotiations were handled. It is not place to question what BART workers should be paid, I just want to make sure that there is adequate planning to avoid any future strikes and to improve the system to avoid the recent many service impacts Thanks

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316	18	Email		N/A	N/A	<p>Subject: BART's Inflation Based Fare Increase 2016</p> <p>To whom it may concern:</p> <p>I am very concerned about the increase in Bart fares. What is the point of public transportation if it prohibitively expensive? If I have to travel on Bart to SF, I only take it if I will be alone. If I am going in with my two children, it is cheaper to pay for gas, toll, and parking than to take Bart. And it is often more convenient to drive, especially on weekends, when Bart is less frequent and the cars (I travel on the Pittsburgh/Bay Point line) are overflowing with people - often because there are less than 10 car trains. Bart should be much more heavily subsidized for all riders - perhaps funded with higher bridge tolls for cars - and children and college students should ride for free. Please feel free to share these views with the legislature. If you provide me with the appropriate addresses, I would be happy to reiterate these funding thoughts with them as well.</p> <p>If we are looking to reduce traffic congestion, we must provide more tax funding for Bart to incentivize people to take Bart with lower fares and more frequent trains with increased capacity. And ultimately, we need to create new lines - especially along the I-680 corridor.</p> <p>Thank you for your consideration of my views.</p> <p>Regards,</p>
317	19	Email		N/A	N/A	<p>Subject: fare increase</p> <p>Let's be honest. No matter how you attempt to spin it, these fare increases are because you gave the already overpaid bart unions another huge raise they don't need or deserve. I am against the fare increase and any further raises for bart workers. Some of this should be taken out of the compensation of the people who screwed up the negotiations instead of the poor riders and taxpayers</p>

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318	20	Email		N/A	N/A	<p>Subject: Fare increases for 2016</p> <p>To Bart Members,</p> <p>This letter is in regards to the likely increase of 10-15 cents next January. The local news sources state it will raise \$15 million dollars for system upgrades, cars, maintenance, and so on. All those areas are important for the safety of Bart riders and I am willing to contribute to my share to help.</p> <p>That said I also want to remind you the Bart connector to the airport cost hundreds of millions and it was an INEFFICIENT use of funds that we paid. The cost to ride is \$6 each way in addition to the regular fare that must be paid from whatever station you begin, the total cost is absorbent and the connector is underutilized. The public can pay less to go to SFO in most cases or take a car share ride for less. That project was a waste of BART's time and money.</p> <p>I do not want to continue to contribute to BART's fare hikes if the money is spent inefficiently and the system is not actually upgraded properly. Every time you increase the fares it effects BART riders monetarily and forces us to consider the cost of commuting and what is most cost effective transport for us. I currently pay \$6.20 per day round trip to ride BART, with the increase it would be up to 30 cents more per day which would cost me over \$70 per year to continue to ride. Though it may sound minimal to some it isn't for me. I am a preschool teacher and also have to pay for a MUNI pass monthly as well so the cost of my commute per year is over \$2300. I am certain I am not alone in this situation as most people use another transit agency besides BART to get to work.</p> <p>BART only offers reduced fares to youths and seniors but many people in other situations also are on tight budgets and every fare increase effects our income. If the cost to ride BART continues to increase (which is certain) people will consider driving or carpooling instead if the costs deem it more feasible. I ask you consider the frequency of your fare hikes and how much as many people in the Bay Area are struggling financially.</p> <p>Regards,</p>
319	23	Email		N/A	N/A	<p>Subject: BART Fare Increases: Impact on SENIORS</p> <p>I sincerely ask that the design of your fare increases EXEMPT SENIORS from any increase.</p>

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320	24	Email		N/A	N/A	<p>Subject: Future Fare increase</p> <p>Greetings!</p> <p>First, I believe that this new fare increase has come too soon. I know that the three uses of the fare increase are really important but I believe there is another way to obtain money for the things BART needs most. I propose that the BART employees do their job more efficiently. I ride BART regularly and it is rare for me to see the BART employee in the booth actually watching people enter and exit the station. The number of people either entering behind another person in order to prevent paying fare or people jumping over the machine, could help BART to earn a lot of money. It really bothers me to see a BART employee looking at his or her cell phone or talking to one another person. I am very observant and conscious of the dishonesty of people and BART employee's not doing a good job of keeping people honest. I thought about this situation when BART went on strike. BART employees want more pay but yet they aren't doing a good job of making sure that people are paying their fares in order to bring more money in. So, in closing, BART fares are increasing so please be vigilant in collecting fare from all BART riders. It can't be that difficult to watch people enter and exit BART. It is not even time consuming, just boring.</p> <p>Thanks for all the good that BART does. I am grateful that we have the system.</p>
321	26	Email		N/A	N/A	<p>Subject: (N/A)</p> <p>With increased fares should come better service. Station workers are rude, and too many train operators don't even bother to announce stations.</p>
322	27	Email		N/A	N/A	<p>Subject: BART Fare increase</p> <p>Is it not possible to offer commuter passes at reduced rates, for loyal BART riders, on top of a fare increase? This is how other major world cities operate their public transportation. BART is increasingly unaffordable for families being displaced far out beyond BART stations, yet, they maintain social and economic ties in the city.</p>
323	28	Email		N/A	N/A	<p>Subject: Senior Exemption Requested for Bart / Clipper fares</p> <p>I am a Senior that has BART travel and a clipper card My income is fixed and I'd like your fares held down for seniors.</p>

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324	30	Email		N/A	N/A	<p>Subject: BART's planned Fare Increase for January 2016 (Attachment Included)</p> <p>BART has cited the basis for its January 2016 fare increase as follows:</p> <p>"The increase amount is determined by averaging national and local inflation over a two-year period and then subtracting 0.5% to account for BART's productivity improvements." [From the BART web site http://www.bart.gov/guide/titlevi accessed 20150409]</p> <p>I want to know specifically which Bureau of Labor Statistics Consumer Price Indices were used. Was it CPI-U? or CPI-W or another, and the dates over which the two-year period was calculated.</p> <p>"Knowing specifically" means in the best case the Internet web address (URL) for both the national and the sources of local inflation data.</p> <p>The Bureau of Labor Statistics says "The San Francisco-Oakland-San Jose, CA. metropolitan area covered in this release is comprised of Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, San Benito, Santa Clara, Santa Cruz, Sonoma, and Solano Counties in the State of California".</p> <p>http://www.bls.gov/regions/west/news-release/ConsumerPriceIndex_SanFrancisco.htm)</p> <p>The inflation data sources (national and local) are important. Here's why: the USA-wide inflation increase for Social Security recipients for the year 2015 was 1.7% - exactly HALF of BART's proposed January 1, 2016 fare increase. And the Social Security USA-wide CPI increase for 2014 was 0.0%. That's an average increase of 0.85% for the 2014 & 2015 years. Social Security uses CPI-W and it does not include an increase for living in the San Francisco Bay Area.</p> <p>I want to be sure I understand BART's data sources for inflation.</p> <p>If there is an introduction or overall explanation of the "Below-Inflation Fare Increase" program on BART's web site, please forward that URL also.</p> <p>Thank you.</p>
325	31	Email		N/A	N/A	<p>Subject: Possible Increases</p> <p>I understand the need to increase fares from time to time. My problem is my income has not increased as fast as your fares have. It's not just the fare itself but in between is the increase in parking at Bart fare so my TOTAL daily cost is increasing more than my income. I'm a mother of four kids, do not make much hourly, I have great benefits but just getting to work has to be factored into my budget and I don't have a lot of wiggle room.</p> <p>Please consider people like me when increasing your fares.</p>
326	32	Email		N/A	N/A	<p>Subject: Increase in fares</p> <p>I do hope seniors will not have take on the increase as we are on limited incomes</p>
327	33	Email		N/A	N/A	<p>Subject: TOO NOISEY TO RIDE - CANNOT HEAR STATION ANNOUNCEMENTS</p> <p>I HAD QUIT RIDING BART BECAUSE I CANNOT HEAR STATION ANNOUNCEMENTS OVER THE BART CAR TRAVEL NOISE.</p>
328	39	Email		N/A	N/A	Tuesday, April 14, 2015

Count	Re- spon se ID	Outreach Event	Type of Survey	Minority/Non- Minority	Low- Income/Non- Low-Income	Response
						<p>To Whom It May Concern,</p> <p>I have to complaints to make about the present system.</p> <p>Firstly, in regards to raising the cost of using the Bart System, I not against a fare hike. But before you do so, I think you need to do something about the surroundings in which we passengers have to manipulate getting to and from the trains. The filth in our stations should be an embarrassment to the transit system. It is blight on our cities and not advantages to anyone including the street people. I don't know what the answer is except something should be done. Those of you in control should be looking at solutions to the problem and a way to pay for it.</p> <p>Secondly, you need to make sure that the elevators and the hallways are maintained so that disabled users have access. Many times I have tried to use the elevator with a handicapped friend and find it is not in working condition including some escalators. Recently I was downtown and no where on the platform nor over the loud speakers was anything mentioned about the elevator being unusable. My friend has a walker and we had to return to the other end of the building to us the escalator. Between the two of us she was able to use the escalator. But what about wheelchair users? Or parents with strollers and small children? Leaving the station we found one of the escalators not in use and so had to use the one that left us out across the street from where we were going. Then we had difficulty getting across Market Street as the lights changed before she could get across with her walker. By the time we did make it across she was in need of her inhaler as she also suffers from asthma.</p> <p>Thirdly, I would like to ask why anyone put elevators all the way at the other end of the station where it is isolated and not safe for handicapped or parents with small children? It is beyond my understanding.</p> <p>I know it is not easy running a transit system, but I hope some of the concerns I've mentioned above will be remedied by someone in your group.</p> <p>Thank you for the opportunity to have my say.</p>
329	40	Email		N/A	N/A	<p>I never ride anymore because it already costs too much, the cars are gross and dirty and more times than not there is a lunatic in my car. Bart police are a joke... Go ahead raise the rates, pay the administration more money. Don't forget to make it louder for those (hundreds of thousands) of us unfortunate enough to live close to the tracks. I will not ride again anyway.</p>

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330	41	Email		N/A	N/A	<p>Dear madams/sirs,</p> <p>I recently learned from a news article that BART is planning to raise the fare to fund the future network expansion. While supporting and welcoming the network expansion, I'm having hard time to understand the link of fare raise to this project. The reason of my confusion is rather simple, has BART ever tried to optimize the profitability by improving the efficiency of your resource utilization?</p> <p>As a person who came from Japan where vast majority of transportation capacity is supplied by rail way system, I'm seeing quite a bit of opportunities for improvement. The Japanese train system's punctuality and safety are unbeatable, and the cost effectiveness for dollar (Japanese yen actually) per mile is superior to any other mean of transportation. They continue to invest for improvement in many areas without giving fare raise quite some time, and this has become possible not only because of the technology but also their desperate survival effort by transforming from government entity to 7 regional private company. Please don't miss understand me, I'm not expecting BART to be the same with Japanese train system. There are many differences in historical background and the business dimension. However I really wanted to explain where I'm coming from before I make some suggestions to improve your profitability to avoid fare raise while you build your financial base for future expansion.</p> <p>First, I'm seeing fairly noticeable gap in fill rate (how much crowded) by lane segment on my commute hours. My train (Pits B/Bay Pt) is almost always over filled while other trains are fairly open. I think there is a room to analyze the fill rate and fine tune the train configuration (# of cars) by hour/segment. The better the train capacity is aligned to the needs the better customer perception goes hence you will gain more popularity.</p> <p>Second, I'm not seeing any service differentiation by demand and popularity, meaning all train stops at all stations. Is there any way to operate express or rapid trains between high demand stations skipping low demand stations in between? This way you can offer improved service (shorter commute hours) to such high demand station users. For such improved services, you can raise the fare easier, and possibly higher than you are currently planning. What if you could operate express trains from SFO to central downtown that link these high demand points in 10 minutes? No other transportation can beat you and you possibly can charge double or even triple!</p> <p>Third, I'm not seeing enough synergy between other transportation methods, mainly with bus. Before you consider to expand your rail way, why don't you operate bus service to those future destinations under the name of BART with perfect alignment with the train schedule? This will help you obtain additional customers, and those new customers are pure gain as</p>

Count	Re- spon se ID	Outreach Event	Type of Survey	Minority/Non- Minority	Low- Income/Non- Low-Income	Response
						<p>they are coming from your competitors (private cars, car pool, etc.).</p> <p>All these methods were tried and proofed to be effective by your counterpart in Far East island country. If you have not explored these possibilities yet, I suggest you do so. If you have done so already, please let me know how the outcome was and the plan of implementation if you have.</p> <p>Lastly, I think there is a room to improve the work efficiency of your station officers. My coworkers and I are often seeing your officers in the booth reading magazines or chit-chatting. Probably many of your customers are seeing this. This is not a criticism, rather I think it's a great opportunity for improvement. As a Kaizen officer in my company (Kaizen is a Japanese term meaning continuous improvement, the biggest reason of Toyota's success), I suggest you review all of your officers work processes and find defective parts to make improvement. It is often effective to develop the officers to become cross functional through training and education, but the solution really depends on the analysis.</p> <p>Thank you for spending your time to read this long message. I'm hoping to see mutual benefit for years to come.</p>
331	43	Email		N/A	N/A	<p>I have read about the fare increases and the planned improvements BART plans to make to the system (more cars during rush hour, more paramedics on standby, etc.), but nowhere does BART address the constant breakdowns of the escalators (BART doesn't even alert passengers when escalators are out of service) and elevators at the stations, especially in San Francisco.</p> <p>I am disabled but am able to work. The only accessible down escalator in the evening is the one at Sansome Street when it is supposed to reverse direction from up to down (a very popular, high use escalator). When it is out of service, which seems to be more often than not, there is no other down escalator at that end of the station (the other entrances are either stairs or an up only escalator). If the Montgomery Street elevator were to be broken at the same time, the disabled would have no way to get to the trains. Although the Citibank building at 1 Sansome has access to BART, if you don't work in that building, you can't use the underground ramp to access the station. And the escalator at Montgomery requires that passengers walk down a flight of stairs before they get to the escalator, something I and most disabled cannot do.</p> <p>Being ADA compliant does not mean have disability access that doesn't work; it means having disability access that works. Please devote some money to making sure disability access is safe and working.</p>

Count	Response ID	Outreach Event	Type of Survey	Minority/Non-Minority	Low-Income/Non-Low-Income	Response
332	45	Email		N/A	N/A	Hi, I am a frequent rider of BART and use it as a primary source of commute to work. Could you please consider the introduction of Monthly Passes on BART?
333	46	Email		N/A	N/A	price of Bart tickets to the airport are so expensive it's cheaper to drive also unable to use the airport parking program. Filthy trains
334	3	Voice Message		N/A	N/A	Caller thought the fare increase % was calculated over one year.
335	1	Townhall		N/A	N/A	Why do they charge for parking when they raise the fair too? It's getting unaffordable.