

## Appendix D

### Fleet of the Future Final Train Car Model

#### North Berkeley Special Event Summary

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##### BACKGROUND

In April and May 2014, BART presented a life-sized 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 through talking to staff and completing survey forms.

In addition to the public events, BART held a special session for persons with disabilities at the North Berkeley station on Tuesday, April 29<sup>th</sup>. BART staff discussed possible formats for the event with the BART Accessibility Task Force (BATF) and other accessibility organizations prior to planning the event.

The event incorporated both a structured one-on-one exercise format and a more open format. Those interested in the one-on-one exercise were asked to sign up in advance for a time slot between 10 a.m. and 2 p.m.<sup>1</sup> Those who preferred to drop in at their convenience were asked to come between 2 and 4 p.m.<sup>2</sup>

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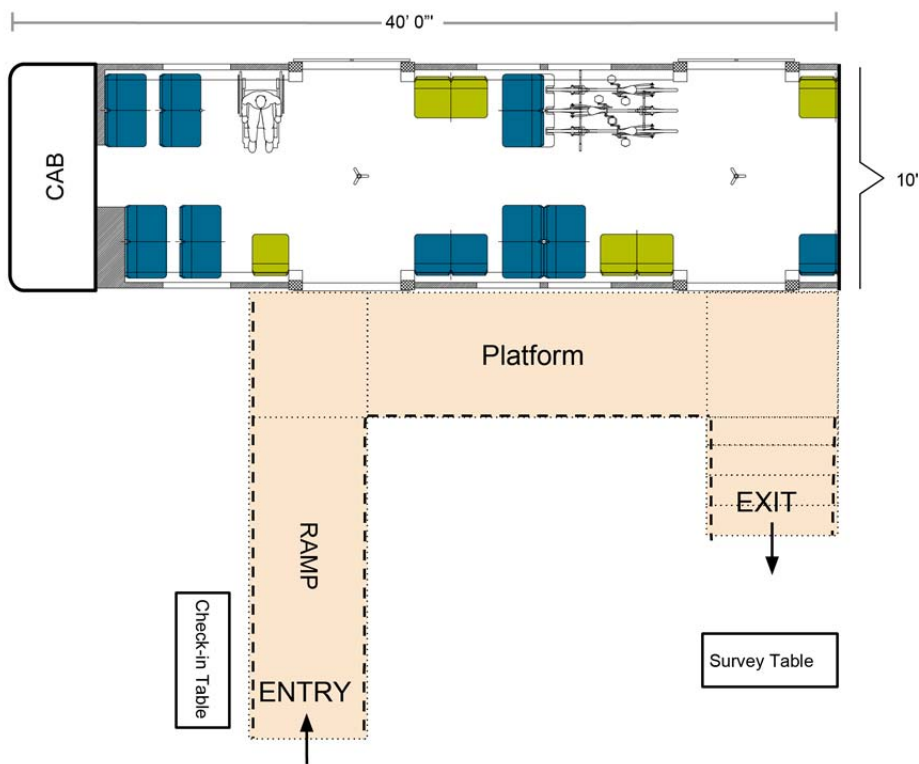
<sup>1</sup> Initial time slots were available between noon and 2 p.m. Due to high demand, more time slots were added between 10 a.m. and noon.

<sup>2</sup> The model was open to the general public from 2 p.m. to 7 p.m. BART had extra staff on hand between 2 p.m. and 4 p.m. to assist persons with disabilities as needed.

## Exercises

Between 10 a.m. and 2 p.m., approximately 37 people completed the onboard exercises, which consisted of boarding the train with a small crowd in the doorway area, getting situated, and exiting the train. These exercises were conducted on the cab side of the train car model near the wheelchair priority area (refer to diagram below). A stationary video camera was mounted in this area to record participants' movements with the goal of capturing any potential issues with maneuverability in this area.

## North Berkeley Layout - 04.29.14



Of particular interest were participants' interactions with the new floor-to-ceiling pole located in the vestibule. Note that the floor to ceiling pole near the wheelchair area was offset to the right in order to provide a wider path to the wheelchair area. (The distance from this pole to the single seat to the left of the door was approximately 49 inches. The distance to the seat to the right of the door was approximately 43 inches. For reference, the width of the doorway was 54 inches.)

While it was planned to conduct these exercises one-at-a-time, it was often necessary to have two or three passengers board at the same time due to high turnout for this event.

After these exercises, the participants were invited to proceed to the area near the middle doors to discuss the train’s new features with BART staff. They were also invited to exit the model to complete a survey and participate in a small group discussion facilitated by BART staff. Observations and comments from the exercises and group discussion are contained on pages 5 – 8 of this appendix.

**Open format**

Once the event opened to the general public at 2 pm, persons with disabilities boarded in small groups along with members of the general public. BART staff answered questions and assisted with survey completion as needed. Over the course of the day, a total of 182 surveys were completed by persons who indicated that they had a disability. All numerical data reported in this Appendix are based on this total.

**SURVEY RESULTS**

Participant demographics, data by type of disability and verbatim comments are available on pages 13 – 28 of this appendix . A summary table of results for all disabled participants at the North Berkeley event is below.

- 1. How do you rate the new train car model on each of the items below? Please check “Excellent,” “Good,” “Only Fair,” or “Poor” for each one. If you are unable to evaluate a particular item, check “Don’t Know.”**

*Sorted in descending order on “Top 2 box”*

	Excellent	Good	"Top 2 box"	Only Fair	Poor	"Bottom 2 box"	Don't Know	Total
Floor	26%	59%	85%	7%	2%	9%	6%	100%
Exterior appearance	33%	50%	83%	5%	3%	8%	9%	100%
Lighting	23%	42%	65%	7%	5%	12%	23%	100%
Color scheme	23%	42%	65%	13%	6%	19%	16%	100%
Seats - ease of cleaning	31%	30%	61%	5%	1%	6%	33%	100%
Seats - comfort	22%	37%	59%	13%	13%	26%	15%	100%
Digital screens and signs	27%	30%	56%	12%	10%	22%	22%	100%
Bike rack	18%	34%	53%	9%	10%	19%	28%	100%
Overall interior layout	14%	31%	46%	28%	24%	53%	2%	100%
Floor-to-ceiling pole	19%	24%	44%	11%	43%	54%	2%	100%

*n: 172-177*

- Greater than 80% of passengers with disabilities at North Berkeley gave “top 2 box” ratings of excellent or good to the train car model’s floor and exterior appearance
- The next tier of items were highly rated by at least half: lighting, color scheme, seats – ease of cleaning, seats – comfort, digital screens and signs, and bike rack. Note that care should be taken in interpreting these top two box ratings, as the “Don’t Know” percentages were relatively high for these attributes. This was often related to the respondent’s disability.<sup>3</sup>
- The floor-to-ceiling pole and the overall interior layout did not fare as well. Greater than half gave these two items “bottom 2 box” ratings of only fair or poor. This was primarily driven by ratings given by passengers who used wheelchairs.

Note that ratings from disabled respondents at the North Berkeley event skewed more negative than ratings from total disabled survey respondents (all ten events). Among the total disabled respondents (942 people), 72% gave top 2 box ratings to the overall interior layout and the floor-to-ceiling pole.

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<sup>3</sup> For example, among those who chose “Don’t Know” for “Seats – Comfort,” 85% were wheelchair-users. Among those who chose “Don’t Know” for “Color Scheme,” 79% were blind or visually impaired.

## OBSERVATIONS - EXERCISES

A total of 37 people completed the exercises between 10 am and 2 pm. Twenty-two participants were female, and fifteen were male. Disabilities included:

- Use wheelchair / scooter: 18 (15 power chairs/scooters and 3 manual chairs)
- Blind / visually impaired: 11 (including 3 with service dogs)
- Use cane / crutches: 5
- Hearing impaired 1
- Other 3
- Unknown 2

*(Total exceeds 37 because a few participants had more than one disability.)*

During the exercises a “crowd” of six to nine BART staff congregated in the doorway vestibule area (holding onto center pole or standing or sitting in area) in order to create a more realistic boarding and alighting scenario for participants.

One participant reported that her guide dog made contact with the floor-to-ceiling pole when she first boarded the car. No other contact with the pole was observed or reported during the exercises.

Most (15) of the participants who used wheelchairs or scooters made their way to the dedicated wheelchair space using the direct path, i.e., proceeding diagonally from the open door, passing the left side of the pole. Three participants made a counter-clockwise partial loop around the pole first (entering to the right of the pole).

Ten of the wheelchair users positioned themselves facing the center of the car in the wheelchair area, with their backs to the sidewall. Eight participants positioned themselves facing forward or backward, parallel to the sidewall.

## **PARTICIPANT COMMENTS – EXERCISES AND GROUP DISCUSSIONS**

During the exercises and subsequent group discussions, participants shared their opinions about the new train car design. A summary of comments is organized by topic below.<sup>4</sup>

### ***Floor-to-ceiling pole***

- Some participants felt that that this new pole would draw passengers to congregate near the doorways, making entering and exiting more difficult. There was concern that passengers holding onto the pole would not move out of the way quickly enough due to not paying attention.
  - This was especially important with regard to exiting, particularly when the exiting passenger needed to cross the train car to get to the open door (which was how the exercise was set up for wheelchair users).
  - For wheelchair users, maneuvering around a crowd at the pole was the main concern, not actually hitting the pole.
  - Concerns about the pole were most common among passengers using wheelchairs and blind passengers.
- Some respondents said that while they had expected the pole to be in the way, it was actually not an issue for them.
  - One wheelchair user said “It’s better than I thought it would be,” and another said “It’s not an issue – it keeps people off of me!”
  - Some wheelchair users liked the pole because it gave them something to grab for safety.
- A couple of visually impaired passengers felt the contrasting stripes on the pole needed to be lower for better visibility, and more contrast was desirable. One noted that her guide dog had walked into the pole upon first entering the car.
- One visually impaired passenger was concerned about the possibility of people getting their arms stuck in the pole.

### ***Wheelchair Area***

- There was a perception that the wheelchair area was smaller on the model than on existing trains, as many considered the (larger) bike area on existing trains to be wheelchair space.
- Wheelchair users were concerned they wouldn’t have enough room to travel with a companion in a wheelchair.
  - A couple of wheelchair users did manage to position themselves next to each other in the one wheelchair area on the model, but it required them to be fairly close together.
- There was some concern about insufficient leg room for passengers seated adjacent to the wheelchair area. One commented that if people were seated here, they would have to get out of the way.

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<sup>4</sup> One additional interview was conducted in the late afternoon in order to accommodate the participant’s request to have a videographer accompany her. While the format for this interview was slightly different and was not video-recorded by BART, comments from this respondent are included in this summary.

- One person mentioned that they appreciated the bike area being separated from the wheelchair area, so there would be less “competition” for space.
- A couple of manual wheelchair users missed having a horizontal grab bar in the wheelchair area, but were able to use the vertical grab bar near the doors to hold onto instead.

### ***Priority Seats***

- Many liked the pole between the priority seats because it would help people get up.
  - It was mentioned that having an armrest would be better for some, particularly those with arthritis because it’s easier to push up than to pull.
- The alternate color for the priority seats was appreciated.

### ***Vertical grab bars near doors***

- These received a lot of positive comments - good for safety and maneuvering.

### ***Seat depth***

- One participant who brought a service dog onboard was concerned about his paws being in the aisle. She attempted to push her dog further under the seat, but he resisted going further back towards the wall. (He seemed to prefer to lie perpendicular to, rather than parallel with, the train.) Another participant, however, stated that this dog had plenty of room.

### ***Induction Loop***

- BART was commended for leading the way with this technology. It was noted that hearing impaired people needed to be included in testing the system when it’s ready, and BART was alerted to be aware of the potential of interference from its electrical systems.
- One noted that the icon for the induction loops system should be bigger.

### ***Improved Public Address system***

- Though it was not functional on the model, there was a lot of enthusiasm for the new PA system and pre-recorded, clear messages. Some respondents were interested in being included in testing for the system when it is available.
  - It was suggested that the system include adaptive technology, so that when the train is loud, the messages will be more amplified.
- Deaf participants expressed a desire to have all audio announcements also available visually.

### ***Digital Screens***

- Some noted that it was difficult to read due to glare. Other comments included:
  - Difficult to read from wheelchair height (viewing angle)
  - Not enough contrast to see the detail of the map
  - Will all of the information on the screen be available in an alternate mode for the visually impaired?

***Passenger information – general***

- Blind passengers stressed the importance of having critical information available in Braille.

***Intercom***

- Blind passengers wanted to ensure that there would be a means of notifying them of the locations of the intercoms.
- Deaf participants wanted to know how they would be able to use the intercom

***Doors***

- One visually impaired passenger was concerned about the possibility of fingers getting pinched when the doors close against the body of the car.

***Overall comments about the exercises***

- Some commented that the “crowd” participating in the exercise was more courteous than typical crowds that they encounter on BART. Some also commented that they are accustomed to riding in much more crowded conditions, and one stressed the importance of testing the final layout in actual real-world conditions.



## SURVEY FREQUENCIES

1. How do you rate the new train car model on each of the items below? Please check “Excellent,” “Good,” “Only Fair,” or “Poor” for each one. If you are unable to evaluate a particular item, check “Don’t Know.”

### Exterior appearance

	Frequency	Valid Percent
Excellent	58	33%
Good	87	50%
<b>Top 2 Box</b>	<b>145</b>	<b>83%</b>
Only Fair	9	5%
Poor	5	3%
<b>Bottom 2 Box</b>	<b>14</b>	<b>8%</b>
Don't Know	16	9%
Total	175	100%
No response	7	
	182	

### Overall interior layout

	Frequency	Valid Percent
Excellent	25	14%
Good	54	31%
<b>Top 2 Box</b>	<b>79</b>	<b>46%</b>
Only Fair	49	28%
Poor	42	24%
<b>Bottom 2 Box</b>	<b>91</b>	<b>53%</b>
Don't Know	3	2%
Total	173	100%
No response	9	
	182	

**Seats – comfort**

	Frequency	Valid Percent
Excellent	39	22%
Good	65	37%
<b>Top 2 Box</b>	<b>104</b>	<b>59%</b>
Only Fair	23	13%
Poor	22	13%
<b>Bottom 2 Box</b>	<b>45</b>	<b>26%</b>
Don't Know	27	15%
Total	176	100%
No response	6	
	182	

**Seats - ease of cleaning**

	Frequency	Valid Percent
Excellent	54	31%
Good	53	30%
<b>Top 2 Box</b>	<b>107</b>	<b>61%</b>
Only Fair	8	5%
Poor	2	1%
<b>Bottom 2 Box</b>	<b>10</b>	<b>6%</b>
Don't Know	57	33%
Total	174	100%
No response	8	
	182	

**Bike rack**

	Frequency	Valid Percent
Excellent	32	18%
Good	59	34%
<b>Top 2 Box</b>	<b>91</b>	<b>53%</b>
Only Fair	15	9%
Poor	18	10%
<b>Bottom 2 Box</b>	<b>33</b>	<b>19%</b>
Don't Know	49	28%
Total	173	100%
No response	9	
	182	

**Floor-to-ceiling pole**

	Frequency	Valid Percent
Excellent	34	19%
Good	43	24%
<b>Top 2 Box</b>	<b>77</b>	<b>44%</b>
Only Fair	20	11%
Poor	76	43%
<b>Bottom 2 Box</b>	<b>96</b>	<b>54%</b>
Don't Know	4	2%
Total	177	100%
No response	5	
	182	

**Floor**

	Frequency	Valid Percent
Excellent	45	26%
Good	103	59%
<b>Top 2 Box</b>	<b>148</b>	<b>85%</b>
Only Fair	12	7%
Poor	3	2%
<b>Bottom 2 Box</b>	<b>15</b>	<b>9%</b>
Don't Know	11	6%
Total	174	100%
No response	8	
	182	

**Digital screens and signs**

	Frequency	Valid Percent
Excellent	46	27%
Good	51	30%
<b>Top 2 Box</b>	<b>97</b>	<b>56%</b>
Only Fair	20	12%
Poor	17	10%
<b>Bottom 2 Box</b>	<b>37</b>	<b>22%</b>
Don't Know	38	22%
Total	172	100%
No response	10	
	182	

### Color scheme

	Frequency	Valid Percent
Excellent	40	23%
Good	72	42%
<b>Top 2 Box</b>	<b>112</b>	<b>65%</b>
Only Fair	22	13%
Poor	11	6%
<b>Bottom 2 Box</b>	<b>33</b>	<b>19%</b>
Don't Know	28	16%
Total	173	100%
No response	9	
	182	

### Lighting

	Frequency	Valid Percent
Excellent	41	23%
Good	73	42%
<b>Top 2 Box</b>	<b>114</b>	<b>65%</b>
Only Fair	13	7%
Poor	8	5%
<b>Bottom 2 Box</b>	<b>21</b>	<b>12%</b>
Don't Know	40	23%
Total	175	100%
No response	7	
	182	

2. Please write comments here to help us understand your ratings above. *(Refer to verbatims section in this appendix for all comments.)*

**3. What is your race or ethnic identification? (Check one or more. Categories based on US Census.)**

	Frequency	Valid Percent
White alone, non Hispanic	114	66%
Hispanic regardless of race	18	10%
Asian or Pacific Islander alone, non Hispanic	14	8%
Black/African American alone, non Hispanic	10	6%
Other or mult race, non Hispanic	18	10%
Total	174	100%
No response	8	
	182	

**4. Do you speak a language other than English at home?**

	Frequency	Valid Percent
Yes	42	23%
No	137	77%
Total	179	100%
No response	3	
	182	

**5. If you answered “Yes” to Question 4, how well do you speak English?**

	Frequency	Valid Percent
Very well	35	83%
Well	7	17%
Total	42	100%

*Languages spoken (among those speaking English “less than very well”)*

	Count
Spanish	2
Chinese	1
French	1
Tagalog / Filipino	1
Taiwanese	1
No response	2

*Multiple responses accepted*

**6. Do you have any disabilities?**

	Frequency	Valid Percent
Yes	182	100.0

**7. If you answered “Yes,” to Question 6, what type(s) of disability do you have?**

	Frequency	Valid Percent
Low vision	43	24%
Blindness	23	13%
Deaf/hearing impaired	23	13%
Mobility problem - use wheelchair	44	25%
Mobility problem - do not use wheelchair	60	34%
Mental or cognitive impairment	14	8%
Other	27	15%
No response	5	
	182	

*Multiple responses accepted*

**8. Into which of the following categories does your age fall?**

	Frequency	Valid Percent
Under 18	1	1%
18-24	24	13%
25-34	14	8%
35-44	25	14%
45-54	32	18%
55-64	41	23%
65+	42	23%
Total	179	100%
No response	3	
	182	

**9. What is your total annual household income before taxes?**

	Frequency	Valid Percent
Under \$25K	46	31%
\$25-29.9K	8	5%
\$30-39.9K	19	13%
\$40-49.9K	14	9%
\$50-59.9K	12	8%
\$60K+	50	34%
Total	149	100%
No response	33	
	182	

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

	Frequency	Valid Percent
1	65	37%
2	77	44%
3	17	10%
4	8	5%
5	4	2%
6+	4	2%
Total	175	100%
No response	7	
	182	

**RATINGS BY TYPE OF DISABILITY**

	Mobility problem - use wheelchair		Mobility problem - do not use wheelchair		Low Vision or Blind		Other	
	Count	%	Count	%	Count	%	Count	%
<b>Exterior appearance</b>								
Excellent	9	21%	25	43%	14	24%	20	36%
Good	28	65%	26	45%	26	44%	28	50%
<b>Top 2 Box</b>	<b>37</b>	<b>86%</b>	<b>51</b>	<b>88%</b>	<b>40</b>	<b>68%</b>	<b>48</b>	<b>86%</b>
Only Fair	2	5%	3	5%	6	10%	4	7%
Poor	1	2%	2	3%	0	%	1	2%
<b>Bottom 2 Box</b>	<b>3</b>	<b>7%</b>	<b>5</b>	<b>9%</b>	<b>6</b>	<b>10%</b>	<b>5</b>	<b>9%</b>
Don't Know	3	7%	2	3%	13	22%	3	5%
Total	43	100%	58	100%	59	100%	56	100%
<b>Overall interior layout</b>								
Excellent	2	5%	9	16%	10	17%	9	16%
Good	8	19%	19	33%	23	40%	13	24%
<b>Top 2 Box</b>	<b>10</b>	<b>23%</b>	<b>28</b>	<b>49%</b>	<b>33</b>	<b>57%</b>	<b>22</b>	<b>40%</b>
Only Fair	11	26%	18	32%	16	28%	14	25%
Poor	21	49%	10	18%	8	14%	19	35%
<b>Bottom 2 Box</b>	<b>32</b>	<b>74%</b>	<b>28</b>	<b>49%</b>	<b>24</b>	<b>41%</b>	<b>33</b>	<b>60%</b>
Don't Know	1	2%	1	2%	1	2%	0	%
Total	43	100%	57	100%	58	100%	55	100%
<b>Seats - comfort</b>								
Excellent	3	8%	16	28%	12	20%	13	23%
Good	3	8%	28	48%	26	43%	24	42%
<b>Top 2 Box</b>	<b>6</b>	<b>15%</b>	<b>44</b>	<b>76%</b>	<b>38</b>	<b>63%</b>	<b>37</b>	<b>65%</b>
Only Fair	4	10%	6	10%	13	22%	6	11%
Poor	7	18%	7	12%	6	10%	9	16%
<b>Bottom 2 Box</b>	<b>11</b>	<b>28%</b>	<b>13</b>	<b>22%</b>	<b>19</b>	<b>32%</b>	<b>15</b>	<b>26%</b>
Don't Know	23	58%	1	2%	3	5%	5	9%
Total	40	100%	58	100%	60	100%	57	100%



<b>Seats - ease of cleaning</b>									
Excellent	8	19%	23	40%	16	28%	13	22%	
Good	7	17%	13	23%	22	38%	23	40%	
<b>Top 2 Box</b>	15	36%	36	63%	38	66%	36	62%	
Only Fair	0	%	4	7%	4	7%	2	3%	
Poor	2	5%	0	%	0	%	0	%	
<b>Bottom 2 Box</b>	2	5%	4	7%	4	7%	2	3%	
Don't Know	25	60%	17	30%	16	28%	20	34%	
Total	42	100%	57	100%	58	100%	58	100%	
<b>Bike rack</b>									
Excellent	4	10%	11	19%	12	20%	13	24%	
Good	11	26%	25	43%	13	22%	21	39%	
<b>Top 2 Box</b>	15	36%	36	62%	25	42%	34	63%	
Only Fair	4	10%	6	10%	7	12%	2	4%	
Poor	10	24%	5	9%	4	7%	5	9%	
<b>Bottom 2 Box</b>	14	33%	11	19%	11	18%	7	13%	
Don't Know	13	31%	11	19%	24	40%	13	24%	
Total	42	100%	58	100%	60	100%	54	100%	
<b>Floor-to-ceiling pole</b>									
Excellent	1	2%	16	28%	12	20%	9	16%	
Good	4	10%	14	24%	15	25%	20	34%	
<b>Top 2 Box</b>	5	12%	30	52%	27	44%	29	50%	
Only Fair	3	7%	7	12%	12	20%	3	5%	
Poor	33	79%	20	34%	21	34%	25	43%	
<b>Bottom 2 Box</b>	36	86%	27	47%	33	54%	28	48%	
Don't Know	1	2%	1	2%	1	2%	1	2%	
Total	42	100%	58	100%	61	100%	58	100%	

<b>Floor</b>									
Excellent	8	20%	18	32%	15	24%	11	19%	
Good	25	61%	27	47%	36	58%	38	67%	
<b>Top 2 Box</b>	33	80%	45	79%	51	82%	49	86%	
Only Fair	4	10%	4	7%	7	11%	2	4%	
Poor	1	2%	1	2%	2	3%	0	%	
<b>Bottom 2 Box</b>	5	12%	5	9%	9	15%	2	4%	
Don't Know	3	7%	7	12%	2	3%	6	11%	
Total	41	100%	57	100%	62	100%	57	100%	
<b>Digital screens and</b>									
Excellent	7	17%	16	27%	16	27%	16	30%	
Good	17	40%	19	32%	6	10%	17	31%	
<b>Top 2 Box</b>	24	57%	35	59%	22	37%	33	61%	
Only Fair	5	12%	10	17%	8	14%	9	17%	
Poor	5	12%	7	12%	6	10%	5	9%	
<b>Bottom 2 Box</b>	10	24%	17	29%	14	24%	14	26%	
Don't Know	8	19%	7	12%	23	39%	7	13%	
Total	42	100%	59	100%	59	100%	54	100%	
<b>Color scheme</b>									
Excellent	7	17%	18	32%	11	19%	12	21%	
Good	21	51%	22	39%	17	29%	25	44%	
<b>Top 2 Box</b>	28	68%	40	70%	28	47%	37	65%	
Only Fair	3	7%	10	18%	7	12%	9	16%	
Poor	5	12%	3	5%	2	3%	5	9%	
<b>Bottom 2 Box</b>	8	20%	13	23%	9	15%	14	25%	
Don't Know	5	12%	4	7%	22	37%	6	11%	
Total	41	100%	57	100%	59	100%	57	100%	

<b>Lighting</b>									
Excellent	4	9%	19	33%	9	15%	12	22%	
Good	24	55%	20	34%	19	32%	29	53%	
<b>Top 2 Box</b>	<b>28</b>	<b>64%</b>	<b>39</b>	<b>67%</b>	<b>28</b>	<b>47%</b>	<b>41</b>	<b>75%</b>	
Only Fair	6	14%	3	5%	7	12%	3	5%	
Poor	2	5%	3	5%	4	7%	3	5%	
<b>Bottom 2 Box</b>	<b>8</b>	<b>18%</b>	<b>6</b>	<b>10%</b>	<b>11</b>	<b>19%</b>	<b>6</b>	<b>11%</b>	
Don't Know	8	18%	13	22%	20	34%	8	15%	
Total	44	100%	58	100%	59	100%	55	100%	

**Verbatim Comments (alphabetical order)**

<p>1) I'll expect not to get a seat. 2) Not my problem to clean, but I fear the fabric and lack of pattern will be an invitation to get covered w/ graffiti by sharpies and cut with razors. 3)The "green" is too yellow and bright – too hard on the eyes. OTHER: Please also improve name-of-station signage so station names are back lit, easier to read and are in more places in each station (i.e. - easier to read from inside the car) The situation is currently especially in the below-ground stations where there is dark tile (ex, 12th and 19th street)</p>
<p>1) Keep the large BART window original design. One of Bart's best qualities. 2) Floor to ceiling pole must go...replace hang ceiling straps (ample amount)</p>
<p>1. Just make sure there is enough room for wheelchairs. One gentleman in an oversized wheelchair today had difficulty negotiating around. 2. Not enough places for shorter people who are not near center pole to hold on.</p>
<p>1. Need more and longer straps for shorter people. 2. Signage could be in multiple languages (3 most common in BART service area)</p>
<p>1a. Who care about exterior appearance? 1b. Too many door, too few seats! 1c. Seem narrower than old car seat... 1e. We don't need bike racks. We don't need bicycles on BART! Bring back the bike car! 1f. The pole is in the way. It must go. 1h. Signs and displays are better as mirrors than displays. I hope you devise a non-glare surface and improve off-axis visibility. (Re: Demographic questions): They could help you decide who to ignore.</p>
<p>A) Need signage on airport trains indicating luggage goes UNDER (NOT ON) seats. B) Need multiple cues for different routes – color, TRAIN numbers, etc., to help non-English speakers and those with poor vision find the right trains. C) Are there CCTV cameras in the cars for safety?</p>
<p>Additional hand rails.</p>
<p>All really great overall. The displays seem to have typical LCD problem of not being really bright or clear unless you're looking at them from the right angle. In all fairness, the quantity of the displays makes up for that. Not a big fan of the colors of seats, but it's not bad. In the afternoon light it's hard to tell what the lighting is really like. I'm really grateful BART is refreshing the fleet. Thank YOU!!</p>
<p>Are there enough seats? Please don't cave into disability advocates and remove poles. Standees have rights too! I like the big old windows better. I'm scared to think of maintenance costs for those flat screens. Hurry up!</p>
<p>As a senior citizen = balance problems. I like the additional metal poles to hold onto. I worry about reduced seating for senior citizens at the front of the cars.</p>
<p>As a wheelchair user, I am a little put-off by the pole in the middle of the car. It makes the trains less accessible for mobility device users, as it will crowd the doorways – it also makes it difficult for large wheelchairs to maneuver. Also dislike that there is not room for more than one wheelchair per half car – wheelchair users often travel in pairs – very inaccessible!</p>
<p>As an elder person, I like the pole in the middle. However if it becomes a "hang out" for many people, it might make it hard for people in wheelchairs – too crowded. Will it make it harder for bicycles? I suggest a special car for people with luggage going to the airport.</p>
<p>Audio should be reliable with increase of volume as noise is increased. Rails too high.</p>
<p>b) interior layout – I appreciate that the aisles are wider. e) bike rack (and central entry for bikes) great idea IF you can train the relevant passengers to use these features. f) I am a wheelchair user, and have commented on this before (MacArthur Station simulation in 2013) I am aware the pole can be a useful feature for standing passengers of various heights especially during rush hour. I'd like to suggest a compromise – remove a pole from one of the side area and mark that site's exterior door as the strongly recommended entry for wheelchair users (as the center door is for bicyclists), OR devise hand holds (4-6) that spring loaded, retracting into the ceiling when not in use (and with straps attached so shorter folks can pull them down without assistance) thus eliminating the pole entirely. H) Make sure screens show up to date elevation info, and maybe rain conditions.</p>

<p>B) It was hard for me to visualize the whole car by looking at the ½ car – there didn't seem to be as many seats as the old cars – I like seats! Also, hanging straps are too high for many of us to reach! H) Like the screens! I) Restful colors.</p>
<p>Bad display: Sandwich board didn't give directions. Coming into entrance, I tripped, and BART lady THEN said “watch your step.” They are not doing their job. No one to explain things except the bike rack – nice lady. More space – wider cars. Like seat for seniors!</p>
<p>Bicycle rack only makes sense if number of bicycles is limited to those that will fit in the rack. Reduction in seating mean you need to start running longer cars especially on Richmond lines to accommodate shoulder-period commuters.</p>
<p>Bike rack: Not thrilled, looks like it is in the way. Seats are smaller, not enough room under the seats for service animals. Not enough seats. I'm not really impressed with car overall. Seats are junky.</p>
<p>Bikes. More Seahawks colors.</p>
<p>C. Seat height (higher) is great. Seat cushion seems like it provides good comfort. f. the pole will make it very difficult for people in medical scooters especially more than wheelchairs, which can turn on a dime) to turn around in the door entrance way. I used a scooter for 5 years to commute from El Cerrito Plaza to Embarcadero, so I know. I. The blue is very nice. The lime green not so nice (harsh cold color) and it will get dirty faster.</p>
<p>C. Seats – make seat a bit sloped up in front. H. Need larger, brighter digital screens. C. Provide short elbow rests on seats on aisles to assist getting up from seat. A. Put speaker on outside of car for operator – use to talk to persons on platform when necessary. E. Put drop down seat at bike rack. A. Reduce slope of car sides so that people can stand inside car against wall during rush hour crush. A. Entry doors are too low head height.</p>
<p>Cannot comment on the bike rack. Do not use them.</p>
<p>Ceiling pole makes it very hard for wheelchair people.</p>
<p>Considering it was a bright day and doors were open – I have no idea/lighting is good. I can't reach the grab straps or horizontal bar they are attached to. Not enough seats. Can not stand for long time to airport and other places – lose my balance. Must be able to be seated. Middle door eliminated lots of seating (and seats are narrow – a large person will take 2 seats) I hope the new cars are a LOT more quite than current cars.</p>
<p>Consistency so I can locate things to grab onto. Pole seems dangerous because three grab. Pole in the way of call button. Width of car – enough room to pass luggage and suitcases.</p>
<p>Could be fancier and futuristic exterior. LCD screens are useful if made audible beyond stop announcements. Other info audible. I think the pole on a crowded train will be an issue. The alternatives are more stanchions above seat handles or something hanging from ceiling, although I am tall. Otherwise, will be great. Lights along the side on outside.</p>
<p>Couple of concerns – think train could be better light for visually impaired or blind. There should not be poles in the middle! They serve as permanent obstacles for the visually impaired people in wheelchairs, luggage, or strollers, especially in crowded trains. No poles!</p>
<p>Digital screen - too dimly lit. Ileg Lighting too low. Seats too slippery for people with arthritis to push up against.</p>
<p>Digital screen should have time.</p>
<p>Digital screens hard to read – poor contrast.</p>
<p>Digital screens VERY cool. I like the wider aisles. I think one or two more POLES should be ADDED at the ends of the seats next to the doors so can hold on car pulls into station. I really like the center floor to ceiling pole. I am disabled but no wheelchair, have balance problems, and am too short to reach the straps. It also keeps other folks more stable so they don't knock me over!</p>

<p>Disabled seats all facing sideways hard on my spine. Bike rack: seems like middle of car busy space. should be at one end or the other Tripod needs to be moved from directly in middle of entrance 3" toward middle. There's too much space between lanes anyway. Digital screens did not even notice - too high for wheelchair and short people (also have glare). Color scheme: yellow a bit bold, blue ok. Lighting - not sure need to access at night, seems faint for night reading. Bar and rail - I have hard time grasping, bigger padding on some rails help..</p>
<p>Does there need to be bike racks in every car? Digital screens need to display all messaging, not just pre-recorded messages. I appreciate the poles because it gives me (I'm an amputee) support. BUT, I don't think the poles should be a barrier for wheelchair users. Can it be moved?</p>
<p>E. didn't see bike rack – will bicyclist be aware of what door to enter? F. I use a cane but I can see where in a wheelchair it can be a problem especially when we are packed in like sardines. H. Digital screens would take awhile to get used to. 1. Since many people eat on trains if travel agents at station one could be at stairs or escalator and stop them from entering. 2. Why do we need a sticker – no use of plastic.</p>
<p>Excellent</p>
<p>Floor to ceiling pole – easier to ID where seat is at. Except there's one in the middle that might be an issue if they miss it, they might bust their face on it.</p>
<p>Floor to ceiling pole – very good idea. Love the cameras. If you could get people to yield the seats to seniors and disabled it would be great.</p>
<p>Floor to ceiling pole if possible can be located not directly across door when it opens. This is to avoid sight impaired not to walk into it.</p>
<p>Floor to ceiling pole in poor place. Digital screens: I was told they were there and their location, but could not access them due to a visual impairment.</p>
<p>G. Floor seam need to be designed so they don't separate – H. Concerned about damage and upkeep. J. Hard to judge on a sunny day, but looks good.</p>
<p>Get rid of the center pole because it's dangerous for people with vision issues.</p>
<p>Good exterior and layout. Of floor seats are not good.</p>
<p>Great work.</p>
<p>H. Print too small, not enough contrast of light. F. Hard to navigate around pole. Access to train cars for visually impaired/blind people not well thought out – platform access area need to be more clearly defined.</p>
<p>H: I was unable to see them. J: It was too dim for me.</p>
<p>Hope it's quieter.</p>
<p>Hope windows could be cleaned more often.</p>
<p>I am a wheelchair user. The pole will cause issues with entry and exiting the trains in a timely manner. It needs to be moved or removed.</p>
<p>I am flabbergasted as a wheelchair rider (and a worker of (name removed) Committee) to see the DECREASE in accessibility – only 1 wheelchair space per side of the CAR?? A pole in the doorway?? How many people do we have to ask to move for a wheelchair to get in or out?? Oh my goodness??? WHERE ARE THE WALL MAPS?? EASIER TO READ THAN A SCREEN.</p>
<p>I am the executive director at (organization name removed) and a wheelchair user that uses Bart 3 times a week for work use. I would like to be on your panel to assist with any improvement for wheelchairs. I do like your current design for wheelchairs with the side car.</p>
<p>I believe there is a need for persons with disabilities to be on BART decision making committees.</p>
<p>I do not agree with the decision to reduce the number of seats available. I sincerely hope that BART will reconsider this decision. This is the reason that I have rated the overall interior layout as “poor.”</p>
<p>I don't plan to clean any BART seats myself! Floor-to-ceiling pole seems unnecessary.</p>
<p>I found the digital screens to be very useful; I am not sure of the purpose of the floor-to-ceiling pole.</p>

I just wish there were more seats! To give up comfort because of traveling distance (in high heels) is a major discomfort to include a third exit at the cost of seats is not a good idea especially if you use Bart – Bart management and designers etc should be required to use Bart at least one week per month during rush hour times from Concord to SF
I like the interactive info screen. I don't like the listless green priority seating.
I like the layout. As more people ride, and cars become more crowded, additional handholds such as the poles is a great idea.
I love public transit, but...Oh no! Colors are Seattle Seahawks! Try blue/gold (Cal – Berkeley – on your route!) Build these locally! Put people to work! Too much space devoted to bicycles! Start charging \$5 to bring a bike on board! Seats seem “cheap” but I'm OK without upholstery.
I really liked the train. The only problems I have with this train are; more room for people in wheelchairs, the look interior and exterior of the train and it's way too big as well as having lots of minor flaws like described above.
I think it's bad because if you visually impaired you don't know what's on that screen. It would be best if they had audio description. The floor to ceiling pole if you are visually impaired or in a walker or wheelchair it is unsafe.
I think the pole would be hard to navigate around, particularly for people who use wheelchairs. Aesthetically, it is very beautiful and clean. I would just suggest looking into other alternatives than the pole in the middle to address accessibility – such as putting poles in the aisles, next to the chairs or having longer cords to hold onto.
I use a wheelchair so c, d and e didn't apply to me
I was not particularly impressed because of the seating capacity. Although, the remedy to that situation has been explained. I will hold my decision until a later date and see what happens.
I was part of the random volunteers who “tested” the mock new train the summer of 2013. The floor to ceiling pole is a problem for those with mobility issues. Having maybe one pole in a train car – located away from wheelchair seating is a fair compromise, instead of doing away with the pole completely. It is my hope my comment is truly heard. Thank you.
I worry about not getting a seat, because there are so few, but I understand that you are trying to accommodate everyone, not just us old folks.
I would recommend moving the pole a little further into the car by a foot or two to facilitate WCR traffic. Thanks.
I. The light green seats are currently fashionable, but the color will go out of fashion soon. B: The hanging black handles are high for short people – adding an inch or two to the length would help. C: The lower back curve hurts my back. The seats seem closer together than the current seats. E: There is only space for bikes near one of the doors, so bikes would need to figure which door to use once the train stop. Seems like an unnecessary feature. F: Center stanchion is not safe for blind people and will make it difficult for wheelchair users to maneuver their chairs. H: Digital screens are small – too small – only visible if very close to them.
I'd like to see digital signs at more of the spaces, and it would be good if they gave info such as time, connection times, etc. The seats are very comfortable, but I wonder why BART didn't go with hard plastic seats – perhaps with some that could fold up/down as in Paris metro.
If bikes could be stored vertically they would take less space.
I'm 5'6” and it was difficult holding on to the ceiling bar. Need more places for short people to hold onto.
I'm glad they took out the seat divides! But the pole is obstructive to people in chairs, strollers and others with large bags. Move or redesign them! The seat are not as comfortable as the current benches. Poles out of the doorway!
I'm not wild about the pole in the middle of the car....
It is awesome, I cannot wait, woohoo! Add purple seats!

It is not comfortable for short people. I am short and I cannot reach the poles when standing. The chair is not comfortable. I have Sciatica and the main reason I use bart is that the chair is comfortable. The new ones are not. Please do not change the old chairs. I've heard from so many people who have back pain that the current chairs in bart are comfortable.
Large pole between the doors is a major obstruction for wheelchair riders. Being able to have 2 wheelchair spaces near each other would be necessary.
Larger LCD screens. Brighted LED display, more information. Larger LED display (longer-Euro-style) no real improvement in layout – middle too small.
Looking forward to quieter rides.
Looks great; however, I think the cross pole are very high and the door height is low. If there are 2-3 wheelchair user, they cannot ride together. In general is good.
Love it. People around me love it. Bike rack. Space. Cushion on seats. (respondent's name and organization removed). Everyone was pleasant.
Makes hard for wheelchair turn around. Seats not deep enough. Front to back for long trips.
More bikes on board, please.
More poles for short seniors to grab on when train stops – very important. Longer straps for short seniors. 1 additional digital signage in middle of car.
More seating I saw the plan for the future. However, we need more seating now. Many invisible disabilities.
More space for wheelchair spaces. People get crowded. More wheelchair spaces. More bike spaces.
My only major concern is the floor to ceiling pole the digital screens need brighter LEDs also clarify is recommended.
Need designated space for luggage and strollers and walkers. Too crowded.
Need higher sturdier, also will arm rests on handicap seats! Digital screens – need larger lettering and darker lights seats – like lumbar – no need to carry pillows with me!
Need more seating. Less bike space. Seat height too high for shorter people. Hard seating. Digital screens and signs need to be larger. Bikes should be in a separate car. Color scheme and lighting are excellent.
Needs A/C outlet to charge phone.
Nice electronic map.
No poles in the wheelchair space.
Overall alright but pole will hinder enjoyment to new car. Dog cannot make clearance of the pole
Person with large wheelchair or scooter will not be able to enter and turn around with pole in middle when entering. Great for people without disabilities! Not so good for people with disabilities.
Please consider adding USB power plugs and phone holder shelf so people can charge online devices. Please make Wifi Bart better. What about hooks for people to attach coats or umbrellas on side sof seats.
Please do not leave pole like it is. The pole denies equal access to people with disabilities on this public transit system. Please listen to what the disability community has to say. (respondent's name and phone number removed)
Please remove center poles as they cause mobility dangers for those with impairments.
Please remove the pole. Wheelchairs need more space (near door) Bart has two other designs they could use. There will be very little room during rush hours wheelchair users will miss their stops not being able to get on an doff. There be no room with bikes and wheelchairs during rush hours. Bikes have their own space but during rush hours it will be a mess for everyone due to the pole and the lack of mobility for wheelchair users.
Pole in middle no! A disaster – how many people do we have to run over to get this out of the way
Pole is problematic for individuals with mobility impairments.



Pole makes it problematic for those with disabilities. Perhaps add ASL multiple languages. Synch audio with displays. Maybe colors should be...
Poles are terrible! Wheelchair/bicycle access seriously impaired. Will make crowded trains a nightmare. Maybe have longer "hanging grips"? Would help shorter people.
Poles have to go! They're ok for pole dancers but not on BART trains. How about putting bikes in last car like Caltrain.
Poles in middle of car. Difficult to get around.
Poles need to go. They are in the way for wheelchair users. Hard to turn around.
Poles smaller wheelchair spaces make bart totally inaccessible so do few and smaller wheelchair spaces BART will get sued. Keep Bart accessible and no bikes on the elevator. Already I am injured on bart every day.
Poor access for wheelchairs, eliminate pole in middle of entrance.
Problem pole. Not good. Because it's in way wheelchairs can't get around. Not enough seating for people with disabilities. Pole on seats can be a problem when I sit down.
Problem with it accessible features (illegible) in wheelchairs travel for (illegible)?
Putrid green, vomit inducing green seats! Not enough forward facing seats – uncomfortable seats! Stupid pole impeding entrance and exit! I've been on crowded cars making people cluster in middle is height of stupid engineering. Only 2 areas for wheelchairs? Why? When you get 2 wheelchairs and 2 baby carriages in there will be no room to maneuver why take up chair space with an extra door? Stupid!
QR did not take me to survey. Floor to ceiling pole was slightly more of an issue when people were moving around. Difficult to see contrast markers on pole. Difficult to see text on digital screen. Color also difficult - not contrasting enough. Loved the grab bars. Liked the stand out green color for disability seating. Would have been nice if large print materials were provided for this survey and for handouts. Would have been nice if QR worked.
Regarding exterior finish – will it be maintained? The existing fleet is disgraceful. I was concerned with knee-room. Seems okay (relieved). Floor-to-ceiling pole – look funny – but I get it – good execution. There should be ceiling-to-seat-back poles on EVERY seat. Considering how over-crowded all the trains are – everyone needs to be able to reach a support. The hanging straps are a good idea, but I won't use them without gloves – they're unsanitary and disgusting.
Regarding seating I'm in a wheelchair so that would explain my rationale. Overall design pretty good except middle door for bikes only.
Remove pole in middle of car dangerous to low vision and totally blind persons could be seriously injured. More arm rest handles. Operator button speaker needs Braille under button. Have one or two older maps in new cars for low vision persons. Digital can be difficult to see and read. Older maps are good for determining location to new riders please put them in for reference.
Remove pole. Floor has no traction – too slippery. Color should be easy to clean. (Re: Q1A) Irrelevant. Don't care. (Re: QH-I) Irrelevant.
Replace center pole with 3 curved bars with a both end attached to ceiling. 4 inch where the 3 cross is the lowest point. This 4 inch from ceiling point is where the central vertical pole stands. Central pole is horrific! [illustration drawn]
Seats - not wide enough? Need armrests and poles. Floor to ceiling pole – get rid of it! Digital/LCD screens – good but would like brighter illumination. Content/map too small and needs to be more clear. LED'S – OK. Color scheme – CAL colors!
Seats are great but will not stop homeless from spreading out. Less seating, more standing for lots of money.
Seats are HARD! It's hard to tell how things will work with only half a car. I like the digital screens but they are not large enough. It needs more seats, but this comment comes from someone who can't stand for very long.
Seats are much better!
Seats are not as comfortable . Seems pretty accessible. People could bump into the pole.

Slightly tight seating (knee room). I don't like ergonomics of the lumbar support seats. Is vertical pole in bike section smart? Pole might block bicyclist access. On crowded days people don't like to move out of "their" space.
Some things can't tell. Hope the new train announcements of the stations are clear and reliable. Hope when weather is cold or hot, the temperature will be adjusted. Wireless connection to internet.
Standing – balance issue for – need pole – I'm tall 6 feet.
Thanks for seats close to the door.
The center pole is a major problem. It should be moved or removed entirely. It's a problem for people using wheelchairs, obstruction for the blind, and a pain for everyone else.
The center pole makes wheelchair access difficult. There should, however, be more lower level grab – offer – overhead is too high for short people and people like me with bad shoulders. The color scheme is ugly but I can live with it. The floor seems very hard and smooth – how will it be if it gets wet? I like the digital screens...
The digital screens need to be much bigger. Seats leave much to be desired. Uncomfortable seats no divider make it uncomfortable. Seats on current BART trains are much better. Bike rack looks nice. Needs to have Wifi. Model did not demonstrate air conditioning or announcements.
The floor to ceiling pole will be a nightmare for large power chairs or power chairs period. The pole needs to be removed from the car at each end. Since the pole at each end interferes with wheelchair access. Please listen take it out. Remove it totally from that space. Put a rail/pole like the one where the bike is now. Wheelchairs can use it and passengers who need to hang on also can't use it.
The interior is not laid out in the most accessible way for many people with disabilities and people with strollers. The poles in the door ways are access barriers. There is also not enough wheelchair spaces. Removing the pole will create space for a person in a wheelchair to get on a crowded train. I LIKE the poles a long the aisles – attached to seats. Great idea. I'm short and would use the poles. Digital screen glare
The new narrow seats might be problematic for heavy people. I like the 3-pole at the doors – but understand it's a problem for wheelchairs. Fewer seats means more standing. As a senior, that sucks.
The overall problem is crowding on the trains for everyone. That said, people who use wheelchairs have no choice about where to be on the train and have reduced flow space now because of the pole. I recommend clearing the entry areas for people who need space for a wheelchair or scooter or walker. While I appreciate that people who use bicycles want space, I do consider that a choice rather than a need.
The pole can be a problem and we need to have room for 2 wheelchairs. Thank you.
The pole is a hindrance to disabled folks.
The pole is gonna be complicated for me with my daughter. I use a wheelchair. More wheelchair spaces.
The pole is in the way for people who use wheelchairs. I would move the pole to the sides by the door. It makes more room for people who wheelchairs during rush hour commute. Color scheme: change the colors to Bay Area colors not Seattle Seahawks team colors.
The pole needs to go! It's too much of an obstruction. Need a parallel grab bar in accessible space not vertical. LED screens get glare and can't read. The 2 seats next to accessible wheelchair space should flip up to make room for 2 wheelchairs to travel together. Side posts or poles next to seats by doors instead of pole. Chairs need arms for folks who need to hoist themselves up.
The poles are a bad idea. Inaccessible for people using wheelchairs and scooters.
The poles not sure – perhaps OK? As wheelchair – where the bikes are parked this – so wheelchair will know where to enter – bikes also know to enter a separate door !!! When bikes on current trains/disabled not accommodated – so not sure. I like the bike racks and see are being used! Thanks

<p>The seat material needs to be strong enough to withstand thousands of riders. Current seats and even the fairly new seats collapse and stop giving bottom and back support. I need that back support!</p>
<p>There are not enough poles. Put an arch in the divided poles. The poles near the seats should be angled out (not in) You need to pay more attention to the needs of short people, people with balance issues. Eventually these cars will become crowded (not enough seats) and it's better to have good places to hold on than 1 – 2 more seats – Madrid and Barcelona trains are good models.</p>
<p>There will be predictable problems if ridership increases and there are fewer seats.</p>
<p>This test should've been done with crowds to emulate commute conditions. Cloth handles need to be longer. Very pleased with pole between seats - help getting up and being stable. Seats extremely comfortable, happy with vinyl seats and pads. Floor - when it gets wet from rain, will it be slippery? Bike rack - BART provides 3 bike rack where that area could be used for wheelchairs really. Did not notice screens. Intercom and manual handle are in more accessible areas. Brighter color for center pole and color should be longer on pole for children.</p>
<p>Too many spots for bikes. 2 electric wheelchairs – one large scooter cannot ride in the same train together. I work for (organization name removed). We do travel training for consumers with disabilities, including people in electric wheelchairs. They wouldn't be able to ride in the same train. Remove the large pole from the interior.</p>
<p>Tripod if someone is visually impaired walking in the may run into the pole and get injured.</p>
<p>Tripod is gonna cause problems boarding and off-boarding. Too few wheelchair spots.</p>
<p>Tripod pole is a serious access problem. The other poles are a good addition.</p>
<p>Tripod-hard to get around the pole easily. Have problems now with getting on. Blind people may not know it's there. Feels that it doesn't comply with ADA guidelines. Not enough room especially when you come in hard to get to the wheelchair space.</p>
<p>TV screens have too much glare. Seats are nice but will tear easily? Need to check with DCARA.org on testing of hearing loop. Need hard of hearing to be involved.</p>
<p>Underneath seats I have concerns at safety of my service dog. Not enough room for him to fit under seat completely to protect his paws and tail.</p>
<p>Vertical pole presents an obstacle. Diagonal bracing should be higher to allow tall people to get underneath. Recommend: Wrapping elevated horizontal bar @ doorways. Braille train number indicator at intercom.</p>
<p>Very nice looking. Like seat style and many design aspects. Good LED display, visual. Unable to evaluate automated auditory announcements as yet. Feel floor to ceiling pole obstructs wheelchairs users and folks who use walkers from a clear and safe access – narrows area to maneuver into wheelchair space. Do not like only one wheelchair space per doorway/entrance. Feel single seat across should be a folding priority seat that can accommodate another wheelchair user.</p>
<p>Wheelchair or lower vision should have a strip when they cross the threshold. Use of phone should be accessible for all disabilities. How do deaf get help or first aid?</p>
<p>Wheelchair users so did not try the seats. Floor-to-ceiling pole is the only thing I don't like. It's about 5 PM and the crowd is moderate; the pole is an obstruction on a crowded car. I take BART to and from my job at peak hours, the pole is really going to be a problem when we are packed in like sardines! Otherwise, looks fine. Good work.</p>
<p>With the pole there is not enough room for scooters and wheelchairs to turn around and properly exit and enter. This can be done with an empty area around door, but the people and pole on a moderately busy train will be very chaotic and source of ongoing frustration. Also, reducing wheelchair space to one per door is a BAD IDEA – we travel in pairs or groups too! Cleaning: Depends on cleaning products used. Ventilation: Need very good filters (carbon and particulate) to keep air clean. Lumbar shape does not work for all backs.</p>
<p>Would like to see 4 wheelchair spaces on the train.</p>

Would like to see the stops on digital screen.

You seem to care more about bikers than walkers!! 1. hate the yellow color. 2. Not enough seats. And the two wide seem shorter from wall to center. Please, many of us are older, use BART to get to medical facilities, can't stand for long periods. I realize you can fit more people standing than sitting but this will turn every ride into a cattle car, not just rush hour cattle cars. 3. You don't mention it, but I can remember when BART was quiet. Now worse than a 747 on runway.

Your designers have done a great job! These cars will be a pleasure to use. Can't wait! Poles are well placed. Love the poles. Very helpful both for sitting and getting up.