

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

**Public Participation Summary Report for the  
Fare Increase effective July 1, 2012**

**April 30, 2012**

## **1. Introduction**

During March 2012, BART conducted public participation activities to collect input on three critical issues affecting BART, as follows:

- Proposed fare increase effective July 2012 and the extension of BART's current inflation-based fare increase program
- Clipper<sup>®</sup> Card Distribution for Seniors and Youth
- BART's draft Environmental Justice Policy

Public outreach activities included ten community meetings, an online survey, a telephone survey, and distribution of the survey through BART's Limited English Proficiency Advisory Committee. This report focuses solely on the July 2012 fare increase and describes BART's process for conducting the ten meetings; documents the process for collecting public input; reports survey results; and summarizes public comments received. Where possible, the report provides data on public opinion, as expressed in responses to survey questions. A separate report, "Title VI Assessment for the Fare Increase effective July 1, 2012," describes the analysis BART performed to determine if the fare change would have a disproportionately high and adverse effect on minority and/or low-income populations. The results of this analysis show that the fare change would not have such an effect.

## **2. Process for Soliciting Public Input**

Consistent with BART's Public Participation Plan completed in May 2010 and revised in July 2011, BART conducted outreach and hosted ten informational community meetings throughout the BART service area to inform the public and solicit feedback on the three critical issues described above. 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.

Community meeting participants completed a print survey, a copy of which is provided in Appendix A. For those unable to attend the community meetings, BART conducted an online survey (web survey) hosted on the BART website at [www.bart.gov](http://www.bart.gov) during the period of February 24 – March 30, 2012. An automated phone version of the survey was also available during the same time frame for those who did not have internet access. In addition, print surveys were distributed to local community-based organizations (CBOs) by members of the BART Limited English Proficiency (LEP) Advisory Committee.

The consulting firm MIG, Inc. assisted BART with recording the meetings, reviewing the public participation results and documenting those results.

### **Outreach**

BART conducted outreach for the meetings using the following methods:

- Meeting notice postal mailed to 5,916 residents within 1/4 mile radius of meeting locations
- Meeting notice postal mailed to more than 500 CBOs, including community organizations, senior centers, and colleges and universities
- Noticing at BART stations through posters, Destination Sign System (DSS) and BART Times
- Web story posted on [www.bart.gov](http://www.bart.gov) with link to survey

- Facebook post created on March 7 (viewed by 5,130 people per Facebook’s “Insight” metrics)
- Blog post created on March 7 (viewed 2,116 times)
- Multiple tweets sent on Twitter
- Emails to randomly selected riders soliciting their participation in the survey
- Media (listed in Appendix B):
  - Bay Area media, both print and online
  - Ethnic media
  - Digital banners

The meeting notice was translated into Chinese, Korean, Spanish and Vietnamese and included instructions for requesting translation services and/or meeting interpreters.

### Community Meetings

Meetings were held at a variety of times and locations to accommodate a wide range of participants. Translated materials, interpretive services, refreshments, and child care were available on request for all meetings. Approximately 125 individuals attended the ten meetings.

Location	Address	Date and Time	Services Requested
Oakland	Joseph P. Bort MetroCenter Auditorium 101 Eighth Street, Oakland	Tuesday, March 6, 2012, 6:30-8:00 p.m.	None
Concord	Monument Community Partnership 1760 Clayton Road, Concord	Monday, March 12, 2012, 6:30-8:00 p.m.	Spanish translation
San Francisco Mission District	Mission High School Cafeteria 3750 18th Street, San Francisco	Wednesday, March 14, 2012, 6:30-8:00 p.m.	None
Daly City	War Memorial Community Center Activity Room 6655 Mission Street, Daly City	Thursday, March 15, 2012, 7:00-8:30 p.m.	None
Richmond	Richmond Main Street 1000 McDonald Avenue, Suite C, Richmond	Monday, March 19, 2012, 6:00-7:30 p.m.	None
Antioch	Nick Rodriguez Community Center 213 F Street, Antioch	Tuesday, March 20, 2012 1:30-3:00 p.m.	None
Dublin	Dublin Library Community Room 200 Civic Plaza, Dublin	Wednesday, March 21, 2012, 12:00-1:30 p.m.	None
San Francisco Richmond District	Richmond Recreation Center Auditorium 251 18th Avenue, San Francisco	Thursday, March 22, 2012, 6:30-8:00 p.m.	None
Fremont	Fremont Main Library, Fukaya Rm B 2400 Stevenson Boulevard, Fremont	Monday, March 26, 2012, 6:30-8:00 p.m.	None
Hayward	Hayward City Hall, Council Chambers, 2nd Floor, 777 B Street, Hayward	Wednesday, March 28, 2012, 6:30-8:00 p.m.	None

At each meeting, participants were asked to sign in and were provided a copy of the agenda. A Government and Community Relations (GCR) staff member acted as facilitator. Whenever possible, the BART Director representing the district in which the meeting was held attended and provided welcoming remarks. The BART GCR staff representative briefly reviewed the agenda and meeting purpose and introduced each speaker.

Staff presented information about the July 2012 fare increase and extension of BART's inflation-based fare increase program. Additional topics discussed by other BART staff (not covered in this report) included the distribution of Clipper<sup>®</sup> Cards for seniors and youth and BART's draft Environmental Justice Policy.

Following each presentation, the speakers opened the floor for questions and comments. A graphic recorder from MIG took notes and recorded comments and questions on large scale wallgraphic paper. At the end of the meeting, the print survey described in the next section was distributed.

### **Print Survey**

The print survey included the following question regarding the July 2012 fare increase:

**Question 1.** As explained in the presentation, BART is considering options for a small fare increase effective this July. Small, regular fare increases are necessary in order to keep BART's service safe and reliable with no service reductions. Which of the following fare increase options should BART implement in July? *(Check only one.)*

- BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel. (Due to rounding, the minimum fare of \$1.75 would not change.)
- 10 cent increase for trips between the East Bay and San Francisco
- 5 cent increase to all fares

The survey also included space for participants to provide written comments about the July fare increase. In addition, the survey asked participants to identify how often they ride BART: what types of trips they have made on BART in the last 30 days; which BART stations are their "home" and most frequent destination stations; and, for demographic purposes, their gender, age, home zip code, ethnicity, household income and number in household, and language preferences. Translated copies of the survey were available in Chinese, Korean, Spanish and Vietnamese.

A total of 87 surveys were completed at the community meetings, of which 70 included an answer to the question relevant to this report, Question 1.

### **Web Survey**

An electronic version of the print survey was available online at [www.bart.gov](http://www.bart.gov) in Chinese, English, Korean, Spanish and Vietnamese to allow input from participants unable to attend the community meetings. A total of 950 surveys were submitted online, of which 874 had an answer to the question relevant to this report, Question 1.

In order to offer an option for those who do not have internet access, an automated phone version of the survey was also available. A total of 28 surveys were submitted through this method.

BART also randomly selected a group of 1,769 passengers who were invited via email to take the online survey. These individuals were selected from a pool comprised of passengers who had been randomly selected to complete an earlier BART onboard survey, at which time they had indicated they were available to take future BART surveys. This method resulted in the submission of an additional 390 surveys, of which 382 answered Question 1.

Finally, in an effort to increase outreach to low income, minority and LEP populations, print surveys were distributed to local community-based organizations (CBOs) by members of the BART LEP Advisory Committee. A total of 79 print surveys, 77 of which answered Question 1, were submitted by members of four CBOs serving these communities.

Quantifiable survey responses are reported in the next section, which is followed by discussion of qualitative input comprised of public comments made through the various methods.

### 3. Public Input from Surveys

The following table shows the number of surveys that included an answer to survey Question 1, completed through each of the five distribution methods, as tallied by MIG. Because data were collected using a variety of survey methods, data cannot be tallied across methods; therefore, data from each survey method are reported separately. It should also be noted that the surveys were not administered in a statistically valid manner.

Distribution Method	Number of Surveys with Answers to Question 1
At community meetings	70
Via online	874
Via online, respondents to BART e-mail	382
Via LEP Advisory Committee	77
Via telephone	28
Total	1,431

#### 3.1 Survey Results

The next sections report the results of the survey for Question 1 by the five distribution methods.

Since the July 2012 fare increase and extending the current inflation-based fare increase program are related topics, Appendix C of this report includes responses to Survey Question 3 about the program extension. (The full Title VI assessment report for continuing the program will be completed at a later date.) It is worth noting that respondents expressed strong support for extending the current inflation-based fare increase program, of which the 1.4% inflation-based increase is the last in the series.

## Community Meeting Survey Results

The table below shows the results from surveys completed by community meeting participants who answered Question 1. Of the 70 surveys, 14 more respondents (52.9% of the total) preferred the nickel increase compared to the 1.4% inflation-based increase (32.9%).

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	23	32.9%
\$0.10 increase for trips between the East Bay and San Francisco	10	14.3%
\$0.05 increase to all fares	37	52.9%
<b>TOTAL</b>	<b>70</b>	<b>100%</b>

## Online Survey Results

Of the 874 surveys completed that had answers to Question 1, the split was almost even between those preferring the nickel increase (43.8%) and those selecting the 1.4% inflation-based increase (42.8%), as shown in the following table.

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	374	42.8%
\$0.10 increase for trips between the East Bay and San Francisco	117	13.4%
\$0.05 increase to all fares	383	43.8%
<b>TOTAL</b>	<b>874</b>	<b>100.0%</b>

## E-Mail Online Survey Results

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	140	36.6%
\$0.10 increase for trips between the East Bay and San Francisco	49	12.8%
\$0.05 increase to all fares	193	50.5%
<b>TOTAL</b>	<b>382</b>	<b>100%</b>

The table above shows results from surveys with answers to Question 1 that were completed online by randomly selected individuals who had previously completed a BART survey and indicated their willingness to complete future surveys. Of the 382 surveys thus completed, 193 respondents (50.5%) chose the nickel increase, while 140 (36.6%) selected the 1.4% inflation-based increase.

## LEP Advisory Committee Member Survey Results

The table below shows results for those surveys with answers to Question 1 completed by members of the organizations represented by BART's Limited English Proficiency (LEP) Advisory Committee. Of the 77 surveys completed, 54 respondents (70.1%) chose the nickel increase, while 20 (26.0%) selected the 1.4% inflation-based increase.

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	20	26.0%
\$0.10 increase for trips between the East Bay and San Francisco	3	3.9%
\$0.05 increase to all fares	54	70.1%
<b>TOTAL</b>	<b>77</b>	<b>100%</b>

## Telephone Survey Results

	Surveys	
	Count	%
BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel	10	36.0%
\$0.10 increase for trips between the East Bay and San Francisco	7	25.0%
\$0.05 increase to all fares	11	39.0%
<b>TOTAL</b>	<b>28</b>	<b>100%</b>

As the table above shows, for the 28 surveys completed by telephone, the split between the nickel and inflation-based options is almost even, with 10 respondents preferring the inflation-based increase and 11 respondents selecting the nickel increase.

### 3.2 Survey Respondent Demographics

The tables on the next pages summarize answers to survey questions that describe survey respondents.



**How often do you currently ride BART?**

Frequency	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%	Count	%
5 or more days a week	9	11.0%	479	52.6%	222	58.1%	4	22.2%	3	3.9%
3-4 days a week	17	20.7%	137	15.0%	69	18.1%	1	5.6%	5	6.6%
1-2 days a week	19	23.2%	99	10.9%	43	11.3%	2	11.1%	16	21.1%
1-3 days a month	21	25.6%	127	13.9%	30	7.9%	4	22.2%	18	23.7%
Less than once a month	16	19.5%	60	6.6%	16	4.2%	7	38.9%	25	32.9%
Never	0	0.0%	9	1.0%	2	.5%	0	0.0%	9	11.8%
<b>TOTAL</b>	<b>82</b>	<b>100.0%</b>	<b>911</b>	<b>100.0%</b>	<b>382</b>	<b>100.0%</b>	<b>18</b>	<b>100.0%</b>	<b>76</b>	<b>100.0%</b>

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

Race or Ethnic ID	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%	Count	%
White alone, non-Hispanic	39	49.4%	503	60.7%	206	56%	13	72.2%	0	0.0%
Black/African American alone, non-Hispanic	10	12.7%	39	4.7%	38	10%	2	11.1%	0	0.0%
Asian or Pacific Islander alone, non-Hispanic	5	6.3%	153	18.5%	63	17%	2	11.1%	71	91.0%
American Indian or Alaska Native alone, non-Hispanic	0	0.0%	7	.8%	2	1%	0	0.0%	0	0.0%
Other alone, non-Hispanic	4	5.1%	33	4.0%	10	3%	1	5.6%	1	1.3%
Multiple race, non-Hispanic	1	1.3%	29	3.5%	7	2%	0	0.0%	0	0.0%
Hispanic, regardless of race	20	25.3%	64	7.7%	41	11%	0	0.0%	6	7.7%
<b>TOTAL</b>	<b>79</b>	<b>N/A</b>	<b>828</b>	<b>N/A</b>	<b>367</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>78</b>	<b>100%</b>

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

	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%
No	57	69.5%	729	80.4%	297	77.0%	3	3.9%
Yes	25	30.5%	178	19.6%	85	22.3%	74	96.1%
<b>TOTALS</b>	<b>82</b>	<b>100.0%</b>	<b>907</b>	<b>100.0%</b>	<b>382</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>

Note: This question was not included in the phone survey.

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

Annual Household Income	Community Meeting Surveys		Online Surveys		Online Surveys (Random Email Sample)		Phone Surveys		LEP Surveys	
	Count	%	Count	%	Count	%	Count	%	Count	%
Under \$25,000	22	30.6%	92	11.7%	49	13.8%	6	42.9%	38	50.7%
\$25,000-\$29,999	3	4.2%	37	4.7%	17	4.8%	5	35.7%	15	20.0%
\$30,000-\$39,999	6	8.3%	56	7.1%	24	6.8%	2	14.3%	12	16.0%
\$40,000-\$44,999	6	8.3%	37	4.7%	11	3.1%	0	0.0%	6	8.0%
\$45,000-\$49,999	1	1.4%	34	4.3%	15	4.2%	0	0.0%	4	5.3%
\$50,000-\$59,999	6	8.3%	60	7.6%	32	9.0%	1	7.1%	0	0.0%
\$60,000 or more	28	38.9%	469	59.7%	207	58.3%	0	0.0%	0	0.0%
<b>TOTAL</b>	<b>72</b>	<b>100%</b>	<b>785</b>	<b>100%</b>	<b>355</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>75</b>	<b>100%</b>

## 4. Public Comments

789 comments were provided by participants during meetings, on written comment cards handed out at the meetings, and through an open-ended question on the survey (“Do you have any comments about the July fare increase?”). To facilitate understanding of the qualitative results from comments, as opposed to tallying responses to Survey Question 1 as described above, MIG transcribed and reviewed the individual comments, sorting and placing them into a comments database. The comments database is provided in Appendix D.

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. Also, comments recorded on wallgraphics at meetings may likely represent multiple opinions since the technique, by design, is intended to reduce repetition. Comments received through written comments cards often reflect those of participants who choose not to speak during the meeting and/or to reinforce a comment expressed during the meeting. 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.

Based on general categorization, the bulk of the comments fell into three main categories: those who agreed with a fare increase, those who disagreed with a fare increase, and those who did not express a clear agreement or disagreement. The majority of commenters expressed either agreement or disagreement, in roughly even numbers; a much smaller minority fell into the “unclear” category.

Two further subcategories also emerged: those who expressed conditional agreement or conditional disagreement. Commenters who fully supported the fare increase made comments such as “I understand it’s necessary.” Many of the commenters, however, indicated that they agreed based on specified conditions, such as BART keeping costs under control or ensuring that certain improvements are made.

Commenters who did not support a fare increase noted that BART fares are already high. However, some did express that they disagreed with a July 2012 fare increase but might change their minds under certain conditions. These respondents frequently expressed the opinion that having these conditions met seemed unlikely to happen, which therefore served as the basis for their disagreement with a fare increase at this time. As one comment put it, “while I understand the need to pay for these new cars, it’s hard to consider a fare increase when my personal commute conditions have gotten worse, not better.”

## Appendix A: BART March 2012 Public Outreach Survey



# Community Meeting Survey

Thank you for taking the time to attend this meeting. After BART staff have explained the topics below, please answer the questions in each section. BART values your input.

### BART Fare Increase Options

- 1** As explained in the presentation, BART is considering options for a small fare increase effective this July. Small, regular fare increases are necessary in order to keep BART's service safe and reliable with no service reductions. Which of the following fare increase options should BART implement in July? (*Check only one.*)
- BART's current fare increase program: Inflation-based 1.4% increase to all fares, rounded to the nearest nickel. (Due to rounding, the minimum fare of \$1.75 would not change.)
  - 10 cent increase for trips between the East Bay and San Francisco
  - 5 cent increase to all fares
- 2** Do you have any comments about the July fare increase? \_\_\_\_\_  
\_\_\_\_\_

### BART Fare Increase Program

- 3** BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.) Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? (*Check one.*)
- Extend BART's current inflation-based fare program
  - Develop a new program for regular, small fare increases, such as: \_\_\_\_\_
- 4** Do you have any comments about a fare increase program? \_\_\_\_\_  
\_\_\_\_\_

### Senior and Youth Clipper Cards

- 5** Are you eligible for a discounted Senior Clipper Card (age 65+) or a Youth Clipper Card (parent/guardian of a child ages 5-12)?
- No (skip to question 8 on back)
  - Yes, I'm eligible for a Senior Clipper Card (age 65+)
  - Yes, I'm the parent or guardian of a child ages 5 - 12
- 6** Have you already applied for the discounted Clipper card for which you are eligible?
- Yes
  - No - why not? \_\_\_\_\_
- 7** In your opinion, are the locations where you can get a discounted Clipper card adequate, or not?
- Yes, locations are adequate
  - No, not adequate - please explain: \_\_\_\_\_
  - Don't know

**OVER**

**About You**

**8** How often do you currently ride BART?

- 5 or more days a week       1 – 2 days a week       Less than once a month  
 3 – 4 days a week       1 – 3 days a month       Never

**9** What types of trips have you made on BART in the past 30 days? *(Check all that apply)*

- Commute to/from work       Visit friends/family       Theater or concert  
 School       Medical/dental       Other: \_\_\_\_\_  
 Airplane trip       Shopping       Not applicable – didn't ride BART in past 30 days  
 Sports event       Restaurant

**10** Which BART station do you usually use when making a trip from home (your "home" station)?

\_\_\_\_\_

**11** Which BART station is your most frequent destination station (i.e., the station near your office, school, or other frequent destination)? \_\_\_\_\_

**12** Are you:       Male       Female

**13** Age:

- Under 18       35 - 44       65 or older  
 18 - 24       45 - 54  
 25 - 34       55 - 64

**14** Home ZIP code: \_\_\_\_\_

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

- American Indian or Alaska Native       Black / African American       White  
 Asian or Pacific Islander       Hispanic, Latino, or Spanish       Other: \_\_\_\_\_

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

- No  
 Yes, I speak: \_\_\_\_\_

**17** If "Yes" to Question 16, how well do you speak English?

- Very well       Well       Not well       Not at all

**18** What is your total annual household income before taxes?

- Under \$25,000       \$40,000 - \$44,999       \$60,000 or more  
 \$25,000 - \$29,999       \$45,000 - \$49,999  
 \$30,000 - \$39,999       \$50,000 - \$59,999

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

- 1       2       3       4       5       6 or more

## **Appendix B: BART Media Outreach**

During BART's March 2012 public participation process, outreach was conducted through the following media outlets:

### **Bay Area News Group** (includes website banners):

- Alameda Times-Star
- Contra Costa Times
- East County Times
- Fremont Argus
- Hayward Daily Review
- Oakland Tribune
- San Ramon Valley Times
- Tri-Valley Times
- West County Times

### **Other Newspapers:**

- Bay Area Reporter (includes website banner)
- San Francisco Examiner

### **Ethnic Media:**

- El Mundo (Spanish)
- Oakland Post/SF Post
- Sing Tao (Chinese)
- Sun Reporter
- World Journal (Chinese)

### **College Newspapers:**

- California State University-East Bay
- Laney College
- San Francisco City College
- San Francisco State University
- University of California at Berkeley



## APPENDIX C: SURVEY QUESTION #3 RESULTS

### **SURVEY QUESTION 3**

**BART's current fare increase program, which calls for small, inflation-based increases every two years, expires in 2012. BART is considering extending this program so that fares increase by inflation in 2014, 2016, 2018 and 2020. (The increases are estimated to be 3.9% in each of these years, based on inflation projections.)**

**Should BART extend its current inflation-based fare program, or develop a new program for increasing fares? (*Check one.*)**

<b>Community Meeting Survey Results</b>		
	<b>Count</b>	<b>%</b>
Extend BART's current inflation-based fare program	37	59.7%
Develop a new program for regular, small fare increases	25	40.3%
TOTAL	62	100.0%
<b>Online Survey Results</b>		
	Count	%
Extend BART's current inflation-based fare program	515	61.2%
Develop a new program for regular, small fare increases	326	38.8%
TOTAL	841	100.0%
<b>E-Mail Online Survey Results</b>		
	Count	%
Extend BART's current inflation-based fare program	248	68.3
Develop a new program for regular, small fare increases	115	31.7
TOTAL	363	100.0%
<b>LEP Advisory Committee Member Results</b>		
	Count	%
Extend BART's current inflation-based fare program	53	77.9%
Develop a new program for regular, small fare increases	15	22.1%
TOTAL	68	100.0%
<b>Telephone Survey Results</b>		
	<b>Count</b>	<b>%</b>
Extend BART's current inflation-based fare program	8	35%
Develop a new program for regular, small fare increases	15	65%
TOTAL	23	100.0%

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

**KEY TO PUBLIC COMMENTS TABLE**

**Code**

**Meeting/Date**

ANT Antioch/3.20.12  
 CNC Concord/3.12.12  
 DC Daly City/3.15.12  
 DUB Dublin/3.21.12  
 FRE Fremont/3.26.12  
 HWD Hayward/3.28.12  
 OAK Oakland/3.06.12  
 RCH Richmond/3.19.12  
 SFM SF Mission/3.14.12  
 SFR SF Richmond/3.22.12

**CBO (LEP Surveys)**

FB Family Bridges, Inc.  
 LAO Lao Family Community Center  
 LR La Clinica de la Raza  
 SACC San Francisco Southeast Asian Community Center

**Source**

CC Comment card  
 EM Online survey (random email sample)  
 LEP Survey distributed to CBOs through LEP Advisory Committee  
 MTG Printed survey  
 ON Online survey  
 PH Phone survey  
 WG Wallgraphic

<b>Meeting/ CBO</b>	<b>Source</b>	<b>Comment</b>
N/A	EM	The cars need replacing, the sooner the better!
N/A	EM	I understand the need for fare increases just as much as I hate it. Not BART's fault that our state and country are not investing in public transit. That said, spread it around-not everyone commuting between EB and SF is rich!
N/A	EM	Do it!
N/A	EM	I do not feel strongly about one option over another -- but I have a senior discount.
N/A	EM	I think it is fair.
N/A	EM	it is a reflection of the hard times we are currently facing. Five cents sounds reasonable.
N/A	EM	It's fair and to be expected.
N/A	EM	It's fair.
N/A	EM	its ok
N/A	EM	It's only fair.
N/A	EM	Makes sense. No concerns.
N/A	EM	Not really, they seem to be necessary and are relatively small increases.
N/A	EM	Seems reasonable.
N/A	EM	Whatever it takes to keep BART running
N/A	EM	Whatever it takes to keep public transportation running...
LAO	LEP	Increase

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
CNC	MTG	Every now and again the rates go up
CNC	MTG	I understand it's necessary
ANT	MTG	Must be hard on commuters. Necessary evil, but fair.
N/A	ON	BART is expensive, but not as expensive as driving with gas being what it is, parking, and wear and tear on the vehicle and person.
N/A	ON	Basically if people want a safe and reliable form of transportation it cost for the upkeep.
N/A	ON	Don't particularly care how it is done . . . all seem reasonable.
N/A	ON	don't really care which one
N/A	ON	Go for it.
N/A	ON	I don't mind.
N/A	ON	I love taking BART to be Eco Friendly to the environment. I think a few cents increase in fare is good. That's my opinion.
N/A	ON	I support the fare increase.
N/A	ON	I'm not crazy about it, but I understand costs go up and public funding is limited. It's still cheaper than driving...
N/A	ON	Inflation-based fare increases are fair and reasonable given today's economy and the public service that BART provides.
N/A	ON	It seems appropriate.
N/A	ON	it seems fair to me
N/A	ON	It seems inevitable.
N/A	ON	It sucks, but out is necessary.
N/A	ON	not crazy about it, but you have a good reason for the increase.
N/A	ON	not happy but necessary evil. Bart is a responsible organization and I have a lot of respect for your integrity and professionalism.
N/A	ON	The price of gas is more than \$4.00 per gallon, so there will be more riders. The fare increase should also include legislature pressure for an increase in pre tax commuter benefits that were reduced at the start of 2012 making the effective increase closer to 15% for each East Bay to SF commuter rider per month.
N/A	ON	They appear to be fair and reasonable.
N/A	EM	i understand the need for fare increses, but try to keep them small.
CNC	MTG	Make the increase as little as possible.
N/A	ON	I think that fare increases should be as low as possible to encourage people to use public transportation rather than drive cars.
N/A	ON	If it's necessary to raise fares, best to have more people/riders paying to keep the actual fare increase minimal.
N/A	ON	Thank you for giving us options to weigh, it's always difficult to take this kind of notice well, due to the hard times we're facing.
N/A	ON	Yes - there is a recession going on. Please be gentle.
N/A	ON	Yes. Getting to expensive to ride BART.
HWD	WG	Fare increases are difficult/unpleasant. Smaller (.05/.10) is better.
N/A	ON	I am concerned that the fare increase is not large enough to make a meaningful improvement. Frankly, it is frustrating to see increased fares with no visible results. For example, I'd gladly pay another 75 cents per trip to see really clean seating. And a credible functioning wireless service would be handy too. Transit agencies in general are often too timid to put through the increases needed and earmark them for visible and proven results. The state of cleanliness of the trains is sufficiently bad that I now use my car more to avoid it.
N/A	ON	make it bigger.
N/A	EM	I favor the overall fare increase because even then, BART fare is comparable to other methods of public transportation without targeting one specific area of the population above other commuters. The 5 cent increase would be my second choice because it does not account for longer versus shorter trips
N/A	EM	I feel that a fair increase only on fairs between the East Bay and San Francisco penalizes those living in the East Bay. The first option, the inflation based increase seems the fairest.
N/A	EM	Sorry to hear about it in this tough economic climate, but it's only 1.4%. However, I'm against raising the fare only on East Bay to SF trips. Stick with the original plan; it will also be an easier sell.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	New cars and investment in the system is a real and critical need TODAY. For this reason, I'd be willing to look at a higher increase now; thus my preference for the current fare increase option over the 5 cent system-wide option. I am not in favor of the transbay-only increase because these passengers (and I am not one of them) already pay a premium to go into San Francisco. Since new cars will benefit everyone, I'd prefer to see the increase spread throughout the system.
N/A	ON	I prefer the inflation-based method because everyone shares the cost increase equally.
N/A	ON	I think doing a regular, inflation-based fee increase at regular, expected intervals is the best way to go, instead of unexpected and potentially large increases every few years. This makes it fair and easy for riders to plan for in terms of cost increase. I don't think targeting specific populations of riders for increases is fair (for example, those who go between the East Bay and SF). And for the record, I am NOT one of those riders; just don't think that's fair.
N/A	ON	If this is BART's inflation-related fare increase, then the 1.4% increase for all fares is appropriate. If this is for a specific route or purpose, then those most affected should pay higher fares.
N/A	ON	I'm a person with a qualified medical disability and am enrolled in the regional transit connection discount program and I rely on BART to get me to where I need to go on a daily basis as I do not and will not be owning a car, I strongly support the 1.4% fare increase to all fares and I think many people would agree with me on that. I believe that maintaining the current fare structure as closely as possible while increasing revenue is the most important as we do not want to detour people from wanting to ride BART, because of increased fares the 1.4% increase will be the best option as it will be almost unnoticeable to many passengers and thus less detested by passengers. Ridership is up we want to keep it that way.
N/A	ON	Inflation based rounded up to nearest nickel makes most sense, is elementarily rational.
N/A	ON	Inflation basis is the fairest option.
N/A	ON	It's important to maintain the system. Tying increases to inflation seems fair and a good way to keep the increases from becoming political fodder and pitting one group against another.
N/A	ON	Keep the fare increase system as it is. It seems most fair. Don't try alternative fare increases because it benefits some while others bear more of the cost.
N/A	ON	Keep to the current fare increase program, rather than tweaking it. It's most fair.
N/A	ON	The 1.4% increase to all fares is the most fare solution.
N/A	ON	The CPI fare increase is the smartest way to raise fares, keep up with expense increases, and provide money for infrastructure. It is far better than the other options listed, and much better to raise fares predictably and gradually rather than waiting years and doing large increases.
N/A	ON	this option seems the most fair
N/A	ON	Use the current program to increase all fares because it's easy and fair.
DC	WG	Option A is good!
N/A	EM	I think it's reasonable to increase fares for those of us who commute from the East Bay to San Francisco. We usually earn higher incomes and therefore can afford the slight increase. I think it would be unfair to charge an increase on all fares because this would have an impact on a much larger population of riders.
N/A	EM	This would be fair to all riders. Albeit students will be severely impacted (i.e. students like me who commute to UC Berkeley daily). However understandably, if the 10 cent increase for trips between East Bay and SF were put into place, those attending school in SF would suffer marginally.
N/A	ON	-- Percent% will cause longer trips to jump the most... -- 5 cents to all fares will create a minimum of \$1.80, which is an ODD NUMBER (many people may have quarters) or understand the fare better at \$1.75. -- -- I suggest the 10C surcharge on the transb
N/A	ON	Being a retired BART employee, I have a pass and am not affected. If the net revenues are the same, probably the 10 cent increase in trans-bay fares is the most realistic, especially if trans-bay fares to San Mateo County don't rise.
N/A	ON	I believe the necessarily longer trips between the East Bay and San Francisco result in greater operating costs, so the 10 cent increase for trips between the East Bay and San Francisco would be fair to every rider.
N/A	ON	I don't usually ride Bart into the city, however, almost all commuters are commuting into the city, and this seems like the best option.
N/A	ON	I ride locally (in SF only) and the BART is always so crowded going toward the East Bay so I think those riders who commute in from the East Bay should pay more.
N/A	ON	I travel from Hayward to Daly City and back twice a week and would pay a 1 time increase to get from East Bay to SF and back than pay more per stop.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	It is more fair to increase more from the stations between San Francisco because the regular fares of muni is \$2.00 for each ride. For the stations through Transbay, I think most of the residents rely on the BART to go SF. If you can provide a monthly pass just like monthly muni pass, then many people will be very happy.
N/A	ON	It makes more sense to increase fares more for the East Bay given that the majority of stations are located there. There are relatively few stops on the Peninsula and to encourage more usage, I suggest holding increases there.
N/A	ON	The bridge tolls have increased and so BART should increase East Bay to SF transportation prices.
N/A	ON	The increase for trips between East Bay and SF makes the most sense, because the alternative (Bay Bridge) has tolls that have gone up even more.
OAK	WG	Agree with fare increase. Support Option B (0.10 increase on Transbay fares) so that vulnerable populations in the East Bay are not affected.
N/A	EM	I have very little preference but I feel that option C (5 cent to all fares) hits everyone the same.
N/A	EM	I think I like the last option considering that a lot of us lost our transit subsidy so it would not be so painful if everyone ate the cost.
N/A	EM	If you have to increase the fare, the most equitable is the same increase for all users regardless of destination or distance. All riders will benefit from improved service.
N/A	EM	Increase seems fair. 5 cent increase to all fares seems reasonable. I like the "peanut butter" approach to help subsidize all fares.
N/A	EM	It seems unfair to penalize travelers between the East Bay and San Francisco by imposing a fare increase for those travelers and not anyone else. The first option of rounding to the nearest nickel also seems unfair as it cheats BART out of money I know it desperately needs.
N/A	EM	rather than having to do it again later (think the USPS problems)...why not just raise it for the entire system? It's far less confusing.
N/A	EM	The first option does not seem like it would amount to as great a revenue as the third option while being fair to all passengers. The second option is very unfair as it solely, in a sense, penalizes passengers who cross the Bay. Specifically for those passengers who commute into/out of the city for work.
N/A	ON	5 cents is best because it is fair for all and doesn't discriminate against those who live in certain areas like the East Bay.
N/A	ON	A 1.4% increase spread over all BART users is the fairest way to raise fares *except* that rounding rules prevent the \$1.75 fare from increasing. This has the effect of displacing the burden for those riders' portion of the increase onto other riders. So, the uniform 5 cent increase is the best remaining approach.
N/A	ON	Choice C says to me that the people who use it most pay for that use....,it is the most fair.
N/A	ON	I feel almost the same about the current fare increase and the 5 cents to all fares. In a way the 5 cents to everyone is most fair, and doesn't target a specific population (such as the 10 cent increase for trips between East Bay and SF would do)
N/A	ON	I feel the 5 cent fair increase is both reasonable for patrons and fair to all. I shouldn't be punished for living in the East Bay.
N/A	ON	I would recommend 5 cent addition to all fares except those paid by people qualifying for discount fares
N/A	ON	It should be spread across all fares. It is unfair to charge only those who cross the Bay additional fees. Please be fair and balanced and raise all fares by 5 cents only.
N/A	ON	Since I commute from the East Bay to SF daily, I voted for C. The amounts for A & B for me are the same, but twice the fare increase with C.
N/A	ON	For crying out loud! The difference between these options is plus or minus a nickel. How many meetings to you need to figure this out? Flip a three sided coin and get over it.
N/A	ON	This is a small increase and there is no reason that the board of directors should not be making this decision themselves. That is why they get paid so much.
N/A	ON	I feel that the small regularly scheduled fare increases is the best option.
N/A	ON	I like small and regular increases
N/A	EM	a necessary evil
N/A	EM	have to increase it in order to extend services..think the sooner the better for all of us.
N/A	EM	I favor whichever option would raise the most additional revenue. BART fares are too much of a bargain. Quality and frequency of service needs to improve, including a spur for a direct Pittsburg Bay Point/Richmond route reversing at MacArthur.
N/A	EM	I think it is perfectly fair. BART trains are already in bad condition in general. I have family in the UK and the trains are clean, safe, and practically delay free. I wish BART trains were this way as well.
N/A	EM	I think it's a good ideal, I would rather ride in a train that is kept up and clean. Also like the ideal that you are extending the trains to other cities. like San Jose :)

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	I understand that fare increases are necessary. I think that longer trains consistently during commute hours should be increased. I have boarded at Montgomery at 5pm and an 8 car train arrives.
N/A	EM	If the 5 cent increase to all fares increases more than the 1.4% overall, then go for whatever raises more money for improvements.
DUB	MTG	I support the increase and understand the need for generating more revenue to cover costs.
N/A	ON	as everything goes up we need money to fix things and yes i rely on bart 6 days a week
N/A	ON	do it...sick and tired of the filthy, HORRENDOUSLY LOUD, trains
N/A	ON	I am an avid BART rider/supporter. I understand the need for the increase and I also hope it brings about cleaner stations, in addition to safer and more reliable service. (In general, if people can "see" changes like cleaner stations, more reliable service, they will be more understanding regarding fare increases....of course, litter is not the issue at hand but worth mentioning.)
N/A	ON	I like the idea. I mean, you say that fare increases are necessary to keep BART safe and reliable? I like it.
N/A	ON	I prefer which ever option raises the most money.
N/A	ON	i still feel the same way i did 7 years ago, charge anything you want if it will lead to running later at night. i would actually pay a higher "late night" fare.
N/A	ON	I support public transportation and I'm ok with fare increases to keep services running well!
N/A	ON	I think the increase is necessary for the required upgrades.
N/A	ON	if it helps with any upgrades/ improvements i'm for it.
N/A	ON	In order for the system to be upgraded the small increase is fine.
N/A	ON	it's great value for the price. I want to support improved infrastructure
N/A	ON	OK since it is so small. HOWEVER, if used to "improve" aging cars, the move to remove seats in the new versions is an unfortunate decision. Not enough SEATS as it is, and disabled and older riders do need seats.
N/A	ON	Please consider using part of the increased fares to (1) clean the cars and (2) fix the Wi-Fi system.
N/A	ON	Please increase fares to the point that you can afford to replace all the disgustingly filthy cloth seats with ergonomically curved plastic seating (that will obviously be easier for your team to maintain cleanliness). If people want softer seats, they can bring a seat cushion.
N/A	ON	Raise it as much as you need to. The cars are gross and filthy. Inside and out. Raise the fare a dollar each way if you need to.
N/A	ON	Raise prices even more! Higher prices, more service. It's silly how full the buses are. Raise prices and use the money to put more buses on the street. Offer discounts to the poor.
N/A	ON	This is good for the BART System.
N/A	ON	Use the fare increase to clean the filthy bathrooms too, at MacArthur Station and especially Del Norte Station
N/A	ON	I know that fare increases are needed, but could the service become better: (1) run a longer train from richmond to milbrae during the weekday (2) clean up those very nasty seats & floors
N/A	ON	I would try mixing one and two. Maybe a % increase (but less than 1.4%) for all (since I think everyone should bear some of the burden) plus a 5 cent increase for East Bay-SF trips?
N/A	EM	Perhaps an increase based on time of day similar to congestion/car pool pricing on the bridge
N/A	ON	I suggest that you make the minimum fare \$2.00 like MUNI.
N/A	ON	Why not bring the minimum fare up to \$2 so it's in line with MUNI?
N/A	EM	Hope it's not going to lifetime benefits payments - Bad PR
CNC	MTG	I want to see safe and improved (illegible) trains but I think BART unions have gotten out of control.
N/A	ON	BART employees should see pay cuts if passengers have to pay more. It is unfair to make low income people pay for the exorbitant salaries BART officials take.
N/A	ON	Wash the outside of the trains. You're in general doing a good job, however your salaries, pensions, and benefits far exceed the private sector. Your Unions must contribute to the pain that we are all suffering.
HWD	MTG	Please stop fare evasion BEFORE fare increases
N/A	ON	BART should put a lot more effort to collect fees from cheater. I have been taking BART for the last 12 years. I have seen increased number of cheater who does not pay the fare. The BART's honesty system does not work. BART should put elevator within the gate. When I see the fee increase announcement, it upsets me and I always think why BART is charging more to the honest and loyal riders instead of collecting fees from cheaters. Even you increase the fare, you will have more cheaters.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
HWD	WG	Hayward BART elevator allows fraud. Don't increase fares before dealing with fraud.
RCH	WG	Need to address inequities in fares
N/A	EM	If though your increasing the fare I still think the fare is high enough.
N/A	ON	I am fortunately a senior, but before I could get a senior discount, I found BART fares so costly that it almost matched driving a car. I am a big fan of BART and public transit, but don't understand how someone making a minimum wage can even afford to take the system.
N/A	ON	I do value the service BART provides but the fares are already quite high. For example my current commute from West Dublin to 19th St Oakland is \$7.70 round trip. If I were to drive into work my gas cost would be about \$6.40 for a 48 mile round trip on my car that averages 30 MPG with a \$4.00 per gallon gas price. Thus I'm already losing money each day by taking BART.
SFR	MTG	Please present it to the public in a different way, instead of saying, we have a surplus, and oh, by the way, we're raising fares!
N/A	ON	This should be the last of the increases for at least a few years. For people who drive, you need to show that it's better to pay Bart \$5.80 to get somewhere round trip, than to pay \$5.80 at the pump.
N/A	EM	More frequent trains to make it a more user friendly mode of mass transit
N/A	EM	There has to be a better design for the inside of the cars. The newer cars waste so much space and the seats are too low in the areas for Seniors or people with disabilities. There need to be longer trains starting a little earlier than commute times so I don't have to stand. There needs to be someone in each car to enforce eating and drinking rules, bike rules and seating rules.
N/A	ON	it is great 10 cents increase system wide is the way to go, but if bart can extend to livermore and santa clara in the future you need and can extend to hercules. 4 stations all underground North Richmond, SAN PABLO, Tara Hills, HERCULES. There is no reason why bart cannot be out there that area deserves bart service more than santa clara and berryessa proposed start is 2018, proposed to be at livermore after 2020, so if santa clara and hercules were both under construction then I believe you can be at hercules in year 2022 or 2023 three years later after livermore bart deserves to be out there and it will help I80 freeway just as much as santa clara area and we will continue to bring this up that for the survey you need this at some stations and you need a bart to hercules meeting in the future. Yes all of those 4 stations deserve to be underground.
N/A	ON	I realize it's part of inflation. But BART has some of the highest prices in public transportation and the experience riding it is still not quite pleasant. Homeless people, dirty seats, dirty floors, and short trains during peak commute hours are all part of my daily commute.
N/A	ON	I want BART to stay focused on fast, RELIABLE, and affordable service for EXISTING CUSTOMERS. If extensions are going to jeopardize existing service then perhaps they should be scrapped.
N/A	ON	If we are increasing fares commensurate with inflation, I would expect services to remain at the same levels. Please consider longer/more frequent trains - BART has become over-crowded (fare increase might take care of that though) and enforce your own rules - no bikes on BART during prime commute hours. Services seem to have degraded as ridership seems to have increased - from a 20 year veteran.
N/A	ON	It would be nice to have the plastic seats that's EZ to clean, trains without carpet for better clean-ups after spills, as well as some type of ventilation, instead of the circulated air. And last but not least to have an EXTRA TRAIN ADDED ON FROM SO SAN FRANCISCO TO PITTISBURG/BAY POINT would be great! But only during commute hours. maybe starting at 3:30. So what I'm asking is, if the bart will be increasing the fare, What will the people who ride bart get so we won't feel like "wow" the fares went up but what changed for the better. it's \$8.60 a day plus \$1.00 for parking for me to commute to work. I wonder how much more will it be when the Bart is connected to the park&ride on Hillcrest? I didn't know about the youth clipper cards that's great I will have to check into that.
N/A	ON	My son who is 6 ft. 3 & 220 lbs. is afraid to ride BART. He is repeatedly aggressively panhandled both on the train from attending school in DT Berkeley on his ride to Fruitvale station & at the exit to Fruitvale station. Why is this tolerable. There is one very menacing man in particular who approaches people constantly on this route during the day & hangs out around the Fruitvale station. He has reported this before, as have others. MUST be more security to get these people to stop pestering people out of the system. My son is a kind person, but rather shy & does not know what to say to this man who has a different story everyday about why he needs money. He gets up close & is physically menacing when he asks for money. More people would ride BART if people like this (panhandling, mentally ill, criminals, homeless) were not shaking people down for money & making them feel afraid. I do not support a fare increase for East Bay ridership that most people use to do errands, school etc. Let the SF commuters pay more since they presumably are earning SF wages.
N/A	ON	Please increase service corresponding to the increase in ridership. Please do not send 8 car trains during rush hour when 10 car trains are clearly needed.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Unfortunately I have been working at the same pay rate for almost 4 years. My employer uses terms such as economic hardship, current state of the market and other buzz words to not give raises or promotions. The amount increase is minor in the grand scheme of things however over the course of the year this will be another \$24.00 for me to go to and from the city. Not that big of a difference, however I am hopeful this revenue will in fact be used to bring the antiquated trains up to date and also to provide more cleanliness to the facilities.
N/A	EM	I think a small increase is reasonable, but it should be shared by all riders, particularly since riders within SF already have an unlimited ride option available.
N/A	EM	Don't waste it!
N/A	ON	BART should share the burden by cutting administrative costs as well as increasing fares for customers.
N/A	ON	I'm fine with a fare increase as long as BART keeps costs under control.
N/A	EM	Can some of the funds be put towards keeping the trains clean as well as enforcing the no music rule? Every week I have to avoid certain seats or put up with someone playing loud music.
N/A	EM	I understand but I'm not happy about it. Makes my commute cost go up at a time when everything else is also costing more and when I am not thrilled with certain aspects of BART service (train cleanliness, no late night service, constant stain construction).
N/A	EM	I wish I could actually SEE improvements in the cars, or at least maintenance. Today I rode in a car that smelled of roasting vomit. The "demo" cars have been around forever yet I never see a refurbished car. Also, why should only those riding the tube see an increase? That's not exactly fair. All riders or no riders should see increases. It should not be destination based.
N/A	EM	Please wash windows with your increased income.
N/A	EM	Riders NEED to see visible signs of improvement for the added fare.
HWD	MTG	I'm okay with the fare increase just as long as it goes for a good cause.
N/A	ON	A fare increase would be acceptable if the funds were to go toward specific things such as: better lighting, signage, and comfort in stations (queue lines), cleaner trains, more Officer patrols on cars in the early morning and evening, etc.
N/A	ON	As long as service does not decrease.
N/A	ON	BART is one of the most expensive public transportation systems in the United States. Before raising fares any further, perhaps BART should consider offering a monthly pass like every other mass transit system in the Bay Area (MUNI in SF comes to mind). That would help alleviate the economic stress put upon daily riders of BART, especially during these uncertain economic times. I wouldn't mind paying the sky-high BART fares if 1) The seats and cars were actually clean (get rid of the carpeting!) 2) BART would do a better job of protecting the riding public from homeless people/rift-raft who constantly harass BART Passengers on trains and in stations 3) BART would have greater frequency and would run in a similar fashion to the NYC subway (If they can do it, why can't BART- and NYC has a cheaper, 24/7 mass transit system!)
N/A	ON	Change trains or seats, FIRST!!! Also at least two or three public restroom for each gender should be available in all stations. Then you should increase fair. Please show your respects to us. Thanks.
N/A	ON	Don't do it unless you are building new tracks and stations.
N/A	ON	Don't do it. If you do raise fares, then make sure that the trains are clean.
N/A	ON	I appreciate that there are inflation and rising costs in the world, but I also appreciate clean and modern BART cars and stations. If there are fare increases, I would like to see some return for the rider. As a daily rider of BART, fare increases affect me the most.
N/A	ON	I don't mind fare increase with condition that Bart improve service to Dublin. Cars are overcrowded at 5 pm and 8 am. We need 10 car trains
N/A	ON	I want to get something for the fare increase. The trains are filthy. I would rather you raise fares 5-15% and get new upholstery and run 10 car trains. It's absurd that BART runs 6 and 8 car trains and they are standing room only. Why not simply run to capacity? Also run trains even more frequently during rush hour.
N/A	ON	I would not mind an increase if BART would clean and update trains. They are smelly and dirty.
N/A	ON	I would support it more if BART were more RELIABLE.
N/A	ON	If it really goes to improved safety then fine. I suggest as a simple starter that you improve the lighting in the outside areas near the West Oakland and McArthur stations. Second post a security gaurd in the parking areas. Once inside the stations the security seems fine.
N/A	ON	If the increase allows more trains to run sooner than the pratical 15 min. I would be more supportive of the increase.
N/A	ON	If there were at least 9 cars per train on the evening commute on the Dublin/Pleasanton line, I would be ok with a fare increase. I do not think a fare increase is reasonable when one has to stand for an entire 45 min + ride home at night.



**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	IF you increase fare and your revenues can you PLEASE change your dirty, nasty, peed on bart cars. Or at least undergo heavy renovation? Its tough to sit down sometimes the seats are so gross.
N/A	ON	If you increase fares you should increase the length of trains. SF bound trains have standing room only by the time they get to Pleasant Hill. Despite what you think, it is not safe for a 5ft person to stand without something to grab on to for support because trains stop suddenly, and due to the number of people having to stand, there isn't always something to hold on to. Tall people do not take in to consideration that they can reach the vertical pole along the ceiling of the train, leaving very little for us short people to hold. Also, what happened to your surplus? I thought you were going to use that to buy the new train cars.
N/A	ON	I'm ok with it as long as it helps improve the cleanliness of the trains
N/A	ON	In addition to increasing fare, more trains need to be added at peak times on certain lines. The 'sardining' is getting really, really bad.
N/A	ON	Increase if only necessary to maintain or improve BART operations.
N/A	ON	Ok if it is used for improving safety, cleanliness, and lighting especially in parking areas such as West Oakland and MacCarthur
N/A	ON	only if we can get longer trains on commute hours and have seats avail.
N/A	ON	Fare increases should be linked specifically to measurable performance by BART (both the system and its employees). At present, the system is dilapidated, filthy, pest-ridden, and unpoliced, which hardly warrants higher costs. Also, revoke the fee (tax) penalty against San Mateo County residents.
RCH	MTG	Start fare policy discussion simultaneously.
N/A	ON	more are turning to BART; perhaps a review of the income would help note how much of an increase is needed?
N/A	EM	BART's fare w/in san francisco is already grossly overpriced compared to the MUNI when considering their inclusion of transfers. The minimal increase of .05\$ outside of the city is reasonable however, i suppose.
N/A	EM	I stay on the SF side mostly, so 10 cents across the bay affects me the least.... but I would prefer no increase at all.
N/A	EM	Keep it reasonable.
SFM	MTG	Not until comes up
N/A	ON	as long as it's not 10 cents, it's ok
N/A	ON	I understand the need for Bart to have price increases but with such hard economic times Bart must remain the economical travel option in the Bay Area. Prices are already somewhat high when compared to other public transit systems in the US and abroad
N/A	ON	It's already expensive. Just 5 cents. No more.
N/A	ON	It's already expensive. Just a little, no more.
N/A	EM	I would prefer a larger increase now, then leave it alone for a while, constant small changes are annoying.
RCH	MTG	Fare increase for limited time
N/A	ON	The fare to cross the bay is significantly lower than the cost of any other means of transport, while the cost of the surcharge to SFO is dramatically higher to the point of discouraging ridership to the airport. The transbay fares can bear the increase more than the rest of the system because very few people will suddenly decide to take the Bay Bridge rather than pay an extra 10 cents. If my airport fare goes up again, I'll seriously consider just driving.
N/A	EM	keeping fares low may increase ridership especially during this economic crisis and increase in gas prices.. Hopefully , new riders will be introduced to the true value of taking BART and not driving (and parking fees). From the East Bay, where ridership may increase the most, fares should be kept as low as possible, therefore .05 spread over all passengers' fares should bring in even more revenue.
N/A	EM	I personally don't mind the five cent increase as long as its for all fares.
ANT	MTG	I'd rather there wasn't an increased but \$0.05 overall seems fair.
N/A	ON	If it is an annual increase any issue I have is mute.
N/A	EM	Any fare increase should be used to extend BART out to Oakley and Brentwood.
N/A	EM	Hope this fare increase will help upgrade outdated equipment and improve schedule punctuality.
N/A	EM	I hope some of the money will be used to clean the cars. Some of them are "FILTHY".
N/A	EM	i think the increase is for the up keep but the should runn a little latter because as a chef i get off work late from sf and i come back to oakland
N/A	EM	It is a fare increase. But please don't linger the escalator repairs.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	I don't mind paying more but I am appaled by the condition of most trains. There is so much filth in the trains that I wonder if they are ever cleaned. Also, every single day that I ride BART people eat, drink and enter with their bikes during peak travel and no one is ever stopped. You have no enforcement of your rules and, for those of us who do abide by the rules, the incivility that is allowed is a grave concern. Why post rules and not bother to enforce them? Train operators can see that people are getting on the train with bikes - yet say nothing. It is rare that an operator prevents someone from riding at peak travel hours with their bikes. Please, please enforce the eating and drinking rules so those of us who pay attention, don't have to sit in filthy, dirt cars.
N/A	ON	I have no problem with a fare increase, if necessary BUT be smarter about scheduling - more SF - Baypoint trains - Richmond trains are undercrowded and Baypoint trains are overcrowded - and 10 car trains only during rush hours. the 8 and 9 car trains during peak hours are ridiculous.
N/A	ON	BART fare increases are probably never going to stop, but could some of the funds be used to clean the dang train/ sanitize?!
N/A	ON	Look, BART runs on time far better than Muni or CalTrain. The only rule I hate is the bike rule during rush hours, and I think there should be dedicated cars for that, which I think you guys are working on. Fix that, and charge what you want for getting me places on time.
N/A	ON	While I understand that fare increases are necessary I do not see any improvement in the cleanliness of the cars or the stations. Station agents are not helpful - they spend more time talking to each other/BART police than watching the activity going on around them and act like they are being inconvenienced when their help is needed.
N/A	ON	For the love of God, use some of these monies to fix the escalators. Too many systemwide are out of service.
N/A	ON	I have no problem with fare increases as this is how the world works. HOWEVER, I use commuter benefits and since the limit was not raised, I do not get any tax benefits. So the fact that I'm actually already paying more now by taking BART should be put into consideration for many riders. Also, with increases, I do not see any changes in the BART system. I do not see where these increases go.
N/A	ON	I ride BART daily, usually the Fremont line, occasionally the Dublin/Pleasanton line. The 1st thing I feel needs to change is the sour attitude/unwillingness to help...Not all agents, but Im going to say 75%. Please fix that. The 2nd thing..is the elevators. Please update them to be large & faster. The newer stations elevators obviously are really nice. Thirdly-please fix the gates/ wings that open & close by the station agent booth at Hayward. I have got caught in between them & have seen other people get caught in them. Once I was injured. Sometimes Ive been unable to push the orange wings back to get out. Ive sent in BART comment cards a few times, but no one has responded. Nothing works perfectly I realize, but at least get back to me as if Im heard & that you have made an effort to show you care. I have never got caught in any other BART station automatic gates, so there is a problem with those particular ones. Please do more to keep down loitering at the stations where it is a very noticeable daily occurence. Because of these things I'm OK w/a small raise in fares.
N/A	ON	I support the fare increase if it does not go to the police force or at least better training on how to be nice to regular passengers. BART PD has the most rude officers I have ever met!
N/A	ON	I understand the increase is for improvements in the future, but the state of the cars is so poor, apparently little of the funds now go to maintaining/cleaning the cars. Sometimes I will walk through 3 to 4 cars to find a "clean seat". It's deplorable.
N/A	ON	Worth it for better, cleaner trains; as long as it doesn't become a yearly increase
N/A	ON	I believe that the inflation based CPI model is flawed because it doesn't account for food and energy. Using CPI basically does a grave diservice to your poorer riders.
N/A	ON	I do not think that the fare increase should just be assumed to be at 1.4%. I think it should be re-evaluated based on where the money from the last increase was used and what projects still need funding. These audits should be made a part of the public information before the increases are enacted.
OAK	MTG	Study peak hour only congestion pricing
N/A	ON	Employ increases during peak hours in peak direction only.
N/A	ON	How about a rush hour surcharge similar to the Bay Bridge? i.e. 20 cent increase between East Bay and SF 7am-9am and 5pm-7pm?
N/A	ON	how about tiered fares, with non-commute times have lesser fares; or just raise them this time during commute time. Washington DC's metro system does this very successfully.
FRE	WG	Potential for time-based pricing? e.g. all-day passes? Excursion fares? Would encourage off-peak travel.
N/A	ON	Overhaul the entire fare structure with day passes and/or a simplified zone structure.
N/A	EM	I think it would be fair to increase fair more, if there was a bigger discount to commuters who ride bart every day.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	I think that it is high time that there are monthly passes available to riders across the system. It's inequitable that certain riders have that option but others don't.
N/A	ON	Fare increases should be applied to discounted tickets to spread the burden of paying for BART and keeping BART service safe and reliable.
N/A	ON	I think BART should introduce zone based fares and offer season tickets for unlimited travel in the zone for a day, week or month - this will increase weekend usage and reduce road congestion
N/A	ON	I think some type of daily or monthly maximum BART fare on using Clipper should be implemented. Perhaps it could be something like 1.5 times the round trip fare between the city pair traveled. Another good idea would be to have a BART 40 rides a week club to encourage commuters to take BART to other events, which if done off peak would not cost BART extra money since off peak trains usually have many empty seats that could hold passengers.
N/A	ON	Bart should increase the fare on regular fare that people buy from the machine but provide a discount on clipper in order to motivate people to use clipper in the future.
N/A	ON	The 5 cent increase would affect the same way the East Bay and San Francisco one would be, BUT it gives the exact same opportunity and idea for every other place in BART. Increasing just a single place is very unfair compared to every other place that goes at the same DISTANCE. Bart currently is charging for distance. By charging another 10 cent fee for going across the bridge, it's yet another reason for people to shy away from BART and try another route. If every other place is given inflation, then it would not change opinions. I had another idea for increase in fare--why not raise the price of the tickets like you originally intended, BUT give a 5-10 cent discount for around trips/tickets over 7 dollars? It will promote people to make round trips with BART, still allow inflation, encourage people to buy higher priced tickets, yet at the same time, the discount allows people to try out BART more often
N/A	ON	Will BART be providing more ways to get discount fares such as buying a bulk amount to help travellers such as myself who have to commute everyday for work? The increase is pretty high regardless when you start calculating it for the month and I fear that if it keeps rising I will have to start looking into alternative ways to get to work into SF.
N/A	ON	You should adopt a fare increase for those who use paper tickets. Caltrain is also increasing fares, and they are only increasing fares for passengers who uses paper tickets, not to passengers who uses Clipper.
N/A	ON	This constant minor increase in fares is just annoying. Why don't you just increase it a proper amount and keep it set.
N/A	ON	I think it is smart to spread the rising cost of transit over regular intervals. Rather than spiking, passengers will have an easier time adjusting to regular but small increases. What I do not like is an increase in the minimum price. Taking BART for just one stop should financially be an easy choice to make. Make sure the price stays at \$1.75 for a long time. Also, passengers riding close to an entire stretch on BART should get a break, since they are the ones using BART where it has extra capacity; they should be enticed to ride it as much as possible.
N/A	ON	Keep the minimum fare unchanged -- stay competitive with other transit providers.
N/A	ON	Please consider a zone-based pass or a pass accumulator so that there is predictability in spending. I don't mind if fares increase more often as long as I know what the fare will be every month. I don't take BART as much as I would otherwise because I have to micromanage every trip now.
N/A	ON	Regular, inflation-based increases seem most fair to all. Windfalls should never be used to reduce fares, but should be use for improvements and/or unexpected expenses.
N/A	ON	Should be implemented every other year, or less often
N/A	ON	Small regular fare increases amke sense; so why aren't you regularly replacing train cars? In the same way that small, regular fare increases are affordable, so it could be with train cars. This way all the train cars don't have the same remaining useful life.
N/A	EM	It should be an easy number to add, multiply, etc. when calculating fares
N/A	ON	BART should take this opportunity to create a reasonable, logical fare increase that brings BART in line with other transit agencies and encourages Clipper card usage. This can be done by: (1) reducing the discount fare to 50% of the regular adult fare rather than the bizarre 62.5% and (2) replacing the cumbersome high-value ticket Clipper fare category with a standard e-cash discount (like Golden Gate Transit does).
N/A	ON	I'm fine with it - I'm just hoping you can use some subjective, rider-focused common sense in making the decision. By that I mean I, along with obviously many others, commute from Lafayette to San Francisco, current fare \$4.45. Under two of the options, our fare rises to \$4.50 - nice and easy, and an even \$9 for a round-trip. But if you add the 10 cents for using the tube, then our fare becomes and unwieldy \$4.55 and \$9.10. Can we just use common sense and make ours an even \$4.50 no matter what? Please?

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	It would make people's lives much easier if fares were rounded to 25 cents rather than 5 cents, as right now, there are something like 90 possible fares on BART.
N/A	ON	Management should also reduce operating costs significantly to afford new train cars
CNC	CC	It all sounds good. The one problem is the percentage of money that BART keeps because the economy is bad. One can hope that we can solve the problem with government help and not from the riders.
N/A	ON	I think BART should look at parking fees at all stations as a way to raise funds as well as fare increases.
N/A	ON	I wish you would charge more for parking. I could be wrong, but it feels like those of us that do not drive subsidize parking for those who do with our BART fares.
N/A	ON	Most of the daily commuters commute to San Francisco, since they make up the majority of your commuters, charging them more makes sense. Also BART should consider increasing BART parking from \$1 to at least \$5 or more, depending on station. \$1 is a really good bargain considering that parking in San Francisco is over \$20 a day plus \$6 toll or \$15 a day in Oakland. BART should have more money set aside for the future to replace the BART cars. I would not mind paying \$5 or even \$10 for BART parking since my employer is paying most of it with commuter checks. BART should be like most for-profit companies where you get the most out of people's pocket. AC Transit, MUNI and Caltrains is already doing it, why not BART.
N/A	ON	The 3 options offer minimal differences: the 10 cent transbay increase may help reduce peak congestion a tiny bit....Why not implement paid parking at ALL BART station lots? Each space costs about \$15K-\$20K, and at \$2/day that takes 15,000 parking days to pay for each space. A more reasonable payback period is called for, IMHO.
N/A	EM	I am aware that running BART all night (maybe just on the weekends?) costs extra money for BART e.g. to keep the trains running, but I am pretty certain that more people would travel to the city which would boost the economy. The extra money in fares could possibly eliminate the need for hikes in BART prices.
N/A	ON	As a regular commuter, I would pay a higher fare to access something like an Express Train that had limited hub stops in the East Bay en route to SF destinations like downtown, the Mission, and SFO.
N/A	EM	A transbay fare increase is not fair to those commuters that DEPEND on BART to get to work across the Bay. Unlike most commuters within the cities of SF or Oakland, transbay commuters have little to no other option for getting to work. Don't burden us with the entire fare increase!
N/A	EM	Better to increase the fare for all riders equally (since the funds are to benefit entire BART system, not just one subset of riders), rather than putting the weight of the increase on trans-Bay riders.
N/A	EM	Fare and increases to fares should be based on length of trip. Fare increases should be equal in percentage no matter trip taken.
N/A	EM	Happens. I do not think that people traveling across the bay should be penalized. If there is going to be an increase EVERYONE should have to pay/
N/A	EM	I am against a fare increase via east bay since there is no discount program for frequent riders coming from the east bay, people who also typically have a lower yearly income.
N/A	EM	I don't think the 10 cent transbay increase is fair, as people who commute from the East Bay already pay so much more than people who commute within San Francisco. My other concern is making a trip to SFO more expensive, as it's already pretty steep.
N/A	EM	I think isolating east bay to SF is bias
N/A	EM	I use BART daily for trips within San Francisco, and trips across the bay less frequently. BART has always been a pay per mile system, and it seems fair to maintain that during fare increases. The greater the distance, the greater the cost. If there are specific infrastructure costs that relate to the Transbay Tube that justify increasing those fares, I feel they need to be outlined before adopting Option B.
N/A	EM	Increasing fares one way only is discriminatory
N/A	EM	It's is not fair that east bay to sf commuters are being penalized. If there will be an increase it should be minimal or nothing; if at all it should be acrossed the board.
N/A	EM	Its so terrible to propose only charging more to people who commute from the east bay to san francisco!!!! I hope they use the extra money to get rid of those disease filled seats they currently have.
N/A	EM	Its wrong to only single out one area of riders to fund everyone else.
N/A	EM	Only charging extra for EB-SF trips seems unfair to those who make that trip.
N/A	EM	Penalzing transbay commuters is unfair, keep the current fare model but up the percentage to 2.8% increase per year.
N/A	EM	PLEASE do not go with the increased fare across the bay. it is already so expensive, and those of us who must commute but don't have fancy corporate jobs are really stretched paying bart fares.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	The fair increase should be shared by all riders, not just those from the East Bay and SF.
N/A	EM	The increase should be across the board instead of just East Bay to San Francisco lines.
N/A	EM	The people who use the system should pay for the upgrades.
N/A	EM	Why would the people using BART in San Francisco only not have to incur any of the additional cost? Also, every four years, the BART employees are always going STRIKE!!!!!! The option then is to increase fares to cover that. I am just wondering if that subsequent fare increase is being mentioned.
N/A	EM	you should not increase the sf to oak price!
DUB	MTG	Add a similar or greater increase to fares from San Mateo County stations to San Francisco
CNC	MTG	Need to be fairly applied
OAK	MTG	Remove the anomalies in fares such as from Fremont to Dublin
OAK	MTG	Yes - Ditch the "urban zone fares" and go back to max-2-station minimum fare (C.B.D.'s excluded)
N/A	ON	a 10 cent increase on fares between the East Bay and San Francisco puts an unfair burden on commuters. Better to increase all fares.
N/A	ON	A flat rate increase on all fares is bad... Regressive on shorter commutes.
N/A	ON	All BART riders should contribute and riders should see and experience improvements with these fare increses.
N/A	ON	All users should pay in proportion to the distance they travel. Now, inner-city travelers pay more than suburban travelers.
N/A	ON	An "even" distribution of a fare hike using a percentage increase seems appropriate if the existing fare structure fairly distributes the cost impact of each trip. I've assumed that much of BART's fare structure is based on something like a cost/rate applied on a per-passenger-mile-traveled basis uniformly (save in San Mateo?) across the system. That generally seems appropriate to me despite the fact that running a train from Dublin to Bay Fair with only one passenger costs more (per passenger mile) than a packed train from 12 Street to Daly City. As such, a uniform 1.4% increase across the fare chart seems fair. That said, a small (less than 10 cents) per-trip increase in the most heavily congested trips (during the most heavily traveled times) can reflect the *value* of those trips. This approach diverges from the cost-recovery aspect of fares. But in a way, it does capture the external costs (like having to stand cheek by jowl with the mouth-breather going under the bay) of overcrowded trains. It may also help people warm to the idea for a future congestion-pricing approach.
N/A	ON	Any fare increase should be felt system wide, not just people who live in the East Bay. We all use the system, we should all have to bear the burden of rate increases.
N/A	ON	Anything to get new seats, but everyody should pay not just east bay to SF
N/A	ON	as an east bay commuet, i prefer not to be singled out for trips to and from east bay
N/A	ON	BART should implement a more progressive fare-increase system in which trips from BART stations that serve more affluent communities should cost more than trips that originate in poor communities. For, for example, fares should be increased for all trips originating from the Dublin/Pleasanton Station but should be decreased from trips originating from Fruitvale, West Oakland, 16 Street/Mission, etc.
N/A	ON	Currently riders from the far east bay (Pittsburg/Bay Point and North Concord pay over \$6 to ride to destinations on the Peninsula and those from Pittsburg are also paying for parking. Another fare increase impacts the working class significantly.
N/A	ON	do it across the board for all riders.
N/A	ON	Do not increase fares to SFO Airport station any further or give a larger discout to airline employees! We earn the least among Bay Area workers but pay far more to BART than any other commuter.
N/A	ON	Don't penalize commuters with the highest rate increase. Keep the homeless off the trains to reduce the money spent cleaning the still filthy seats!!
N/A	ON	Don't penalize people traveling between the East Bay and San Francisco.
N/A	ON	Everyone needs to pay their fair share. Do not assume that people traveling trans-bay are somehow more affluent, and should therefore bear the brunt of the increase. The increase should apply to all fares.
N/A	ON	Everyone should share in the cost increase. I am totally against increases for those who ride between the East Bay and SF. It feels like punishing those who live across the bridge. We already pay tolls when we want to come into SF, the Peninsula doesn't have to do that. The majority of people who ride BART from the East Bay are working people, and every increase is problematic.
N/A	ON	Fare increase burden should be shared by all
N/A	ON	Fare increase should apply mainly to the far ex-urban stations. They receive a disproportionate subsidy.
N/A	ON	Fare increases need to be applied ratably throughout the system - not just making East Bay users pay more.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Fares are already quite high, and it does not seem fair to put the burden of additional expenses primarily on East Bay riders.
N/A	ON	Flat fare increases use urban core travel to subsidize long distance suburban commutes. Often times, core riders are heavy transit users (who don't just use BART to commute to work), and it's unfair to increase the relative subsidy for well-to-do, car-owning suburbanites who drive to far-flung stations.
N/A	ON	for those of us commuting in sf to/from east bay - don't make us bear the brunt of these maintenance costs!
N/A	ON	I am strongly opposed to increasing fares only for trips that use the Transbay Tube. Penalizing the everyday users of the system (those commuting to/from San Francisco or to/from the East Bay) is unacceptable; this is especially egregious given how much the system already subsidizes fares for the far-flung, sprawl stations.
N/A	ON	I dislike the 10 cent increase between the East Bay and SF. This seems like the most unfair of all the options presented.
N/A	ON	I do not think it is fair to charge transbay riders alone for the increase since we need to get as many single occupied vehicles off of the bridge as possible. I prefer to spread the fare increase equally. Not everyone who crosses the Bay is wealthy.
N/A	ON	i don't agree with raising transbay fares. this seems to punish people who can't afford to live in the city, and/or daily commuters. city muni riders continue to benefit by having monthly options to ride bart within the city without fares being increased, so my perception is that fare increases are geared towards transbay riders who ride bart every day.
N/A	ON	I don't think it's fair to "punish" those people who commute between the East Bay & SF or vice versa . . . make everyone pay their fair share.
N/A	ON	I don't think there should be any additional charges to trips routed through the Transbay Tube between SF and the East Bay: the surcharge is already significant. Also, I really hate the huge surcharge on trips to SFO airport.
N/A	ON	I generally only take Bart between the East Bay and downtown SF. I feel that placing the larger share of the increase (.10 increase on only those trips) is taking advantage of the necessities of living in the Bay Area. It would make me feel like I'm being punished (which I already do, given how long we've been waiting for Bart to be extended to Antioch.)
N/A	ON	I ride BART regularly to my job. I have done so for many years. Why should the East Bay pay the most? That is not fair!!
N/A	ON	I support either the current program or the 10 cent increase between the East Bay and San Francisco. I like that BART charges by trip length; I don't think that short, local trips should have to subsidize long commuter trips. A 5 cent increase to ALL fares is the highest percentage increase in short trips.
N/A	ON	I think that the increase should be evenly across the board and not penalize riders that cross the bay especially since we pay the highest fares already.
N/A	ON	I think the idea of just increasing fares for those between the East Bay and San Francisco is not a fair / just one. It's also a missed opportunity for BART to gain revenue.
N/A	ON	I would like the hike to be spread to all riders, not just the transbay folks. That isn't fair.
N/A	ON	I would resent paying more when my Fremont/Richmond trains at commute time are only 6 cars long and in the morning SRO at Hayward, and in the evening SRO at 19th Street.
N/A	ON	I'd rather they didn't occur, but if they are needed please implement a fair fare system.
N/A	ON	If it has to be done, it should be comparable across the system, rather than penalizing those who live in East Bay.
N/A	ON	If rates increase, they should increase across the board for all users, and not just one subgroup (East Bay to SF).
N/A	ON	If you have to do it, you have to do it. But be fair and have everyone pay a little.
N/A	ON	I'm a daily East Bay to San Francisco commuter and I STRONGLY OPPOSE having my fare increased but no others! Otherwise, I understand that a fare increase is necessary.
N/A	ON	In terms of efficiency and raising revenue to replace BART's aging fleet, it is best to raise fares on those with the most inelastic demand in order to create the least deadweight loss. The people who take BART from Embarcadero and Montgomery have very high average incomes, and so this should not be a social equity concern. In an ideal world, transit would be free in order to encourage transit-oriented development, but BART has large unfunded capital expenses upcoming, and it would be best to raise fares in the way that would least affect ridership. It might even reduce congestion on BART, which will only get worse as population grows.
N/A	ON	Increase fares between San Mateo County and San Francisco also by at least this much.
N/A	ON	Increasing just trips between the east bay and SF seems to unfairly affect certain patrons. It is better to spread the fare increase to everyone than focus on just those going between the east bay and SF.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	It might be worth thinking about the income levels of patrons going to and from different stations. I would assume patrons staying in the east bay to commute earn less on average than those commuting to SF. Moreover if BART is at capacity going to SF it seems like there is more price elasticity for those trips than trips happening within the e bay. It is cheaper and less time for me to drive from Berkeley to Oakland for my commute, but I take BART because I should.
N/A	ON	It seems most fair to treat all riders the same for the fare increase.
N/A	ON	It should be equal for everyone.
N/A	ON	IT SUCKS BUT IT IS MORE FAIR TO SPREAD IT AROUND RATHER THAN SINGLE OUT CERTAIN AREAS.
N/A	ON	It would be ridiculous to put the full burden on trips between the East Bay and San Francisco.
N/A	ON	It's not fair to put all the burden on East Bay to San Francisco trips.
N/A	ON	Keep in mind that it is likely none of BART's ridership is getting a raise in 2012.
N/A	ON	lower fares to SFO, and keep prices in line with caltrain!
N/A	ON	Make it fair across all lines.
N/A	ON	Much more fair to spread the additional cost to all passengers, regardless if they go through the transbay tube or not.
N/A	ON	None of these options addresses the basic problem with fares that encourage longer trips over shorter trips. Longer trips use more resources to serve fewer people. They also widen the range of commuting, leading to more automobile trips by commuters who need to travel as far in order to compete for jobs, since the expectation of the distance that one commutes is independent of whether BART is available or not. They broaden the pool of workers, which not only lowers wages, it facilitates job discrimination by ensuring that minority applicants for jobs will always have to compete with non-minority applicants, even in areas where minorities are the bulk of the population.
N/A	ON	NOT FAIR TO INCREASE TRIPS FROM EAST BAY TO SF SINCE THESE ARE MOST OF YOUR COMMUTERS!!!!
N/A	ON	Option 2 -- Increasing fares only between East Bay and San Francisco is not equitable.
N/A	ON	Perhaps offering discounted, rather than free, fares for family members of BART employees would help the revenue situation.
N/A	ON	Please be sure that an increase at least this much applies also to trips between Daly City/San Mateo County stations and San Francisco (but not East Bay) stations. It was either 1974 or 1975 - I forget which - when the Board decided that a Daly City surcharge should at least equal the Trans-Bay surcharge. The money raised should go to general BART purposes, not just to San Mateo County service.
N/A	ON	Please do not put the fare increase on East Bay riders--this is unfair and discriminatory.
N/A	ON	Please take this opportunity to rationalize the fares. For example, the one-way fare between MacArthur and Concord is \$3.65. However, if I get off at Orinda, go through the fare gate and get the next train, I pay only \$3.50. There are several other places where it is cheaper to break a trip in the middle than take a non-stop trip. Please revise the fares to eliminate this issue.
N/A	ON	Rather than hitting specific trip origin-destination pairs, fare hikes should hit all users unless fare hikes are tied with specific regional improvements.
N/A	ON	Ridership has been going up; that should be included in decision making. I have not received a salary raise in awhile; my child is a college student and tuition has gone up.
N/A	ON	Specific targeting such as "between East Bay and San Francisco" is not fair.
N/A	ON	Sucks, but I just hope those of us who commute 5 days a week to SF aren't picked to pay for the increased amounts. It should be distributed equally. Considering there are further trips, ie Fremont to Richmond or Pitts/Bay Point.
N/A	ON	Systemwide and on a length of trip basis seems to fairest way.
N/A	ON	the 10 cent option is unfair increase to transbay riders. The 5 cent increase should be fair if the original fares were based on distance. The 1.75 minimum should be bumped to 2 dollars to get inline with bus fares.
N/A	ON	The burden should be shared by all riders, NOT just those who commute between SF and the East Bay.
N/A	ON	The distance-based fares are fair. If you have to raise fares, people who put more stress on the system should pay more.
N/A	ON	The east bay pays far enough to transit into SF.
N/A	ON	The fares should be based more on distance than between counties. It is unfair to charge more to go from SF to SFO than from Orinda to Pittsburg/Baypoint.
N/A	ON	The increase in costs should be shared across the board, not just be those using BART to and from the east bay.
N/A	ON	The long distance fares are already too high. This choice fixes a little of that imbalance. Penalizing the East Bay riders even more by applying all of the fare increase to only them ISN'T right!

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	The majority of riders are transbay riders: don't place the burden squarely on their shoulders, even though they are the least likely to leave BART due to bridge congestion.
N/A	ON	This should be fair to everyone and not affect trans bay riders only.
N/A	ON	upset the least amount of people
N/A	ON	Whatever is decided the fare increase should be distributed evenly among all riders.
N/A	ON	why Penalize just the East bay riders...stop offering non-working Bart employees free or discounted fares.
N/A	ON	Why would you even have an option that puts the burden on East Bay Residents and no one else (Option 2)?!
N/A	ON	Yes. We are part of the MOST expensive fare between stations on BART EC Del Norte-EC Plaza. Please use mileage, not stops to determine your fares and disenfranchise us.
OAK	WG	Ditch urban fare discounts. Longer ride for minimum fare.
DUB	WG	Increase in San Mateo fares should be equal or greater than the transbay fare increases (surcharges)
DUB	WG	Increases in transbay fares should be balanced across the region
OAK	WG	Standard increase per station
OAK	WG	When considering Transbay fare increases from East Bay to West Bay, be mindful of the impact on lower income workers that commute. Lower fares for low income workers.
HWD	WG	Which increase is less impactful on the poor? Fare increase in which direction (East Bay-SF, SF-East Bay, etc.) more impactful?
OAK	CC	SFO Airport fare increases should be a separate consideration.
N/A	ON	if BART wants to do any kind of increase,how about decreasing fares to SFO airport?
N/A	ON	Make sure kids and seniors do not have to have an increase
N/A	ON	The fares are high for individuals on low incomes-please only raise fees when you need to. Thank you.
N/A	PH	Yes, I'm interested in college students that need to use BART that live not on campus at Berkeley and other places, i they could be included in the youth prices. I don't know if that would be allowing people till age 23 or so, but the college students are really suffering. I'd like that to be taken under consideration in any increases. And I hope they're under youth now. I'll find out. Thank you.
N/A	ON	I feel since we did an extension to SFO airport and now in the process to extend the Bart to San Jose. The increase should be more for people buying tickets going to SFO and upcoming San Jose project. It's makes more sense!
N/A	ON	Bart should sometime give back to the current Bart user to say were glad you are excepting this rise in fee which will happen anyway just to we thanks you for spending your monies.
CNC	MTG	Your economics cost savings - 5% is a joke - business and industry use at least inflation plus a little more - if labor is 70% of cost structure it is not viable.
HWD	WG	Yearly increase is not accurate, over-inflated. 3.0% translates to millions of dollars - the amount must be accurate, it shouldn't be arbitrary.
CNC	MTG	Yes, it is hard to choose [an option for Question 1] because it is not clear how often the increases will happen. If they happen every 2 years or no
SFR	WG	Why every 2 years? How about small increase annually?
N/A	ON	I have looked at the table on this main page, but not the one linked to the page. I am unclear, based on the sample table, which option would impact me more and which would raise more revenue for BART. I feel, however, that BART should be able to answer the following questions BEFORE I am asked to pay any more \$. 1. What about the ops surplus BART is projected to have next year? 2. What about Measure B? Won't that stave off some of this? If so, how much? If not, WHY NOT?! What would we need to do to get glaring problems fixed? 3. Why not raise parking fees at your lots? Market value would garner a lot of \$\$\$ I should think, or are you afraid of scaring away choice riders? 4. I want a great deal of input on where/how the \$ are spent, since I must ride this system, whether or not it really works for me. I want the major accessibility problems at existing stations fixed before we create new problems at new stations we cannot afford!!!
N/A	ON	The BART board needs to detail exactly where the increases will be applied in terms of expenses to justify the fare hikes.
N/A	ON	Whatever happen to that extra money that Bart wanted temporary reduce fares last year? This could have been used to delay fare increases. If the money went into cleaning the cars, I don't really see the results as most of the Fremont/Richmond line cars that I ride on look dirty still. As for the fare increase, it is tempting to impose the transbay 10 cent hike but I'll side with a more fairer increase which is 5 cent for everyone.
N/A	EM	Can't they be delayed til November?



**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	I don't like it, instead Bart should look at redesigning their entry / exit machines I see people jumping over machines and not paying. Or have Bart police give out tickets for riders that don't pay. I commute on Bart and every night I see at least a dozen or more people not paying a fare.
N/A	EM	instead of increasing fares your agents should watch all the poeple that jump the gates, instead of been reading books, i have seen a lot of this. in that way bar will make a lot more money.
N/A	EM	Budget better and train your workers to be more efficient or hire new ones that can
HWD	MTG	Local sales tax funds should be used for operations.
HWD	WG	Don't like the idea of riders financing capital improvements. Use Measure B or other local sales tax funds for this.
N/A	ON	Charge for parking at all stations instead of fare increase or increase the daily \$1.00 rate.
N/A	ON	Lower fares instead and charge market rates for parking to raise the money of the new fleet of cars. After all, BART is a transportation agency, not a parking agency.
N/A	ON	Please no more fare increases! Costs for everything are going up and regular working people are being nickeled and dimed to death. Instead, try to increase ridership to boost revenue.
N/A	EM	BART should compensate its management according to their usefulness. Cut excessive pay and people who don't deserve their pay (unfortunately, these are probably the people making the stupid decisions for BART). Use this salary money to improve BART infrastructure including the seats which wreak of grossness.
N/A	EM	I do not agree with any fare increase at all. I propose that you first look at gold brick union-sponsored jobs that can be eliminated like a "turnaround operator" at the end of the line. Don't say you don't have such. I know an operator and I see it everyday at the Pittsburg station.
N/A	EM	When corporations need to make ends meet, they layoff employees. Only the best employees keep their jobs. BART is run like a quasi government firm and should look into finding other ways to raise capital, i.e. cut the fat, reduce overhead and yes, layoff employees. Warning: You may have a BART Rider backlash where people will find other ways to get to work and you are stuck with even less revenue than anticipated. Take the example from the banks that wanted to charge ATM fees and customers took there money elsewhere.
N/A	ON	don't increase the fares. you already have a very expensive system in place. replace all of the union workers with non-union workers that will accept lower wages. stop paying the chief officer 6 digits. it's not rocket science here people. no one should get payed \$30/hr to drive a train. ever. period.
N/A	ON	End lifetime medical benefits after 5 years. This should take care of most of the expenses. BART is expensive. Charge employees and dependents for riding on the system. Charge BART employees for parking at BART like customers. When the system was setup
N/A	ON	I don't support ANY fare increase. You are presuming that the public can be forced to choose among different fare increase options. Before you can get any type of support, you will need to publicize your finances including the number of CURRENT and RETIRED employees making over \$100,000 per year. It's BART's long time mismanagement of funding and finances that's the issue. Sticking customers for unending price increases is no longer acceptable.
N/A	ON	I think it is unwarranted and unnecessary. Administration/management at BART is making too much money and poor decisions.
N/A	ON	I think it's absurd that BART is considering a fare increase. Rather than pass the costs on to riders, take a high-level look at why the train operators and administrators are often 150-200% above the pay grade of market pay, and adjust that. Sure it might mean some painful layoffs or reduction in salaries, but it's austerity that's necessary to maintain public perception.
N/A	ON	In difficult economic time , BART have not consider to reduce pay for Executive and cut benefits to other wage workers. These higher expenses were part of BART police wrong doing in the past, and carrying it to passangers. Have they even though of consolidate some upper management's job to eliminate some cost. This is the subject never being discussed openly in the media. What an ashame to ask for more money year after year.
N/A	ON	Isn't upper management already paid too much? Isn't it time for them to go without, like most of their riders have during this recession?
N/A	ON	Just like everyone else, at this time there should be no more sacrafices for the customer, maybe forgo a cost of living for the employees for a couple of years or less bonus like everyone else. For what we pay not service is average at best and now you want to charge more. Highway robbery.
N/A	ON	Question 1) NO FARE INCREASE No fare increase is needed. You need to cut the pay of employees at bart so that they are more in line with what the Private sector would pay similar people with the skill set. A station agent shouldn't make more than \$40K a year. They can bart in from Low cost pittsburg/bay point where \$40k can go a long way still (including home ownership). I see a lot of nice cars in the "Station agent" parking spots outside bart.
N/A	ON	reduce employee's wages just like every company is doing in the country.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	We need the increases to make sure the Unions are overpaid.
N/A	ON	When your BART train driver went on strike I'm sure the world was shocked to learn they earn over \$100,000 per year. With a lousy economy, why not reduce their pay so riders don't suffer!
N/A	ON	why is it always have an increase every freaking year?! why not reduce ALL employees' salaries? Especially those "agents" in the booth. They are useless.
N/A	ON	Why is it that the passangers are always the one that pays this price. What about the bloated pension /benefits/pay to you BART employees/staff. An example of this price is the shorter cars during commute- over time you've really paired back on service while increasing fares. What about a 5% pay cut across the board for all BART employees??
N/A	ON	Why is there no option, in #1, for "zero" increase? Anyway, my view of this increase: it sucks and your premise about "necessary" increases is bullshit. BART fares have increased many times faster than inflation -- along with the ridiculously generous salaries and benefits of BART's mostly worthless employees.
N/A	PH	Yes, I will not be able to afford to come to work pretty soon. I'm already between Berkeley and Oakland, with a bus - see, a lot of people don't live right next to BART, so we have to factor that in. So it's already over \$7 - \$7.40, I think it is, for me to do that. I made \$20,000 last year, so you can see from that - it's just not affordable for me. The other problem is I found out - somebody told me that the booth people make \$32 to \$35 an hour - that is ridiculous. And I heard also that they need a raise. When nobody else got a raise. I certainly haven't had a raise in 10 years. And a lot of times when I look they're just sitting around doing nothing, chatting, 3 at a time. I find that very offensive and insulting to the rest of us that have to work really hard and don't get paid that kind of money.
OAK	WG	Instead of always increasing fares to raise needed funding - you need a better, more long-term plan in place.
CNC	MTG	They should stay low because the majority of the users are low income
N/A	ON	NONE! I am a full-time student who works one job and I am struggling financially to get by! I have to pay for my own meals and transportation M-F. This is not fair if their will be a FARE INCREASE! Many student commuters will be unhappy with this! I believe BART should come to commuter campuses to explain and make it transparent as to why this FARE should increase! Or else no one will be happy. Just the way you came to our school to present new beautiful seats for the future of our BART Trains, I think if its about BART FARE INCREASE it is highly recommended for people to present as to why its important to have this FARE INCREASE, and where it will go specifically.
RCH	MTG	Would like to see fares remain the same. In fact a flat fee for all ridership.
N/A	ON	I think we already pay too much as it is in BART fares. We need to have a one price fare for all destinations.
N/A	EM	Bart should not increase its fare under no cirmcstance. I'm almost certain the fares were increasased several years ago. Bart need to learn how to manage what it's currently recieving and implement a plan that would include ensuring safe and relliable service without reductions.
N/A	EM	Didnt BART recently have a surplus that they pissed away. Why not attempt to maintain a balanced approach to budgeting
N/A	EM	i am wondering why do the public always have to pay increasd fares behind barts money issues and mistakes? because i dont think it is fare when i have to pay for other peoples mistakes when i always pay my way to get from point a to point b?
N/A	EM	I believe with everyone trying to get back to work, maybe BART should leave current fares alone and figure another way to raise cash for new cars. Also not happy with salaries of BART board members and other financial issues with BART that also affects riders.
N/A	EM	No new money; Use the money you have more efficiently. Scrub down the old cars and use them for 10 more years. BART has a reasonable network, facilities, equipment. A little shabby or not, the system works. It never was and never will be "gorgeous". It wasn't designed that way. No pay raises for staff.
N/A	ON	Bart board members should have be aware of the economy. Emloyers are cuting wages on top of bieng a victum of inflaton. Bart has a surplus budget increase in ridership. You need to focus on runing the system effeciently rather than exploiting helpless riders.
N/A	ON	Bart really needs to do a better good managing it fiscal house. Hopefully with a new GM you will get your budget in order and not ask the ridership for a fare increase . This is important to us. !!! Really it is !!!!

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Bart recently wanted to give a temporary fare reduction. Now it wants to give a fare increase. Bart sends Board members and executives to conferences at the taxpayer and Bart rider expense. Bart is buying new seats for old trains that will soon be replaced. Bart is a wimp dealing with the unions or is in cahoots with them and gives them exorbitant raises, benefits and pensions. Escalators, elevators, and restrooms are not maintained. Bart does not have enough parking spaces. Parking should be free at all stations and have enough parking spaces. Whenever parking spaces are full, Bart should have information to customers of alternative parking so their vehicle will not get towed!!! Bart executives should sacrifice some of their extremely high salary and benefits to be in line with the common man/woman. Use Bart's Executive salary and benefit reduction and take back union sweet deals to keep or reduce Bart fares. Don't put new seats in cars that will soon be replaced.
N/A	ON	I don't think it's necessary, find cuts somewhere else.
N/A	ON	I feel that the government should pay more for this and I think the tax payers have contributed enough in general to this project. BART's fares are already high enough and have been that way for so many years, there's no way in my mind that some of the fare money can cover the extra costs (although I'm guessing this means that there hasn't been enough profit money put aside to help with improvements/maintenance). The fact that BART has run so many years without replacing/improving trains over time (especially the seat material) is appalling to be honest. I and many others would like to know where the profit money has gone all these years?
N/A	ON	I have been paying taxes for a long time to get the BART extension - nothing so far; I want to see value for my money. BART needs to become more efficient, rather than asking for more money. Everybody has to tighten up.
N/A	ON	I have used mass transit systems in other US cities as well as Paris, Rome, Madrid and Lisbon. No where else have I seen fares as high as BART. This rate increase is unjustified! Lower your administrative overhead! You guys need to think outside of the box for solutions beyond rate increases.
N/A	ON	Not quite sure how fare increases are justified after posting such high profits, with trains that are filled to capacity and absolutely NO effort made on keeping cars clean. the comment above about keeping service reliable is a joke, as I am frequently impacted by 10-15 minute delays. As for blaming the increase on the \$3 billion needed for new trains, I think whomever came up with that should be ashamed of themselves. A properly run business model sets aside funds for upgrades, maintenance and replacements. I should not expect Wal-Mart to charge me a nickel when I walk into their store just because they want to remodel the store. I should not expect that the price of all of the goods in the store to increase 1.4% to compensate for their projects either.
N/A	ON	Not the consumer fault for all your lawsuits
N/A	ON	Please do not do. It would be better to reduce off peak train hours instead of increasing fares. Most people using BART are strapped for cash already.
N/A	ON	This increase sucks in the middle of a recession. Why aren't you decreasing your costs more? You obviously don't care about fare payers and system users. You also should charge much more for those who are a lot further away. For example, Walnut Creek and Pittsburgh should be higher than they are now compared to San Leandro or Oakland, reflecting the higher operating costs...
N/A	ON	You should NOT increase your fares. You have a lot of waste to cut before making riders pay for your inefficient use of funds.
N/A	PH	I've been riding BART from E Bay to SF for the last 15 years, & every year or two the rates go up. Now, in recent years, it included parking, \$1 for each car, there are 9 lots, & each lot is giving you a substantial amount of money. Now what has happened to that? I'm an accountant. With all the fares you've been getting in the last 15 or 20 years, you should have set aside enough to replace old equipment. But you haven't been doing that & you keep raising the rates, & now I'm paying \$20 a month for parking. Now what's happened with that money? I can't understand that you people don't do your bookkeeping correctly. You should always have enough set aside a percentage of your income for replacement costs. This is not new. It's getting tired - everytime you want a raise. And what about your executives? How much are they making & what's their retirement? This is insulting to us people & then you always advocate to ride BART, ride. Well, we are riding BART. The amount of people now riding BART has increased by 10-15%. So where are you coming from, I don't understand.
N/A	EM	Bart is already too expensive and does not run frequently enough
N/A	EM	I don't understand why there is a fare increase. I would like to have more information about where the increase in fee's would be allocated. I use the Embarcadero station and this station smells of urine all the time. It is not clean. The actual bart trains are dirty as well. What is Bart prepared to do about the cleanliness of the Bart stations and Bart trains.
N/A	EM	Ridiculous...Dont have facilities what you have in caltrain yet fares are high

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	Very frustrating to continually see our fares go up, service. less. Escalators down (I have a walking/climbing problem!), trains filthy, clean up staff more into chatting with each other than cleaning (I come for SFO often, working out there), homeless stinking up the trains that people need to move to other cars, short trains to Fremont, Dublin causing major congestion on the cars. I'm a senior and always have to ask for a seat. Most the time it works, other times there have been arguments. The fares just continue to increase and we see nothing for it. New cars are not going to make a better system. Gee, those of us lucky enough to have a job, though a lot less work meaning a much smaller pay check, just continue paying more for the penalty of living in the East Bay. Just keep socking it to us!!!!!!
N/A	EM	Yes as it is for the service that we receive I think bart is overpriced. I have travel to other cities also other countries that has mass transpoetation and the price is a lot lower than bart. The drivers see you coming down the stairs then closes the door in your face. Half of them do not announce the stops. Half the time the elevators or escalators do not work. Price increase I know you are going to do it anyway but I do not see it. Also if you drive parking is a joke. Although you have to pay there is no where to park. You should be able to park anywhere but the disabled parking, which I found that the agents take those spaces. I only work part time so getting a monthly pass would not work for me since I only work two to three days a week and not every week.
N/A	EM	You expect me to pay an increase while I have to sit in filthy trains with homeless who sleep, urinate and SMOKE on this first couple of train out of Millbrae to SF in the AM!
N/A	ON	Current service is not at all reliable, I don't think increasing the fare will help to to keep services safe and reliable.
N/A	ON	Currently BART barely suits my commute needs. The schedule the availability of trains - are already unacceptable. Why would I want to pay more? This is just another incentive to drive.
N/A	ON	first question doesnt give one the option of NONE OF THE ABOVE. instead of increasing fares, start implementing your fines for EATING/DRINKING or start charging the idiots who go to the airport and take up seats with their 5 suitcases.
N/A	ON	For the irregular, late and dirty service that BART provides, a fare increase is really an affront to all paying customers. This is the worst public transportation system that I've ever taken for a commute, and the most expensive. Please do not raise the fare prices.
N/A	ON	Given surplus, hard to justify another fare increase. There is no loyalty by BART to frequent riders. BART treats us as captive passengers in smelly, unkept trains with no focus on Customer Satisfaction.
N/A	ON	Given the deplorable and filthy condition of many BART cars (which is an embarrassment to the Bay Area), I think BART needs to examine its spending priorities before asking for additional fares!
N/A	ON	i am not happy about paying more for the same bad service.
N/A	ON	I disagree with any fare increase at this time. While there is still a problem with security, station agent and stair lift fuction. I catch my train at the coliseum station where there are always problems. Asking for more money will only cause people to look for other alternative travil.
N/A	ON	I don't think BART should increase fares at all. I've supported increases in the past but I've noticed a significant drop in service since the Dublin station was added. More often than not I have to stand both ways on my commute now on the Dublin/Pleasanton line. I'd like to see more cars on this line or have them run more often. During commute time at 7:30 the other morning my train was only 4 cars. Terrible!
N/A	ON	I have been taking bart for almost 10yrs and from there to now the pay has been increased several times. Did the service change? No! Are the trains clean? NO! Train runs late, you miss one train and have to wait 20 minutes for the next. You should be dropping the fares not increasing.
N/A	ON	Instead of increasing fares, fine the people who break the rules.You constantly broadcast messages about no eating, drinking, playing of loud music and yet you DO NOTHING to enforce these rules. Why have them? It only makes you look foolish. You also do nothing about people getting on with bikes when they are not supposed to. Your BART agents apparently do nothing at all so far as I can tell, except be rude and hateful when you ask them a serious question. Your service is getting worse and worse. NO fare increase!
N/A	ON	It is a bad time for fare increases all around. BART service is decreasing, so higher fares are not indicated.
N/A	ON	It is absurd that you are increasing fares when our commuter benefits were just decreased by over \$100! In some cases, it's cheaper just to drive! I thought the whole point to BART was to help the environment. BART is just as filthy as it was 10 years ago. Where is the money going?
N/A	ON	It is not acceptable. I have been taking BART for years and don't see any improvement on facilities or services.
N/A	ON	Not worth it, I haven't gotten a salary increase in 5 years. Why not fine people breaking the rules. I see many fare cheaters, bikes and eating on trains. Agents or police seen

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Should NOT increase fare. BART service is unreliable anyway no matter how many times you increase the fare. Trains not showing up are common as of the existing fare. Thus, if you reduce the services, it would be the same as now. Constant delay and trains not reaching the final destination are common occurrence. Do not increase fare.
N/A	ON	Start fining smoking and eating violators and drop the plans for fare increases.
N/A	ON	the service is NOT reliable the train cars are rolling toilets and filled with pee and garbage, never any better service or train maintenance it just gets worse. No reason to raise fares, BART is causing inflation. it is way too expensive for "public" transportation. the public pays and gets threatened by strikes. To hell with your unions and the people that administrate just suck the big one! BART is just plain EVIL. total rip off the customer agents are rude and mean. I rest my case. God does know the truth! u make millions off of us suckers!!!
N/A	ON	There should be no increase in BART fares! BART employees are paid far too much and service has not improved significantly to warrant any increase. In fact, maintenance at the San Leandro station is still pitiful and bird crap is still constantly not cleaned up.
N/A	ON	This does not make the general public want to use Bart on a regular basiss. I currently pay almost \$11.00 a day (including parking)to go from Milbrae to Civic Center, that is a lot. The seats are trashed, bed bugs and no bart patrol on Bart. I have been using Bart for over 9 months now and have sen one Bart patrol.
N/A	ON	Yes. Those trains stink! Where is the \$ currently going? The Richmond train has no air and is packed like a can of sardines. Wasn't this the same excuse made to justify the last fare increase?
N/A	ON	Yes. Your "dependable" service stinks. The Fremont line is always cheated out of comparable service to all the other lines. The BART fare is over-priced as it is for this mediocre system. You need better planners on your Board who should have had the insight to know upgrades to cars, etc. would be happening. Bad planning on your part caused this financial issue.
N/A	ON	You keep increasing fares, yet your service continues to deteriorate...
N/A	ON	Parking fees should be increased to provide this revenue, fares should be held stable or reduced. Parking Demand is higher than supply- thus the price should increase-Fares now are subsidizing Parking- this is wrong- people who walk or take transit to the station are providing the major environmental benefits to the region- they should be rewarded not penalized.
N/A	ON	Parking rates should be increased instead. Why subsidize parking? The operating costs for parking spaces alone are about \$2 a day per, without regard to any capital and purchase costs.
N/A	EM	Since BART is in the black, why have a fare increase? On top of it you are starting to charge \$1 for parking on more and more stations. This alone is a fare increase!
N/A	EM	with surplus in hand there should not be an fare increase to encourgae more ridership
RCH	MTG	I don't feel that we need a fare increase.
N/A	ON	I think that the July fare increase isn't necessary. As of now, it's already high enough.
N/A	ON	It seems that there is no need to increase since more people every day are using BART because of the high gas prices.
N/A	ON	The reasoning for the fare increase is absurd. The same excuse can be used for every year.
N/A	ON	Totally unneeded given BART's current cash flow.
N/A	ON	You have BOND funding for new trains, why are you listing that as a reason to rise fares. Also with sales tax rev on the rise do you need this fare incress?
N/A	EM	BART is already ridiculously expensive- NO FARE INCREASES!
N/A	EM	Fares are already high!
N/A	EM	I am all against fare increase. It translates to higher costs for the commuter, transportation costs are not subsidized by mostemployers.
N/A	EM	I wish u wouldn't. Everyone is getting hit hard by the economy. Now, is not a good time to do this.
N/A	EM	It's really happening at a bad time.
N/A	EM	SAD THAT OUR SALARIES ARE NOT PEGGED ON INFLATION
N/A	EM	The bart fares is already very high, do not agree to the fare increase.
N/A	EM	The fares are already high in my opinion. Especially for short trips. One stop \$1.75? Crazy.
N/A	EM	The more increases one has the less on the commuter transit program one receives to cover public transportation.
N/A	EM	There should be no increase!! Salaries are not increasing but all other fares are.
N/A	EM	too many fare increases.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	your fares are too high already
N/A	EM	You're making it harder and harder to go to work.
SACC	LEP	Can't afford
RCH	MTG	BART ivory tower fails to see poverty around them.
RCH	MTG	I live on social security - \$850/month. My rent is \$425/month. None of the choices are small to me.
N/A	ON	After having my commuter check reimbursement slashed by half thanks to Congress and the IRS, this is an insult!!
N/A	ON	Another fare increase is unfair to commuting public.
N/A	ON	BART is already too expensive, often it's simply cheaper for me to drive between my house in Rockridge and my work in San Leandro, despite the fact that both stations are within walking distance of my destination.
N/A	ON	disappointing to think fares go up when people's wages don't
N/A	ON	Don't do it. Bart is too expensive already
N/A	ON	Don't raise the fares. High enough already. People are taking BART more now because gas is so high, so BART is making more money now. And you have to pay to park too. The only reason I take BART is because I would have to pay to park in Oakland. Otherwise, i would not.
N/A	ON	Fare is already too much, please do not increase any more.
N/A	ON	Fares are already extraordinarily high. The riders bear too much financial burden for the system. You are pricing people out of riding public transportation. People's salaries are not keeping up with inflation!
N/A	ON	I am a college student and the hike in the fare will just make it harder for me. With gas prices going up bart and public transportation is my only option.
N/A	ON	You are killing me. Where do we get the extra funds to support BART rate increase. I guess I will start panhandling and robbing the elderly or Nordstroms or Macys or whomever because in case you havent heard we are deep in a national financial depression. Joe American has been robbed by Wall Street and its a bleak and nasty crisis to say the least. And, now, you guys want to squeeze more money out of our pockets and its not there. Who do I rob to pay you guys off. Come on now. I rely on Bart for my to and fro from work and it seems you sort of have me and San Francisco held hostage wanting ransom. Really. You see what I mean. Can't squeeze money out of a turnip and yet you squeeze and squeeze. <i>Comment edited to remove profanity.</i>
N/A	ON	I can't believe the rates are going up again. Have the time I can't even get a seat. It is already too expensive and I look forward to working from home and not wasting my money anymore.
N/A	ON	I depend on bart to get to work and cannot afford ANY fare increase.
N/A	ON	I don't support it. In this economy, every penny counts and I don't appreciate being taken hostage by BART in this way to get to work everyday.
N/A	ON	I pay enough in taxes and am tired of these increases. More people would ride if it was affordable. It is so not affordable.
N/A	ON	I really don't approve of it, it is expensive enough to get to college as it is without the constantly rising cost of public transportation.
N/A	ON	I take BART often to work and to school. I don't know how long I could afford it especially if it is increasing.
N/A	ON	I think it is ridiculous that Bart is even considering an increase in this economy.
N/A	ON	I'm already spending \$15 a day to get to and from work at SFO how much more blood money do you want?
N/A	ON	Inflation may be going up, but our salaries are not! BART is already terribly expensive (OVERPRICED) compared to transit in other large metro areas. These increases are just placing even more of a burden on families that are struggling to get by.
N/A	ON	It is expensive enough-it needs to stay affordable.
N/A	ON	It is too much for me increase the fare again. I am taking BART from Oakland to Fremont for working. I work only 4 hours per day in 5 day.s If the fare increase again. I am in bad financial problem.
N/A	ON	It's already so highly priced. I don't want any further increase in price
N/A	ON	Its comes with the territory. Funny how fares go up but not my pay.
N/A	ON	it's ridiculous, BART is already too expensive
N/A	ON	no fare increase, the fare is high enough, and much higher than any other regions in the country
N/A	ON	No fare increase. You charge enough already. Property taxes and parking. What else do you need. Blood.
N/A	ON	None of these are options. BART is the most expensive transit system in the country and fare increases are hurting people who need the service to get to work. Fares have increased over 50% in the last few years while the commuter allowance has decreased. Fare increases are not an option. Instead of building new routes, you should focus on maintaining the current system without any additional financial burden on the commuters

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	passangers are already paying a high price for fares. Salaries are not increasing, lots of people are still unemployed.
N/A	ON	Ridiculous! I think they already charge enough. As if gas increase rate wasn't bad enough
N/A	ON	stop raising fares. everyone is having plenty of trouble hanging on with the economy being like it is.
N/A	ON	THE FARE IS INCREASING BUT THE WAGES AND SALARIES DO NOT INCREASES.
N/A	ON	The fares are too high to begin with! Compare with NYC and you'll see what I mean.
N/A	ON	The fee raising is non-stop. And I am sure they will be some sort of strike looming over our head by your employees as well. It's grossly unfair to target ridership from east bay to SF for the increase.
N/A	ON	The minimum fare is already too high relative to the other fares.
N/A	ON	There should not be fare increase because we can barely afford to ride Bart as is.
N/A	ON	This will be a hardship for a lot of people.
N/A	ON	Too expensive!
N/A	ON	Too much.
N/A	ON	You are killing me. Where do we get the extra funds to support BART rate increase. I guess I will start panhandling and robbing the elderly or Nordstroms or Macys or whomever because in case you havent heard we are deep in a national financial depression. Joe American has been robbed by Wall Street and its a bleak and nasty crisis to say the least. And, now, you guys want to squeeze more money out of our pockets and its not there. Who do I rob to pay you guys off. Come on now. I rely on Bart for my to and fro from work and it seems you sort of have me and San Francisco held hostage wanting ransom. Really. You see what I mean. Can't squeeze money out of a turnip and yet you squeeze and squeeze. If I dropped my draws would you squeeze my thang? Please. I need the squeeze and not the tease. My unit require one now and again. You squeeze mine and I will squeeze yours. Thank you in advance for you handywork.
N/A	EM	Considering the poor service from BART (delays, esp on commute hours in the morning from east bay...) I think BART should LOWER fares from East Bay. Esp Contra Costa County. Service delays are horrendous and I take bart M-Th and am delayed at least half the time!
RCH	MTG	Get BART fares down.
RCH	MTG	I think there should be serious consideration of lowering fares to increase ridership and revenue.
RCH	MTG	No fare increase or a decrease in fare. We need a decrease in fare.
RCH	MTG	No fare increase. Lower fare.
HWD	MTG	No increase would be the fairest. It should not happen, it should be reduced, the cost is prohibitive to many people riding.
RCH	MTG	No increase. Should be a decrease to get more people on BART. Don't do it. Go down with BART fares.
N/A	ON	BART fares are ridiculously high. You should be rolling back fares, not hiking them.
N/A	ON	BART is OVERPRICED. BART should not increase the fare at all, and BART should LOWER the price and EXPAND the service areas.
N/A	ON	Bart needs to lower prices.
N/A	ON	For the limited service it provides - it's too expensive to ride BART as it is. I recommend reducing fares. We're in a national Depression and inflation is not the issue.
N/A	ON	I notice that you didn't include a choice to DECREASE your outrageous fares. I used to ride BART to the city to shop three or four times a year to shop. Now I never go because of the cost. I pity the people who depend on BART to get to work.
N/A	ON	I think fares should be decreased to increase ridership.
N/A	ON	If BART is lacking funds, shouldn't you get more people to ride by lowering fares instead of driving them away with continual fare increases?
N/A	ON	I'm against any fare increase. Fares should be reduced to encourage taking BART rather than driving with the additional funds coming from increased gas taxes (to further discourage driving and penalize drivers more for pollution and oil resource defense costs).
N/A	ON	I'm only an intro econ student but has anyone considered lowering prices? That can cause the number of riders to go up and actually raise revenue more than raising the price.
N/A	ON	Please stop increasing fares. Instead, consider lowering fares. Thanks!
N/A	ON	raising fares at this time is absolutely ludicrous, people are struggling so why would you even think of raising fares you should lower fares instead
N/A	ON	The BART is already an extremely expensive option to travel to San Francisco and any fare increase is unneeded. There should be reduced monthly fares for commuters, and try to get BART on par with far superior train systems like ones found in Japan and Germany.
RCH	WG	Lower cost of using BART 25-30% to generate additional ridership – instead of increase.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
RCH	WG	Lower cost: people need to be able to afford to get to job interviews
N/A	EM	:(
N/A	EM	Do not increase in July
N/A	EM	I don't think we should have any increases for this year.
N/A	EM	My comment is that I am tired of bart and AC transit with fare increases
N/A	EM	no fare increase!!!!!!!
N/A	EM	No increase please
N/A	EM	none you idiots!
N/A	EM	Not at all
N/A	EM	Not in favor
LAO	LEP	Don't want increase
FB	LEP	I feel helpless.
FB	LEP	It's difficult for me financially. Do not raise the fare. Feeling helpless.
FB	LEP	Living standard needs to be low. Best not to raise fare.
LAO	LEP	No increase
LAO	LEP	No increase
LAO	LEP	No increase
LAO	LEP	Not agree with increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase
LAO	LEP	Not increase price
FB	LEP	The best is not to raise it.
RCH	MTG	Don't
RCH	MTG	Don't do it.
HWD	MTG	No fare increase
HWD	MTG	None of the above
RCH	MTG	Shouldn't take place.
N/A	ON	do not raise the fare also did mention also should be included the disabaled people, the bart in the newspaper only mentioned seniors and youth.
N/A	ON	Don't get me started.
N/A	ON	I don't like them.
N/A	ON	I'm tired of fare increases for the Bart system.
N/A	ON	IT IS UNFAIR TO ALL BART RIDERS PERIOD.
N/A	ON	It shouldn't happen.
N/A	ON	No fare increase should be implemented
N/A	ON	No Increase!
N/A	ON	No more fair increase please!
N/A	ON	Please don't do it.
N/A	ON	Seriously?!
N/A	ON	Times are hard right now and no one can afford the increase.
N/A	ON	Unfortunately I have to travel to East Bay for work and to hike up the price is just crazy. Especially paying \$2 a day on parking at BART also. Isn't that enough?
N/A	ON	We don't want to see any increase during this tough economic time.
HWD	WG	Look for alternatives; not fare increase for consumers.



**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	You're assuming I agree with the increase, and I don't. We aren't in an inflation period, we're in a serious recession with many people out of work and those who still have jobs have had to live without pay increases for a number of years. I am completely against this raise you think you're entitled to and am shocked by the first question. Where is the button that says "no" to a raise?
SFR	WG	Fare increases are a hardship for people who are unemployed, looking for work.
N/A	EM	it keeps going up, makes it harder to take bart rather than the convenience of driving
N/A	ON	Bart does not know how to handle future planning of fares. By increasing fares people will look for other means of transportation.
N/A	ON	fares is never going to go down even in 30 years I feel the fares fares will continue high sky rocket. this is very wrong for many of . It dose NOT have to do with the BART system. It have to do with the riches Debra the general manager making \$300,000 not willing to help the BART riders Even just a 1 cent increase will not do. It totally unfair to all people who have to put up with the increase and less service on BART JUST for the safety board. Passengers will consider discontinue taking BART even if we have to fight traffic. We have to show give BART the message that increasing is taking money from our wallet.
N/A	ON	increasing fares will discourage ridership. BART is already too expensive and many ride their cars. Gas and wear and tear still adds up to be less much of the time.
N/A	ON	None of the above; I will ride BART less/not at all if you take advantage of us like this.
N/A	ON	Soon people won't be able to afford to take BART so they will be forced to drive more often than taking BART. How is this going to increase ridership if fares are always increasing and even higher than bridge toll.
N/A	ON	The higher BART fares are, the less incentive people have to use BART, the more they will use their cars instead. It's too expensive as it is and increasing fares is a bad idea.
RCH	WG	Seniors use BART more because it is affordable
N/A	ON	More trains should be running at commute times. Never a seat is available in ANY train around 7:45 - 8am. From San Leandro to Oakland. Why are you asking for any increase? Also until recently I did not have to pay for parking.
N/A	ON	Trips where patrons most often have to stand (starting from Lake Merritt) to the destination (ending Embarcadero) should be greatly reduced.
HWD	WG	Union City train frequently delayed - frustrating! No delay discount, then no fare increase.
N/A	EM	decrease fare for cyclists.
N/A	ON	No--but allow outside Vendors, such as Health Plans to purchae or order books of bart individual tickets.
N/A	ON	Stop raising the prices. Inflate and round to the penny. Accept pennies in the machines.
N/A	EM	Does the Management consider to reduce the administrative costs instead of increase the fare.
N/A	ON	Inflation based increases are risky because the Fed is printing so much money that inflation will likely rise too fast.
N/A	ON	There is likely far more funding available than you realize. Please take a good look at the Comprehensive Annual Financial Report. That is the real budget, the set of books that no one talks about. In it you can find funding not only from tax revenue, but also from gov't enterprises and investments. That should account for roughly 2/3 of the revenue for the district, likely triple the funding sources that you have been aware of , to the extent that a fare increase may become unnecessary. Please check it out!
N/A	ON	Raise taxes, parcel, property is a better choice, raising fares is a regressive policy that only harms the poorer people's.
N/A	ON	Find all the funding you need in the Comprehensive Annual Financial Report. That is the other set of books, the complete budget that no one talks about. In it you'll find that roughly 2/3 of the revenue comes from sources other than taxes, namely from gov't enterprises and gov't investment. This could triple your funding sources, rendering a fare increase unnecessary. Please check it out.
N/A	ON	BART should increase parking fees at stations with lots that typically fill up to encourage those who can to walk/bike/take the bus and leave some spots for people who need to drive to the station. Unlike a fare increase, this would raise money without reducing ridership at all. The increased parking revenue could be used to reduce fare increases, increase bus transfer discounts to encourage people to take transit to stations, or improve service (more new seats, more frequent/late night trains, etc).
RCH	WG	Why do you need to replace the cars? Why not focus on maintenance, which will create more jobs? Look at SFMTA's use of historic vehicles.
N/A	EM	I do not think that the increase of 5cent or 10cent is a good idea or reasonable at this time when the country's economy is trying to recover. Are the executives and directors salaries going down in order to maintain the inflation cost. Or does not matter and they still asking for rises and great compensation packages. Think about why is the user always have to paid or the regular workers but the executives still asking for more money. People is barely surviving.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Fare increases should not continue with money being placed aside for unnecessary projects. Bart must come up with a program that offers monthly passes, not mileage fares.
N/A	EM	Any fare increase adversely affects low income riders.
N/A	EM	College students suffer from fair hikes
N/A	EM	People get minimum paid jobs and if transportation increases their minimum wage doesn't so it would be expensive.
N/A	EM	Why are you doing this to us? Some of us are college students because of budget cuts we have to pay more but have less chances of getting into classes and now an increase of bart fare too?? I hate my life.
SACC	LEP	Should not increase fare for the elderly
RCH	MTG	BART fares are a serious environmental justice issue.
LCR	MTG	Don't increase senior and youth clipper card
RCH	MTG	Oppressive to low-income families and seniors.
N/A	ON	Seniors & Disabled riders do already receive a discount, but since they're on fixed incomes set by the Federal Government (& received their 1st cost of living increase in over 4 yrs in 2012), they should be exempt from the next increase.
N/A	ON	Seniors, the disabled and students do not have regular cost of living increases and should not be hit with fare increases. They need help in getting around the Bay area.
N/A	ON	There needs to be a college student discount. I am very disappoint to be having to pay even more for a college education here in the Bay Area.
N/A	ON	This will be hard for partime workers and low income people.
N/A	PH	Yes, I already made a comment. This is my second call. But one thing I wanted to say is, I live in Berkeley, and I'm low income. It really depends how much a person makes. If you make over \$50,000, it's not too bad. But I would never be able to afford to take a job in San Francisco because I would not be able to afford the fare every day. I mean, over a month it's a huge amount of money if you don't earn very much. And there's a lot of people in that category. And what happens to them? They're the ones that really, really get hurt by this. And then you don't offer senior discounts until a person's 65, but a lot of people are not working after 60, 62 and they can't afford those kinds of prices. So then they're forced to drive their car or just stay at home. So all in all, the people who get hurt are the poor people.
HWD	WG	Fare changes should not fall on low-income people.
RCH	WG	Parking fee is a defacto fare increase – hard on folks on fixed income.
N/A	ON	It sucks! It would be different if you all were going to provide the riders with a flat rate and made an increase... We the People are not making anymore money and prices just keep getting higher... help us out and we can keep riding. Who are you trying to provide a service for? why do you think the average family can afford your increase? the average American family lives on @\$2 per person a day... how do you think they can afford BART? they Can't... and surely wont if the fees keep going up. Is it possible for you all to make a promise to the Bay Area that after the production of the new train(s) that BART will create a FLAT RATE? I would agree to the increase if this was the case. Most Major Cities with trains have flat rates... Help us out... the people are really struggling!!!
N/A	EM	I believe that having a BART police force is a waste of resources. Mostly they are there for "prevention" and this can be done with half the man-power. The police cruisers they have are a total waste of money, as transporting prisoners on BART directly to the station is far more practical and would discourage crime. Inversely, the average pay for BART police could be effectively cut in half if private security were used instead of state police. If these steps were to be implemented, no fare increase would be necessary. Stop coddling an unnecessary and counter intuitive agency.
N/A	ON	Although, honestly, just go ahead and do service reductions, there's already too much redundancy.
N/A	ON	BART fares are already too high. BART is paying its train operators much more than the job commands. Instead of spending \$500 million on the rail connector to Oakland Airport, put that money towards operating expenses and new rail cars.
N/A	ON	BART needs to focus on becoming more efficient - for the price of a round trip fare from Pittsburg to San Francisco you can ride for a week on the T in Boston.
N/A	ON	california's economy has not recovered, I think BART needs to postpone this increase or cut upper management position as most agencies have done
N/A	ON	I support public transportation, but the problem with fee increased is that when it becomes too expensive to make public transporation an option and the amount of time to get from one place to another exceed driving time, it will force people to drive despite their environmental concerns. What you are purposing from the above is not a proposal at at. Fee will always increase and NEVER will decrease. It's the rider that will be paying and picking up the tab. How about finding out to run the system effeciently?

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	I think that the fare increase in July can be avoided if the administration spend more time to manage their use of funds!
N/A	ON	IF I COULD CHOOSE NO FARE INCREASE I WOULD! I CURRENTLY PAY CLOSE TO \$10 TO COMMUTE FROM PLEASANT HILL TO SFO! WHY DOESN'T BART HAVE ENOUGH MONEY TO PAY FOR THEIR SERVICES? I BELIEVE THERE IS CRIMINAL CORRUPTION GOING ON IN THE SYSTEM.
N/A	ON	Inflation has not added costs. Please don't call it a inflation-based fare increase. You are increasing your costs by building a useless AirBart and yes, we're all going to have to pay for it.
N/A	ON	Why is one of the options to penalize people going between the East Bay and SF? Why not, Fremont to Berkeley? Reign in your expenses before taxing those that use your system. Without the riders, you won't have jobs.
N/A	ON	Yes, until you get the existing cars cleaned and maintained you should not consider a fare hike. Also, what is happening to all of the money you are getting as the cars that I ride in are packed most of the time. Given it would be great to get good value for my money. Why would I vote to increase the cost of BART ticket when you are not using the money you collect now responsibly? I do not get a increase in salary because of inflation why should BART?
N/A	EM	As somebody who uses BART every day to commute between Berkeley and San Francisco, I think this just sucks. It costs me \$7.60 every day just to get to and from work. I personally think that that is an insanely high charge currently! And no you are thinking of a fare increase!!?? Insane! The service BART provides is not good enough to demand this. I consistently have to wait 20 minutes for a train to come, also last BART at 12:15!?? Give me a break! I'll pay more if you can make the service better, but I don't see that happening.
N/A	EM	I have not seen a single improvement since the last previous increases.
N/A	EM	When we hear about surplus funds, I can hardly support an increase. I haven't enjoyed even reliable service from BART and frequently miss my bus connection in Walnut Creek.
N/A	ON	First you should fix your internal problems with your MTBF issues and have a MUCH better maintenance program. I live in Concord and cummute from SF to East Bay and back dialy. Your breal fix and record on getting me to work and home on time is horrible. As well just yesterday I needed to use the bathrrrom at the Concord BART station. JESUS CHRIST was that scarry. It is so ugly and nasty in that restroom you should seriously just consider shutting the damn thing down. Clean your cars inside. remove/replace the carpet. I don't mind paying for nice reliable things. BUT I have to tell you BART is not it. I feel like you shouldn't be asking me for money when the service is bad and MORE often than not I can not depend upon it.
N/A	ON	I take Bart from Monday-Friday from Concord to Montgomery stations and I have been increasingly frustrated with the decline in conditions. The fees are already extremely high and an added increase would drive many away. Rarely does a week go by without an escalator being out of service and offer staying out of service for several days. There have been many items when the escalators at both stations were out. The number of homeless and panhandlers has also greatly increased. The seats and floors are often filthy and no one is regulating people eating and drinking on the trains. Just the other day someone spilled his coffee all over a man seated next to me. Charging loyal passengers for Bart's cleanup is not fair. The staff should take a pay freeze like so many of the riders have already done.
N/A	ON	I think it is absolutely ridiculous that we have to continue to have our fares increased. BART gets alot of money from all the passengers. What angers alot of people is BART allows homeless to ride for free every day and night. We see this, continually they hop the fare gates and station agents do not do anything but sit in the booth and watch it happen. It is frustrating that working passengers have to pay for increases and then there others that get to ride the train for free day and night 7 days a week. where is the fairness?
N/A	ON	Improve service before you ask for ANY fare increase.
N/A	ON	Improve the service then raise the rates. I have to stand the entire way home on a crowded train that is always late. Why do I need to pay more for that?
N/A	ON	Its difficult to justify any fare increases when transfers/connections between trains during peak afternoon/evening commute hours are regularly missed. I support a fare increase only to INCREASE the service/number of trains servicing the points between Dublin/Pleasanton and SFO.
N/A	ON	Look, I never see any increased benefit as a rider. On the contrary, the trains are just filthy most of the time, there are constant delays, and it always seems that trains on the Richmond line are much shorter than on the other lines. Why doesn't BART management take a 1.4% pay cut to pay for their obvious bad management. I am pretty outraged that you would try to target the East Bay lines. After all, we already pay more and everyone should share the cost equally.
N/A	ON	Make some improvements before making such increases

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Makes the trains, safer, cleaner, and more pleasant to ride, and people wouldn't be pissed off with the fare hikes. you have crappy service, unclean trains, crazy homeless people on board, and zero security. Why should we pay more for that?
N/A	ON	My paycheck isn't Inflation-based, why should the fare be? reliable with no service reductions --- That will be the day.
N/A	ON	Sure, increase the fare, and I'll ride less often. Poor service, dirty, broken down trains and stations. 4 and 5 car trains=standing room only. No, improve service level and then talk to me about a fare increase.
N/A	ON	While I understand the need to pay for these new cars, it's hard to consider a fare increase when my personal commute conditions have gotten worse, not better. So when you say "fare increase," I say "Great! I get to pay more to stand for 40 minutes every day with an overhead hand hold that is too tall for me to easily grab." Yeah, it's hard to get excited about that.
N/A	ON	Why are fares increasing every single year with no real improvements?
N/A	ON	Why are we paying more and getting less? BART has done nothing even when fares have and continue to increase to truly improve the quality of the system, the cars, the staff, etc. This fare increase needs to be justified and its "uses" explained and properly broken down. Please define "safe and reliable" in more detail to the public.
N/A	ON	Why increase Bart fares? Gasoline prices are already rising to almost \$5 dollars a gallon. people take bart to avoid driving and if Bart raise the fare, seats should not be filthy!!!
N/A	ON	With the increases over the years, all I have seen is a decrease in cleanliness and reliability. Trains are late at least a few times a week, and there's never enough seating--I can't remember the last time I got a seat.
N/A	ON	Yes. BART needs to restore service before raising fares. 8 car trains during rush hour are ridiculous. Three car trains during the day are likewise. Coupled with long waits for trains, BART is getting less and less useful to me, except as a way to get across the bay. I am turning to my bike amore and more to geet around the East Bay.
N/A	ON	You're not providing service to justify current fares, no fare increase.
OAK	MTG	I oppose all increases until parking rates have been increased to market-rate levels.
N/A	ON	Considering BART has been in the black the last couple years, I believe BART should consider cancelling this years fare increase.
N/A	EM	I don't like it but BART is still the most convenient public transportation so I have no choice.
N/A	EM	I don't think fares should raise and if so, the amount for pretax commuter benefits that we can set aside should increase.
N/A	EM	It is too soon for another fare increase whether it's 5 cent or 10 cents.
N/A	EM	Please so not raise the fare. Times are hard. Can you wait until 2013?
N/A	ON	I believe Bart should shoulder the burden of the currenty economy with the riders who have not seen their personal income rise.
N/A	ON	Increase is way too much.
N/A	ON	Your fares are already very high. I would prefer a minimum impact to fares.
FRE	MTG	To increase ridership - fare should be kept minimal.
N/A	ON	BART is already OVERPRICED and doesn't even serve most residential areas of the SF Bay area. BART should LOWER their prices. If BART wants to increase fares, BART should expand the lines to reach more residential areas instead of making us drive and park at an inconvenient location.
N/A	ON	Just remember that sometimes price cuts can increase ridership to the point where you make more money at the lower price (due to higher traffic). Flowing through cost increases isn't always the wisest strategy by default.
N/A	ON	I don't believe they should be raised. Fares not easily paid with quarters are undesirable and inconvenient.
N/A	ON	Why does this increase has to impact the users ALL the time. we make minimum wages and sucks that we have to pay for this.
OAK	CC	Please avoid any further fare or parking rate increases to San Mateo County stations (Daly City, Colma, SSF, San Bruno, Millbrae).
OAK	WG	Spare San Mateo County from a fare increase. San Mateo County doesn't pay sales/property taxes
N/A	EM	The economy being still at its worst, there are many without a job and the only mode od trave is BART. Any increase in BART fare will hurt them. If this can be avoided for now, it would be the best.
ANT	MTG	In these days when so many people are without jobs, an increase doesn't seem justified.
ANT	MTG	In these days when so many people are without jobs, an increase doesn't seem justified.
HWD	WG	Unemployment in California is 10%. Needs jobs before fare increase and buying new cars.
N/A	EM	it will possibly decrease ridership
N/A	EM	The trip to the east bay is already expensive, I might not take the BART if it went up further.

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
SFR	MTG	Customers will be upset. It will discourage new BART customers.
N/A	ON	Not withstanding you need to increase revenues, but any fare increase will affect ridership.
N/A	ON	Poor economic conditions and increase in fuel prices are pushing commuters to use mass transit i.e. BART will experience an increase in commuters who will abandon their auto for cheaper BART fares. Increase in BART commuters translates to higher net gross receipts, increase in BART riders are a win-win scenario for commuter and BART.
N/A	ON	With the price of gas going up BART would probably get more riders if you would keep the fares the same. therefore your revenues would increase, yet you would not be gouging the public you depend upon so much.
N/A	ON	I thought there was a budget surplus last year. If so, a fare increase does not seem warranted
N/A	ON	Yes, I have a comment. It wasn't too long ago that BART released financial information stating that there was a surplus of funds, and the agency was considering lowering the fares. What happened to these few millions in surplus? I think the agency should locate the money and use it for repairs before raising the fares to us. Thanks!!
OAK	MTG	I did attend the 3/6/2012 mtg in Oakland, CA and gave some of my comments here are MORE: Stats and fig. on how much rev. would be generated for ea. of questions in Item 1 (per day, week, mo. or yearly-all approx). Words to the effect of how much more rev. BART now needs as a safe blanket to carry on needs now, being that you said Ms. Pam that "monies are not coming from the Wash. or Sac. CA.
RCH	MTG	Reduce waste
N/A	ON	We need you in good shape and fiscal health!
FRE	CC	BART train operators and station agents get one of the highest pay in the US. Fair pay for just work! What percentage of BART budget goes to their pay, benefits and health care?
N/A	EM	Board of directors should take a pay decrease to help funds.
CNC	MTG	Review salaries of the personnel
N/A	ON	Cut unproductive staff, pensions and bart police
N/A	ON	There has been many comments about how BART employees are overpaid. Are you planning to reduce their wages to help in this effort? They should be paid for the work they do, and many of the station agents don't appear to do much (i.e. gate control for the flow of people traffic). ..What about being stricter about fining people who smoke, eat and drink on BART? A group of people was just commenting on how we have never seen a fine given to anyone. Including people who were eating right in front of BART police and personnel. The signs are a joke, so save money by not printing any more of those signs.
HWD	MTG	Stop fare evasions specifically in the Downtown Hayward BART station.
N/A	ON	Fare enforcement would have a greater net result than charging the people who are already paying.
HWD	WG	"Tailgate" fare cheats are too common. Dangerous evaders. Everyone should pay their fare. Vandalizers!
SFR	MTG	Concerned with disability rates.
N/A	ON	You should end your programs regarding senior fare discounts. Seniors are now one of the richest population segments based on home appreciation and social security programs.
RCH	WG	Consider cost for families!
N/A	EM	Although it is small, every time the fares increase, it makes it tempting to get back in my car and drive.
N/A	ON	Bart fares are already pretty high.
N/A	ON	Bart fares from Pittsburg to SF are already very high
N/A	ON	BART is one of the most expensive transit systems we have traveled on, including London, UK!
N/A	ON	BART is overpriced.
N/A	ON	I find it fascinating that in Chicago from the airport (ORD) to downtown I paid \$5.00 for one way.
N/A	ON	Unfortunatly, for two or more people it is cheaper to drive into the city than BART, \$16 for two people in and out vs. a \$5 toll and a buck or two in gas. (I bring bicycles and ride in the city)
RCH	WG	BART fares are high compared to places like New York City
N/A	EM	Next time BART says openly that it is "wondering" what to do with found monies sloshing around, as happened in 2010 or 2011, please stop and use the monies for your future needs. It would be wholly irresponsible to do anything else.
FRE	CC	Can the surcharge on trips to/from San Francisco International Airport be reduced or eliminated?

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	ON	Bart should eliminate or greatly reduce the exhorbitant surchage for taking BART to SFO.
N/A	ON	Fares to the SFO airport should be decreased. For short trips, the cost of BART vs. parking at the airport does not make BART a viable option if more than one person is traveling.
N/A	EM	cite passagers who eat,drink on bart.Charge bicyles more because they abuse the system the most.
N/A	ON	your sevice is terrible. cars are always over crowded - run 10 car trains. you escalator management team should be retired .... months and moths of many out of service escalators. shameful.
RCH	WG	BART doesn't go everywhere I want to go! Need discounts to transfer to other systems! (e.g. MUNI)
RCH	WG	Contra Costa has been paying into the system for 40 years. Need to get to Martinez, need value for our money, new lines. Need eBART transfer.
N/A	ON	BART should consider ridership into formula. High Gas Prices=more riders?
N/A	ON	It would be nice if you would also restore the previous 70% discount for seniors and the disabled that was in place a few years ago.
HWD	WG	Fare giveaways during Christmas to encourage shopping trips.
N/A	EM	Provide more promotional free Bart ride days.
N/A	ON	Please please offer us the option of a monthly unlimited pass.
N/A	ON	College students should be eligible for discounted tickets for stops ending closest to Bay Area colleges. On another topic, your chart shows \$10.90 as the current top fare. I recently paid \$12.00 to go from Daly City to Fremont, plus I paid even more when I exited/entered within a few hours during the same day at the Embarcadero station. The actual total possible rate as well as rates for exiting/entering the same BART station should be made clear to new/rare riders.
RCH	MTG	BART should explore other options, including parking fare increases and congestion pricing.
OAK	MTG	I'd like to propose market pricing for parking (Shoup's concept) and peak pricing to moderate effects or add more revenue
CNC	MTG	Better management of advertising resources. I support NASCAR type BART car advertising.
N/A	ON	The board needs to better prepare for the future through sustainability and redesign of the current system
N/A	EM	Charge more for commuter parking.
N/A	ON	I also think charging for parking at all BART stations that have parking lots/garages is fair, not just at some of them. But I wouldn't support raising parking fees at stations that already charge for parking because of the reason mentioned on the BART site: Walking or biking to the station is not an option for a lot of people, for a variety of reasons (including safety reasons in certain neighborhoods especially in early mornings or evenings, for reasons having to do with childcare, because of disabilities or health reasons, etc.). And sadly, public transportation to and from BART stations is very poor, particularly now after local bus systems have raised prices and decreased service recently because of the economy. People who could afford it would keep parking at BART, but for the poorest among us, it would be an extra hardship to get to the stations (and again, I would be able to afford it, but I worry about those who couldn't.) There are other ways to encourage people to bike and walk to BART when that's a viable option, or maybe carpool with others to the station.
N/A	ON	I support market-based pricing of parking at BART stations. Daily parking rates at even the busiest East Bay stations remain at \$1, but demand for parking could support a higher rate.
HWD	WG	Increase parking fees - discourage single-occupancy vehicles.
OAK	WG	Market rate parking to subsidize ridership - usage/rates based on private lots.
OAK	WG	Raise money with parking fees - peak-based or demand-based pricing.
SFR	WG	Can surplus funds be applied to new rail cars? I'm concerned about BART's committing to purchase new cars.
DC	MTG	Let's try to explore ways to better promote bus ridership and incentivize localized traffic (i.e. students, customers) around small businesses, specific routes (aka Mission - Oakland late night, college shuttle routes, etc.)
N/A	ON	BART is way too expensive and should be replaced by light rail running on underused existing rail lines. It is really stupid to have to import rail cars from overseas because of the non-standard gauge. I remember when I was in Jr. High School and BART was first being built; it seemed moronic to me to use a non-standard gauge to prevent it from carrying freight. Which is worse - dozens of semi-trucks or trains hauling both passengers and freight?
RCH	WG	Look at newer, greener (non-rail) technology.
CNC	CC	Discount and rider groups
CNC	MTG	Our community is low income, also we used BART services.

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<b>Meeting/ CBO</b>	<b>Source</b>	<b>Comment</b>
RCH	MTG	You need to think about people have family that want to ride BART together!
N/A	ON	It is difficult to ask people to pay more on a fixed income.
N/A	ON	You should give college students discounts.
HWD	WG	Want data on the use of Measure B funds for BART.
RCH	WG	What about other sources of revenue?
CNC	WG	What about the two new stations - aren't those bringing in more money?
CNC	WG	What else brings in money?
HWD	WG	How does BART's operating costs compare nationally?
FRE	WG	Sometimes I've seen the fare gates open in crowded situations, such as sports events - could you clarify BART's policy on this?
OAK	WG	How will increases impact low income riders?
OAK	WG	Will the fare increases continue beyond 2012?
N/A	ON	How is BART cutting costs to help offset the need to raise fares? How much have employee expenses been reduced or planned reductions in same time period?
SFR	WG	How is the BART fare structure calibrated in relation to the actual cost of driving?
N/A	ON	How does this increase align with forecasted increases in ridership based in fuel price and job creation increases? Where is that report?
RCH	WG	Can you explain how forecast of 3.9% inflation-based increase in 2014 was developed? Is that for certain?
RCH	WG	How is inflation calculated?
FRE	WG	What is the formula used to figure inflation rate?
N/A	ON	Will there be an improvement in service? i.e. more frequent trains, bike racks on trains, etc
N/A	ON	With the fare increase would there be any INCREASE in cleanliness to the trains and stations?
SFM	CC	\$2.4 billion - we have for cars. On hook \$800 million. Will increases go toward wages? B and C options - rationale.
N/A	EM	Why was this fare increase not included in the 2011 fare increases? The state of the cars has been a topic of discussion for quite some time.
N/A	ON	What is the rationale behind the proposal to increase fees only on trips between the East Bay and San Francisco? That seems arbitrary and unfair.
OAK	WG	Strategy analysis of each increase - do the numbers pencil? Make info available online.
SFM	WG	What is the rationale for fare strategies?
SFR	WG	Why a fare increase every 2 years?
CNC	WG	Will BART price itself out of business?
OAK	MTG	Provide analysis of revenue projections on website.
HWD	WG	Data for which plans will generate more profits for BART?
N/A	EM	Due to the increase in fares soley for the infrastructures will it create more jobs?
N/A	EM	How do we know the money will be used as specified?
N/A	ON	Do you think employees are getting raises to pay for this?
N/A	ON	It is already extremely expensive, what do we get for it?
N/A	ON	It would be nice to see a breakdown of where you are spending the increases that we get.
SFM	WG	Are fare increases for BART wages?
OAK	WG	Are increases for salaries/expenses?
FRE	WG	How much is apportioned to new rail cars and other capital needs? Be transparent on this information.
OAK	WG	How necessary are the fare increases?
RCH	WG	How will we know this revenue will be used for capital projects?
OAK	WG	Increases for what reasons?
SFM	WG	Is funding for new cars covered?
CNC	WG	What about liabilities for paying your workers pension, etc.? How do you cover those costs?
CNC	WG	What is the priority - maintenance or extension?

**APPENDIX D: Table of Public Comments, BART July 2012 Fare Increase**

Meeting/ CBO	Source	Comment
N/A	EM	I thought bart was planning to fund the remodeling of the train cars from extra money that they had accumulated from somewhere. I recall hearing about these extra funds and being asked what project I'd like to see those funds go towards. So I gues my question is what happened to those extra funds.
N/A	EM	The San Francisco Examiner reports that BART is in the black. So why the fare increase?
N/A	ON	I thought the system had a surplus? Where did that go? What is the projected increase in ridership based on forecasted fuel prices and job creation? How does that align with the fare increase? Where is that published?
N/A	ON	If there is such increased ridership, BART is already receing additional funds. And last year there was a great surplus. So what's the rush to raise fares this year?
N/A	ON	Wasn't last year that there was talk about a reduced fare holiday because of a surplus?
N/A	ON	What happen to the surplus?
N/A	ON	Why does BART need to increase fares? What happened to the huge budget surplus we heard about last year?
SFR	WG	Seems strange to be talking about surpluses and fare increases
CNC	WG	What happened to the budget surplus?
N/A	EM	ridership has increased, and BART just received 19 billion dollars from the government, why is the fare increase necessary
N/A	EM	We just had a fare increase. Now you need more money?