



Survey & Contest

Please complete this survey and **hand it 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?

____ : ____ AM PM
(Hour) (Minute)

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**)

- I would not make this trip
- Bus or other transit (all the way to my destination)
- Drive alone to my destination and park
- Carpool
- Uber, Lyft, Flywheel or other app-based service
- Taxi
- Bicycle to my destination
- Other: _____

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

- Walked all the way to BART
- Bicycled
- Bus/transit
- Drove alone
- Carpooled
- Dropped off
- Uber, Lyft, etc.
- Taxi
- Other: _____

Where did you **park**?

- In BART lot Off-site

What fee, if any, did you **pay**?

- None/free Daily Reserved
- Daily fee Monthly Reserved

10 How long have you been riding BART?

- This is my first time on BART
- 6 months or less
- More than 6 months but less than 1 year
- 1 – 2 years
- 3 – 5 years
- More than 5 years

11 How often do you **currently** ride BART? (**Check one**)

- 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**

About how many times a year? _____

OPINION OF BART

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

- Very Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Very Dissatisfied

13 Would you recommend using BART to a friend or out-of-town guest?

- Definitely
- Probably
- Might or might not
- Probably not
- Definitely not

14 To what extent do you agree with the following statement: "BART is a good value for the money."

- Agree Strongly
- Agree Somewhat
- Neutral
- Disagree Somewhat
- 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**)

- White
- Black/African American
- Asian or Pacific Islander
- American Indian or Alaska Native
- 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: 12 or younger 13 - 17 18 - 24 25 - 34 35 - 44 45 - 54 55 - 64 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 - \$34,999 | <input type="checkbox"/> \$60,000 - \$74,999 |
| <input type="checkbox"/> \$35,000 - \$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+

22 What is your home ZIP code?
 Live outside U.S.

23 Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating. You also can use any number in between. Skip attributes that do not apply to you.

OVERALL BART RATING	Poor							Excellent
On-time performance of trains	1	2	3	4	5	6	7	
Hours of operation	1	2	3	4	5	6	7	
Frequency of train service	1	2	3	4	5	6	7	
Availability of maps and schedules	1	2	3	4	5	6	7	
Timely information about service disruptions	1	2	3	4	5	6	7	
Timeliness of connections between BART trains	1	2	3	4	5	6	7	
Timeliness of connections with buses	1	2	3	4	5	6	7	
Availability of car parking	1	2	3	4	5	6	7	
Availability of bicycle parking	1	2	3	4	5	6	7	
Lighting in parking lots	1	2	3	4	5	6	7	
Access for people with disabilities	1	2	3	4	5	6	7	
Enforcement against fare evasion	1	2	3	4	5	6	7	
Enforcement of no eating and drinking policy	1	2	3	4	5	6	7	
Personal security in the BART system	1	2	3	4	5	6	7	
bart.gov website	1	2	3	4	5	6	7	

BART STATION RATING	Poor							Excellent
Length of lines at exit gates	1	2	3	4	5	6	7	
Reliability of ticket vending machines	1	2	3	4	5	6	7	
Reliability of faregates	1	2	3	4	5	6	7	
Clipper cards	1	2	3	4	5	6	7	
BART tickets	1	2	3	4	5	6	7	
Escalator availability and reliability	1	2	3	4	5	6	7	
Elevator availability and reliability	1	2	3	4	5	6	7	
Presence of BART Police in stations	1	2	3	4	5	6	7	
Presence of BART Police in parking lots	1	2	3	4	5	6	7	
Availability of Station Agents	1	2	3	4	5	6	7	
Helpfulness and courtesy of Station Agents	1	2	3	4	5	6	7	
Appearance of landscaping	1	2	3	4	5	6	7	
Stations kept free of graffiti	1	2	3	4	5	6	7	
Station cleanliness	1	2	3	4	5	6	7	
Restroom cleanliness	1	2	3	4	5	6	7	
Elevator cleanliness	1	2	3	4	5	6	7	
Signs with transfer / platform / exit directions	1	2	3	4	5	6	7	
Overall condition / state of repair	1	2	3	4	5	6	7	

BART TRAIN RATING	Poor							Excellent
Availability of seats on trains	1	2	3	4	5	6	7	
Availability of space on trains for luggage, bicycles, and strollers	1	2	3	4	5	6	7	
Availability of standing room on trains	1	2	3	4	5	6	7	
Comfort of seats on trains	1	2	3	4	5	6	7	
Condition / cleanliness of seats on trains	1	2	3	4	5	6	7	
Comfortable temperature aboard trains	1	2	3	4	5	6	7	
Noise level on trains	1	2	3	4	5	6	7	
Clarity of public address announcements	1	2	3	4	5	6	7	
Presence of BART Police on trains	1	2	3	4	5	6	7	
Appearance of train exterior	1	2	3	4	5	6	7	
Condition / cleanliness of windows on trains	1	2	3	4	5	6	7	
Train interior kept free of graffiti	1	2	3	4	5	6	7	
Train interior cleanliness	1	2	3	4	5	6	7	
Condition / cleanliness of floors on trains	1	2	3	4	5	6	7	

COMMENTS: (Give additional feedback at www.bart.gov/comments.)

CONTEST ENTRY:

NAME: _____

May we contact you in the future to ask your opinion about BART? Yes No

DAYTIME TELEPHONE NUMBER: (_____) _____

Would you like to sign up for BARTable this Week, a free email newsletter with contests, discounts and events close to BART stations? Yes No

EMAIL ADDRESS: _____

CONTEST RULES: No purchase necessary. Void where prohibited. You may enter more than once. This sweepstakes ends on 10/24/16 at 5 PM PDT. Sponsor is Bay Area Rapid Transit (BART). Open only to U.S. legal residents of California who are at least 18 years old at time of entry. Employees/contractors of BART and their family/household members are not eligible to enter. Other restrictions apply. Sponsor will award one iPad (approximate value \$399) and four Clipper cards (approximate value \$100 each). Aggregate prize value: \$799. Winners will be chosen by random drawing. Need not be present to win. All federal, state and local regulations apply. For Official Rules, go to www.bart.gov/survey.

