

Fleet of the Future Final Train Car Model

Appendix A

- Questionnaire (English, Spanish, Chinese, Vietnamese, Korean)
- Survey Data: Frequencies
- Survey Data: Verbatim Comments

BART Fleet of the Future

New Train Car Survey



TAKE SURVEY
ONLINE



Thank you for visiting BART's new train car model today. Please let us know what you think by completing this brief survey. We appreciate your input.

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

	Excellent	Good	Only Fair	Poor	Don't Know
a. Exterior appearance	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
b. Overall interior layout	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
c. Seats – comfort	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
d. Seats – ease of cleaning	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
e. Bike rack	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
f. Floor-to-ceiling pole	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
g. Floor	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
h. Digital screens and signs	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
i. Color scheme	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
j. Lighting	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

2. Please write comments here to help us understand your ratings above.

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

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

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

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

- No Yes, I speak: _____

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

- Very Well Well Not Well Not at all

6. Do you have any disabilities?

- No Yes

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

- Low vision Mobility problem – do not use wheelchair
 Blindness Mental or cognitive impairment
 Deaf/hearing impaired Other: _____
 Mobility problem – use wheelchair

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

- Under 18 18–24 25–34 35–44 45–54 55–64 65+

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

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

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

- 1 2 3 4 5 6 or more

Please deposit your completed survey in the collection box. Thank you for your input.

For more information about the Fleet of the Future, visit bart.gov/cars

If you would like to sign up for BART Fleet of the Future email alerts, please provide your email address:

Los Trenes del Futuro de BART

Encuesta sobre los nuevos vagones



Gracias por visitar el modelo de los vagones de los trenes de BART el día de hoy. Por favor proporciónenos sus opiniones contestando esta breve encuesta. Agradecemos sus comentarios.

1. ¿Cómo calificaría usted el modelo de los nuevos vagones en cada una de las categorías incluidas a continuación? Por favor marque "Excelente", "Bueno", "Sólo regular" o "Malo" en cada una de las opciones siguientes. Si no le es posible evaluar una categoría particular, marque "No sé".

	Excelente	Bueno	Sólo regular	Malo	No sé
a. Apariencia exterior	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
b. Diseño interior en general	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
c. Comodidad de los asientos	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
d. Facilidad de limpieza de los asientos	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
e. Porta-bicicletas	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
f. Poste del piso al techo	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
g. Piso	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
h. Pantallas y avisos digitales	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
i. Combinación de colores	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
j. Iluminación	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

2. Por favor escriba aquí sus comentarios para ayudarnos a comprender sus respuestas.

CONTINÚA EN EL REVERSO

Por favor, cuéntenos un poco acerca de usted. (Sus respuestas nos ayudarán a evaluar qué tan bien nos estamos comunicando con todas las comunidades a las que servimos.)

3. ¿Cuál es su raza o identificación étnica? (Marque una o más respuestas. Categorías en base al Censo de los Estados Unidos.)

- ¹ Indígena norteamericano o nativo de Alaska ⁴ Hispano, latino o español
² Asiático o de las Islas del Pacífico ⁵ Blanco
³ Negro/Afro-americano ⁶ Otros: _____

4. ¿Habla usted en el hogar un idioma que no sea el inglés?

- ¹ No ² Sí, hablo: _____

5. Si respondió "Sí" a la Pregunta 4, ¿qué tan bien habla inglés?

- ¹ Muy bien ² Bien ³ Mal ⁴ Nada

6. ¿Tiene usted alguna discapacidad?

- ¹ No ² Sí

7. Si respondió "Sí" a la Pregunta 6, ¿qué tipo(s) de discapacidad(es) tiene usted?

- ¹ Vista limitada ⁵ Problemas de movilidad – no utiliza silla de ruedas
² Ceguera ⁶ Discapacidad mental o cognitiva
³ Sordera/dificultades para oír ⁷ Otros: _____
⁴ Problemas de movilidad – utiliza silla de ruedas

8. Edad: ¹ Menor de 18 años ² 18–24 ³ 25–34 ⁴ 35–44 ⁵ 45–54 ⁶ 55–64 ⁷ 65+

9. ¿Cuáles es el total de los ingresos anuales en su hogar antes de impuestos?

- ¹ Menos de \$25,000 ⁴ \$40,000 a \$49,999
² \$25,000 a \$29,999 ⁵ \$50,000 a \$59,999
³ \$30,000 a \$39,999 ⁶ \$60,000 o más

10. Incluyéndose a usted mismo, ¿cuántas personas viven en su hogar?

- ¹ 1 ² 2 ³ 3 ⁴ 4 ⁵ 5 ⁶ 6 o más

Por favor deposite su encuesta debidamente llenada en el buzón de recolección.

Gracias por llenar la encuesta.

Si desea más información acerca de los Trenes del Futuro, visite bart.gov/cars

Si desea inscribirse para recibir avisos por e-mail acerca de los Trenes del Futuro de BART, por favor proporcione su dirección de correo electrónico:

BART 未来车队

新型列车问卷调查



感谢您今天参观 BART 新型列车模型。
请填写这一简要的调查表，告诉我们您的想法。
我们感谢您的意见和建议。

1. 您对以下新型列车的每一个项目如何评价？针对下列每个项目，请勾选“非常好”、“良好”、“尚可”或“不好”。如果您无法评价某一项，请勾选“不知道”。

	非常好	良好	尚可	不好	不知道
a. 外观造型	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
b. 内部整体布局	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
c. 座椅舒适度	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
d. 座椅易于清洁度	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
e. 自行车存放架	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
f. 车厢地板至车顶支架设计	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
g. 地板	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
h. 电子显示屏及标志	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
i. 颜色搭配	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
j. 照明	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

2. 请在此写下您的意见与建议，以帮助我们了解您对上述各个项目的评价。

背面续

请描述您自己。（您的回答将有助于评估我们在多大程度上满足了服务的所有群体的需求。）

3. 您属于哪个种族或民族？（选择一项或多项。分类基于美国人口普查。）

¹ 美洲印第安人或阿拉斯加原住民

⁴ 西班牙裔、拉丁美洲人或西班牙人

² 亚裔或太平洋岛民

⁵ 白人

³ 黑人 / 非洲裔美国人

⁶ 其他： _____

4. 您在家讲英语以外的语言吗？

¹ 否 ² 是，我讲： _____

5. 如果第 4 题您回答了“是”，请问您的英语讲得如何？

¹ 非常好

² 不错

³ 不好

⁴ 一点不会讲

6. 您有任何残疾吗？

¹ 否

² 是

7. 如果第 6 题您回答了“是”，请问您是哪种类型的残疾？

¹ 弱视

⁵ 行动障碍 - 不用轮椅

² 失明

⁶ 智力或认知障碍

³ 耳聋 / 听力受损

⁷ 其他： _____

⁴ 行动障碍 - 用轮椅

8. 年龄： ¹ 18 岁以下 ² 18-24 ³ 25-34 ⁴ 35-44 ⁵ 45-54 ⁶ 55-64 ⁷ 65+

9. 您的家庭税前年收入总额是多少？

¹ \$25,000 以下

⁴ \$40,000 - \$49,999

² \$25,000 - \$29,999

⁵ \$50,000 - \$59,999

³ \$30,000 - \$39,999

⁶ \$60,000 或更多

10. 包括您自己在内，您家里共住有多少人？

¹ 1

² 2

³ 3

⁴ 4

⁵ 5

⁶ 6 个或更多

请将填完的调查表放在收集盒中。感谢您的宝贵意见。

欲知未来车队项目的更多信息，请访问 bart.gov/cars

如果您希望订阅 BART 未来车队电子邮件通知服务，请留下您的电子邮件地址：

Đoàn Tàu Tương Lai của BART

Bản Khảo Sát Ý Kiến về Toa Xe Mới



Xin cảm ơn quý vị đã tới xem mẫu toa xe mới của BART ngày hôm nay. Xin quý vị vui lòng cho chúng tôi biết ý kiến của quý vị bằng cách điền vào bản thăm dò ý kiến ngắn gọn này. Chúng tôi rất trân trọng ý kiến đóng góp của quý vị.

1. Quý vị đánh giá mẫu toa xe mới như thế nào vào mỗi mục dưới đây? Xin vui lòng đánh dấu "Tuyệt vời," "Tốt," "Chỉ Khá Tốt," hoặc "Kém" cho mỗi mục. Nếu quý vị không thể đánh giá một mục nào đó, xin đánh dấu vào ô "Không Biết."

	Tuyệt vời	Tốt	Chỉ Khá Tốt	Kém	Không Biết
a. Hình dáng bên ngoài	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
b. Thiết kế nội thất tổng thể	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
c. Các ghế ngồi - độ thoải mái	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
d. Các ghế ngồi - dễ lau chùi	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
e. Giá để xe đạp	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
f. Cột từ sàn tới trần	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
g. Sàn	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
h. Các màn hình kỹ thuật số và biển hiệu	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
i. Cách phối màu	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
j. Hệ Thống Đèn	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

2. Xin quý vị vui lòng viết nhận xét ở đây để giúp chúng tôi hiểu rõ hơn về những đánh giá ở trên của quý vị.

LẬT QUA MẶT SAU 

Xin quý vị cho chúng tôi biết về bản thân quý vị. (Các câu trả lời của quý vị sẽ giúp chúng tôi đánh giá được cách thức chúng tôi tiếp cận tất cả các cộng đồng mà chúng tôi phục vụ như thế nào.)

3. Quý vị thuộc sắc dân hoặc chủng tộc nào? (Chọn một ô hoặc hơn. Các phân loại dựa trên Điều Tra Dân Số Hoa Kỳ.)

- ¹ Thổ Dân Châu Mỹ hoặc Thổ Dân Alaska ⁴ Nam Mỹ, Latino hoặc Tây Ban Nha
² Dân Á Châu hoặc Dân Đảo Thái Bình Dương ⁵ Da trắng
³ Da đen/Người Mỹ gốc Phi châu ⁶ Khác: _____

4. Quý vị có dùng ngôn ngữ khác tiếng Anh ở nhà không?

- ¹ Không ² Có, Tôi nói tiếng: _____

5. Nếu quý vị đã trả lời “Có” cho Câu Hỏi 4, quý vị nói tiếng Anh như thế nào?

- ¹ Rất Tốt ² Tốt ³ Không Tốt ⁴ Không chút nào

6. Quý vị có bị khuyết tật gì không?

- ¹ Không ² Có

7. Nếu quý vị đã trả lời “Có” cho Câu Hỏi 6, quý vị bị (các) dạng khuyết tật nào?

- ¹ Mắt kém ⁵ Có vấn đề về đi lại – không dùng xe lăn
² Mù ⁶ Suy giảm về tâm thần hoặc nhận thức
³ Điếc/khiếm thính ⁷ Khác: _____
⁴ Có vấn đề về đi lại – dùng xe lăn

8. Tuổi: ¹ Dưới 18 tuổi ² 18-24 ³ 25-34 ⁴ 35-44 ⁵ 45-54 ⁶ 55-64 ⁷ Trên 65 tuổi

9. Tổng lợi tức hàng năm trước thuế của cả nhà quý vị?

- ¹ Dưới \$25,000 ⁴ \$40,000 - \$49,999
² \$25,000 - \$29,999 ⁵ \$50,000 - \$59,999
³ \$30,000 - \$39,999 ⁶ \$60,000 hoặc hơn

10. Tính cả bản thân quý vị, có bao nhiêu người sống trong nhà quý vị?

- ¹ 1 ² 2 ³ 3 ⁴ 4 ⁵ 5 ⁶ 6 người hoặc hơn

Xin vui lòng nộp bản thăm dò ý kiến đã điền vào hộp thu nhận. Xin cảm ơn quý vị đã đóng góp ý kiến.

Để biết thêm thông tin về dự án Đoàn Tàu của Tương Lai, xin quý vị truy cập www.bart.gov/cars

Nếu quý vị muốn ghi danh để nhận thông báo qua điện thư về Đoàn Tàu Tương Lai của BART, xin vui lòng cung cấp địa chỉ điện thư của quý vị:

BART 미래의 열차(Fleet of the Future)

신규 열차 설문조사



오늘 BART의 열차 모델을 방문해 주셔서 감사합니다.
간단한 설문조사를 통해 귀하의 의견을 알려 주십시오.
BART는 귀하의 의견을 소중하게 생각합니다.

1. 아래에서 신규 열차 모델의 각 부분에 대해 평가해 주십시오. 각각에 대해 “매우 좋다,” “좋다,” “그저 그렇다,” “별로이다” 중 하나를 표시해 주십시오. 특정 부분에 대해 평가가 어려운 경우, “모르겠다” 를 표시하십시오.

	매우 좋다	좋다	그저 그렇다	별로이다	모르겠다
a. 외관	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
b. 전체적인 내부 배치	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
c. 좌석 - 안락함	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
d. 좌석 - 청소 용이	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
e. 자전거 고정대	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
f. 바닥에서 천장으로 이어지는 기둥	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
g. 바닥	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
h. 디지털 스크린 및 표지판	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
i. 색상 배합	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>
j. 조명	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>	9 <input type="checkbox"/>

2. 아래에 귀하의 의견을 적어 주십시오. 귀하의 평가를 이해하는 데 많은 도움이 될 것입니다.

다음은 귀하에 관한 질문입니다. (귀하의 답변은 BART가 다양한 고객 여러분들께 어떻게 다가가고 있는지 평가하는데 도움이 될 것입니다.)

3. 귀하의 인종 또는 민족은 무엇입니까? (하나 이상에 표시하십시오. 분류항목은 미국 인구조사에 기반합니다.)

- 1 아메리카 원주민 또는 알래스카 원주민 4 히스패닉, 라틴계 또는 스페인인
 2 아시아인 또는 태평양 제도인 5 백인
 3 흑인 / 아프리카계 미국인 6 기타: _____

4. 가정에서 영어 이외의 언어를 사용하십니까?

- 1 아니오 2 네, 제가 사용하는 언어는: _____

5. 4번 질문에 대해 “네” 라고 답한 경우, 영어를 얼마나 잘 하십니까?

- 1 매우 잘 한다 2 잘 한다 3 잘 못한다 4 전혀 못한다

6. 장애가 있으십니까?

- 1 아니오 2 네

7. 6번 질문에 대해 “네” 라고 답한 경우, 어떤 장애가 있으십니까?

- 1 저시력 5 이동 장애 - 휠체어 사용 안 함
 2 시각 장애 6 정신 또는 인지 장애
 3 청각 장애 7 기타: _____
 4 이동 장애 - 휠체어 사용

8. 나이: 1 18세 미만 2 18-24 3 25-34 4 35-44 5 45-54 6 55-64 7 65+

9. 귀하의 세금 공제 전 연 가계소득은 얼마입니까?

- 1 \$25,000 미만 4 \$40,000 - \$49,999
 2 \$25,000 - \$29,999 5 \$50,000 - \$59,999
 3 \$30,000 - \$39,999 6 \$60,000 이상

10. 귀하의 가정에 귀하를 포함하여 몇 명이 거주하고 있습니까?

- 1 1 2 2 3 3 4 4 5 5 6 6명 이상

작성한 설문지는 수거함에 넣어 주십시오. 귀하의 의견에 감사 드립니다.

미래의 열차(Fleet of the Future)에 관한 자세한 사항은 bart.gov/cars를 참고하여 주십시오.

BART 미래의 열차(Fleet of the Future)에 관한 이메일 알림을 받고자 하시는 경우 이메일 주소를 적어주십시오.
이메일 주소:

Appendix A
Survey Data: Frequencies

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

a. Exterior appearance

	Frequency	Valid Percent
Excellent	4,352	58%
Good	2,794	37%
Top 2 Box	7,146	95%
Only Fair	251	3%
Poor	40	1%
Bottom 2 Box	291	4%
Don't Know	49	1%
Total	7,486	100%
No response	180	
	7,666	

b. Overall interior layout

	Frequency	Valid Percent
Excellent	2,851	39%
Good	3,247	44%
Top 2 Box	6,098	83%
Only Fair	810	11%
Poor	390	5%
Bottom 2 Box	1,200	16%
Don't Know	38	1%
Total	7,336	100%
No response	330	
	7,666	

c. Seats - comfort

	Frequency	Valid Percent
Excellent	3,081	42%
Good	3,111	42%
Top 2 Box	6,192	84%
Only Fair	718	10%
Poor	210	3%
Bottom 2 Box	928	13%
Don't Know	293	4%
Total	7,413	100%
No response	253	
	7,666	

d. Seats - ease of cleaning

	Frequency	Valid Percent
Excellent	3,914	53%
Good	2,248	31%
Top 2 Box	6,162	84%
Only Fair	280	4%
Poor	95	1%
Bottom 2 Box	375	5%
Don't Know	789	11%
Total	7,326	100%
No response	340	
	7,666	

Survey Data: Frequencies

e. Bike rack

	Frequency	Valid Percent
Excellent	3,454	47%
Good	2,376	32%
Top 2 Box	5,830	79%
Only Fair	547	7%
Poor	217	3%
Bottom 2 Box	764	10%
Don't Know	751	10%
Total	7,345	100%
No response	321	
	7,666	

f. Floor-to-ceiling pole

	Frequency	Valid Percent
Excellent	3,888	53%
Good	2,386	32%
Top 2 Box	6,274	85%
Only Fair	495	7%
Poor	439	6%
Bottom 2 Box	934	13%
Don't Know	185	3%
Total	7,393	100%
No response	273	
	7,666	

g. Floor

	Frequency	Valid Percent
Excellent	3,544	48%
Good	3,136	43%
Top 2 Box	6,680	91%
Only Fair	280	4%
Poor	60	1%
Bottom 2 Box	340	5%
Don't Know	348	5%
Total	7,368	100%
No response	298	
	7,666	

h. Digital screens and signs

	Frequency	Valid Percent
Excellent	4,810	65%
Good	1,818	25%
Top 2 Box	6,628	89%
Only Fair	325	4%
Poor	108	1%
Bottom 2 Box	433	6%
Don't Know	345	5%
Total	7,406	100%
No response	260	
	7,666	

Survey Data: Frequencies

i. Color scheme

	Frequency	Valid Percent
Excellent	3,557	48%
Good	2,571	34%
Top 2 Box	6,128	82%
Only Fair	732	10%
Poor	472	6%
Bottom 2 Box	1,204	16%
Don't Know	145	2%
Total	7,477	100%
No response	189	
	7,666	

j. Lighting

	Frequency	Valid Percent
Excellent	3,753	50%
Good	2,875	38%
Top 2 Box	6,628	89%
Only Fair	328	4%
Poor	41	1%
Bottom 2 Box	369	5%
Don't Know	477	6%
Total	7,474	100%
No response	192	
	7,666	

ABOUT YOU

Note: Approximately 24% - 31% did not answer these questions (non-response varies by question)

3. What is your race or ethnic identification?

	Frequency	Valid % (excluding No Response)
White alone, non Hispanic	2,428	43%
Black/African Amer alone, non Hispanic	666	12%
Asian/Pacific Islander alone, non Hispanic	1,420	25%
Am Indian/Alaska Native alone, non Hispanic	76	1%
Other or mult race, non Hispanic	321	6%
Hispanic, any race	801	14%
Total	5,712	100%
	1,954	
	7,666	

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

	Frequency	Valid % (excluding No Response)
No	3,696	64%
Yes	2,112	36%
Total	5,808	100%
No response	1,858	
	7,666	

Survey Data: Frequencies

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

	Count	Valid % (excluding No Response)
Very well	1,564	76%
Well	393	19%
Not well	73	4%
Not at all	16	1%
Total	2,046	100%
No response	66	
Total	2,112	

Languages spoken at home among those speaking English less then very well *(multiple responses accepted)*

	Count	Valid % (excluding No Response)
	Count	
Spanish	146	41%
Chinese	83	23%
Tagalog / Filipino	25	7%
ASL / Sign language	15	4%
Hindi	12	3%
French	10	3%
Russian	9	3%
Vietnamese	9	3%
Japanese	8	2%
Telugu	8	2%
Tamil	6	2%
German	5	1%
Burmese	4	1%
Gujarati	4	1%
Portuguese	4	1%
Thai	4	1%
Farsi / Persian	3	1%
Marathi	3	1%
Urdu	3	1%
Amharic	2	1%
Arabic	2	1%
Kannada	2	1%
Korean	2	1%
Mayan	2	1%
Nepali	2	1%
Pashto	2	1%
Punjabi	2	1%
African (general)	1	0%
Catalan	1	0%
Dutch	1	0%
Greek	1	0%
Hmong	1	0%
Indian (general)	1	0%
Italian	1	0%
Khmer / Cambodian	1	0%
Samoan	1	0%
Swedish	1	0%
Taiwanese	1	0%
Tibetan	1	0%
Tongan	1	0%
Other	6	2%
No response	126	
Total	482	

Survey Data: Frequencies

6. Do you have any disabilities?

	Count	Valid % (excluding No Response)
Yes	942	16%
No	4,893	84%
Total	5,835	100%
No response	1,831	
	7,666	

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

	Count	Valid Percent
Low vision	176	20%
Blindness	42	5%
Deaf/hearing impaired	122	14%
Mobility problem - use wheelchair	109	12%
Mobility problem - do not use wheelchair	341	39%
Mental or cognitive impairment	151	17%
Other	127	14%
No response	65	
Total	942	

Multiple response accepted

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

	Count	Valid % (excluding No Response)
Under 18	178	3%
18-24	499	9%
25-34	1,290	22%
35-44	1,099	19%
45-54	1,150	20%
55-64	1,044	18%
65+	555	10%
Total	5,815	100%
No response	1,851	
Total	7,666	

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

	Count	Valid % (excluding No Response)
Under \$25,000	883	17%
\$25,000-\$29,999	289	5%
\$30,000-\$39,999	338	6%
\$40,000-\$49,999	379	7%
\$50,000-\$59,999	435	8%
\$60,000 or more	2,987	56%
Total	5,311	100%
No response	2,355	
	7,666	

Survey Data: Frequencies

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

	Frequency	Valid % (excluding No Response)
1	1,152	20%
2	1,953	34%
3	1,092	19%
4	916	16%
5	369	6%
6 or more	259	5%
Total	5,741	100%
<i>No response</i>	1,925	
	7,666	

Location

	Frequency	Percent
Justin Herman Plaza, SF	1,254	16%
Fremont Station	933	12%
Civic Center Plaza, SF	927	12%
North Berkeley Station	914	12%
Concord Station	795	10%
Fruitvale Station	709	9%
Pittsburg/Bay Point Station	702	9%
West Oakland Station	632	8%
Dublin/Pleasanton Station	591	8%
Great Mall, Milpitas	209	3%
Total	7,666	100%

Survey Language

	Frequency	Percent
English	7546	98%
Spanish	111	1%
Chinese	9	0%
Vietnamese	0	0%
Korean	0	0%
Total	7666	100%

Appendix A

Survey Data: Verbatims

Sorted in alphabetical order

IDNUM	Comments
6950	"5" for h. Bikes, maybe a light by the door to notify if there is one or more of the three available. It would suck to get on the car and it did not have room and now you can't just lean it and you can't move you bike from car to car with ease.
5470	"Excellent" is all in comparison to current BART trains. :/
9271	(BART staff) was a very effective customer service representative. I was late to see the new BART train and (BART staff) was very kind just to show me to see the inside from the door. (BART staff) excellent professional. BART rep. <R's name and email>
8757	(Digital screens) should feed an iPhone app. (Floor to ceiling pole) It creates a knot of people right by the door, just where you don't want them. Need grab handles on top of seats.
1967	(F) Floor to ceiling pole (what about wheel chairs being able to move around them with other persons on or even not on train? Is it enough space?
1857	(Illeg) use this soon. Very good job to all. Thank you. (Spanish)
2620	(Illegible) not like away from bike.
5099	(Lighting) The luminous strips above the windows are inappropriate , especially as they are angled directly into people's view. Please refer to recommend train car lighting (recommended standard) of the American Public Transportation Association and same for AmTrak. Luminaries should not be visible, not be in the line of sight. This causes direct and discomfort glare. Indirect lighting with smaller spot lighting angled straight down would be much better. Or if you must have a luminous strip (but WHY??) it's better on the ceiling above peoples' heads/eyes. Most mobile devices people use these days are self lit so you really just need enough to light the floor (another reason not angle the lights inward) Task lighting is the the thing for safety – luminous strips have been 'out' for some time. The current lighting is placed here and there over the seats. Better. But bright indirect would probably work just fine. (Re: 1a) Bad sunlight glare in the black windows (and bright alum). (Re: 1b) Seems like a lot fewer seats. (Re: 1c) Curve in wrong place for my back. How about memory foam? I know no chance! (Re: 1f) I like it but? Could be wheelchair problem when crowded. (Re: 1h) Too small glare on black. Print too small. Print too small for most of the stops. (Re: 1i) Blue seats (rated 3) senior seats (rated 1). The old display was big and easy to see. There's too much glare in the black screen change back color. (Re: lighting) Also I heard the lights will automatically adjust for tunnels, etc. That means people will have to experience that – not good.
5087	(Make easier to read if far away from sign) I wish the loop handles from the ceiling bar were longer. Especially the ones by the door where the rail is higher.
2836	Longer loops = better for shorter people. I like the floor to ceiling pole. Maybe add more.
5845	(Name and address removed)
72	(Name and phone removed) Excellent-
6705	(Negative) Seems dirt will accumulate between joined seats. (Positive) Pole in center with 3 grips makes sense for peak commuting hours. Seats seem about the same comfort level as before (comparing vinyl). (Positive) The new non-carpeted floors make a lot of sense.
8721	(Plus) Seems to handle more passengers under crush load. (Plus) Seats are comfortable/clean now, but how about long term? (Negative) Pole feels like it will make more clustering around door than already.
1884	(Re: bike rack, R checked "5" and said I'm a biker) Wow! I'm amazed at the new design. I think the compromises made are outweighed by new benefits.
4265	(Re: color scheme) I don't care.
7505	(Re: digital screens) I can't see them. Bart, you used to be my favorite accessible transport because I could get on any car. In the car when the car is crowded people can form around my wheelchair but not on the new one because of the pole in the middle. I could see a lot of trains because no one will move will move to let me on or off if I go into the disabled area.
4488	(Re: digital screens) very nice!
7443	(Re: exterior appearance) "OK." (Re: Floor) "Didn't notice." (Re: color scheme and lighting) "OK." More seats not fewer. More. That's M.O.R.E. No one likes BART. Getting a seat makes the ride bearable. The pole in the middle seems in the way. (From back of survey) My father is 81 and rides BART M-F. More seats for everyone. The "faster boarding" is not a priority for anyone but BART.
5185	(Re: floor-to-ceiling pole) AWFUL. I do not use wheelchair. Please "lose" the vertical pole at doors – why? More room to stand (smaller person or kid) Vertical poles impede movement even for mobile people. Get in way of backpacks, purses, suitcases (airport trips) rolling luggage, rolling grocery carts, bikers, computer and briefcases, musical instruments, sporting gear and probably few more things. Instead of vertical poles try horizontal poles across poles with leather drop down handles.
6763	(Re: lighting) "Hard to tell." Overall, seats don't seem to provide much comfort for a long ride.
9037	(Star next to I.) Great new ideas! Love all of the extra poles throughout the train.
3978	(The old ones) The less seats were more comfortable – liked the bike racks for organizing space. Outside of the train looks like the same. Seemed more spacious inside. I liked the idea of the third entry/exit door. Floor to ceiling pole excellent addition. Color scheme interesting but still could be a bit less "flashy." Bright colors nice.
5350	[h.] Very important. Moving digital screens with small print are harder to read and understand. They also make people feel "sped up" with too much information. Big, colorful, readable unchanging signs are clearer and keep people calmer which is really helpful on Public Transit also they are more friendly looking. These new ones are also not good for older people, sight disabilities and tourists.
6392	[Illustration] Minimum R. ADA compliance.
6117	[R drew illustration of circle with straps hanging down from around it] More trains between 6pm-7pm.
6283	[Regarding digital screens] Can't read it people are in front of it. I'm annoyed at your lack of consideration for everyone with a disability – we are all of one these United States, leaders of the world and totally ignorant of our fellow travelers.
3900	[Smiley face]
884	"C" Disabled seating would benefit from more side handles with parkinsons, easier to stand with seat handle. Will Wifi be added?
1863	"Ease of cleaning" is relevant to cleaning crew. "Digital screens and signs" display wasn't functioning, so I can't comment. Otherwise, everything looked great.
3949	"Lighting was a bit difficult to evaluate. Overall, great.
7312	1 - really need more seats. SFO -> Pittsburg Bay Point is a very long time to stand.2 - Hope they run more longer trains more frequently.3 - Also should run trains past midnight.Yes, #2 + #3 apply today!
4934	1 Single occupant handicap seat could be folded upright for those in wheelchair 2 Lack of seating for those with long commute distant does not feel very comfortable standing and cannot justify fee hike, what am 2 paying for whenever 2 get on Bart? To Stand?
7256	1) 24 hours on Friday and Saturday night. 2) Party car.
5511	1) Bike racks are good for keeping bikes restricted but there will be more bikes than spaces 2) Is seat fabric really durable and resistant to wear and tear?
5132	1) Exterior door is lower than before. 2) I am average height, but I feel the pole is high. I work in SF financial district, it's really crowded. Not every person as tall as me can get a black tie. Thanks. The overall is better.
5287	1) I'll expect not to get a seat. 2) Not my problem to clean, but I fear the fabric and lack of pattern will be an invitation to get covered w/ graffiti by sharpies and cut with razors. 3)The "green" is too yellow and bright – too hard on the eyes. OTHER: Please also improve name-of-station signage so station names are back lit, easier to read and are in more places in each station (i.e. - easier to read from inside the car) The situation is currently especially in the below-ground stations where there is dark tile (ex, 12th and 19th street)
4461	1) Keep the large BART window original design. One of Bart's best qualities. 2) Floor to ceiling pole must go...replace hang ceiling straps (ample amount)
3600	1) Lumbar support is a big improvement -but the top of the seat is bent forward – and forces the body of normal height into a slouch. 2) The pole between the handicap seats is very badly placed forcing standing passengers to knock knees with sitting passengers and it ruins the relaxation when two people are seated side by side. Please revisit the pale green – it symbolizes vomit in cartoons. (Re: lighting) Daylight now, hard to evaluate.
4497	1) More seats please2) Speed3) Suspension cannot be checked by just looking
	1) Need more hand straps, especially near doors. 2) Seems isle is tight for standing passengers in the rows with several seats. 3) Poles next to 2 person seats facing inward place standing passenger right or sitting passenger too close. 4) Padding on overhead cross bars nicer to grip if no hand strap available. Glad seats are cushioned.

Appendix A

Survey Data: Verbatims

4200	1) Not enough seating. 2) Too bright from lights.
7249	1) Overhead poles are still too high, not enough hand straps for shorter passengers. During rush hour, not enough straps for everybody 2) Not enough seats, too many taken out for bike racks
5047	1) Sign at the end of the car that displays the next stop is good but there should be one in the middle for increased visibility. The digital screens are horrible and too complicated; hard to see with this glare at any angle, too dimly lit, font is small, not legible. I would have to stand right in front of it to see anything. I prefer the old map. 2) Not enough poles. I'm 5'2" and the loops are too high to hold comfortably for more than 5 minutes. I like more tall poles or horizontal hand rails is a long the wall to hold and for my bike. Add longer loops to hold. 3) Not sure about the bike rack yet. Would like more rails to hold my bike if these are full or to hold in general. Add a bar in wheelchair area. 4) Seat is uncomfortable for leaning back. My head rests on the plastic. I'm a bicyclist. 5) Don't like tinted windows. Can't see signs outside at underground stations.
5579	1) The center pole may take some getting used to, but feels like a good idea. 2) I hope the vinyl upholstery is easier to clean, I wonder about the stitching being permeable by liquids? 3) Lighting is difficult to judge since this survey is daytime overall look and feel is great!
3781	1) The overhead railing with straps is too high for prolonged use; bar should be lowered. 2) Along with updated screens and information displays in the train, the stations need better and more prominent display systems 3) Emergency brake button in cars?
1361	1) This is a new version of the old car 2) Innovations I see as relevant- Design for work- WIFI- Design for a nap.
1498	1) Very limited seating. 2) Corner seats have very little space on back, so no very comfortable. 3) No hand rest.
1229	1) When is it going to have Wi-Fi? 2) When will it stop stooping in Hayward yard? 3) Fremont needs 10 car train 4) A/C needs to fix
5546	1) Why not hard plastic seats, less chance of dust mites and bacteria? 2) Why seats not face each other (more space efficient)? E.g. seats along the train car walls such that they face each other.
3292	1) Pay attention to the concerns of passengers with disabilities!! No center pole. 2) Ditch Seahawks colors!
7377	1) Seats and space between them is too narrow for large person (>6' 230lbs). 2) Standing room increase is not a good policy to increase the number of riders that have a choice.
4722	1. 90% of verbal announcements are inaudible! Train is usually in-motion/making noise when operator talks. Many other agencies do a far better audible station announcement. 2. The "center pole" will make bike and wheelchair maneuvering difficult. When crowded, wheelchair around pole will cause delays and people will block the doors to "stay on their train."
2967	1. Doors may be pinching hazard. 2. Floor may be slippery.
8899	1. End doors should be foot operated. 2. Move floor to ceiling pole to another spot. 3. 22 years in BART train control department (Retired 1995).
5444	1. Even may comply with ADA, wheelchair space will create a conflict with people using the seats facing the wheelchair space. 2. Safety with the new sealed door system is there any issue that has been addressed for emergency exits (The roof, windows? The windows appear not to be operable for that purpose. 3. Floor to ceiling pole appears to be on the (egress-ingress) path, it must be more practical to use a different holding element to avoid obstruction.
3662	1. Exterior should look more Aerodynamic.
5784	1. floors-to-ceiling pole is an excellent idea. 2. Digital screens are very modern and well designed, but a little bit small for the 60+ people. Otherwise, nice car. Thank you. P.S. Looking forward to riding it soon.
4443	1. I am not quite sure that your bike rack scheme is going to work too well. If there is an extra bike, it is really going to result in a lot of discomfort to passengers trying to get off, particularly with the new floor-to-ceiling pole. 2. I am not sure that there are CCTV cameras in these cars, but it would be a good idea to have them.
6446	1. I didn't notice the floor at all, so it must just be ok. 2. The overhead bars are very high, and I'm short, so I didn't like those. 3. The cloth loops seem like germ magnets, wish they were vinyl or something.
3172	1. I don't like the color scheme. 2. Not enough seats. 3. The floor to ceiling pole is in an odd location and blocks the door (might be hard for disabled folks). 4. Doesn't have enough places for people standing to hold onto. More poles and handles would be helpful- especially for short people like me.
9190	1. I foresee a potential for bike handle bars to scratch the window casing. 2. The new are generally good, except that they are "creaky" or "noisy" when sitting down or getting up or moving. 3. I do like the different seat colors but I don't like the lime green for the priority seats. The lime green color may become "dated" quickly and potentially fade worse than the blue color.
4811	1. I have on request. Do not reduce seats to park people in. This is a disservice for long travelers! 2. Also, have fewer seats facing sides. This is uncomfortable and resembles Muni! I have been riding BART for 13 years. Do not make this a bad experience for your faithful clientele.
3383	1. I hope you have perfected digital panel in @ door so they will function well and not break down over time. 2. Great showing digital video screen end of each car where it is stopping. 3. # of each car should be at end of each car and by the phone to report any trouble or concern. 4. Concern about seniors safety with too many bikes in car. In emergency hard to get out of train.
6170	1. I really appreciate that you removed the fold-down seats adjacent to the bike parking. Thank you for creating designated space for bikes so cyclists don't have to negotiate w/ other passengers how to get out of the way. 2. Thank you for removing arm rests between the seats. They were so uncomfortable on the prototype train at MacArthur station. People have wide loads when they sit down and the armrests were just awful! More room for people to stand comfortably.
6129	1. If the floor-to-ceiling pole would be off center a bit, while the overall symmetry would be off, it would provide more traffic room for people and wheelchairs. The exit doors would still be unobstructed. 2. All purpose, easily cleanable carpeting would be more pleasant and comfortable for standers. Also consider cushioned rubber flooring as an option.
5424	1. Just make sure there is enough room for wheelchairs. One gentleman in an oversized wheelchair today had difficulty negotiating around. 2. Not enough places for shorter people who are not near center pole to hold on.
4686	1. Lighting needs to be improved; brighter lighting may increase security. 2. Color scheme poor; 3. Sign on side of car too small; review costs of larger screens. 4. Please, please may cars are easy to keep clean; especially floors/seats.
3673	1. Look and feels small – enough room for moving bike out new full train? 2. Smaller windows?
3373	1. Make sure the cameras work. 2. The AC/Heater does not work in most existing cars so please make sure it works. 3. Overall looks cool. 4. Old cars way too noisy. Hope this one less.
3192	1. May be add some seats that can be fold up (similar to seats of buses) so your cars will be able to take more passengers in wheelchairs if needed. 2. Your car's bike rack are great. However, some cyclists' bicycles have rear racks and luggage bags. Do your bike racks capable to hold these bikes? If my memory serves me right, current cars have fire extinguishers on them. I didn't see any in the model car. Do you plan to put some on the new cars, so passengers might use them if necessary? 4. In your current cars, if a passenger wants to go from one car to another, s/he has to push the doors at the end of the cars, and these doors are quite heavy to move. Will your new cars fix this problem?
6568	1. Metal bottom of the seats but leave the pad for back comfort. Easy to clean. 2. The highlighter yellow has to go. 3. Digital screen should be a little bigger.
5007	1. Move door 1 and 3 yellow seats further from door, add some sort of armrest/barrier between seat and door. 2. Move tri pole further off center to provide more mobility for wheelchairs. 3. More hand holds – seem there are way fewer for potential number of standees. 4. Bike capacity needs to be more than three.
60	1. Need armrest on each handicapped set of seats – elderly need to push up. 2. Some seats did not have consistent back support. Love the running station stop info – for hard of hearing, and train noise. Happy to see more hanging straps. Not space planned for multiple and huge suitcases.
3811	1. Need large signs No Drinking, No Food Allowed, No Loud Music. 2. Install intercom in about 4 to 5 in each train to communicate with driver (if emergency). 3. Huge concern driver makes important announcement unable to hear due to train is running and people are talking loud. 4. I ride train every day.
4493	1. Need more and longer straps for shorter people. 2. Signage could be in multiple languages (3 most common in BART service average)
2487	1. Not enough seating. Lots of long distance commuters. 2. Is it quieter??? #1 BART issue is car/track-related noise. 3. Wi-Fi??? (4. Where's the mini bar? ;)
4139	1. Pole - awful use of space! Remove it please, it will be in the way. 2. Seats - Not enough per car. I don't care if there's another door. How about seniors and the disabled? 3. Color scheme –> Come now, let's not be an embarrassment. I don't even care about the NFL, but this color scheme is silly!

Appendix A

Survey Data: Verbatims

4527	1. Pole placement problem for people with disabilities. 2. People who clean the car say that the pole would block the cleaning machines (which they claim cost BART \$10k each). 3. Seats comfortable though I don't know if to a senior or disabled person could get a "squatting" able bodied person to vacate a green seat.
3394	1. Remove/relocate floor to ceiling pole this would be in the way when car is crowded restrictive for people in wheelchairs. 2. Don't put call boxes right next to doors. 3. change color scheme maybe dark blue? 4. lights did not seem bright enough, but it was daytime.
3614	1. Seat backs are too erect. 2. Too much room to stand; not enough seating. 3. I don't know whether the sound system will be improved...The current one is often unintelligible.
5738	1. Seating needs more cushion2. Need more seating3. Separation between seats (hand rest) would be useful.
2103	1. Seats – color should change; compatibility is poor and should have more cushion. Need more seats for disabled passengers. More seat/back support. 2. Cloth hand rails should be different material, has potential for germs. 3. Displays – are excellent, very convenient, make sure sound is loud enough to hear.
1656	1. Seats are OK for my size (short), but may be too shallow for larger men. 2. Current seat surface is not slippery – keep it that way. 3. Where do bikers in excess of racks go? 4. Where do strollers and large luggage go?
4355	1. Seats should be aligned against wall, for more standing space. 2. Less seats, more standing users like real public transport. 3. One car at the end of the train just for bikes. 4. Good sound system inside train to know/hear stops. 5. Single fee per passengers. \$3.50 flat rate.
2463	1. Should not reduce no. of seats any way2. No seating available now also Dublin station in the morning. Have to stand all the way to SF (&t; 1hr.)3. Increase frequency to every 10 min.
7265	1. Signs Multi-lingual? Chinese, Spanish2. Need to have a light which side the door will open. Very important when the train is crowded.
1539	1. Some bright colors. 2. Please have at least 3 seats on each side rather than 2. 3. Bart is very expensive, lower the rate. 4. Get more parking on stations. 5. Please get a monthly pass system.
4021	1. Straps too high for short people. 2. Side seat grasps/poles poorly designed. 3. Too much space for bikes, not enough space for people/strollers etc. Have designated bike cars. 4. Still haven't addressed luggage issue – not enough space for travelers. 5. Color scheme horrific.
4439	1. take the pole out of the entry area. 2. Multi-language sign AND announcements. 3. Color signs train exterior must be HUGE to be useful.
4567	1. Talking to wheelchair people, I change my mind about poles – you need to change them. Please work with disabled community thanks. 2. Another survey taken: I also changed my mind – the poles should be reduced to 1 spot near the bikes (or perhaps 2) I used to work with disabled students, so I need to remember train needs!!
9270	1. The metal surrounding windows inside will be destroyed by taggers and etched graffiti. 2. The map screens will be etched with graffiti and tags. Not necessary. Stick with printed maps.
3311	1. The outside digital screen and sign need to be larger and maybe not on a window. 2. I like the bike racks. 3. The wheelchair area nice. 4. Do the doors have a open or closing sensor? 5. The floor to ceiling pole should be place some where else, actually we don't need it. Do not like the poles between seats for disable people. The destination signs should be on the front of the train yellow chairs, bad color. The blue is nice. Is there a way the doors can open upon request of the passenger when the train stops at the station. The front sign should be in the middle and large.
2173	1. The seats are too narrow and close together. 2. I also felt like I was sitting too "erect". 3. Fares are high \$12 per day. 4. Bart station needs more parking spaces. 5. Courtesy escorts to my car on late nights. 6. 24 hour service.
2919	1. The seats are too small. 2. Lack of interior space.
3677	1. Thought would look more futuristic (re: exterior appearance) 2. Used to seeing "blue as handicap"- confusing that handicap is yellow and regular is blue (re: color scheme).
4474	1. Too many doors and not enough seats!!! 2. Not enough forward-facing seats – too many sideways seats. 3. Ditch the center doors and put in seats. 4. People need to bring stuff to work with them. You can't put it on the floor; people will trip over it. You need to be able to sit down and dump your stuff in your lap. The whole standing thing doesn't work! You need to make BART attractive to choice riders. You don't have to stand in your car.
5819	1. Train 1D marquee unreadable - too small2. Car is way too noisy - either carpet the floor or figure out how to insulate from wheel noise.3. Outside overhang makes car look way too dorky.
4647	1. We will definitely need more handle straps. I'm a short person and with lesser seats, the straps should be plenty. 2. More train cars – please! 3. Lower the bar – if possible – again, I am short. Thank you for the opportunity!
694	1. You could give more space too bikes then wheelchairs-that's illegal and can hardly wait to sue!! 2. Locking up lift violates state to federal laws- if kids fall off good!! Less trouble makes on bar? 3. You wasted good money on a terrible subway car!! Way to go Bart.
9041	1.) The color scheme is a little bright for my taste. 2.) More importantly, the hanging straps are still too high for people under 5'3" tall. As a short adult, I struggle to find standing room on 10 car full trains that is safe. The center pole will help but longer straps would be better still.
3714	1.c. Not as comfortable as the original BART seats. Sufficiently comfortable for short distances of 10 minutes or less. But for a trip like Fremont to San Francisco...uncomfortable. How about more padding?1.h. I have to lean in a bit over the person sitting beneath the digital sign, but then I'm older and my eyesight isn't that good.:(
4575	1a. Who care about exterior appearance? 1b. Too many door, too few seats! 1c. Seem narrower than old car seat... 1e. We don't need bike racks. We don't need bicycles on BART! Bring back the bike car! 1f. The pole is in the way. It must go. 1h. Signs and displays are better as mirrors than displays. I hope you devise a non-glare surface and improve off-axis visibility. They could help you decide who to ignore. #1A=Will there be glow in the dark markings to be visible for safety purposes? #1C=if there where some "kuch" that would be nice. #1E=Can this area also be used for wheelchairs? #1G=For safety purpose during "wet" weather no slip or sliding. #1I=I would like to see "Warriors" colors not Seattle's. #1J=Please make it "eco-friendly" to save energy. #6=at the moment I have a slight limp, but I hope that when our new fleet comes on board that a lot of "our" concerns will be met.
2951	
9113	200% better than current trains.
1213	2017 too long, anything earlier is much better as current cars are not so clean..so please.
4916	24 hour BART service! Please!
2866	3 bike stalls doesn't seem enough. Also having access to the middle of trains might be problematic, not knowing where the trains will stop. What happened to having the back two cars of a train be for only bikes?
9180	3 doors is better than 2. Keep on innovating (energy efficient). More news and presence of security. More rides/seats, and faster/on-time are worthwhile goals.
5	3rd door reduces number of seats per car. Retain 88 seats per car. Bring back arm rests. No window on rear seats. Plastic panel walls not secured well. Can't sleep on double chairs?
2681	49ers/Giants colors, please!
3359	5 stars
5649	a - wish they had a slant nose versionc - seats are nice but feels thin and fragile, rip easilyf - over head hand rails are too tall for people to grab even w/ hand ropesh - nice, could be bigger, love the LED screen idea.i - the interior seat cover colors are not of personal taste, more neutral color scheme.
2449	A 3 seating would be nice since it seems to have much more spacings. Ceiling cabins/cabinets would also be very nice. Overall, good job on everything else!
4945	A big improvement over the current trains. I'm looking forward to riding them ASAP.
4076	A big improvement. Seats are comfortable, aisles are wider. I like the colors even though I'm a 49er fan. The digital screens are helpful. As someone who stands almost daily, I like the center pole.
7233	A bit disappointing. Seats are quite uncomfortable.
1679	A few less seats per car, makeup by running more 10 car trains.
778	A few less seats, but added standing comfort.
5062	A fold down chair or luggage bar would be great on the bike area. Everyone says the seats are easier to clean. They will also need to be cleaned more often, is there a plan for damage? I didn't see any damage on the floor. What will happen to the pee? Run water? Beer? The green will get dirty fast, unless you use it to make ADA seat only, it makes no sense compared to the 42 year branded colors of BART. Why did you remove pregnant women from the ADA stickers?
3179	A good improvement overall that offers a brighter, cleaner looking car experience. Accessibility features are much needed and quite welcome to see.

Appendix A

Survey Data: Verbatims

3672	A great improvement over the current ones.
7066	A higher resolution sign that can display the entire next station name and end destination at the same time would be better than the scrollers at the end of the car. I'm not sure three bike racks is enough for rush hour.
1608	A little bit of waste of space. The seats are not set up efficiently enough , more people will have to stand up. More seats could have been used more efficient.
3955	A little tight to maneuver in my chair.
1243	A lot less seating - and what's up with the single seats?!
8882	A lot of good comfort and room, especially for the short to medium range rides. Like idea of added number of cars, design of poles and the digital signs are cool.
3787	A lot of space in the new train, but fewer seats than old ones.
6227	A modern take on the unique design – Bravo!
2404	A nice upgrade. The most important aspect is how clean they stay after years of use. I hope they are more quiet inside as well. I had heard that the seat size was going down, but they look fine.
7103	A No comment. B Scratched out C No comment-squeaky. D Test was not provided. E 3 bikes seems too much, back to front will be confusing, limit to 2. F No comment. G Color scheme okay; material slippery. H No comment. I Light green. J No comment.
7521	A quick review. A little concerned about less seats but I understand that there will be more cars.
4701	A real improvement over previous cars.
4269	A really think a great question is what is your duration of your ride. I travel on BART for a couple of counties and am not capable to stand that whole time. Asking "what your income" has nothing to do with the rider traveling on a train!
3300	A real-time touch screen digital display. More signs for seniors seating, wheelchair accessibility. Wheelchair logo symbol on station platforms for visibility and easy access on boarding trains. Not enough seating room capacity. Emergency alerts/Bart announcements and Bart ridership perks to make commuter traveling fun for everyone, families and kids.
3538	A slightly textured floor as exists in some current train cars helps w/ traction for standing passengers.
3737	A vast improvement since 1972!
2923	A vertical wall handrail in the wheelchair and bike areas in the middle would help passengers stabilize themselves when the wheeled users are not present.
8949	A very good improvement from current one.
5523	A) Aerodynamic front of the train? D) Yellow color will appear dirty quickly. H) Vandalism? Visibility? Having the screen higher or a running strip across the edge (like London tube) would be more effective.
1335	a) BART should have WIFI access for tech people.b) More recording of vandalism needed.c) More seats to sit and work while BART riding (every commutable work is taking more hours)d) (The car looks beautiful in design.)
4910	A) Brighter colors would be nice! More blue, less silver. B) Nice open feel and bright seats. I like the wider boarding doors. E) More bike storage = better. Make it easy to remove bike quickly to leave. F) Perfect. Prevents people from leaning against pole and hogging it. G) Looks good and easy to clean. Could it be softer, like a plastic that gives a little? J) Brighter LEDs would be better. Clearer rather than the current yellowish. Great job! Please launch ahead of schedule!
4175	A) Make 1 or 2 disabled seat forward/backwards [near middle door], as some DISABLED patrons have "vertigo" problems riding sideways. B) No arm rests to assist getting up from seats...again....DISABILITY PROBLEM for those with cerebral palsy without a cane. C) Middle pole – challenge for wheelchair users.
4445	A) Make windows in doors even length with car windows. C) More seats! F) Okay, but might impede handicapped. I) Outside fine, inside should match car color scheme. J) Fine.
9061	a) modern look – nice colors. b) tall people will not have enough leg room. c) good lumbar support. d) materials will be easy to keep lean. e) I did not see it . f) good idea. g) non slip – easy to clean. h) good to see stops. I) pleasant to the eye. j) ample -
4441	A) Need signage on airport trains indicating luggage goes UNDER (NOT ON) seats. B) Need multiple cues for different routes – color, TRAIN numbers, etc., to help non-English speakers and those with poor vision find the right trains. C) Are there CCTV cameras in the cars for safety?
4385	A) The blue is a bit bright and very constantly in the white. E) Model = [illustration] maybe BFB is better to get (illegible) out in other 2 racks tall. J) Can't tell in day light. The (illegible) differentiated black window (illegible) could use a line of (illegible). The windows in the doors look like flush high tech windows on your car. The windows in the door on the car look like funky made up gasketed windows. The front looks like a city bus that goes 30 MPH. It should look like something that spends a lot of time at 80 MPH, sleek.
15085	a. The exterior design looks fragile and insecure. We hope to be safe above all, take care of us always Lord. b. Air connector - Coliseum St. This station needs modernization, security, cleaning more efficiently or better since it's used by tourists and sports fans. Thank you for your attention. (spanish)
7051	A. Add electro-luminescent or LED stripes to glow color of line OR A. Blue BART logo color is confusing to tourists looking for blue. B. Stupid people will put arm through 3 post and break wrist in line stop or pushed. D. Senior seat color will get dirty too quick. J. Change orange caution lights to color of line when in station! Or add LED strip under lip of roof with train color [illustration]
5202	A. exterior appearance – why waste energy with a square front? B. Seats – I do not like vinyl seats because I sweat in them. I much prefer a fabric.
5141	A. EXTERIOR Appearance: Outside mung doors are major disaster. They remind me of old time railroad box cars and cattle cars. The transit industry in U.S. Has not used anything this ugly since Boston's "East Boston Tunnel" cars of the 1920's! Front end is good – a bit "edgy" - but good. (I) Handicapped and senior seats look as if they will require extra cleaning. (H) BART desperately needs to assign route numbers/letters to their lines for ease of identification. Combine colors with characters! This is already done on S.F. Muni light rail using letters. Also New York City subway. A great help to guiding tourists (as well as confused out-of-town relatives) on which train to board.
5847	a. exterior not as aerodynamic as before, but form follows function.b. improved spaciousness. BART was very wise to go wide gauge. The least claustrophobic transit in the world.c. a bit firm, but o.k.d. full ILLEGIBLE, with ILLEGIBLE, cleanliness is paramount.e. who cares?f. improved for height challenged. good color, doti, slip, cleanable, all ILLEGIBLE!h. long overdue, but glare must be addressedi. finej. fine.
7002	a. I don't care. i. Who cares! I only care that there are fewer seats and fewer handholds. My commute is miserable - I can never sit and I'm too short for most holds. The lumbar support is irrelevant to most people on the trains who can't sit! Bikes during commute hours are a disaster.
8640	A. I like the updated look, but as lead cars are positioned at center, as the cars do get mixed now, the colors will look choppy. C. Seats are comfortable, but may become less so depending on the size of the person riding next to you. What happened to middle armrests? A divider like that would help. D. I 'd like to see maintenance kept up frequently, particularly between the seats – dirt and whatever else will collect there quite easily on that plastic joint. I like the higher seats. B. The layout and flow seem good, but at 5'7" I do not like the nylon loop handles hanging from the grab bars – I hit my head on them and they also knock sunglasses off my head! Is there a better option?
4545	A. Looks good now, but BART hasn't kept the exteriors very clean. B. I think the end signs (over door between cars) is too small (As for example the excellent Danish regional trains. The signs nearest the doors are too small; the next station displays too small, too low (it is barely above head height). J. Really too difficult to tell in bright sunlight.
6856	a. Not much change to exterior. Missed opportunity-not aerodynamic. G. Floor not "grippy" enough. J. Lighting-why not "natural light" spectrum? Missed opportunity!!! Overall, still very good!!!
695	a. nothing special, but nice and simpleb. feels very opene. not sure it will be enough bike storage.Q: Will bikes still be allowed on at all hours?
7101	A. Shiny, clean, I like it! B. More standing space, more doors should be great for entering/exiting the car during the rush. C. I didn't actually sit down. D. No more mystery stains! Hurrah! E. I don't own a bike. F. Seems smart. I like it. G. No more mystery stains! Hurrah! H. Feels like the future to me, good idea. I. Color coding chairs is a nice addition. J. Does it come with a dimmer, I like to nap on my morning commute. Hehe!
2339	a. sign that says no pan handling will not de tees people from riding the train all day long for free and harassing people everyday.
830	a. Silvery-gray body nice. Design (blue paint) could be more robust or with another color. b. provides plenty of standing room. What controls in place to maintain standing room comfort, so it's not uncomfortably crowded and difficult to get out—during ball games, work rush hours, multi-events, train transfers during accidents, etc. e. If bikes are allowed on/in bike racks only. With bike tires bumping into passengers. h. Approaching stations, when enlarged, should also be different/bright color—greenish yellow or lime. j. Should LED lights be on the floor leading to the exits during power outage, accidents etc.
5893	a. The exterior sign for what line the train is needs to be brighter, it is difficult to read in daylight.d. Haven't tried to clean it > .<i. The lime green is questionable, maybe a color scheme that matches the outside? White/BART Blue?

Appendix A

Survey Data: Verbatims

5810	a. very little changed, it's 2014 it needs a more future modern look. Needs LED lights. B. Bland, all ads should be screen where it changes. A newscast station, weather. D. Yellow, what a great color! Now we can see spills more easily! E. I counted 3. People ride bikes!! More storage for bikes!!! f. Too low, I feel cramped. G. Need to use rubber, so we don't slip. H. The lighting (background was low) doesn't change, I heard no audio. I. Outside make it stand out, match the destination with color of train. J. Needs more lighting. Individual lights per seat.
3061	A.-similar to old? B.-need more seats. D.-will you clean them? E.-takes up too much space. J.-
5038	A/H: Where is the exterior and/or interior screen (visible throughout the car) that identifies the train by line color and destination? B/E: The bike rack seems restrictive on space. Where would I stash my tricycle (longtail cargo bike)? G: I didn't spend long standing on the floor and the train wasn't in motion, so it was difficult to judge my comfort on it.
4992	A: If possible add an open rack to keep back packs, briefcases. B: Display to show next station with better visibility.
7479	A: other: not enough seats. Whatever about 3rd doors. A: fine/ speed when you are going to need a lot more. B: choppy – no flow. C: seats are smaller and seem a lot smaller – not good. D: Good for cleaning. E – Not care about bikes! Take up too much space! C – Don't care about that. G – Don't care about that. I – Fine. J – fine. Not enough seating.
52	A: Seems to be a dearth of seats. For people commuting for 2 hours/day. You should consider more seats! B: Great idea! Takes a lot of space though. C: I saw seats were color coded, which is a good idea, but it just looks like a jazzy consider blue seats with handicap symbol, and then non descriptive seats (not green...if green is for everyone)
8862	About time we caught up to everyone else.
2973	About time!
5461	Absolutely love the digital signs, and it looks clean (for now). The bike rack is perfect. It seemed a bit stuffy, but it just a model. Did get a bit crowded, there's not a lot off seats, though it half a car.
4600	AC outlets
5930	Accessibility ? Why isn't this even a question? Wow. Accessibility is a civil right! People with disabilities have no other option than BART! Remove the poles.
1196	Accessibility features very niceConvenient for standing
5913	Accessibility seems fine as long as it's compliant.
3965	Accommodate more seats.
5703	Accommodating more bikes or some way of notifying if bike rack is full or not.
3838	ADA accessible areas too narrow.Bike rack takes up too much space.Change green seat color.Seat spacing does not accommodate tall passengers.Bar in doorway is not practical. I ride commute trains and the bar will create too much congestion near doorways, preventing people from boarding and off-boarding.
5807	Ada seating should flip up to make room for more than 1 wheelchair on either end of the car. When I'm going somewhere with friends I want to seat near them it's the same for disabled people. They don't want to seat apart due to the wheelchairs.
4552	Add possible jump seat in cab. H. Could be larger. J. Lighting dimmers in cab?
4907	Add a "gripper" surface to poles – slippery when wet! Exterior a bit dull.
4039	Add an overhead sign/digital display to inform of route/map/location.
3279	Add bike area stencil.
5843	Add more arm rests! Make a variety of exterior colors. Offer variety of interior colors - just like cell phones!
3431	Add more cars during peak hours. Boarding from Powell to Fremont is running out of seat and passengers are standing till Bay Fair.
4179	Add more cars since seats have been lost in each car. Change colors from Seahawk color.
3883	Add more seats, maybe even (illegible) designs on (illegible) seat designs or bike design, look at CalTrain for some ideas.
1484	Add more seatsAdd wider seats
653	Add the hit information about which side's doors will be open in broadcasting system when train is approaching next station.
2711	Add TV monitor that list upcoming trains at the platform, like the airport.
2117	Add USB chargers to seats.
7350	Add Wii
4335	Additional comment – not enough seats.
4422	Additional hand rails.
5163	Additional third door for each car will be very helpful. Head room appears to have been increased – great for those of us over 6 feet tall, and for greater ventilation.
1479	Afraid there will be fewer seats.
1840	After asking about seat per count or car was satisfied that there were 38% more due to amount of cars.
5008	After reading comments in the SFChron, I was expecting less space around the 3-handle stanchion to be a problem – not so! I thought there was sufficient room around it. I'm only 5' tall and appreciate all the poles I can hold onto. I ride Bart 2-3 times/week.
654	After work I really like to sit down. The lack of seats are not really of interest. It seems BART wants to fit more people and per head we still pay more. It should be maybe pull out seats so if no handicap with wheelchair, someone can sit down. I appreciate the growth and development but these types of questions should have been asked ahead of time. Please don't go up on BART you will now be making more money.
3523	Aging fleet nice to see Bart stepping up on the new fleet hope to see them soon.
8615	Air circulation is unknown, would have liked to feel that.
6307	Air conditioning and Heating – will the operator be able to set and control? Big issue!!! Floor-to-ceiling pole: original drawing had more poles and hold points. Outside destination on left hand front window is a poor and too small position. Put it on/above the operator window and/or on front forward side of train/car.
2326	Aisle feels a little narrower than current trains. Seats are comfortable, would they hold up as well as fabric (as for as plastic ripping, etc.) seems they will be much easier keep clean.
3609	Aisle is too narrow, will get crowd an exit will be blocked, also wheelchairs will block.
6548	Al white
3400	All are awesome.
700	All good
4392	All good, but too bad the trains can't be made quieter like in Europe. Too noisy for conversations.
6935	All is perfect
15059	All is very beautiful - I like it a lot. (Spanish)
15073	All is very important and I found it very comfortable and practical (Spanish)
5517	All really great overall. The displays seem to have typical LCD problem of not being really bright or clear unless you're looking at them from the right angle. In all fairness, the quantity of the displays makes up for that. Not a big fan of the colors of seats, but it's not bad. In the afternoon light it's hard to tell what the lighting is really like. I'm really grateful BART is refreshing the fleet. Thank YOU!!
1996	All though the digital screens look nice, people will write with markers, scratch and destroy. Keep it simple. No light color seats.
604	Allow food and drink on BART stop BART strikes.
764	Although I bicycle, bikes on BART are not working very well. I confess I'm not sure how to make it better.
5274	Although I see the benefits of a pole in the middle, I also wonder how that will affect the amount of people able to fit on the train during rush hour. I also wonder if it will impede those less physically able from easily getting on the train (wheelchair, etc) Overall, I though the train was an improvement.
4736	Although the color scheme is stylist and complementing, it is the color of the Seattle Seahawks! Argh! Other concerns not related to new cars; overall cleanliness due to the homeless on the train need some type of outreach program or to change access at stations.
3291	Am not sure how the "whole" train would look like. But thanks for the effort to serve the public better!
2883	Amazing
6627	Amazing! I recommend removing the seat padding. Take a page from NYC, Japan, Taiwan, etc.
50	Amount of seat? On feet all day don't want to stand 50 min Bart trip.
8607	An arm could get stuck in the floor to ceiling pole. When train moves, could lead to injury.

Appendix A

Survey Data: Verbatims

5392	An improvement over the existing layout, but not much. The bike rack is welcome but not adequate – still difficult to move bikes in/out. The seat layout is fine when the passenger load is light, but will not improve the capacity in the rush our. Lighting hard to assess in daylight, but looks not adequate for reading.
3020	Announcements need to be much clearer. Many operators voices are not clear. Station should be announced with a standard, recorded voice. Stations need a huge improvement in terms of announcements/signage, also. Impossible now to tell what trains are coming, etc.
6107	Any change for BART is good.
8794	Any improvement is good!
2535	Any improvement with the current BART trains is a blessing.
3700	Anything better than the fabric seats (Nasty!)
4147	Anything is an improvement over current trains.
9054	Anything is better than the current ones. Please no more carpeted floors the pole is useless.
625	Anything is better than what we have
4756	Anything to keep 1. feet off the seats. 2. Sprawling across seats. Any thoughts at special car for all bikes and wheelchairs and giant luggage?
6635	Anything's better than stinky old car.
9199	Appears smaller inside – not sure why. Why lime green vinyl foam – will show dirt quickly. Not just vinyl? Love the color but know over years body/legs will change color. Too light. Not enough seats for handicap and elderly. Floor to ceiling pole good idea (I am short) but during rush hour people 3 deep – you arms won't be able grab, people will make you move. I commute from Civic Center to Concord – bikes should have separate car.
2148	Appears to be less seating which is a huge negative for those of us with very long commutes.
2340	Appreciate being able to bring bike on BART.
7302	Appreciate clean/easy + clean seats
679	Appreciate having seats that are slightly higher than those on present cars. Padding is much appreciated on seats. More station are vertical poles-like! Hopefully the floors and seats will be easier more cost efficient to keep clean.
1111	Appreciate the new features, particularly 3rd door (because as it stands crowds gather at 2 doors leaving empty space in middle of cars -& limited (entry for others); 3-headed standing poles; seats also look like they will be easier to clean - hope they are; overall good deal. Would watch for sliding out of seats (absent armrests) when train jerks. LOVE bike rack station, not a biker but hate tire stairs and (expletive removed) on my legs if I happen to stand by one on crowded train. Aesthetics = great. But please can we work on a maintenance to keep trains running smoothly. Seems like every week there's a delay, backup, stall something. Customer confidence is dwindling with BART reliability but you all are such a critical part of Bay commute. Thanks.
6242	Are components used economically viable and environmentally sustainable?
4158	Are contoured seats not going to be a problem for kids, short, or very tall people?
4318	Are double decker trains possible? Love the overall feel...real upgrade. Upholstered anything seems like an accident waiting to happen. Please please please make the cars quieter!
4065	Are floors slide-resistant? Thought there would be more poles in center aisle. Does screen change by route? Highlight by upcoming stops.
1707	Are racks needed on every car? Floor seems slippery when wet
8945	Are the bike racks wide enough to fit all bikes? Some bikes with wide tires might not fit.
6440	Are the tracks and signals being improved?
894	Are there digital signs for next stop inside?
5491	Are there enough seats? Please don't cave into disability advocates and remove poles. Standees have rights too! I like the big old windows better. I'm scared to think of maintenance costs for those flat screens. Hurry up!
6432	Are there less seats? Seems like it. But hard to tell. If same # of seats-yeah! If more-double yeah! If less-not so happy.
9209	Arm rest design flaw. The old trains were built with solid arm rest. This was a thoughtful design for preventing pick pocket thieves. With sleeping or tired riders it will be too easy for thieves to reach into pockets of rider seated in front of them. Please consider real world scenarios instead of city in the cloud fictions. There will be criminals riding with the rest of us. Do your part to protect riders from them.
3386	Arm rest for disabled/elderly seats would be a better safety option. When trains "hard" stop and start, tends to throw you around. Armrests help for balance.Digital screens are nice, but not sure worth the \$\$\$. Good for showing where train is in system.Need to ensure windows do better job at blocking out heat from sun and in summer and afternoons (we roast!).
2367	Arm rests on side-facing between side and front-facing seats might be a good idea.
8795	Armrest is a must. People love to sleep at 5 am for their train ride in to work. Seats are not set up well like the old train to rest your head.
6263	Arms can get caught in floor to ceiling poles.Liquid spilled or urined is not visible on these color coded seats (hard to see).Bike rack hard to take out when crowded.LCD screens have glare when cabin is lit up.
4030	Art work!
4038	As a BART biker, I definitely think the addition of the bike rack is great. It's nice to have a clearly designated space that doesn't coincide with the standing area too much. I only hope that it will be easy for people to vacate the area if they are standing there and a bike boards.
3124	As a color sensitive architect, I don't like the yellow-green per se, but with the blue, it is a great, lively combination. I can see a lot of effort has gone into the design.
1434	As a long commuter (From Downtown Berkeley) I am disturbed at the reduced number of seats. Already most are taken at the Fremont station at commuting hours and as more stations are added this will only get worse – forcing more of us to stand for most of the ride (to Downtown Oakland, for example)
888	As a regular bike rider, I think the bike racks are too close together. Lots of us have panniers that wouldn't fit. Also if all 3 bike racks are filled there aren't a lot of other options to put more bikes in.The color scheme is a little gross especially the green. It already looks dated.The digital screens could be a little larger. The text on the map is pretty small.
5001	As a senior citizen = balance problems. I like the additional metal poles to hold onto. I worry about reduced seating for senior citizens at the front of the cars.
736	As a short person I appreciate having something to hold onto that I can reach! The straps on the horizontal pole below the ceiling are still a stretch. Seats very comfortable.
3024	As a short person I like the floor to ceiling pole but I don't know if there are enough for a crowded train.
2824	As a tall person I have to duck under bars and hand grabs. The car looks nice. The seats seemed comfortable.
8671	As a train operator I am very concerned about the grab bars for us to enter from the yard. I really do not think those are going to work or I feel lots of injuries trying to use and slipping and hurting ourselves.
4004	As a train operator, will there be external LEDs that give status of brakes so that you don't have to enter car and look at CCP when coupling. That would save a lot of time in the yards.
5004	As a wheelchair user, I am a little put-off by the pole in the middle of the car. It makes the trains less accessible for mobility device users, as it will crowd the doorways – it also makes it difficult for large wheelchairs to maneuver. Also dislike that there is not room for more than one wheelchair per half car – wheelchair users often travel in pairs – very inaccessible!
5452	As an elder person, I like the pole in the middle. However if it becomes a "hang out" for many people, it might make it hard for people in wheelchairs – too crowded. Will it make it harder for bicycles? I suggest a special car for people with luggage going to the airport.
7308	As an older person, I usually have to stand and trains are very crowded during the day
3180	As BART covers long distances more seats would be better.
2176	As I pointed out when we were asked about the seating, they are not big enough to accommodate 2 grown men. Another man and I sat down next to each other and there wasn't enough room for us.
6840	As model appears right now, less space for seating. Bicycle rack concept good but passenger seating a must.
3236	As my third time observing, I like it overall. I would suggest the digital screen to be bigger and brighter in case of sunny days. Perhaps add more seats. I think there should be a full model showing to really get the feel of the train.
6877	As someone 5' tall, I really appreciate more comfort and accessibility for shorter riders. A+ on the electronic maps as long as they get fixed promptly when broken and have a traditional visual backup.

Appendix A

Survey Data: Verbatims

	Assure that bike racks accommodate bikes with a wide variety of fenders and wheel widths. Assure that velocity of incoming air is slow enough to avoid drafts on the heads of people w/ "less" hair.
4037	At 5' tall the ceiling straps are very easy to reach.
9046	At 5'3" I can't reach the top pole so I love the floor-to-ceiling poles and the black loops. Like that there are no end of seat and middle armrests. All the specialty spots for bikes and luggage are unnecessary. It's a commuter train. Focus on what the train is for. I'm on the train for 45 minutes. I want a seat not more space for extraneous stuff.
2418	At 6'5", I still have to duck when entering and exiting the car. Clearance should be 8'0", as it a standard doorway.
3194	At 6'9" I still have to duck to enter. Security camera height is good I don't bump them. If padding is punctured could be difficult to clean.
3182	At all goods.
3707	At first, the new seat comfort was fine. But the longer I sat, the more the bump on the lower back started to bother me.
8860	At my age, I'll miss the 4+ seats. We'll see about the longer more frequent trains. Will they coincide with putting the new cars in service? More sprawling message signs up and down the cars would be nice when it's crowded. They have those on European trains.
7097	At the end of a work day – on my feet for 8+ hours – I want to sit down. Looks like there are fewer seats.
4941	At this time and like the colors and it does seem comfortable one thing I didn't notice was the floor and love the look of the train cars. I like the destination signs which is really helpful-but don't know if they will also be close to all doors for people jammed in the middle of the car.
6127	Audio for digital screen system needs to be tri-lingual English, Spanish, And Chinese.
42	Audio should be reliable with increase of volume as noise is increased. Rails too high.
4521	Automated station announcements are a good idea since many people don't use intercoms correctly. But it's only a good idea if the automation is reliable
1023	Awesome
8618	Awesome the blue sky.
6305	Awesome train, I can't wait to be on it! The ease of cleaning is a little questionable because of drainage access. The colors are too bright and abrasive to the eyes. The bike racks are the best!
4867	Awesome!
6449	Awesome!
7385	Awesome!
8631	Awesome.
2671	Awesome. Good choice. Really good choice.
	Awful color; awful mirror – wall that's not really going to be there, is it? Overall, good. Car matters less than management needs to promptly inform explain, and give approximate time of movement, on delays – BART is horrible at central control-to-passenger communication you treat us like cattle.
4619	Awful colors. How about red and gold!
2208	B – I am concerned about less seating. F – good idea but in a bad location – move pole would like to see a "kick plate" on cars to go between cars (end doors) very hard with stroller or luggage to move between cars – Glad to see visual location signs to know what station you're at! Add more grab straps – what you have on display isn't enough.
19	B and C. Seats still stick to the skin during hot summers in skirts and shorts. J) There is no lighting on top of the car. I) Good idea. But why is the disabled color (green) is also on the wall behind the cabin. F) Finally!
4300	b) 4 less seats, seats could all be facing each other on both sides such as NYC subway so there's more room for standees in middle.f) pole in middle is greatg) is floor slip proof?h) maps could be larger and have long strip map at top showing entire line, stops passed already and upcoming stops such as NYC.
4818	b) interior layout – I appreciate that the aisles are wider. e) bike rack (and central entry for bikes) great idea IF you can train the relevant passengers to use these features. f) I am a wheelchair user, and have commented on this before (MacArthur Station simulation in 2013) I am aware the pole can be a useful feature for standing passengers of various heights especially during rush hour. I'd like to suggest a compromise – remove a pole from one of the side area and mark that site's exterior door as the strongly recommended entry for wheelchair users (as the center door is for bicyclists), OR devise hand holds (4-6) that spring loaded, retracting into the ceiling when not in use (and with straps attached so shorter folks can pull them down without assistance) thus eliminating the pole entirely. H) Make sure screens show up to date elevator info, and maybe rain conditions.
4492	B) It was hard for me to visualize the whole car by looking at the 1/2 car – there didn't seem to be as many seats as the old cars – I like seats! Also, hanging straps are too high for many of us to reach! H) Like the screens! I) Restful colors.
5377	b. Capacity does not seem as high as current trains. C. Did not get a chance to sit. Bike rack, colors, signage -- all excellent.
6989	b. Far less seating. Seats will likely be unavailable past the first or second stop.
6254	B. I'm concerned about the total number of seats. Traveling from Concord to SF, I much appreciate seating. I realize having 3 sets of doors results in fewer seats. I don't think, nor have I observed in my 12 years of commuting via BART, a 3rd set of doors is necessary and therefore, the loss of seats worthwhile.
9295	Consider staying with 2 sets of doors and have more seats available.
784	b. Interior Layout: Lack of seats a problem for long commutes.e. Bike rack: Vertical racks?f. Floor to Ceiling Pole: Wheelchair access and mobility problemsh. Digital screens: Bigger would be better.
3387	b. layout - some seats have little leg roomf. pole - I like the pole @ exit. Safer for those getting offg. floor - how slippery when wet?
3387	b. New colors. i. All blue. Maybe all blue seats or red and gold. :) Floor-to-ceiling poles seem to be located in a place where wheelchair passengers will have a hard time getting by.
2630	B. not as many windows. Would have liked more windows. There seems to be less or smaller windows than in the present cars.
3760	B. Not enough seats. C. Seats need an arm rest to assist getting up. E. Too much space is assigned for bike storage. Needs to be as close to door as possible. F. Center pole is functionally good. There is adequate peripheral space for wheelchairs. H. Very good. I. Continuous light stop is a good design.
8819	b. not sure the poles near the doors will be conducive to wheelchairs. I wish It had armrestsf. don't like it in between handicap seats.
2430	b. Only 1/2 car so hard to say what complete feeling of space is.d. Did not try to clean so unknown; appears to be a material that can be easily wiped down.e. No bike rack seen. I saw bikes parked.i. These are Seattle Seahawk colors; please use a color scheme that reflects our teams.
3869	b. poor interior layout: you really reduced the amount of seats. People riding about one hour or about will stand all the way.
3884	b. Seems like there are fewer seats? More people will have to stand. H. Digital screens are hard to read - glossy screens have problem with glare and the maps are a lot smaller than current maps. Screens are hard to read at an angle - poor viewing angle - can you get screens that have better viewing angles? J.
6720	Windows look smaller and fewer? Current cars have nice natural light.
	b. Seems like there is less seating but seems roomier. c. Less seat coverage? e. Works if bike is certain length, however blocks the door, more time spent at station getting people on/off. There are no rails for wheelchair people to hold
3104	B. Seems like too little seating. F. Seems poorly placed. I work with blind and visually impaired and think it might be a hazard for some blind visually impaired people. H. Concerned they will be difficult to read for some visually impaired riders. Inaccessible to blind and many low vision riders. Please solicit input from the blind and visually impaired community thanks.
56	b. Seems smaller inside - claustrophobic and crowded - stepping on toes getting hit with backpacks, elbows, etc. Less windows? Why? I like window seats!
6142	b. Should have fewer seats and more standing. E. Need a few more bike racks. F. More poles.
6123	B. There should be some longitudinal seating (London Tub style) in order to handle future capacity. Alternatively you can always buy more train cars.
3913	b. Worried about lack of seats for people with long commutes. C. Seems good, have legroom, but I would need to sit in them awhile to know. D. What if the seats are torn or tagged? E. Ceiling mount would give more space. J. Do they bleach out in direct sunlight? j. Need to see at night.
6930	Baby – stroller – fit
4912	Baby stroller position not clear. Have some problems with the seniors seating.
16005	Back seating is straight. Should be little leaning may not be comfort to sit for long period.
1328	

Appendix A

Survey Data: Verbatims

	background. People need to be able to walk around within the BART cars while the BART is moving, so they can be next to the door by the time BART gets to their stop. Problem: People may fall and hurt themselves trying to walk to the door while the BART is moving, so they can be next to the door by the time BART gets to their stop. Problem: People may fall down and hurt themselves trying to walk to the door while the BART is moving. It's very difficult to walk in the current models while BART is moving. It seems the proposed model will make it even harder to walk around while BART is moving: That's because : a) the aisles are so wide; and b) overhead bars are widely spaced (and high). Suggestion: Add a couple more overhead bars down the middle of the car (between the existing overhead bars). The bars would be used mostly for traversing or crossing the train car.
4802	Bad display: Sandwich board didn't give directions. Coming into entrance, I tripped, and BART lady THEN said "watch your step." They are not doing their job.
5592	No one to explain things except the bike rack – nice lady. More space – wider cars. Like seat for seniors!
5136	Bad plastic metal. Location (floor to ceiling pole). All stations should be bright at all times (re: digital screens). Add a BART map. Use color or large print for next station (re: digital screen). You could put the new poles at the end of the cars one pole on either side of the car (the gray zones in the illustration).
1373	Bad very limited sitting space looking at strength of passenger it will not be able to accommodate the peak hour passenger nos.
1233	Bad. Few seats. Expecting people to stand is rude. You should work on making travel to work more pleasant. You are making it worst. You expect people to stand 1 hour and work for 8 hours and stand for another 1 hour standing to reach home. It is poor.
3716	Balancing riders needs/wants will be tricky. Serving more passengers will be needed during the expected life of these new cars.
6526	Ban the bikes or make people w/ bikes go to a separate car entirely! It's a horrible experience to deal w/ bikes especially during rush hour. Add more straps and lower the horizontal pole. There aren't enough straps and short people can barely hold on to the horizontal pole as it is. Thanks!
858	Bars kind of high, ceilings low at door.
7009	Bars on the top of the car are pretty high. If the car is packed, short people will have a hard time finding space to hold on.
5119	Bart color scheme is fine, I don't understand why so many people are opposed to the Seahawks colors maybe some orange and red could change some minds. The lime green is what I think could change.
1365	BART has again exceeding my expectations.
8985	Bart has become almost as stressful as driving. It is no longer convenient and without daily interruptions.
4788	BART is clean.
7076	BART is doing excellent. BART needs police at all 40+ stations to arrest persons pan handlers. Assign two BART officers per station during ALL revenue hours.
4783	BART is excellent service.
7029	BART is only excellent when staff are trained perfectly in their respective positions. Security is very poor. As a retired manager of several hundred peace officers I find BART staff and police are in great need of management of human behavior!
735	BART keep up the good work.
6661	BART LED screens very helpful. Feels tight onboard with less room. Seats not comfortable. Cannot lean head on headrest.
6908	BART may be a bit high and I'm 5"11". Maybe have international languages on times to destination.
11	Bart need to be cheaper and runs 24/7/365
2423	BART needs to be open 24/7 is my only complaint. Thanks.
7082	BART needs to run more trains and later trains. Getting to East Bay from SF on weekend nights late is not efficient. On Friday/Saturday nights BART should run until 2 a.m. This won't disrupt any of the maintenance.
1852	BART passengers need a USB plug, to recharge their iPhones. This is important. It's on all modern airplanes, cars, and buses. Please add a few USB plugs!
4561	Bart staff has really accomplished a herculean task and created a real winner. Kudos to BART. I've traveled worldwide and ridden many transit systems and this vehicle is the best design I've seen. BART should be proud. As a Bay Area citizen, I'm proud.
3947	BART ticket will surely increase in price. It is clear that it is aimed at the 30 something's and not people of advanced age or with disabilities.
9025	Bart was, from the first, designed for long -distance commutes. By my count from your display, each new car will have only 500 seats? That is NOT ENOUGH SEATS! I commute over an hour each way on Bart, every work day. I cannot stand in a moving car for that long (I've tried), due to injury. And yet, the chances of my getting a seat in the morning on this car will be zero. NOT GOOD.
3856	BARTs the greatest been riding since day 1
3862	Basic train service but should handle a lot of use if no future strikes.
5220	Basically good. Digital screens are only useful if they provide timely info – like ETA of the train at stations.
1893	Bay area colors, not other area colors.
1991	Be sure to carry high volumes comfortable.
2213	Be sure to start a Bart health club to allow riders to shrink to fit in the new seats.
7294	Beautiful
3825	Beautiful – Thank you! Appears to have fewer seats and more standing room – also concerned digital screens will be easily damaged – Rock on!
3542	Beautiful work of Engineering.
5216	Beautiful! Can't wait.
4890	BEAUTIFUL!!!
878	Beautiful. Great job!
9292	Because I am short I like the center floor-to-ceiling pole. The seats are not comfortable. There should be more space for bikes; maybe there should be a car solely for bikes.
848	Because I am short, I like the floor to ceiling pole, but I can see that this could be a problem for wheelchair accessibility.
3824	Best improvement - having space under seats to store luggage on airport train - will increase space available for passengers!
1004	Best improvement is the dynamic information screens. The loops by the door are still a little high, but as a shorter person I appreciate the poles (added) by the doorway.
6491	Best to have more seats and fewer bikes.
9300	Better ADA accessibility. Bring back the 3'RO seat.
2014	Better and more roomy than the old one.
9033	Better if we had bay area sports colors instead of Seattle Seahawks. Still nice.
2402	Better legroom is much improved. For fewer seats all but guarantee I will be standing for my hour commute.
6743	Better lighting on the interior and ext. BYOW-Bring your own wipes for the seats! Provide wipes!
6751	Better lighting on the interior. It would be great if the exterior had a colored lighted stripe from end to end of train to identify the line of car/train. Provide sanitary wipes for passengers like how retail stores provide wipes for clothes.
6008	Better seats, interactive displays.
3354	Better than current trains.
9078	Better than I thought! Make sure digital signs are also in Korean and Chinese! This is very important!
3252	Better than older trains, looks great!
2997	Better than the old ones
4059	Better than the old ones.
6599	Better. More sanitary.
5920	Beverage car would be nice
15103	Bicycle area takes away space- especially at rush hour
4595	Bicycle rack only makes sense if number of bicycles is limited to those that will fit in the rack. Reduction in seating mean you need to start running longer cars especially on Richmond lines to accommodate shoulder-period commuters.
4506	Big improvement!
1019	Big improvement! Thanks for the bike racks.
6976	Big plus for bikes. Excellent thought. Bike riders to use BART at all times of day! Keep this available for all individuals that use the BART system!!
3841	Bigger digital screen or in more locations.
6610	Bigger display about the stations on the inner side top. Automated announcement on every station.
2712	Bigger screen hard to see from other side.

Appendix A

Survey Data: Verbatims

617	BIGGER WINDOWS PLEASE!!! THE NEON IS A LITTLE EXTREME/NOT RELAXING.
6268	Bike parking looks ok. Would love to see better designation. A floor decal like the handicapped decal would be great.
4256	bike rack - could use more space for bikes - or - pack 4 bikes into spot... instead of 3
4876	Bike rack and pole are great changes. Also like the new doors. Thanks.
1164	Bike rack can have space at end of each car for better ingress and egress of other passengers.
6556	Bike rack is a cool idea. Unsure about floor-to-ceiling pole...I like open space! Nice color scheme. Screens/signs can be bigger.
3837	Bike rack is a waste of space. That means we can not have more than 3 bikes.
3997	Bike rack is good – but forces biker to use a lot of floor space. Digital screens only visible from up close.
8964	Bike rack is good, color scheme is good. I guess there is written display for the upcoming stops.
1158	Bike rack is good, however, what if there is not enough space for the bikes? It might cause overcrowding in the train wagon?
	Bike rack is good. Especially with no seat conflict. Area could be better marked to show priority and to reduce conflicts (like wheelchair) people with bikes need a way to lock/secure them, if needed (Caltrain has had thefts). Too many fixed seats at the ends, because more standing room is needed at times. Lighting could be a little more dramatic. It's too washed.
6201	
6326	Bike rack is great!
	Bike rack is made to accommodate only an upscale bike. Fat tire cruisers with wide handle bars will be at a disadvantage. Good for uppies and Norwegians not for mountain bikers.
3079	
	Bike rack is very efficient but still seems to take up space better suited for seats. Digital signs are great but they could use protective shielding; I see them being ruined fairly easily. Floor poles need hanging straps.
998	
3197	Bike rack looks good- but until I actually commute with 3 bikes- can't say good or bad
	Bike rack occupies lot of space if there are no bikers. Consider having seats which are collapsible near bike rack. So that if there are no bikers, seats can be expanded for more seating. Consider making digital screens as touch screens if commuters want to lookup more information on the screens. This would also be useful to leverage more features ("expansion") on digital display.
1520	
7344	Bike rack ok must encourage bike riders to- carry a bungee cord, help each other, help folks with strollers, etc. A few cartoon posters would help.
	Bike rack OK, must be OK to put bike on other mean. Not blocking seats of course. Don't like pole in middle, maybe hang more straps. Won't be able to get around pole when crowded. Like that there are digital screens and signs for announcing stations.
5192	
	Bike rack only factors bikes of a certain height and more importantly you can't layer when 1 bike may have a back rack. (Over 50% of bikes!) Suggestion to reconfigure w/ bikes hanging vertically from front wheel, like the Max System in Portland, OR.
5975	
	Bike rack seem to take up a lot of space. Other trains I've seen were vertical racks that took up less space. Doesn't seem to be a lot of seating. Like the floor to ceiling poles. Like the non bland color scheme to help match non bland Bay Area.
5441	
1968	Bike rack seems to take up a lot of space. Color of seats are not good.
2737	Bike rack seems to take up lots of space. Digital screens at the entrance might help.
5221	Bike rack seems too challenging to load bikes as shown. Wide handlebars even harder. Bike closest to side will really mark/scratch up the wall surface.
770	Bike rack should be in half of far rear on each train – bikes are important but ADA access is equally important. Please do not take away ADA seating.
8777	Bike rack should be vertical.
6687	Bike rack space=huge plus distinct from handicap space.
3518	Bike rack takes a lot of space. It seems like there are less seats than the current model. Overall pretty good.
2292	Bike rack takes up a lot of space.
3501	Bike rack takes up too much room.
6848	Bike rack was not signed noticeably. Lighting was soft. Seat appears to be ergonomically accurate.
6209	Bike rack: At commute times, the trains are crowded. Don't spend so much standing room accommodating bikes on trains. More (secure) bike parking at stations would be a better use of resources. Screens/signs: Extension Route Name Signs could be bigger and clearer. Otherwise very good.
7168	Bike rack: great idea. The floors are way better than the filthy carpet I saw on the train traveling to this station. Digital screens are useful - easy to read.
	Bike rack: Not thrilled, looks like it is in the way. Seats are smaller, not enough room under the seats for service animals. Not enough seats. I'm not really impressed with car overall. Seats are junky.
4406	
	Bike rack: stackable/2 tier to take advantage of the space above the current bike space. Screens: Should have a matte (non-reflective) finish for legibility of content.
821	
943	Bike racks - great!
2392	Bike racks and displays make a big difference. Thanks!
972	Bike racks and new digital screens are awesome. Also really like the brightness of the soft lighting.
6644	Bike racks appear to lessen seating which already may be diminished from present cars. Color scheme is cheerful but could become dated fairly quickly.
4980	Bike racks are a much needed addition and look functional. I like the vertical grab poles.
	Bike racks are a plus, but does lose area for passengers. The pole in the middle of the doorways are a great added feature, no more trying to balance yourself as you stand!
2115	
	Bike racks are excellent, but 3 per car won't be enough, especially on shorter trains. I've been on trains in the middle of the day 4 cars where each car had 4+ bikes. The middle pole is controversial, but at 5' I can reach the handles but it isn't comfortable.
3162	
	Bike racks are great but giving up three seats on every car is excessive. I suggest racks on about 50% of cars, label those cars, and have the station signs indicate which cars in upcoming trains have bike racks.
4947	
5911	Bike racks are great, but hard to tell how easy it would be to use during rush hour or busy times.
4417	Bike racks are super important.
4002	Bike racks big plus. Floor didn't seem to handle rain very well, seemed slippery. Lack of seats -> very bad -> not good for long BART trips.
4416	Bike racks good idea but conflicts may arise when (illegible) are full.
2736	Bike racks in every car a great idea. Feels roomier.
5692	Bike racks look great, glad there are finally digital sign.
2944	Bike racks nice and functional for bikes but a tripping hazard when no bikes and crowded SRO.
6946	Bike racks on both ends of the car please. Nicely done
1747	Bike racks on the back trains only?
	Bike racks reduces available space for disabled persons. Screens are a great idea! Not sure about lighting since viewing is in daytime. Floor-to-ceiling pole is a good idea but at wrong place. Should not be so near doorways.
767	
1015	Bike racks take up a lot of room. Will be 2 problem during rush hour.
	Bike racks take up too much room. Trains are small with very limited seating. The need is more cars/larger cars/more trains. Not a smaller limited seat car.
7192	Please visit New York or Washington DC to see what public transit could/should be.
6056	Bike racks take up too much space.
974	Bike racks!
5760	Bike racks! Reconfigurable seating is good.
	Bike restraints are great start but limiting capacity as such isn't great. Current setup already accommodates as good if not better. Also it looks like the bikes would go flying.
1291	
	Bike samples unrealistic having no back packs, baskets or other equipment and protrusions – last one or two cars on all trains should accommodate most bikers or be designated 50/50 seats and bike area. Noise in cars in tunnel and on “screaming track” is unsafe and unbearable.
5633	
	Bike section is not good, bikers will park bike then sit. There section takes up a lot of room yet car holds less. It's a privilege to bring bikes on car. Consider limiting them to one car to compensate for standing and sitting room.
1785	
53	Bike should be in a separate car.

Appendix A

Survey Data: Verbatims

6690	Bike space was limited, would like to see more, or seats that convert to more bike space.
7239	Bikes and bike rack take up too much space. Glad to see different seat material. Floor to ceiling pole is great. Screens (digital) are great idea. Color schemes not important but great.
3742	Bikes are in the way - maybe a designated like car. Not enough seats. Add Wi-Fi.
3056	Bikes in the back more room handicap and disabilities, elders plus when there is game at the Coliseum, the train get too full. Safety hazardous and not let fill up that full.
5082	Bikes need their own car. There needs to be more than a '6' car train coming from Fremont to Richmond in the commute hours 0 not everyone lives in Concord/Walnut Creek etc. The transfer station downtown Oakland needs to start at 12th street. Those trying to get on at 12th for Concord are smushed in with those who need to transfer to Richmond at 19th – really a dumb idea.
6353	Bikes should hang. Not enough seats. Screens hard to read with glare.
1694	Bikes should have their own car. Seats – uncomfortable. Not enough seats. Should invest in new escalators 12th St station and others need more trains as much as it cost to ride! Can never sit down pay over \$10 per day.
4591	Bikes. More Seahawks colors.
4105	Bit more crowded with seats and no armrest, but easier to keep clean and great enchancement with poles near door. Overall, really like it and found it was improved greatly!
2986	Blue and grey. No green.
4270	Blue is always handicap color. Why go against the grain? Seriously. More straps hung low for short people like me.
7450	Blue yellow needs to go- blue to bright- texture vinyl more suitable like seats of old trains carpet had always been problem more seats.
6039	Board station announcements for next station great.
3090	Boo Seattle Seahawks!
4010	Boring. No TV. Bad design.
6695	Bravo! Can't wait to have them. Keep working on making BART better for bikes!
3880	Bright color might get dirty easier; may want darker tones.Seating space is good; leg room for perpendicular seats can improve.Bart o reach are still a little high; prefer plastic handles and cloth.Color coded train and signage helpfulFloor to ceiling pole is great!
6507	Bright colors look good. Not sure they'll age well.
6628	Bright interior and looks spacious. More holding room.
5138	Bright seat color an invitation for graffiti. Seat lumbar support a bit low. Nice electronic map and next station display.
2447	Bring on line sooner than 2017
5145	Bringing bikes onto BART is currently not practical due to large crowds in the morning. I have on several occasions been left behind due to lack of space. Bike rack should be designed so that it is easy to load and unload bikes even when crowded. I have no idea how that would work but if the bike space were inaccessible to passengers, it might help.
6640	By the time the new trains start running with passengers, the ride should feel smooth and not too much noise like the older trains. If I notice chewing gum on any of the new train cars I will report it.
8732	C – Seats seem smaller in width – concerned that they will get “sliced” or “cut” quickly. H – Love the signs indicating which stop one is coming to. It is frequently difficult to hear and know which stop I am at.
5113	C) Not enough seats – old don't like to stand. F) Is floor to ceiling pole going to obstruct the flow? H) Is screen going to be visible when sun/light hit it?
5416	C. Seat height (higher) is great. Seat cushion seems like it provides good comfort. f. the pole will make it very difficult for people in medical scooters especially more than wheelchairs, which can turn on a dime) to turn around in the door entrance way. I used a scooter for 5 years to commute from El Cerrito Plaza to Embarcadero, so I know. I. The blue is very nice. The lime green not so nice (harsh cold color) and it will get dirty faster.
5134	C. Seat height = 18” is too high, very uncomfortable for anyone not tall. I. Green is too bright – and too trendy, it will look dated – and dirty = very soon. All blue would be better, or a slightly different shade of blue, and have more longevity design-wise.
5503	C. Seats – make seat a bit sloped up in front. H. Need larger, brighter digital screens. C. Provide short elbow rests on seats on aisles to assist getting up from seat. A. Put speaker on outside of car for operator – use to talk to persons on platform when necessary. E. Put drop down seat at bike rack. A. Reduce slope of car sides so that people can stand inside car against wall during rush hour crush. A. Entry doors are too low head height.
4304	C. Seats: Love the lumbar support but hate that they are higher. I won't be able to cross my legs comfortably. E: They worked well even with smaller folding bike wheels. But I regularly ride with panniers (saddlebags), so I would like there to be more room between the wheel-holding “loops”. The rows for front wheel/back wheel should be larger. F: Love the pole as a stander. I was able to maneuver my bike around it to park my bike. But I am not sure how easy it will be to do that in a more crowded car.
1668	C. The seats are comfortable but stiff. I. It should have more color. E. Takes too much room.
5301	C. The seats aren't very “cushy” (but at least they're not cloth!) E. What happens when there are 2-3x as many bikes? I. I know the “Seattle colors” thing is dumb but the interior design has nothing Bay Area specific.
6376	Cab cars will not allow people to cross from one car to next. Makes it more difficult for people to distribute from crowded cars to less crowded!
3830	California colors should be evident.
6738	Camera's were a nice touch, new seats hopefully will eliminate odor and sitting on mysterious stains and marks. Brighter floors help avoid stepping in unwanted stuff.
3902	Can BART be orange and black Giants colors. Interior is very tight quarters, not enough room, middle pole is good for standing people but pole and people will make it hard to get in and out. Seats need to be wider and divided from slim but a fat person will block.
8970	Can it be a little wider with more room? There are better “quiet,” “calm” and other colors as well. Overall better than current working trains. That is too old and less clean. Changing it is a must to respect your BART fleet user. every hour, every day, every week, every month and all the year!
6832	Can new trains handle same amount passengers as older trains, if not will there be more time for service to accommodate less passenger pick ups?
4937	Can not wait for use.
6965	Can still be hard to see which exit is coming up if not next to digital screen.
1263	Can take advantage of ad space along ceilings - \$\$\$. Larger digital screens, marques above doors. See trains in Asia :)
5242	Can vandals ruin the light-colored upholstery?
2044	Can we get rid of the green neon! Maybe something different. Thank you.
4309	Can you figure out a different way to configure the bike rack? Maybe a bike-only car? Fix the colors – no Seahawks colors. The seats do not leather or pleather, just straight up plastic.
2121	Can you make seats more big?
6458	Can you make the colors red and blue? It's more attractive.
4397	Cannot comment on the bike rack. Do not use them.
5188	Can't accommodate smaller, folding bikes (bike Friday)
8884	Can't breathe clearly difficult.
3407	Can't comment on track noise or noise in tunnel, with lesser seats, I am assuming more sound. Will it make for grumpier passengers as more people standing.
623	Can't tell about the lighting in daylight. Displays are pretty but rather small. Seats are capable of causing physical injury to people under 5'2” tall. Have announcements in Spanish? A sample of prepared announcement voice quality and content would be nice. Looks like there are fewer seats, will trains be longer. Cleaner than the old cars.
9169	Can't wait for it to come out!
3026	Can't wait for the new cars. Color scheme is fine don't listen to 49er freaks. Hope Bart will take into consideration the wheelchair users objections to pole placement.
2284	Can't wait till 2017 - hopefully fare is not too expensive.
9012	Can't wait to have the new trains.
2913	Can't wait to jump on board, very nice.

Appendix A

Survey Data: Verbatims

930	Can't wait to ride in it!
8931	Can't wait to ride in the new trains!
3599	Can't wait to see it regularly/daily.
3340	Can't wait to see the actual train and the extensions to Milpitas.
3746	Can't wait to travel in the new car.
6023	Can't wait until this take in effect.
2499	Can't wait we need them.
4712	Can't wait!
6168	Can't wait!
6185	Can't wait!
6745	Can't wait!
6812	Can't wait!
8915	Can't wait! Looks great.
5261	Can't wait, looking forward
2102	Canvas handles should be changed to something that will hold less germs (i.e. metal, plastic, etc.). Seats were too short, not deep enough especially for taller passengers.. Seat height should be 3-4 inches taller, being 6'4" feels like I'm in a child seat. No lumbar support on seats. Current design encourages poor posture and slouching by turning your hips under.
7023	Capacity is a joke. It's hard enough to find a seat.
2915	Car don't seem to hold as many people. No room for wheelchairs.
1337	Car feels as though it has relatively few seats. Also the three-pronged poles are a great design for holding onto, but it seems as though they'd make it tricky to get on and off a crowded car.
5262	Car felt crowded with not many people = hard to circulate, move out of the way of incoming wheelchair.
1898	Car looked very small not many seats will there be more cars?
2372	Car looks nice. The seats should wipe clean. I hope no miscreants write on them with markers, etc. If that happens I hope you will find a solvent which doesn't damage the cushions. Have never taken my bike on BART but the racks seem like an improvement. Well done, BART.
3498	Car looks smaller from inside than current one.
4924	Car of the future seemed smaller inside, but overall vehicle appears adequate for bay area service which is rough. If these cars are as durable as past generations all should be good.
6500	Cars are too small! I am scared fair prices are going to be too high?
6134	Cars look great. Colors are good except they are Seahawks colors. LOVE the poles. Screens are great - mean more communication. I thought the screen would be bigger. I feel the seating is a good compromise to add more capacity. Comfy seats! With bike racks, it would be nice if foldable seats could be there for when there are no bikes. PLEASE use a different material for the handholds on the ceiling. They get gross. Should be easier to clean.
5704	Cars look very modern, simple and with more space.
742	Cars not designated for people sitting on longer trips. Designed for people standing. Bring back the seats that face forward and back, instead of sideways. Seats could use more padding.
901	Cars should finally have a bike only function. More wheelchair areas. Extension appearance is pretty good. Brighter colors would be great.
5777	Cars should have speakers on outside to be used in emergencies or make safety announcements on platforms. Emergencies may consist of evacuations in tunnels. 2-3 sticker maps should be on ceiling in addition to screen.
7314	Cause I feel sexy
6374	Ceiling bars maybe bit high. Add electrical outlets for maintenance. Seat legroom between seats can be slightly wider especially for long haul passenger.
3738	Ceiling felt little close to my head. (Overall height of car – for a tall person) too short.
6932	Ceiling handrails are too high. More seats. Middle floor-to-ceiling pole may block entrance for wheelchairs.
5755	Ceiling height is very low - 6'3" at the doors!
2911	Ceiling mounted pole is still too high for me- I'm 5'2".
6383	Ceiling pole is great for dancing and tying up children.
1572	Ceiling pole makes it very hard for wheelchair people.
4730	Center bar yellow visibility strip. Should be longer. Short strip could be obstructed.
3656	Center floor to ceiling pole is obstructive. Poor location. Poles on sides next to seat for exit/entry axis much better. Love rest of new train model. Thanks BART. Great job!!!
2109	Center pole – problematic for wheelchairs. Handicap seating needs to be enforced – fine those that should not be sitting there.
5786	Center pole at doors awkward - also in Train Operator's way if in a hurry to trouble-shoot the train.
4429	Center pole problematic for those without vision or blind. Seat color – darker would be better providing good contrast for those with low vision. Stops must be clearly announced. Train on track should be announced before boarding.
3212	Center pole will be an obstruction. Traffic flow at that area. Need to get in and out before door closes. Will slow things down. 3-4 minutes it will extend the time at stations. People in/out- bikes and wheelchairs. Put it here inside the train where it's not an intersection. (Name of blind companion removed) suggests tiles at middle door.
5411	Center poles are good but need to locate them to allow more room for disabled.
2362	Centerpost by door is welcome. It provides a needed grip point. Floor color would be nicer if it was a little lighter color.
8767	Central pole at doors is great idea! Gives us short people something to hang onto. (Compared to older cars!) Bike racks good – would be nice to have whole cars dedicated to bikes.
2937	Central pole is an obstruction for people to move. I suggest a mid point crossing of 3 bars each six feet long. They get as low as the horizontal bars above the seats.
3152	Chairs are not comfortable for long commutes. Back support poorly design. Middle pole poorly design and it will not help on rush hours. Space between side door seats and seats next to it are not well design. People with lower back problems will have very unpleasant commute.
4135	Chairs are not wide enough.
3222	Chairs may be ripped or cut easily by vandals. Also a concern I heard was visible sweat etc. after someone gets up.
1359	Chairs were comfortable and has a more welcoming happy environment.
3908	Change color of interior. Go 49ers!
3960	Change color of seating.
4197	Change color scheme – interior Bay Area friendly.
8729	Change color scheme to red and gold!
1979	Change colors ASAP don't like colors. (Re: Q1C) are hard. (Re: Q1I) Hate it don't use this color.
3827	Change colors. Seats will get too dirty with green color. I like the digital signs.
6696	Change hand straps to plastic! Current material absorbs sweat and gets stinky.
6689	Change hand straps to plastic.
8685	Change interior color scheme to Bay Area colors not Seattle.
2983	Change seat colors please!
1629	Change seat colors. The handle on the overhead rail needs a better grip. When you hold on for a long period of time it becomes painful on the hand. Please the design from the following: (R drew illustration)
2924	Change seat cover Seahawks colors blah!
1283	Change seats colors from Seahawks colorsSeats to hardLayout to clustered
4982	Change the color of the green seat to orange.
2539	Change the color of the seats.
4081	Change the color scheme!
8935	Change the color! Boo Seahawks green! Something other than that!

Appendix A

Survey Data: Verbatims

4834	Change the colors!!! No green + blue! Do Giants + Raiders colors!!!
4760	Change the colors.
6549	Change the hand-holding straps. Fabric is not easy to clean. I prefer to keep or add number of seats.
8914	Change the interior color.
3810	Change the lime green color.
1532	Change the seat colors.
9000	Change the seat covers! Terrible those are Seahawks colors and were in SF Bay Area. Orange and black – SF giants yellow and green – A’s. Blue and gold – warriors and car bear or a gray.
6781	Change the seats to be hard molded plastic like New York City. That way you can power wash the interior. Make sure the floor system can be power washed- check for watertight and wall turn-ups and seams.
15130	Change them as quickly as possible (Spanish)
6304	Change to color coded destination routes is long overdue and a welcome change. No bed bugs on this new design!
6963	Chargers for phones and laptops would be amazing (USB and DC ports)
6621	Chartreuse is a disgusting seat color -- yellow or dark blue would be better. Seats are about one inch too narrow. Seat height and pitch are good. Horizontal surface is too hard and uncomfortable for a male passenger. I don't think airport passengers with luggage will be too happy -- it's going to be much harder to keep them out of the way than it is with the current cars.
4977	Children need the ability to hold on, they are a lot shorter. What about the infants in chairs? We will need more rules and guidelines for seniors, women and children, etc. I love Bart! I have all day everyday. Hallelujah! Thank you Jesus! Bart is wonderful!
4155	Chinese public transport has ads on hand straps – money maker.
4152	Choose another color scheme. Chairs not wide enough.
4204	Choose better “local” colors. Bike – please limit number of bikes on train. Digital sign...back up if they fail. Please make sure door do not fail and stop train. Reduce noise on train!!!
2513	Clean fresh look. Bike rack spacing may be a little tight when train is busy.
4343	Clean look – spacious, modern, uncluttered. No Wifi?? Hope the video cameras work.
1325	Clean modern design. Feels narrower. Seems hard to travel with luggage to SFO.
4438	Clean seats! Map enroute! Next station sign great job.
643	Clean stairwells at both ends of Civic Center. Thanks for the demo, the cars are great.
6727	Cleaner looking interior but it can seem smaller than what it is now.
4974	Cleaning, the spaces in between seats look like they'll be difficult to clean. Colors Giants orange maybe? Blue and orange go well together. Digital screens a MUST for tourists. But keep the system map always visible. Also look into Japanese metro for mix of Ads and PSA's/Intercity things.
3547	Cleanliness is definitely a big issue on the current cars. They always look dirty. This new car looks easier to clean. It looked a little cramped which may be an issue during rush hours. Will these cars have Wi-Fi?
3443	Cleanliness is the most important factor.
4978	Cloth straps not a good idea.
4296	Color – why lime green?! The blue seats are nice color. Gray floors and walls also nice. Lime green is a little hard on the eyes. Maybe gray or a different shade of blue. Layout – there are too few seats. Already hard to find a seat during rush hour. Also, horizontal seats (against wall) “run into” perpendicular seats that jut out. Hard for people to get in and out of corner seat. Seats – not super comfy. The current seats are very comfy though – I'm probably but on longer rides (Fremont to SF for example) they will get uncomfortable. Digital screens – easily scratched/vandalized. Banner is OK. Lighting – is fine. Hard to assess in a model. Bart is awesome. I am a lifelong rider and big fan. I love the comfy seats. I don't think they are dirty. I think people who say that are silly. The wool covers are nice. The vinyl covers are good too. Bart is always on time. Very reliable. I love Bart!
5673	Color are discomfoting.
4289	Color are well
1688	Color code train signs for destinations as is on map of routes. EG: Red car, yellow car with ending destination etc. Not enough seats maybe long seats along windows as in New York.
5253	Color coded routes – great – see Tokyo Transit. Sae station – many trains – (illegible) departure/arrival sign in color that match where you stand.
753	Color for seats will prove very difficult to keep clean. Have a car for bikes on trains. Doubt electronic signs will still work even 10 years down the road.
3164	Color needs to be neutral. More lighting. Need more bike racks.
1188	Color of seating while bright and cheery, it is the wrong scheme.Front display sign is too small to read from distance. The LED color to indicate line is worth reconsidering.
1844	Color of seats hurt my eyes but the stripper pole is pretty cool.
4696	Color palette is odd. Go with just silver. Looks like a cartoon. This color is too “in”. In other words, choose colors that don't go out of style in a few years. NOISE – biggest issue on train. How are you fixing?!
1683	Color purple pink or red and gold. Seat that face front more room for walker by door.
4029	Color scheme - use SF colors, not Seattle colors.
615	Color scheme doesn't jibe with area. Its Seattle
7003	Color scheme doesn't make sense, green seats clashed.
4108	Color scheme for seats is too trendy – will look dated fast. Wish lighting washed the side of the car like an airplane. I wish the cars were more different than current design – too cautious! Think the brow over the top edge of the car (covering the doors when open I guess) look dopes. A pop-up brow when doors are open (like a porsche spoiler) would look sleeker.
5532	Color scheme I feel induces anxiety. Bright colors look fun at first, but these are poor choices to create a relaxing environment. Outside in chrome would reflect so much light...I also thought this presentation would have been more effective if there was “boarding” and “offboarding.” Digital displays are far away and hidden from most peoples view.
5866	Color scheme is a bit bright for my tastes
6081	Color scheme is too bright.
7273	Color scheme is very relaxing. Love the LED lighting. My only concern is the floor-to- ceiling pole. Maybe do more public outreach with accessibility departments @SFMTA SF major's accessibility council and disable community in Bay Area. Very looking forward to the new cars. Y'all do good work with a very old system.
7326	Color scheme needs to be changed.
8725	Color scheme not the best. Poles will be a pain for everyone, not just wheelchair and bikes.
5471	Color scheme should be orange and black. "Giants Color"
4523	Color scheme shouldn't scream “Seattle Seahawks” Fewer seats = awesome. Bicycle racks are great. Dig the digital screens.
4768	Color scheme: It's backwards: blue is the color normally used for disability and green normally means “go ahead” (and sit here). Screens: The map is small with a bunch of random stuff showing next to it. It would be nice if I could see the next stop from my seat.
3337	Coloring was nice, seats look more hi-tech. The pole is a wonderful idea! But it does look a little bit smaller. The outside look good.
4171	Colors – ugly combination. Also Seahawks team colors! Make regular seats gray or a neutral color, and make handicap seats blue – the same blue as handicapped parking signs. Or if handicap seats stay green, make the color of the “reserved” sign the same as the seats so there is a visual indication which seats it applies to. Signs – the glass covering the screens is going to get tagged/scratched. All the time. This will make reading the screens difficult and will be a constant maintenance cost. Floor – slightly slippery when wet.
4613	Colors are a bit loud. Bike rack design is excellent! Thank you! Screens are a bit small especially when trains are crowded.
4608	Colors are a little “loud” and might not stand the test of time. Not extremely accommodating for tall people. Good overall sleek design, classy
7211	Colors are a little bright But I guess that a good way to wake up on an early commute.
4023	Colors are bright but not pleasing/appealing.Old seats seem more comfortable.
6505	Colors are bright! Neon green great.
3845	Colors are gaudy. Don't think bike racks should be on all cars. Love digital screens with highlighted routes and train locations.

Appendix A

Survey Data: Verbatims

4017	Colors are good but could use more variation. Bright colors are good for people to see though. Exterior looks updated, but maybe use colors that look more sleek instead of resembling a little kid's toy. Seats could be a bit bigger.
7146	Colors are great and the bike rack is such a great idea. It's very efficient and will also save valuable space.
4707	Colors are too bright - don't like the green.
2804	Colors are too bright and depending on material might fade over time. It will contrast greatly with a newer train.
6167	Colors are too light. I'm afraid they are getting dirty soon.
8776	Colors don't feel like bay area colors for some reason but are nice. Might not be enough seating. One reason we see fewer seats in modern trains is that the city gets people into bike, walking, etc. The bay needs more of this. Encourage people to bike etc.
9273	Colors have to change! #GONINERS!
2211	Colors leaning towards Seattle Seahawks. Floor to ceiling pole is OK.
7291	Colors of lines on Digital signs too dull for those with color perception impairment (color blind) please brighten these colors. Good job - many obvious improvements! Thanks!
3939	Colors on display should indicate train destination floor is fine. Center pole very helpful for multiple people of different heights. No Seahawks colors. End of train should indicate train destination or red exterior lights should change.
1141	Colors shouldn't be blue and green. Maybe just "BART blue"? Good idea to have aluminum exterior instead of stainless steel. Thanks
3275	Colors weird. Poles not wheelchair accessible
6234	Colors will make the trains dated easily. Bike rack seems to take up lots of room.
8811	Comfort
3059	Comfort and safety is important first, but I also love the colors.
7248	Comfort and space to service more passengers is key. Our stations need to have the same upgrades.
4846	Coming from NJ, I question the use of "fabric/plastic" colored seats. How long until they are cut up, written on, etc. Would like to see more bike space.
1800	Comment: Each train car should have an automated passenger load indicator that can be relayed over to the station display indicating whether or not the maximum crush load for a full train (currently at 200). This tells boarding passengers whether train cars have room.
5771	Comments for B: There are not enough seats. For people who travel nearly the full length of the BART system, we need seating. From my experience it is not enjoyable or comfortable to stand for 30 or more minutes until the car clears enough to get a seat. Now we have more seats and can usually sit within 20 minutes -- and that's too long.
4227	Compare to Japan, Hong Kong, the sign for each stop are not very clear.
7054	Compared to European Systems BART is not good.
6518	Compared to subways in NYC and Chicago.
7275	Compared to the old car, it has more of a "cattle car" quality too few seats. Need more digital screens
7269	Compared to the old cars a real step up. The digital screens are great for giving info for BART and connecting service from other BART stops and Bus Service Providers. The seats are very comfortable if a little thin for heavier people wheelchairs might have issues with floor to ceiling pole. Lighting is great. Well done for people with disabilities. Excellent bike rack.
6150	Compared to the older cars these should help with rider comfort overall.
5456	Comparing to the odd style, the new one improves lot overall - interior and exterior.
5767	Complete the San Jose line quicker!
4230	Concern about F.T.C pole getting in the way of bikes. Also will encourage more people to congregate near doors instead of moving further from doors. Concern about bike scratching interior of car by bikes racks.
3552	Concern B with having fewer seats. Many commuters travel extended distances, and standing for 30-40-50 minutes is not reasonable. If the extra doors mean that trains can run every 10 minutes during commute hours vs 15 minutes, then no issues. Otherwise, trade the extra doors for more seats.
2053.11	Concern for pinching of hands w/center poles (and people leaning back on them). Didn't see overhead loop - missed? Current ones too high for us short people. Overall nice.
3303	Concern of screens - not being able to it depending where you are in the room. Like the additional pole at entrance/exit door. Helps those standing without anything to hold onto. Feels spacious because less # of seats.
1816	Concern with young children and teens ripping, poking seats and cost of replacement.
4196	Concerned about fewer seats and loss of four facing configuration. My commute train only fills up only 4 stops from start of line and it is a long ride - standing sucks. Cars seem less family friendly - space often used for strollers give to bikes, loss of 4-seat configuration for families. Do like color scheme. Not sure about central pole - more handhold is good but may also serve as bad for people pushing far enough into train. Wish overhead handholds were lower. I am 5'5" and it is very straining to hold onto the bar enough nylon hand straps.
1947	Concerned about fewer seats/car. As a traveler to the airports I wish there was some accommodation for luggage although the wider aisles might help. Hanging on to a strap while juggling luggage could be hard. Floor to ceiling pole looks like it could get in the way if many passengers were hanging on to it. I like the pole near priority seats as it might help people to get up. Like many in the Bay Area I would prefer different color scheme - not Seahawks colors. Great to have digital display. How about next stop signs on an area nearer the ceiling or at car ends. I hope the prohibited activities include no panhandling are enforced.
3603	Concerned about flooring being slick when raining and foot traffic from outside.
5049	Concerned about pole in door ways. I think it will be problematic on crowded cars. Would try at one door.
3674	Concerned about reduction in seats. I find standing uncomfortable, especially as I get older.
6864	Concerned about seat bacteria in cushions or torn seats. Too much glare on signs and map from most angles.
9194	Concerned about the lack of seating there seems to be lots more standing room but fewer seats, most especially for us seniors. New cars are nice. Please enforce - "No Eating" to keep them nice and clean.
6034	Concerned about the limited seating. Lighting is not innovative.
6018	Concerned bikes in every car won't work during rush hours. Seats are very slim. What about obese individuals (majority of our population now)?
2198	Concerned related to smaller adults and children. Seating is tall for a 5'5" adult or smaller. Top rails for standing patrons are high.
7158	Concerned that 3 bike racks is waaaaay too few! Especially w/ more people moving to the East Bay. Feels a little 90's. The lighting is too fluorescent. Where are plugs for devices?
3185	Concerned that if the train brakes passengers could easily slip off seats because they don't grip so well.
5288	Concerned that maps are only available on screens - what happens if they break? Riders could get lost, cars or go out of service. Why so few seats? It's bad enough to find a seat. Why reduce cushion depth? Will these flatten out over time to nothing? Any possibility for lower handholds for the large # of short people? Same great ideas, especially bike stand, but concerned (illegible) seating.
6361	Concerned w/ manual door pull - suppose someone hits into it by mistake (if train is full) Will do just open even when train moving.
2533	Concerned with number of seats/max occupancy. Number of seats seem both small/uncomfortably placed. Also concerned with blockage of the maps.
6183	Concerned with significantly less seats. Seats will not accommodate large individuals or force parents that could normally fit two kids and one parent on a seat will now have to split up. Significant waste of space. Don't believe it will accommodate number of people using bart by the time it rolls out in 2017. Design overall is pretty, but concerned with number of people it will serve.
1599	Concerns: 1. Is the overhead pole higher? It feels harder to reach. 2. No arm rests on seats. Children can slide off.
751	Confusing I ride Bart everyday to work city Bay Area. I pray for Bart to be what it was 40 years ago professional.
6834	Congrats! Looks great and seats are awesome, plus they have legroom for tall people.
4090	Consider advertising on screens with information (advertising pays the bills!) Great color scheme inside and out. Thank you BART employees for coming out on a rainy day to show off this great model. Can't wait for the new cars. (Re: color scheme) Gorgeous! (Re: bike racks) Wish there weren't bikes on BART...
7194	Consider allowing bikes at all times. Perhaps putting bike cars on each end of the train (or next to last car on each side). For BART stations, consider putting up glass barriers so people don't get pushed onto tracks.
2635	Consider how to secure bikes with fenders - maybe a tie down bar near the door.
2460	Consider in lieu of announcing the next BART station, announce the next three BART stations.

Appendix A

Survey Data: Verbatims

5181	Considering it was a bright day and doors were open – I have no idea/lighting is good. I can't reach the grab straps or horizontal bar they are attached to. Not enough seats. Can not stand for long time to airport and other places – lose my balance. Must be able to be seated. Middle door eliminated lots of seating (and seats are narrow – a large person will take 2 seats) I hope the new cars are a LOT more quite than current cars.
4291	Consistency so I can locate things to grab onto. Pole seems dangerous because three grab. Pole in the way of call button. Width of car – enough room to pass luggage and suitcases.
5729	Continued from other card - about your bike rack, it seems to be a semi-good design for holding each bike in place, but why exactly 3 bikes - is it possible to provide a rack for 4 bikes instead? The overall interior layout is good - I am disappointed at the lower number of seats, but since it seems to make up for that by holding even more standees, then it isn't really poor.
3116	Convenience for BART employees (cleaning) should not out weight BART aesthetic historic appearance. Don't buy these cars.
1470	Cool
1754	Cool
2435	Cool
1375	Cool beans!
2468	Cool colors - so clean!
5848	Cool design.
5135	Cool trains.
3584	Cool!
6297	Cool!
4928	Cool! Thanks for the preview. Do another!
5400	Cooling, make sure you get the cooling right. Good job!
4323	Corresponds to above letter questions: D. Great. B. Seats nice but it looks like there are less seats. That kind of sucks. More people standing! C. Seat comfort – it's good. D. Ease of cleaning – I don't see how this is easier to clean. E. Bike rack – cool looking but may be difficult for bikers to put their bikes in and out if the bike slots are full. F. Pole is cool. G. Floor is good. H. Digital screens – love it but concerned if people graffiti on it no one can see if people are looking for their stop it's hard to see from far away. I. Seahawk colors -boo. Need Niners colors! J. Lighting is good.
4505	Could be fancier and futuristic exterior. LCD screens are useful if made audible beyond stop announcements. Other info audible. I think the pole on a crowded train will be an issue. The alternatives are more stanchions above seat handles or something hanging from ceiling, although I am tall. Otherwise, will be great. Lights along the side on outside.
9105	Could not tell if there was a reduction in seating/quantity, hope there isn't.
900	Could not tell much about the lighting-like the bright colors!! Love the higher seats and the way they can be cleaned easily as well as the floor. The floor to ceiling pole seems to be in the middle and could cause some issues when the car is full.
6189	Could put a horizontal bar in wheelchair area for bicycle too, when not in use by wheelchairs which will be less frequent than bicycles. More bike storage on cars than just the 3 slots.
4981	Could put folding seats in wheelchair area.
1222	Could the digital signs be larger? Unless you're right in front of it you couldn't see it.
20	Could the poles by the doors be by only some doors, like just the front, or not the back door? Some wheelchairs are really long front-to-back.
2429	Could use more cushioning on the seats. Long BART rides might be uncomfortable.
969	Could use more handles for standing passengers.
9192	Could use more seats especially for seniors/handicap.
2200	Could use nicer color.
8664	Could you put cross-beam bars above=head perpendicular to the long running handrails instead of that damned floor pole?
1922	Couldn't see anything to criticize. Beautiful and clean. Cleanliness is the most important concern for me personally.
5018	Couple of concerns – think train could be better light for visually impaired or blind. There should not be poles in the middle! They serve as permanent obstacles for the visually impaired people in wheelchairs, luggage, or strollers, especially in crowded trains. No poles!
8890	Create moveable holding rails for handholds. Create crossbar on ceiling also to accommodate handholding space. Instead of individual seats, create benches to accommodate more people. What about seats that folds down, so more space is possible during rush hour?
4940	Current BART or lights look beautiful in the evening on elevated tracks. It's a very specific color – not yellow, not orange, not green...but perfect. Please keep the color temperature on the new cars.
82	Current cars feel like cattle cars when full this current layout does not feel like an improvement if anything it feels like it would be more crowded. Like the idea of new cars but this not a huge step forward.
5226	Current seats (the most recent one which is easy to clean) are softer and more comfortable than this new version.
2697	Cushioned seats may allow for vandals to cut. Colors causing other to think of sports teams. Center pole may disrupt flow of passengers. Door seats should have a bit more rail-protection.
2550	Cut-back on seating is a big problem for long commutes. I usually work on my laptop from Dublin to SF – that won't be possible with this design. Bike rack should be vertical to save room.
3840	D – Seats: Please change colors to blue = ADA and navy blue or black for common seats. Lime green is not apart of BART's color scheme. E – Move bike rack! Too much space for bikes! What about luggage? F – Pole needs to be moved ASAP, blocks pathway of handicapped patrons and will create overcrowding at doorways for patrons boarding/off boarding. I – Color scheme = is not BART, remove green!
4755	D) Ease of cleaning was marked "fair" because even though the seats are easy, you'd have to remember to bring tissue to wipe them. G) The floor looks slippery when wet. H) Screens are good, but only two? Crowded trains will have obstructed screens. I) Metallic coloring is cool. F) The pole blocks the exits!
3447	D) No idea how easy to clean. Liked storage area under seats if people use.
4393	D. Can't believe you're using or considering vinyl!! It's a bad environmental and health choice!! G. What is it made from? Hopefully not vinyl!! H. Too hard to see/read if not right in front of it too small to see if a ways away. Love the pole! So much safer for stability when packed in.
4089	d. have no idea how easy these seats will be to clean once homeless people have slept on them. Hope the have a lot of air freshener.
4358	D. I'm wondering if there's enough knee-room between seats. Some feel as if I'm sitting in economy class in an airplane. H. The top screen with stops/destinations is good. Not sure how visible the little maps will be when BART is crowded.
8684	D. Seats seemed easy to clean, but I don't know what is needed (chemicals, water) to clean them. A. Nice, but nothing exciting.
8706	D. The model looks clean and sleek, but will they be kept up or look like current trains on line? F. This could be a real obstacle for the handicapped.
2723	d. Will find out. More needless LED lights on interior and exterior of train to express "futuristic" nature of BART. The BART parade float with the little face on it - these new trains need that face. It'll improve the overall mood of the populace. The middle bar by the door - love it!
8747	Daylight, hard to judge lights.
7274	Definitely an improvement over current car - I usually only ride from W.O. to Embarcadero and back so fewer seats ok with me. If my ride was longer I would want more seats.
3032	Definitely better! Love the structure of Bart. Keep up the good work.
2812	Definitely needs more seats, not less. By West Dublin/Pleasanton, there are already no seats for the people who have to travel just as far. Please increase seats or frequency of trains.
6148	Design is awful...what change older BART cars new look better than this more room. This is a joke. And how about the dirty bart stations all the excuses why they can clean up the stations. Colma, Daly City, so on!
2344	Design is great! Only gripe is no window rest to end seat, but might be due to limitations of model car. PS. BART until 3 am!
7317	Design of car is standard (not remarkable) and seats are more "serviceable" but seem less comfortable for longer journeys. Bike rack is a "miss" particularly now that cyclists are on all cars all the time. Standing bikes on one wheel would provide greater capacity in same space and help keep cyclists out of aisles (a serious concern now). Color scheme is bright but trendy and will look outdated quickly. Get the blue/green sustainability connection, but that is a moment in time. Proof of feasibility will be months down the road. Screens are big improvement (touch screens for visitor info would be great)! Bright day today so I didn't notice the lighting (probably a good thing)! Center bar has been widely critiqued...Some pull down (retractable) ceiling poles like NYT seem better.
7085	Designated bike area and bike holder near the middle door is great. Triple floor-to-ceiling pole in the middle is great.

Appendix A

Survey Data: Verbatims

3187	Destination signs are small – in 10 TRS; it'll be hard to read. How about curtain signs. Inside maps are also too small for visually impaired. Do the poles/seats have 'germ-free' coating? Signs are mostly in English – 30 years of these cars – they should have multi-lingual signage.
5524	D-1 – seat color (yellow) will stain or discolor quickly and require a lot of work to keep clean. E – seems a bit hard to access in the hustle and bustle of commute traffic. H – screens seem prone to vandals and will be hard to see if tall people are in front of them.
4407	Did not notice digital screens. Color scheme is nice but being Seahawks colors won't work. Maybe green and purple.
1533	Did not notice the pole.
6924	Didn't like the location of the floor-to-ceiling pole.
3924	Didn't care for grey floor tile. Seats give great support and nice colors.
7506	Didn't care for pole near door.
6806	Didn't look at the floor or notice the signs. The only thing I don't like is the sideways seats don't have rails on the side.
7242	Didn't look at the floor.
4560	Didn't notice (digital screen and lighting). I wish I would have had this survey as I went in because I didn't notice things like lighting or signs and now it's too crowded to get back in to look.
3494	Didn't notice cell of what's rated. Maybe sheet should be passed out before entering.
2024	Didn't notice floor much. Didn't see digital screens sign.
4388	Didn't notice floor; I'm sure it's good at one floor to ceiling pole mirror wall is interesting.
6015	Didn't notice the floor. A lot fewer seats I noticed. :(
4697	Didn't pay attention to bike racks. Not sure how easy to clean?
2562	Didn't see any digital signs.
8774	Didn't see space for luggage – airport access is great – use it all the time (SFO)
3995	Didn't see the digital screens (or didn't notice). It feels like the rail cars that transport travelers from the BART transfer point to the airport terminals. Beautiful colors, but you immediately get the sense that you will be standing, rather than sitting. Why not have a car that is 50% or 100% dedicated to bicycle – equipped riders, rather than have bicyclers and people all in the same car.
6431	Didn't see where air related issues were addressed as there are sometimes issues with smells, air conditioning, etc.
6997	Didn't sit down or see bike racks.
683	Didn't sit in the chair and have no idea how hard or easy they would be to clean.
4509	Didn't sit on seats. Didn't notice lighting. Overall concern is to ensure those who truly need to sit will have access to seats because seating feels limited.
2136	Didn't spend a lot of time in it. Would love to also fill out a survey after they are in service.
1034	Difficult to assess overall space and layout due to shortened model size especially with fewer seats. Concern that digital screens will be easily scratched and become difficult to see over time.
5981	Difficult to tell without seeing entire not half of a car. But looks like an upgrade overall. From current cars seats are a bit narrow for a long ride, but okay. Fewer seats per car will also be an issue, hopefully you'll put more cars per train. Next – figure out how to keep escalators running! And when you re design stations (like 16th/Mission and 24th/Mission) put a canopy of the entrances!
1184	Digit screen text need to be large for low vision and legal blind person to view. Add text or close caption over the entry and exit doors. Need emergency light signal for deaf to see. The head car need to design like car head more safety if collision occur. The exit/entry gate floor need a rubber mat to cover the hole between station floor and car floor when blind cane or disabled person use cane not stuck to the hole.
4700	Digital screens are too small and can be easily blocked by standing passengers. Seats should be hard plastic. Cleaning would be much easier.
950	Digital displays good to accommodate limited English speakers (LEP) but this should be complemented w/ the louder announcement during commute time. The screens could get covered up, and LEPs will not be able to read signage-they're not really big enough to be seen from a distance anyway. The short-person handle is still pretty high. They will also be hard to move. This will be a problem during commute hours.
7120	Digital displays should show station name when arriving. LED overhead sign in middle of car? Seats sound creaky already...will these last? Armrest on sideways facing seats. Conflicts when loading bikes? Floor slippery when wet?
9137	Digital expansive and when it goes down there will be nothing to look at. Like the no panhandling signs.
4516	Digital screen - too dimly lit. Ileg Lighting too low. Seats too slippery for people with arthritis to push up against.
6139	Digital screen (Map) is nice but too small. Old people will have a hard time reading it. Most people will have to crowd around it. Solution: Keep an old big map in the there in addition to screen.
6495	Digital screen and signs are vast improvement. Also, arrow on digital screen will "travel" showing location of each stop at station-this is a hug help, especially when trains are crowded and you cannot look out tinted window to see which station you're at. Thank you for putting this feature in. Also, taller ceilings for tall riders and bike rack is a plus. More spacious area for wheelchairs too.
4362	Digital screen is excellent idea for changing context, but glare made screen rather hard to see. Did not care for blue/green/yellow seats.
5886	Digital screen is has so much glare and unless you are standing in front of it, you won't see clearly what's in the screen.
3096	Digital Screen seem small
5629	Digital screen should have time.
5679	Digital screen should show estimated travel times.Lighting should be adjustable to better track outside lighting, colored lights would be interesting like the new airlines cabins.Power outlets would be nice to have for commuters.Good job on the new car!
6002	Digital screen too small. Seats much better than anticipated. I reviewed mockup @ W. Dublin/Pleasanton.
6822	Digital screen was hard to read when seated - glass reflected all the other light. But "next station" @ end is good - brings BART into 20th century! Floor-to-ceiling poles in NYC are used by teens to do acrobatics. Very dangerous for those seated nearby, especially elderly/frail.
5534	Digital screens a bit blurry. Lighting is a bit dim. I like the seats – very cozy!
1475	Digital screens and signs helpful for low vision.Appearance in and out looks new and refreshing, not dingy or dirty; old looking. Nice.Question - Interior lighting adequate for low vision during evening commutes?Wide space good for crowds/floor to ceiling pole - good idea!
6959	Digital screens and signs invites vandalism. Is Wi-Fi going to be available? Seats seem less in number.
4976	Digital screens and signs. Because people might trash them.
2572	Digital screens appear small.
3495	Digital screens are awesome.
5744	Digital screens are awesome. Should mean less of my time helping new-to-BART-folks figure out where they are and how many more stops.
9126	Digital screens are great but the smaller size will make the route map less viewable from a distance. Overall, pretty awesome though!
7175	Digital screens are great! Would love to see more on community events, art. But wonderful to have implication of next stop and multiple screens.
7375	Digital Screens are interesting- yet with how crowded. Bart gets very few will be able to see/ enjoy them. Having a static route map larger in size/ print allows more to view.
2259	Digital screens are the best. The seats would get super dirty though.
8620	Digital screens are too dim. Small and poor placement when people are present.
2741	Digital screens could be bigger to see from distance.
5582	Digital screens could be bigger/more prominent. Will need to make some (illegible) show next stop destination, and would be helpful to put in context with the stop that follows, too (see European and Japanese metros where the line map light up for the next/current stop) Color scheme looks like Seattle Seahawks – other train that, OK
692	Digital screens excellent, to protect the from "outlaw artist" a shield should made for them on the order of smart phone table style protect film that can be easily replaced. It would extend the life of the monitor screen and money and time and repair.
5080	Digital screens hard to read – poor contrast.
959	Digital screens have glare. Nice to have a place for suitcases which often block the aisle and seats.
9040	Digital screens might be hard for elderly to see/read.
1590	Digital screens not visible at many angles. Color scheme garish. Lots of wasted space – need more seats.
6109	Digital screens should be larger (hard to see if train crowded) would be good to include map along ceiling line, over the windows (like London). Need additional, lower hanging hand holds for shorter passengers-the ceiling rails are too high for anyone 5'3" or shorter. Need more seats lined up under windows, though I do like fewer rows so no climbing over people to exit. Some people ride BART for 40 min +, twice a day-need more seats and longer trains.

Appendix A

Survey Data: Verbatims

4496	Digital screens VERY cool. I like the wider aisles. I think one or two more POLES should be ADDED at the ends of the seats next to the doors so can hold on car pulls into station. I really like the center floor to ceiling pole. I am disabled but no wheelchair, have balance problems, and am too short to reach the straps. It also keeps other folks more stable so they don't know me over!
748	Digital screens will most likely get a lot of scratches. Emergency call button too low and close to exit doors potentially for kids to hit/press button.
3565	Digital screens, seats (easy cleaning) and bike rack – wondering about the durability also thought that vertical bike racks (like in VTA light rail) would have been easier to use/withdraw and park bikes/get in and out bikes than than horizontal. Didn't like the seat to ceiling poles. Concerned about the material of seats, is it leather? Would it get dirtier quickly? Everything else looked good and sleek.
6901	Digital screens. Great to have up-to-the-minute route info. Not interested in ads/voices besides "next stop." Also concerned about placement of digital screens. Wouldn't a very simple next-stop read out be more cost-effective? Floor to ceiling pole really helpful for full cars!! Also like extension of overhead pole and more handholds.
1550	Digital signs should have other languages (besides English), such as Chinese
3132	Dim the lights. (Expletive removed) bright.
4862	Disability signs need to be much more prominent and include pregnant women. When I was pregnant people rarely got up. I always had to ask and when I did people rolled their eyes.
6750	Disabled is still the same. As a disabled passenger would like to see bikes in the last car only!!!
4531	Disabled seats all facing sideways hard on my spine. Bike rack: seems like middle of car busy space. should be at one end or the other Tripod needs to be moved from directly in middle of entrance 3" toward middle. There's too much space between lanes anyway. Digital screens did not even notice - too high for wheelchair and short people (also have glare). Color scheme: yellow a bit bold, blue ok. Lighting - not sure need to access at night, seems faint for night reading. Bar and rail - I have hard time grasping, bigger padding on some rails help..
6942	Disabled seats strike me as "puke green." Seats more comfortable than expected. Almost too bright inside, wish there was more natural light.
30	Disappointed in the interior layout of the cars. Far less seats available than currently available. Increased standing room means less seats available for elderly or handicapped. Design interior should follow the example of subway seats in Hong Kong, line seats under windows, leaving open spaces in aisle.
1410	Disappointed -still very limited and behind the rest of the world!!
6576	Disappointed with the front exterior. The complete lack of aerodynamics with the blunt face; (I used to drive a 65 Chevy Flat Nose van and would have looked more airStream; your model is a 65 Cheo Clone) Plus the wheelchair space is a bit close to the seats.
5957	Disappointment of the less seating for long ride. Usually people who commute with more than 30 minutes will be very uncomfortable.
1693	Disgruntled BART rider. Tired of the fare evaders/iphone surfing agents. Morning driver who like to yell. Too expensive fare pay for parking too? BART is greedy for shoddy service.
4630	Display monitor gets in the way of tall people sitting in the seat under it. Could be a hazard when getting up. Center hold bar. If someone grabs bar through the two bars and grabs the far bar..could result in broken wrist if train lurches. Braille at emergency intercom!
20001	Displays are hard to read. Need anti-glare coating or something to reduce reflections and glare.
5116	Ditch the green! Go 9ers! I don't see the problem with the pole. As a shorter person if it s appreciated.
7067	Dividers on seats to prevent sleeping would be nice.
4919	Do not allow additional bikes (other than bike rack, except folding bikes) Keep seats all blue; no one is going to realize the other are ADA – no need to announce by color which are which. Poles at doors will keep people in back from getting to EXIT. Poles should also have rubber-type grips. Floor was slippery when wet – use floor you have now with sand grains. Seats need to be a little wider.
2310	Do not feel that the seat covers will last long. Something like fiberglass would be better. Seats are too narrow.
2820	Do not have fewer seats. It is not fun standing for 45 minutes to SF. Need more seats not less.
5956	Do not like having less seats available. Paying good money for standing room only. Hard for long trips.
4607	Do not like lime green – prefer more earth tones. The bike racks when not in use will seem to use up space. Why not dedicate a half car on each train just for bikes? I've gotten smudged with oil/grease in my nice work clothes. The floor pole takes up space – not sure – maybe it's good. Display for maps should be larger font. I like the outside smooth finish.
4652	Do not like slant of the upper half of the walls – VERY claustrophobic in corner seats, especially with no window there. PLEASE give each seat a window. FEELS DARK – like these colors but would like different color combos in each car – especially when SEAHAWKS come to town. PLEASE PLEASE do not remove too many seats for bicycles. The population is aging and NEEDS seats, and cyclists are a loud but VERY small minority! I've seen 3 bikes take up the room of 10-12 standing people during rush hour, and bikes don't even pay! And please get the bikes off the escalators! Thanks!
3668	Do not like that there are fewer seats. Fremont to SFO stations is 45 min to hour of standing for older riders. Seats will go to handicap and special needs. People will start passing out from standing. Need more straps if you expect people to stand more. Even on current 2014 cars - they need more hand straps for commute hours.
8869	Do not like the bright lime color, but the blue is good.
6758	Do not like the seat hawks colors
4849	Do not make cars with Seattle colors.
5060	Do not really know if seat, are easy to clean.
1497	Do not reduce the number of seats.
3622	Do the bike racks accommodate tires of different sizes? Would like to know how many there will be on each car, as well as how much room there will be for wheelchairs/scooters/strollers. Only rated "good" for d. because the question will be how often the seats do get cleaned. On the current newer seats, they do at least seem cleaner than the old fabric seats, but I wonder how often they actually get cleaned. Also, how will the digital screens be protected? I'd hate for them to get smashed by an angry rider and disrupt info to riders in that car.
6213	Do we really need digital screens? Bike racks are really cool.
7198	Do what you must to accommodate those with multi-handicaps. Keep the "R" in BART and try to beat your 2017 timetable for these cars.
7282	Do wonder if seats are easy to keep clean.
9075	Do you realize the colors are the same for the Seattle Seahawks?!!
6126	Does anyone at BART really care what the public thinks? This looks like a poor replacement. What a waste.
1623	Does not look like there are enough seats. Horizontal poles for grabbing seems too high.
9014	Does not seem like there are enough seats. Not sure about the lime green colors.
6369	Does not seem to be enough seating.
6667	Does the PA system work?
4486	Does there need to be bike racks in every car? Digital screens need to display all messaging, not just pre-recorded messages. I appreciate the poles because it gives me (I'm an amputee) support. BUT, I don't think the poles should be a barrier for wheelchair users. Can it be moved?
3237	Doesn't appear to be enough seats
2251	Doesn't have enough space for more wheelchairs.
6370	Doesn't look friendly for short people trying to hold on in crowded trains. Already an issue.
9132	Doesn't look like enough seats.
5689	Doesn't look like it's going to seat as many commuters as original ones...
6032	Doesn't look like there will be much seating.
5455	Doesn't seem like there are enough seats.
2036	Doesn't seem like there is that many seats. Which is a concern since I have mobility issues.
2570	Doesn't seem to be enough seats. Straps not low enough for short people, children.
3074	Doesn't sign on side windows not very visible because the glass is tinted, Better to not tint the area of the destn sign to color the entire sign (not just a small square). In late 80s operators displayed printed colored signs in front of cab- today's lot=matrix doesn't signs in white & black aren't as legible.
1447	Don't bother with seats that do not allow enough "knee" room -& particularly at the handicap/"L" position.f. need more floor to ceiling poles?

Appendix A

Survey Data: Verbatims

4412	Don't care – it's the insides that matter more (re: exterior). Not sure (re: interior layout). I can't tell (re: ease of cleaning seats). You need more people need thing to hold onto and like the "triple poles" new about making them four instead of 3? (re: floor to ceiling pole). Great idea (re: digital screen). Don't care (re: color scheme). Can't tell it's so bright out (re: lighting). See above. Also seems like too few seats, but the lady said there will be more cars to make up the difference. As I said before, it's important to hang onto if you have to stand.
1189	Don't change the color! I've seen the hues.
875	Don't know how easy it will be to clean seats didn't see signs. Didn't notice color.
8987	Don't know how the pole dividing the handicapped seats will work out...many of the people without need that seat may be bigger than the space is cut? The pole in the center of the entry way is AWESOME, though.
2706	Don't know if you will continue the maps in trains. I thing you should. Bike racks are great! I will use these a lot.
6422	Don't know why you need full-length pole. Not enough seats-train rides are long, it's not fun to stand. 3 doors better than 2.
1566	Don't know, didn't pay attention to these items.
9215	Don't like "Seattle Seahawk" color.
2363	Don't like "special" for seniors and disabled. More seating needed, I'm a senior and frequently take BART to San Francisco
1589	Don't like glare on the map of where you are at or going to. Can't see it clearly.
645	Don't like less seats. Pole at door good idea. Longer riders makes this uncomfortable.
3229	Don't like lime green seats. Seems like they will show dirt easily. Seats seem smaller- less leg room. Are there fewer seats? I have a long commute everyday and need comfort. Please- floor to ceiling pole severely restricts access to people using wheelchairs.
1789	Don't like much or more bikes in train. The train should not reserve seats for bike rider. We need more handles for SHORTER people.
5205	Don't like the color at all, make it brighter inside, exterior is OK.
1792	Don't like the color of seats. Not enough seating.
5386	Don't like the color of the seats for elderly/handicapped.
6154	Don't like the pole that's in the middle of the aisle in front of the door. It's in the way. The seats are very comfy, but not crazy about the color, especially the yellow. It will really show the dirt.
2511	Don't like the Seahawks colors.
2501	Don't like the Seattle Seahawks color scheme.
3271	Don't like wheelchair set up. Wheels hitting people sitting next to them or person in wheelchair can't reach bars (behind them). Hope ventilation will be better-problem now.
4045	Don't love the neon green seats, but agree they should be a different color than the non-ADA seats. Great job!
6588	Don't pad the seats. It will be a breeding ground for bacteria. Consider those allergic to dustmites and the homeless sleeping on them. Bike rack-better but could be improved to account for the increasing number of cyclists during rush hr, more efficient design, not asking to remove consider more seats.
4043	Don't think 3 doors on each side are necessary (2 is enough)
7149	Don't think there were foldable seats where the wheelchair access seats were...windows still too tinted for my taste.
6099	Don't understand concerns about accessibility. Seems to be well for all.
7517	Don't want poles at handicap space.
5159	Door clearance may need warning tape, or similar, about door.
5497	Door entry height seems low. Green seat color is unappealing. Otherwise okay overall.
6772	Door entry should be taller. Seat cushions are very thin and will be uncomfortable in a short period when foam breaks down.
5474	Door height is low and I don't like the Seattle Seahawks colors of the seats. Bike racks don't allow for bags on bike racks. Other than that things look really good!
4383	Door way needs to be higher. I had to bend down entering the car – I'm 6'5".
9172	Drastic decline in number of seating for a half car.
4112	During commute hours bike rack isn't suffice. I think car with more dedication for bikes would be good – again – during commute hours. I'm not a bike rider but see the need for racks. Arm rests – like so you don't "fall off" by the doors. Perhaps would help discourage people from putting feet on seats too.
3791	During commute hours will enough people fit around central pole? There also seem to be fewer seats - I commute from El Cerrito - Fremont daily and seats are important to me. Looks great! Love the bike accommodations.
2722	During peak hours people stand and considering the fact that we are expanding to Livermore and beyond, we might want to add a car with no seats (only standing) which can solve the crowd problem.
4555	E – Bike rack – mountain bike tires are much wider. Will they fit?
1777	E) Bike rack needs signage instructing that you can swing bikes out to retrieve the innermost bike. When BART is full, it will be hard to get bikes to swing out. Need some scratch resistant film on windows/sills/walls to prevent scratches from bikes. F) The visibility tape is good – could also use more to show people where to put hand on pole. G) Floor could be darker to hide dirt/whatever. I) Colors for handicapped seats should be blue (it's the handicap color!) Other lime green is OK but might get dirty super quickly. J) Diffusion panels for the nice white LEDs almost makes it look like fluorescent lighting :(
3666	e) Bike racks: great but I'm guessing more will be needed. f) Floor-to-ceiling pole: Really nice (I like the 3 poles) but I still have very serious concerns about them being in the way of wheelchairs and scooters if the car is already crowded. Great that the end-of-car poles are offset slightly rather than in the middle of doorways. But is that enough to be out of their way? h) Digital screens: great - I hope they're sturdy! Need more hanging straps, and even lower ones!
3029	e) is this efficient use of space for bikes? Does it take away from space for other bikes that don't fit into those 3 slots? f) seems like the pole could make it hard for some to move around in the car, especially people in wheelchairs or differently-abled folks.
2792	e. Awesome!!! More promotion for bikes so riders are more empathetic with riders.
4390	E. didn't see bike rack – will bicyclist be aware of what door to enter? F. I use a cane but I can see where in a wheelchair it can be a problem especially when we are packed in like sardines. H. Digital screens would take awhile to get used to. 1. Since many people eat on trains if travel agents at station one could be at stairs or escalator and stop them from entering. 2. Why do we need a sticker – no use of plastic.
7080	e. Do not see one. H. Saw none. I. Will dirty very quickly. The "front" facing seats need armrests. Not to rest arms but to allow, elderly, disabled to help push up from seats. Seats with center poles facing in are okay but some elderly, disabled people cannot easily grab vertical poles. Bring back "arm rests." This lack may result in disability accommodation/discrimination issues. Colors for seats look okay when clean. Will dirty quickly.
2448	e. Hate. I. Change to SF colors. Other comments: Not enough seats – should have more – people end up standing if not enough seats. Get rid of bike racks. They take up seat space. If must have racks have biker pay for two seats. Same applies for luggage. Have a bike/luggage car. Makes sense then they can fight for space.
5245	E. Love having bike racks in the cars. F. The floor-to-ceiling pole will be helpful on crowded trains. I. Please do not use Seattle Seahawks colors for the color scheme.
3647	e. Possible to squeeze four bike rack? d. How would I know? Appears ok and easier to clean than fabric. f. I like it - if for the 3-to-41 weld insnst tubing join. Also allows close packing of riders of various heights. a. Can we get mauve or Day-Glo green extension surfaces :) (that's a joke, son) b. Possible to make double length hang strips :illustration SEE HARD COPYg. Boring color but probably necessary for apparent cleanliness. Will the transparent screen colors be scratch resistant? h. Add North/South/East/West at top of display for those who are "city challengers" but know geographic directions.
6754	e. Takes up lots of space. Hand grips still too high for some people. Bike rack takes up too much space - not enough seats.
5932	e. Too much space for bikes. F. Think pole near door will be problem when bike and stroller existing on full car. c/d. Seat by door has no panel, so seated passenger will get jostled an might fall off when abrupt movement of train.
6764	e. Worried about number of bikes as bike ridership grows. But see comments about bikes - bike ridership increasing.
6813	E: Bad idea – bike rack – since Bart has allowed bikes during morning and eve commute, there is less room for humans. I often arrive to work w/ black tire marks on white slacks. Already too crowded. Bike section in new train takes space of 6 people- B: Less seats-what are you guys thinking?
3620	E: Perhaps something like a rubber grip could be added to the floor to help w/ traction/keep bikes from slipping. H: As a deaf rider, I need to know what's going on!

Appendix A

Survey Data: Verbatims

4151	e: Thanks for adding racks to eliminate the current bike jumble. H: Screens too small to see from across aisle. D: Easy wipe not apt to build up funky grime.
955	e: Too high tech? easy to operate?b: Seems smaller inside to current trains.f: Actually pretty good. Strange looking but functional due to branch grab bars so others can hold on.
3253	Ease of cleaning- seat comfort.
4356	Easier mobility. Appreciate space for people to get by.
1709	Easier to keep clean.
2613	Easy access to rails to assist will over pack cars. Want to ensure all calculation is improved in the cars. Driver mentions today they have no (illegible) and people are seating in the cars.
8754	Easy clean seats a great idea! Looks good overall!
2382	Easy to clean, love the color!
1624	easy to keep clean. Good colors. I love BART. (Re: bike rack) more? (Re: color scheme) Love lime.
4198	Easy way to get around Bay Area.
5969	Enforce bike "limits" on trains/cars during rush periods. Enforce/keep/increase disabled/and elderly seating.
6036	Entrance is lower—hard for taller people. Fewer seats, 44, current 56. I like the video screens! Make destination sign in front of car BIGGER! Quieter cars great!
987	Entrance low for tall people like myself.
2547	Entrance to the train is not friendly to people over 6'2". Too much glare on the monitor screens.
5841	Entry height is a bit small - I have to duck a little.
6944	ETA would be nice on LCDs. Afraid there is less seating. Seats were super comfortable!
1522	Even fewer seats than current trains which are already in high demand, particularly during peak hours. With a daily ride of 45 min each way, I would find the lack of available seating a real drawback.
33	Even with more cars you still have less seats per car and people tend to board on the car nearest their exit point this will cause more standing. Not good.
6074	Everyone will have to stand. Just keep it like the old train. The green seats will not be green the next day.
1787	Everything about the new bart is excellent. It is really an improvement to transportation.
6480	Everything cool and modern.
15003	Everything excellent.
15121	Everything for me is very comfortable and satisfactory (Spanish)
2890	Everything I saw was excellent.
3687	Everything is awesome for accessibility and awareness where passengers are located while traveling.
4164	Everything is awesome!
1171	Everything is better than the train used train now.
7460	Everything is excellent. Keep up the good work.
3608	Everything is good but I notice their will be less seats meaning it could lead to a lot of handicap and elderly people to complain.
5510	Everything is good! Bike rack needed!
2015	Everything is great about the train cars except for seat colors. Bright seat colors might be a hazard for those with seizures because of bright colors perhaps.
5615	Everything is great!
1404	Everything is made by keeping today's basic needs on mind. So, it is good. Thank you.
8727	Everything is more streamlined and more open looking. Still needs a bit more access for those with disabilities but overall good.
15007	Everything is okay. I feel more safe and I like the new doors because it's not easy to get trapped. It's good for me and my children because we use it 7 days a week. Super excellent. Thanks for thinking of the community.
3053	Everything is perfect
15090	Everything is perfect for all kinds of people. I like very much the new colors.
1666	Everything is perfect huge improvement can't wait til 2017.
708	Everything it very nice.
1439	Everything look good and awesome. Felt like the seats are reduced.
3502	Everything look very nice and clean. How about making it easier to report people that disturb others. Don't make open seats available, etc. If every seat had a number and every car had a number clearly presented, a key pad could be used to indicate problems.
8825	Everything looks cool with it. But it seems have less seats for passengers. For the seats. I prefer they have sides so people can feel relaxing more when taking BART also good for them to take nap on Bart but feeling safe.
7141	Everything looks good
674	Everything looks good inside. I think the outside could look more futuristic. Thanks. Bart Lover.
7416	Everything looks good, it's just the seats will get dirty very fast and that's not going to be a good look for it.
3477	Everything looks good.
5073	Everything looks great but it appears there is a lot less seating? The seats are also really firm. Otherwise looks great!
7209	Everything looks great!! I especially like the bike space but hopefully we will not have too many bikes in the morning commute! Thanks!
3882	Everything looks great!! Perfect for the crowded commutes. Especially the bike rack and floor-to-ceiling pole.
5604	Everything looks great, but give a little more info on the screens. Highlight the next station and tell me about transfers, possibly even with timing. You have a whole screen to work with. There's no need to stick with a mostly static map. Feel free to contact me for more, if you want. Email on back.
2160	Everything looks great; color is magnificent. I believe those are ergonomic seats. Seem a little smaller, but comfortable.
9148	Everything looks pretty awesome. My only concern is that the BART seats seem to be shorter now, offering less leg support which could be uncomfortable for longer trips.
1007	Everything looks really nice and contemporary. Hard to judge interior layout. Bike racks nice and easy to access.
1865	Everything looks very good.
5693	Everything perfect with exception of seat comfortability.
3129	Everything seemed "perfect" until I realized there wasn't any space for wheelchairs. I hope there will be a spot for those who need it ! Thank you, your everyday commuter!
8635	Everything seemed great – big improvement on current cars. Seats weren't as plush as current seats, but still comfortable.
2412	Everything seems easier to clean...lets hope the cleaning actually happens! Bike rack is a good idea as long as it fits all bikes. Not enough seats!!! In Boston, where I'm from, the lines are only referred to by color. Much easier than naming where it'll end up. I despise screens being all over planes, cars, trains, buses, gas stations and now BART? Booo...
8611	Everything seems OK will see when in operation. Thank you.
81	Everything that can be cleanable or washable is perfect for the train, because the number of people traveling every day can make unhealthy this important public transportation. An easy way to keep in good condition BART's trains are the washable seats, and floors. And handles are perfect.
1746	Everything was awesome!
87	Everything was excellent yes I think that it is an improvement everything gets better with age.
5828	Everything was futuristic and clean looking.
3623	Everything was good. Hoping the model is only show and not actual train car. Good job!
624	Everything was great a grand new train long over due
3797	Everything was nice but I would prefer a better color scheme; black and blue.
817	Everything was perfect, color was great. Could use more seats.
4467	Everything's great! I particularly like the new bike rack system. It's a little bummer there aren't quite so many seats, but I don't mind standing it needed. I like the green and blue inside, perhaps there could be more color (besides gray) on the outside. Overall excellent, I can't wait to see them on the tracks.

Appendix A

Survey Data: Verbatims

1357	Excellent
3479	Excellent
5121	Excellent
5735	Excellent
5753	Excellent
4110	Excellent – thanks for sharing I can't wait.
8973	Excellent BART is making improvement for the customers.
6187	Excellent carts.
2469	Excellent choice, love the layout and design.
4677	Excellent comfort.
608	Excellent could be just a little wider, but still great.
8823	Excellent decisions to promote the bicycle use to ride on Bart in a better way. Thanks so much.
3254	Excellent design- Comfy seating. Digital screens will be a huge improvement
6904	Excellent design, BUT YOU MUST HAVE HARD SURFACED SEATS FOR LONG TERM HYGIENE AND CLEANLINESS. It simply does not matter if polls show that people want soft surface seating. Hygiene and cleanliness must be the top priority. Our current trains are a filthy global embarrassment. We must not repeat that with this golden opportunity! Beautiful new trains otherwise. Great work!!!
4307	Excellent improvements. Looking forward to seeing them in action!
2742	Excellent jobs.
8843	Excellent layout, looking forward to it! Please include power outlets?
8612	Excellent look and feel increase union pay and hire VCRs!
5801	Excellent model. Love the new train.
6485	Excellent overall first effort. If this is the basic final design, all is well with BART rolling stock.
3968	Excellent quality. Perfect accommodation capacity.
2482	Excellent time to change.
4855	Excellent to provide bike space. Please provide 3 more bike spaces per car. Please add a floor inlay (same as wheelchair inlay) for bike area. Please add a bike decal on the wall next to the bike rack. Please remove center poles; it's in the way and will interfere with movement. I prefer a larger station map (not just the small one on the digital screen). Fewer seats than current cars is fine. Thank you for allowing bikes on board at all times! :)
7264	Excellent train
5861	Excellent transportation for future.
5648	Excellent work. Don't listen to the haters!
17	Excellent!
1966	Excellent.
6309	Excellent.
15032	Excellent. More options for people who don't have licenses.
16030	Excellent. Very nice.
2714	Except the seats and digital screens, not much different from current set up.
3264	Excited about the new train cars!
6618	Exciting! I really appreciate BART. To BART admin: next time you bargain with your unionized workers, go to BINDING ARBITRATION! No more strikes! We can't live without BART!
1958	Experience can only be appropriate when given a chance to ride the new cars. Looks nice but we do need time to ride the cars.
5324	Exterior – It's fine – but (illegible) remarkable. Would be awfully cool if the design of (illegible) trains took people's breath away. Bike rack – huge improvement. Would be even better if there was a latch or strap that could prevent bikes from rolling out backwards.
5295	Exterior – the current smooth futuristic exterior is nice. This has a strange ridge over the door. There is probably good reason for it no! Interior – worried about 4 fewer seats. Floor – seems same. Lights – couldn't tell because of daylight.
4473	Exterior – would be nice to see some color accents. Pole – find a way to have solid hand grabs that don't go all the way to floor. For example a bar that loops up. Screens – excellent, but need more of them. Larger notice of station. Map doesn't need to be digital.
58	Exterior appearance excellent. Digital screens and signs excellent. But the chairs are too small especially to a big people.
5041	Exterior appearance is familiar. Good to see extra doors. When doors are open though, there may be glare (as with today). Bike rack is sort of in the way. I'm unsure of where it should be! Think there should be a way for people to propel themselves upward when needed. Digital screens could be larger.
5714	Exterior appearance is quite common. Doesn't look any new. Interior layout is decent. Capacity is less. Still more seats can fit into it. No proper support for the seat. Overall -> Good :)
1807	Exterior appearance needs more color. (Probably bring back iconic blue stripes in a different way). Not sure of bike rack spacing. Needs more handles. Floor needs some kind of design. Screens should be slightly bigger (or larger text font). Change "neon yellow" seats to "light yellow." Lighting needs futuristic design.
6912	Exterior appearance: looks about 20 years behind in design terms. Has similar 1980s look of Boston Blue Line trains and Vancouver Skytrain. Munich is a better example of modern design. Hideous overhang of 5" for plug doors. I'd be pretty disappointed to be stuck with these cars for the next 35 years. Color scheme -- looks like an airport people mover not a big city subway.
7005	Exterior appearance-would have liked to see something more radical. Digital screens-seem a little small. Color scheme-lime green seems arbitrary and not part of BART brand. Lighting-didn't jump out to me as particularly well lit.
9165	Exterior are dull.
3909	Exterior digital signs tinted windows – a bit dim and perhaps typeface is too small. Interior video displays only parallel to length of car, so may not be visible to seated passengers or when standing room crowd. Otherwise – very impressive.
5732	Exterior fits modern era. Layout and pole handle great for capacity, bike rack could hold more but fits in well, screens clear and easy to read, lights a little dim. Colors fit traditional BART scheme great.
8627	Exterior is nice and modern, interior not sure how the rest will be laid out i.e. facing each other seats or not, seats are not as comfy as old cars. Cleaning looks easy but also light colors will look dirty fast, back rack need better instructions, digital screens should be larger so we can see them from any distance just about. Color scheme could use colors that won't dirty easy. Needs outlets for devices!
5348	Exterior is too shiny. Reflects sun right into my eyes!! Will need more bike parking. Bike holders should fold away when not in use. Interior material could be more sustainable – i.e. bamboo.
8619	Exterior is very good. Seats are good and comfort is good. We need plug on train to plug in phones or tablets over all every thing else is good.
3877	Exterior is very nice/Quality of interior (seats) super cheap/It will deteriorate very quickly + people will help (kids/destructive people with knives/will scratch up info signs, seats, in can see very soon./Interior will start to look run down, and old. Cost of maintenance will go through the roof!! "Really"
2263	Exterior looks cool but could look more futuristic. Screens are excellent. Lighting could be better and a nicer tone. Not that fluorescent, boring look. Make sure AC works great during rush hour!
1122	Exterior looks muddled and boxy. Love the openness of interior. Color scheme and materials make it look much less hospital-waiting-room like. Love that seats are more supportive. Hate that sinking-into feeling vey comfy and crisp- Overall- refreshing!
3391	Exterior looks sharp. Will there be an issue of glare in the sun coming off the train? Could see potential complaints from drivers or cyclists as an eye sore or "claim" blinded or vision was impaired by passing BART train. The display of train and destination aaah I guess for those who don't frequent BART. I would suggest go -> Wi-Fi <- instead. That opens up a bunch of concerns I'm sure such as people "camping out" which you could limit by offering for Clipper Card holders w/additional fee like add more time option for Wi-Fi service. I'm on BART M-F depending on your service to and from work and appreciate your efforts and staff efforts to maintain and continue improving and providing this service. (email removed)
1091	Exterior looks similar to current BART trains/cars, but still serviceable.Station map/next destination signs are readable though the screen is low-res.Lighting is adequate.Seats a little hard, though a little more supportive than current BART car/train seats.

Appendix A

Survey Data: Verbatims

2796	Exterior looks very much like old BART...maybe intentional? As to not to appear to have too much change but "lacks" in technological statement with what's out there. Not a big issue though, just a thought. The interior height and door heights may be an issue.
3850	Exterior looks very similar to current cars. Love the digital signage - can't see what stop you are when standing in current cars.
6708	Exterior of car needs signature BART chatline. Floor might get slippery.
6909	Exterior route signage should be much larger text and color for easy ID. See size of route sign on side of mini LRVs. As many poles and straps as possible make standing easy. Love the dedicated space for bikes.
5850	Exterior sign is to light, difficult to view in sunlight.
3155	Exterior- sleek, modern; seats- very comfortable but slightly narrower; bike rack- Great! No more bikes blocking doorways but after 3, where do the rest go?
7131	Exterior still scuffs too easily. There won't be room to switch the direction of a bike. Can't they hang vertically, like in Portland? Floor-to-ceiling pole has room for two or three more vertical bar handholds. Don't limit the amount of bars to hold onto if there is room for a few more. As a short adult, there is still a lack of handstraps. Please change your equation to space them closer together by four to six inches and add a few more. Thank you!
5395	Exterior, incl. Front, too similar to previous/old cars. Bike rack good, but needs to narrow down further for narrow tires. Bad floor color. Please be sure it's quiet quiet! New doors may not be enough.
6363	Exterior, just OK. Doesn't really matter.
3235	Exterior: The cars could be sleeker looking. I'm not tied to early 70's design language. Making outside smoother and sleeker equals lower noise and perhaps more room inside. Interior: Layout okay. Fluorescent green equals dirty quickly. Center pole has got to go! Put next to bike rack. Bike rack needs to work for more than 2 bikes. Seats are awesome! Love the shape, firmness. Bump above seats in handicap/senior spots hits me in the neck. Seats may be too narrow for anyone over 40" hips. Lighting should be LED not fluorescent. Floor should be cradle to cradle certified for hospitality high traffic floors.
1393	f - poles needs some other added handles.? - Temperature control. Will the operator be able control car AC/heat from his cab? Very important!!!d - seats are a bit too hard.
5169	F) Move the pole to the crumple zone if possible to allow easier maneuver of wheelchairs. E) Bike rack waste a lot of space instead hang them in the crumple zone (like Amtrak does). B) Layout has less seats so very important to offset this with more train cars at all hours not just peak commute.
4044	F. Floor to ceiling = tentatively bad placement/location!. Very Seattle Seahawks color - Grey or Blue is nice.
2803	f. Great!
4449	F. maybe will impede wheelchairs, even be a hazard to standees.
2701	f. More needed. g. Easy to clean. h. Not big enough. Other comments: More poles needed. More straps (and maybe longer ones) needed. Screens need to be lots bigger with bigger print. Crawl should be visible in several different locations in the car so anyone standing in the train can see. Put the crawl info in different languages. Not enough contrast on the screens to read the print.
5922	f. Not for people with disabilities. The pole is probably hinder people with disabilities especially blind and wheelchair users.
5772	f. Not sure if this will work. B. Need more seating.
5137	F. Seems to have only one "grip" area - either make it usable by more people or get rid of it? H. Glossy glass screens make it hard to read the display when bright interior light reflects.
9138	F. That pole is an arm breaker!!! (Looks cool though).
1424	f. the pole in the center of the entrances is poorly designed. People will instantly cling to it, preventing accessibility for others, especially wheelchairs. Need a square placement. [SEE HARD COPY for illustration]c. seats - the lumbar area is ok, but the upper back is too far back for "back patients". Need slightly more upright design. I personally like the green color, but it is way too impractical to keep clean. Trust me!
6542	F: Anticipates extra crowding near doors. I fear too much congestion that will lead to delays of exiting and entering if this area is crowded. I would imagine the ease for maneuvering of a wheelchair in this area would be difficult. C: Seem hard! Not comfy.
4194	F: Floor to ceiling pole is good however it might be in the way for strollers/wheelchairs/walkers etc. E: Seems to be limited space for bikes - how about a bar I the handicapped area to have the option keeping your bike there when no person is using area. D: It seems that these seats are easier to clean than the old ones.
6098	Fabric on seat gets dirty easy; prefer to have no fabric cover.
983	Fabulous!
6835	Fantastic.
6788	Fantastic. This was great but the seat arrangement was too tight and a little uncomfortable.
6612	Far too few seats! Too much space for bikes/standing -- too much wasted space -- can use more seats. Seats are nice. Three door openings are good.
8853	Feel like the BART trains are catered to bikers, but doesn't take into account the legions of people who ride it back from SFO and OAK. Bike parking could crowd the trains even more, along with people's luggage. Swedish trains have overhead storage, can't comment on how comfy it is yet. I ride for an hour reach day, and that's what determines all that. I'm glad they're not plastic like Muni, though.
2537	Feel new trains will be easy to be cleaned. I do use BART daily, prefer clean car. In addition has sign to notify people which line or stop they are on.
2894	Feel small and need more seats.
4208	Feel the seating capacity is limited as compared to original BART trains.
3895	Feels a more narrow. Makes me kind of claustrophobic.
4775	Feels kind of like an airport train on the inside. The floor to ceiling poles are nice, like a subway in Asia. It's so cute! Love the bike holds, needs more space for bikes. I think the triple bike holder would be very difficult to use (bikes would jam into one another)
5508	Feels like a posh NYC subway car! Practical, airy, but stylist. Thanks.
7042	Feels like a tin can inside. Too small, too low. Windows are too small. Claustrophobic feel all in all. Even will be worse when crowded. In short, a high-tech cattle car.
4034	Feels like Bart but "re-booted." Keeping the blue is classic and the lime green gives a feeling of freshness and safety. I'm just wondering how compromising seats for standing area will turn out.
1120	Feels like the space inside is less. The bars seems like to cut out space and weird to move around. Bike racks are interesting, but maybe consider having racks that hold the front tires suspended to create more room. MAKE BIKES ONLY CARTS!!!
6516	Feels more spacious! Wish there were more overhead bars that accommodated shorter people, though.
9128	Feels nice, maybe more spacious and breathable.
4825	Felicitaciones!
7043	Felt cramped. Did not seem as big as current cars. The pole seemed to be in the way. Maybe move it closer to interior seats.
5577	Felt HOT inside. Want to be sure ventilation works! Standing areas seem reduced significantly. Are benefit of current cars is there's a lot of room to stand, which is important on my trip home from Embarcadero Station every day...(email removed)
5481	Fewer seats are fine, but if you're going to reduce the number of seats, you need to add more stable handholds! I am 5'2" and fully able-bodied, and I can't reach the high bar and find it very uncomfortable to hang on the fabric straps (which more when the train moves, and quickly get disgusting). In the new car, there is much less area where I could stand (fewer seats means fewer handles/poles) Possible solutions might include: more poles throughout car floor to ceiling, partial. Rigid instead of moving handholds on the high bar. Lowering the high bar a few inches.
6101	Fewer seats makes it roomier however it will make the ride seem longer when having to stand. Additional doors will improve time exiting and entering the car however it creates fewer seats. Need more holding straps. Fewer seats have fewer holding, bar and for shorter people they're hard to reach.
3310	Fewer seats than current design. Bike area will be nice though blocks space when no bikes.
754	Fewer seats will be a problem
88	Fewer seats will be a problem. More people will now have to stand who used to be able to sit. Don't see a place to put luggage for the airport bound trains. I like the disabled seats color being obvious. BART is better at disabled seating than any other transit agency I've traveled - although Amtrak is close.
8697	Fewer seats would make more room for people!

Appendix A

Survey Data: Verbatims

2401	Fewer seats, compensate with more cars. Looks nice!
9189	Fewer seats. No luggage rack. Still won't cover that 12-4 am gap that's actually needed! No guarantee against future BART strikes. How much did this boondoggle cost?
5949	Fewer seats. Problem for aging population! H. #5
5259	Fewer seats?
3435	Finally bike racks!
3107	Finally bike racks!!
716	Finally bike racks, can't you include one bike car on each train with lots of bike racks?
2027	Finally!
1618	Finally! Cleaner seats and no carpet as both were filthy! More access in and out makes it better and quicker and a 3rd set of doors as well.
2010	Fine specimen, however as is always true. There will always be room for improvement. F.E. Floor could be rubberized as to be easy on customer (riders feet) after long day of standing. Thank you.
4098	First ride on BART today – this car is WAY better! Build it! Ignore naysayers and nitpickers.
5403	Fit more people with less crowded.
4805	Fix the poles by door. Not very ADA conducive.
5599	Flat screen panel is reflective and will be hard to read at over ground stations. Consider making panel with flat, rather than gloss, finish. On subways in Korea and Japan, there are more electronic signage from just the ones found on the new BART car (e.g. more signage in the middle of the car between doors)
3846	Flexible hand straps need replacing with metal grips as on some Muni buses.
4888	Floor - anything's better than carpet! Digital screen - maps were hard to see - too small - maybe just the stop on the screen? Color scheme - how about hot pink? Seriously! Thanks for collecting feedback.
2253	Floor and digital screens and signs I didn't notice in detail.
3854	Floor are a little too smooth when wet can slip very easy! Floor to ceiling poles are too high for short people! Seats are a little small for people with bigger backsides (butts)!!! I'm just saying?! Overall I like the new cars and can't wait to see them on the tracks!
6472	Floor could be slippery during rainy season.
4154	Floor is dangerous during rainy season or if someone spills a coffee or beverage especially to a disabled person or in my case an older man whose should slip on wet slippery surfaces. Need capacity for safety.
3876	Floor is good. I like the bike racks, it can hold up to 3 bikes compared to the former where people stand with there bikes at risk of injury.
3809	Floor is slippery – need rough surface so people don't slip and fall. Color scheme. Lime green has to go. Blue is good. Blue rack – takes up too much space less seating what about pull down seats. Seats – don't like that there is less seating. I don't want to stand for over 45 minutes. Floor to ceiling pole – too high for short people.
6484	Floor is very slick. Seats recline too much. Seahawks color scheme?!? Pole blocks wheelchair access. Screens glare/not very intuitive maps.
2250	Floor isn't slip resistant when raining. Bike should have its own car.
2990	Floor material feels hard and slippery. Digital screen could use a clock and mere real-time info such as arrival time of transfer trains. I wonder about the durability of the bike rack material.
4255	Floor plan is abominable! A few years ago you reduced seats – and now again?! Put all the bikes on the last car like they used to be and let us sit. Some of us are in a lot of pain when we have to stand. This will be even worse. The middle bar on the yellow seats pushes on the thighs and is very painful. It should be angled out towards the aisle, not in, towards the seat. The extra doors are an idiotic idea. If more of us could sit, less people would be blocking the aisles, and the extra doors, completely unnecessary.
3604	Floor pole - concerned that people might miss when grabbing and injure themselves maybe use kelvar? Floor - concerned that it will be slippery when wet/rainy days, Color scheme - like different color for disabled, but don't like yellow - blue is the standard color for handicapped items. Lighting - there was a power outage when we visited.
2311	Floor pole at entrance cumbersome for wheelchairs. Please, please, please replace PA system at Dublin/Pleasanton station - completely unintelligible.
954	Floor pole takes up too much room.
7094	Floor seems the same but practical.
6550	Floor should be darker so scuff marks will be hidden for longer.
4346	Floor to ceiling pole – easier to ID where seat is at. Except there's one in the middle that might be an issue if they miss it, they might bust their face on it.
5379	Floor to ceiling pole – very good idea. Love the cameras. If you could get people to yield the seats to seniors and disabled it would be great.
1649	Floor to ceiling pole because my short daughter can hold onto something if there are no seats.
2147	Floor to ceiling pole creates a problem for wheelchair customers. It's a lot more narrower and the bike rack doesn't give enough room for standing room.
863	Floor to ceiling pole encourages standing room crowding in addition to bike rack located adjacent to the doors. It would make it very challenging for a single wheelchair user to enter and maneuver during commute hours. Encourages people being left behind DO NOT LIKE separate color scheme for priority seating vs general seating. Creates a separated environment.
2279	Floor to ceiling pole good idea, however, it continues to foster the bunching crowding near the door. Digital screens and signs good idea. Again, however, the old size larger signs are easier to read. I think the new technological signs and the old size larger signs will be a better idea. Height of new seats excellent.
5492	Floor to ceiling pole has the potential to obstruct rider flow and could become counter productive with extreme crowding. The seats are a bit narrower than expected, and a bit firm but definitely acceptable. The technology is a nice touch, screens, etc. Definitely an upgrade over the current cars.
1290	Floor to ceiling pole height is too much. Higher than usual.
4503	Floor to ceiling pole if possible can be located not directly across door when it opens. This is to avoid sight impaired not to walk into it.
4589	Floor to ceiling pole in bike area seems like it would make moving the bikes around more difficult.
5035	Floor to ceiling pole in poor place. Digital screens: I was told they were there and their location, but could not access them due to a visual impairment.
3816	Floor to ceiling pole inhibits ease of access for wheelchairs.
9275	Floor to ceiling pole is a bit high to reach. Bike rack looks more efficient. Seats doesn't feel that comfortable. Color scheme very appealing.
3573	Floor to ceiling pole is a horrible idea.
5335	Floor to ceiling pole is an obstruction for standing and exiting passengers. Observed wheelchair person jockey into position. Clearance to seated passengers feet, insufficient.
4495	Floor to ceiling pole is hard for wheelchair users to maneuver around. Perhaps it could be placed further to the side of the wheelchair space.
4808	Floor to ceiling pole is just in the way. Needs more room for cyclists and people needing wheelchairs and electric scooters.
3595	Floor to ceiling pole is not impressive I was think "4" loops instead large handle bar and the yellow sticker, should be "foam" to absorb the sweating and anti bacterial like that.
8993	Floor to ceiling pole makes it much easier for passengers to hang on to for shorter folks – digital media is impressive, bike racks are a very good idea overall I'm impressed.
4352	Floor to ceiling pole may be a hazard to blind and visually impaired people.
5012	Floor to ceiling pole may be a problem to people with disabilities or blind. BART system map could be larger – larger print.
3299	Floor to ceiling pole needs to be moved away from the entry of the doorway. More rope hanger for shorter patrons.
4418	Floor to ceiling pole needs to go. It's in the way especially if you are in a wheelchair. Plus people can't realistically share it. Bad design. The cars also felt smaller. Currently they are overcrowded. There's not enough seats and you need to be a small sized person to enjoy the seating. Please rethink the design. Otherwise, I am not voting for another burl.
4990	Floor to ceiling pole obstructs ADA compliance and strollers. The pole encourages crowding near doors. Seats are too tiny. I can't sit back fully due to overhead monitor, the sidewall was misengineered. The side wall is forcing me to sit sideways. The old rail cars have better seating. The WMATA 7000 series railcars would be better seating configuration.

Appendix A

Survey Data: Verbatims

4651	Floor to ceiling pole present mobility impediment for people with seeing eye dogs. Based on bike racks in Austin's metro rail bike capacity is reduced and causes commute problems. Also higher hand rails limit short people from using them.
6927	Floor to ceiling pole problematic for wheelchairs.
5326	Floor to ceiling pole seems like it would get in the way. Should there be "bike-only" cars or "standing only" cars?
5105	Floor to ceiling pole seems to be in the way. Makes it more difficult for wheelchairs and strollers.
7205	Floor to ceiling pole should be vertical and tie in to outside of seat - allows for standing and bracing yourself at same time.
9230	Floor to ceiling pole should not be right in front of door. Floor is nice but has nothing to stop liquid from spreading from one side to another.
3385	Floor to ceiling pole very helpful for short people or disabled. The strap just does NOT work – very unsafe.
782	Floor to ceiling pole will encourage more patrons to congregate by door thereby blocking access for those patrons in wheelchairs. Bike rack clamps need to retract when no bikes there. This frees space for patrons to stand directly behind those seats.
3867	Floor to ceiling pole would impede movement in and out of train as people would be gathered around.
7341	Floor to ceiling poles might make heavy/peak commute hours difficult to manage due to decreased mobility.
886	Floor to ceiling pole-understand ADA compliance put not practical when full of standing people and a wheelchair companions would have to sit at opposite ends of car. Colors of seats should be uniform-different color stigmatizes those who sit there. Announcements provide enough prompting.
3341	Floor will need a more "grippy" surface to prevent slipping. More seats and cars during rush hour would be way helpful. Overall a huge improvement from current cars!
6395	Floor-ceiling poles in entry = crowding at entry. 3 bikes per rack? More prominent. Need larger restricted seating signage.
4106	Floors need more traction, when it's wet, it's slippery, colors inside hurt the eyes a little (seats).
5258	Floors should be multicolored. So you don't see every little speck of dirt ditto the seats...poles are in the way for maneuvering wheelchairs...I'm a caregiver for disabled people...
3879	Floors to smool, need to be roffer. The seats or a little smile for me.
2303	Floor-to-ceiling is an excellent addition - should help when trains are crowded. Hand straps are a good addition. There was some glare on the digital screens. Bike rack seemed to take up a lot of room - would be nice to have more seats on some cars rather than the large bike area.
663	Floor-to-ceiling pole and location is a yes! Color scheme; modern and silver and blue are BART colors. Interior layout; OK, but I'm aware that the seating is four short than older cars but center boarding/alighting door is a sure plus. Especially when BART starts to operate with the new train control system. The animated text billboard could read faster and read today's day of the week, today's date, and the current time in 12-hour format. Like SF Muni buses and now on AC Transit buses. Thanks for the coming attractions. Q1G(note): Maybe textured for rain water.
6922	Floor-to-ceiling pole can make it hard for folks in wheelchairs and luggage, especially if they are traveling independently or are in a bulky chair w/ poor turning radius. Let's get crazy w/ the color scheme, eh bart? Whaddya say? NEON PURPLE IS THE FUTURE!!
2766	Floor-to-ceiling pole good but may become hazard. Color inside: lime green needs to go. Make all same blue. Displays good and display of train final destination good idea on all cars.
7128	Floor-to-ceiling pole has been too, too long in coming. Seats comfortable and I guess easy to clean. I wonder about durability. In any event, much better than old cloth seats.
6919	Floor-to-ceiling pole in the way.
5832	Floor-to-ceiling pole looks awkward. Could attract crowding by doors.Bike rack in the way. Current bike space is better.
8900	Floor-to-ceiling pole makes it hard for wheelchairs and strollers to move down aisle.
4373	Flow when crowded was impeded (hard to get on and off in a crowd)
8654	For a prototype not bad – as a train operator – the floor to ceiling pole is a hazard – and the crew bar placement is an injury waiting to happen. Bike rack nice idea but only holds 3 bikes – displays are good, easy reading.
7309	For ADA reasons, please remove the center pole (doorways)
1061	For an intern who's never lived in SF Bay, it's really nice to see that the cars are color coded by route on the exterior of the leading car. When I first came to SF, I really had to pay attention to the train announcements to get the right train. The bicycle securing system seems very convenient to use, particularly when multiple bikes are present. The floor-to-ceiling pole is great for anyone of any height to secure themselves as the train moves. Info screens are phenomenal, and the plug doors for noise reduction are a great idea. Great job with the design!
5688	For D, the seam between seat and back looks like it will collect dirt.For I the colors could be brighter.J: Can't tell if light would be enough to read at night.
3249	For god's sake, get rid of the straps!! I can't count how many times I have been smacked in the face. I'm lucky I don't have MERSA!
9096	For long rides (Brentwood to SFO) think the seat will become uncomfortable.
15044	For me it's perfect. Much better.
4182	For me very good for future. Very, very nice.
4348	For short people near the door and not near a pole that top bar is too high. Please consider short people stuck standing on a packed car. Really – please consider short people. I don't want my arm ripped out trying to reach a top bar.
6298	For shorter people, there should be more handles. One pole with three pole just is not realistic. Also, don't take away seats. The seats are good that they are more narrow.
4448	For the digital screens it would be helpful to display the line colors for the next stop.
8815	For the most part it's really nice. I especially like the bike racks and video displays and hope they continue to work after the first year. Seems much brighter. Color scheme is BRIGHT. Not my taste but not bad.
3473	For those of us who ride long distances, it is much more comfortable to ride either facing forward or backwards. Sideways is really uncomfortable. They seem to be a bit more sideways seats. I really like the poles in the middle to hold onto.
1926	For what I saw everything, looks good! Seats feel comfortable.
6212	Forgot to look at floor. Really like the new technology-maps, next stop sign and color coding. Very helpful for older people, tourists and non-English speakers. Not sure if there will be sufficient amount of seats, I probably need to see a full-size car. Like the colors! Looks much happier inside and so much less grimy, depressing.
6872	Free Wifi
808	Free Wi-Fi high speed Internet on trains and free power outlets for charging power wheelchairs, and laptops and mobile phones.
5875	Free Wi-Fi will be very good for your new car.
4146	Free wifi. Electrical/USB ports. News and sports on screens.
7384	From my quick trip I thought it is amazing.
2943	From what I see it looks great. In particular I appreciate the digital screens and signs announcing upcoming stations. Currently half the time I can not understand train operators announcements.
4066	Front looks better than I expected. I still prefer the classic "space A65 (?)" look of the original bart car – it seems industrial desian is not as daring as it was in 1972. Overall I think it is great. Would prefer more seats but understand the trade-offs.
5954	Front looks nice but overall exterior could look more modern -- painting it would help. Interior color scheme is not immediately intuitive since blue usually represents handicapped accessibility. Where is there room for strollers? Why are they second-tier to bicycles?
6041	Front side (outside train) name of line should be maybe brighter but definite should be bigger to read easily (ex: DUBLIN). Love the idea of having the three handles to grab when BART is packed. Love the video screens.
8947	Front window of cab should be wider so as to have better view. Sign pointing to fire extinguisher is too high up, points in wrong direction. Should be on cab door.
657	Futuristic design is cool. Seats are meh. Not great for long rides. Seems wider for standing passengers. Nice
4326	G. Floor seam need to be designed so they don't separate – H. Concerned about damage and upkeep. J. Hard to judge on a sunny day, but looks good.
2524	g. Slippery when wet.
1435	General appearance more modern and state of the art. Seats will be easier to keep clean and sanitary. Hope the sound system is also updated. When conversation levels are up you can't distinguish what is being said on the PA system. Also hope derailments are taken better care of and safety issues resolved for operators and passengers. Good improvements, Thanks.
2450	Get enough cars to extend Dublin-DC run on each end for Livermore-SFO plus a new line; Livermore-Richmond. Signage is great!

Appendix A

Survey Data: Verbatims

6427	Get rid of bike rack and ban bikes on BART.
4050	Get rid of the bikes. They are a hazard. They are in the way. An evacuation hazard.
4374	Get rid of the center pole because it's dangerous for people with vision issues.
7304	Get rid of the colors inside. Besides all that it looks good.
1625	Get rid of the padded seating. It wont take long for them to be just as filthy and destroyed as the current trains.
4381	Get rid of the pole!
2291	Get rid of the pole! It will ca use passengers to crowd at the door, not allowing wheelchairs to pass through! I am unable to sit on the window seats. Keep the seats wide like the old rail cars. I suggest the WMA7A 7000 service rail cars instead with the bicycle accommodation! WMA7A 7000 series rail car would be the better idea!
5378	Getting bikes on and off trains is a real pain for the non bikers. Can they not designate a car specifically for bikes?
713	Given colors seats easy to get dirty. Bike rack too close to windows and walls. Scratch protection needed.
2603	Glad everything looks cleaner/newer. Like the digital screens and BART update screen showing next stop. Like the floor-to-ceiling pole for shorter people to use.
9153	Glad I got to see the future.
824	Glad they are coming!! GO BART!!
8683	Glad to know that the sound system will be good and distinct for "next stop" info.
3885	Glad to see digital screens and other electronic things telling you what the next station is - never could understand the overhead speaker system that now exists.
2225	Glad to see good accommodations for disabled and deaf/hard of hearing like myself. Very excited!
2945	Glad to see the bike parking! Thanks for that. Like the new seats; new lumbar support is comfy.
631	Glad to see the poles are back near the handicap seats. Like the center pole also. The top handrail is still too high.
7032	Glad to see vinyl covered seats and linoleum floor. Both more hygienic and easy to clean.
3739	Go Faster
6057	Going to miss the rows of seats. Rows made it easier to take a nap.
2054	Good
3409	Good
3461	Good
5757	Good
6733	Good
1176	Good BART like.
5890	Good BART train Milpitas
3835	Good color coding of destination. 3 bike racks may be limiting – frequently on cars with 5+ bikes and OK stacked against each other for better fit. Ceiling hand-rail, is high for 5'2" person rear door.
3732	Good design, lighting seems brighter. Until cars are in use ease of cleaning is unknown. Hopefully people will clean after themselves. Having changing info screens will help with distributing information about next stops and hopefully emergency delay data when appropriate.
9243	Good design. But for the exit area there should be a LED display where the train is at (what is the next station) arriving at, etc.
4359	Good exterior and layout. Of floor seats are not good.
1704	Good I expected more with modern technology. It looks really similar to the same design 60 years ago. (Re: digital screens) Cool!
9122	Good idea, wrong spot (Floor to ceiling pole). Good move to color code trains. But make color identification larger and more prominent. Good to have speakers so that people on platform can hear driver announcements. This corrects an important safety problem interior signs showing next stop also a great improvement. Much needed. Poles OK, but in wrong spot – need two each set back from the door not blocking entrance. And single pole only. Bike rack – great design. Overall – a great improvement.
7278	Good improvement for seating
6405	Good improvement on seats (material) and bike racks.
4662	Good job – but bikes could have stood upright for space saving.
1159	Good job – thank you
7206	Good job so far.
3843	Good job!
9254	Good job!
1983	Good job, just could not see enough forward vision: Remember how futuristic BART looked to us all when it opened – no suggestions at this time but overall very good!
3631	Good job.
1942	Good job. It will be great to sit on clean seats.
3042	Good job. WIFI would be great.
20010	Good layout for standing and sitting passengers. Some glare off monitors from direct sunlight will require adjustments to color contrast to be easily readable and visible. Good waist high bike racks make it easier to store bikes compared to a vertical hook alcove as used in Seattle. Like the color coding of seats for disabled and aged. Will the new slimmer seats have a high passenger weight threshold so it doesn't break if two obese passenger sit in it at the same time?
4951	Good lighting. Interior appears crowded, probably because of less seats and more doors. Keep the interior color scheme.
8961	Good looking train.
798	Good luck.
2486	Good lumbar support in seats; like height to place suitcase underneath; seat material less prone to retain grime and dirt; digital screens will be much more helpful, particularly for visitors to Bay Area; three hand-hold poles will make it easier for standing; fewer seats mean more riders standing.
3084	good over-all
5723	Good presentation!
2013	Good seats wrong color.
2595	Good to have wi-fi features without using password. Have TV screen with news updates.
7068	Good to know most of it is made in America – all assembled here. Thank you!
1614	Good to see that you are working toward energy conservation.
2732	Good train built.
7107	Good upgrade!
5352	Good view from front of car. Bike rack is a good idea.
7369	Good work!
3035	Good!
5826	Good, everything very good.
2083	Good.
3463	Good.
5055	Good.
5748	Good.
8793	Good?
21	Got to have a better place for the rack. Got to have better seats. Marked floor is better.
731	Grab bars on side facing chairs for elderly. Likes being able to move wheelchair between seats. Traction padding on floor. Pole needs grab strap. Wants pole in middle of floor in the disabled seating area so someone in a wheelchair can hold on to the pole while in designated area. Bars next to doors need to be out 9 more inches from wall so they are easy to grab. Font on screen needs to be bigger and more contrast so easier to read. Messages on screens needed for deaf people. Doesn't like green.
633	GREAT

Appendix A

Survey Data: Verbatims

2353	Great bike rack!
1084	Great change!
2425	Great color, more seats.
6489	Great colors and appealing.
8686	Great contemporary appearance (inside and out) love the new bike racks since bikers are often pushed aside on the BART. Comfortable seats, a bit stiff. Light green seats worry me (discover and become difficult to clean). Love the new digital screen!
4054	Great design
9081	Great design and work by all involved. The model train presentation is great for public viewing and presentation. Looking forward to take roll out.
5431	Great design! Addressed all of the issues I have found challenging. And color coding cars to match the routes. Thanks!
5994	Great design, execution. Doors not noted above but exceptional closing and quiet. Good use federal transportation dollars.
2255	Great design, favorite floor to ceiling pole and seats.
9253	Great design, high tech! Fancy! I like it!
4192	Great except color green maybe darker green wont show the dirt.
1622	Great for comfort too and from where you going (travel without stress and pain). Say hello to (names removed)
2995	Great great to have a bike rack! I'm tall, no need for pole- I'm 6'4" i.e.. 76 inches tall- so one seat near maps was a tight fit and still had to duck to get off the train. I understand why it's tight over all great.
3000	Great idea. I like it. Hurry up and get it on the road.
6967	Great improvement! Can't wait!
2912	Great improvement, I like how the train looks more modern.
1918	Great improvement.
1172	Great job
7289	Great job
9147	Great job
3097	Great job Bart
1619	Great job BART!
3233	Great job on the upgraded Bart train.
8959	Great job! Keep up the good work!
5747	Great job! Love the color scheme and the exterior is so sleek!
4458	Great job, the new train is perfect.
96	Great job.
1099	Great job.
6294	Great job. Thanks for showing it early.
4781	Great keep up the good work!
1053	Great lighting and comfortable seating. The change in upholstery makes it less uncomfortable to ride a BART due to sanitary concerns.
3067	Great looking car very user friendly. And modern and futuristic.
2458	Great looking cars with improved moving space. Third set of doors and the door mechanism (closing/opening) great. Hope to get into a quieter car very soon.
6067	Great looking train!
4525	Great lumbar support with seats. Pleased to see improvement of interior noise control; current cars are excessively noisy (I always wear ear plugs!) Doubling of entry/exit doors is great! How do we ensure that "senior" seats are made available to seniors? Better signage, fliers.
5653	Great new car.
6341	Great new design! Very comprehensive, easy to understand map screen.
3682	Great new designs. Bikes and bigger items are still out in the aisle substantially.
8902	Great new look and more open space. Excellent design!
3826	Great overall! Could use more comfort features, i.e. softer seats.
2733	Great PR activity to let the community feel like a part of the process. Screens are neat. Need to be larger so you can see them from across the aisle. (Too bad there's advertising on the screens, but I know it's about \$.) Love the blue. Don't love the green. Yellow or orange -- something darker? Not fluorescent.
1771	Great seat.
1456	Great seats - ergonomic.
1927	Great start in a new direction. Won't know really until the trains go live. Hopefully the noise reduction is significant.
5667	Great stuff.
5000	Great train, a little less comfort than before though.
9257	Great upgrade! My only concern is less seats per car and the train control system upgrade isn't approved yet. We should be left with fewer seats for a long time or maybe forever. Bummer.
7276	Great windows - visibility. Concerned about color and cleaning.
4379	Great work.
7229	Great!
9019	Great!
5775	Great! A lot of thought has gone into design. Cars are designed for comfort and for many more riders at the busy hours. Standing up is okay for the young working crowd. But keep fares in line as paying top dollar for standing is not fair but may be necessary to serve a large public demand!
4195	Great! Lets get them running ASAP!
4796	Great! Very nice that seats are comfortable and easy to clean/sanitary. Please make sure trains are ADA accessible.
9039	Great!! (re: bike rack)
2980	Green color is icky, blue is ok. Floor pole will trap limbs! Groove in door threshold will be trip hazard. When is it so deep?
4953	Green color is nasty. Blue is good on seats!
5111	Green color of seats – not good. Floor fees a little slippery. Can't tell if lighting is sufficient – we toured on a very bright sunny day.
747	Green seat will show dirty easier. Maybe a burgundy color will show better. Blue seat is ok. When the bike rack is the side should install rubber rather than model. Medal will easy to scratch.
2585	Green seats are light, believe they will get dirty faster.
1766	Green will not be in fashion forever. Route/Destination info on side of train would be nice. Poor viewing angle on monitor. I miss the retro-futurism of the old trains. Will the robo-voice stay?
9044	Guides onboard said that people won't be able to move from car to car – especially wheelchairs. The old cars had "slipper doors". These need to be included. When a car is opened by an operator with a key, will a step automatically slide out for ease of entering/exiting in an emergency? RV's have this feature, BART trains should too. Can't see the video screens from many angles.
3204	H – The screens are very small. Someone with sight problems and even regular people with no sight problems have to get very close to the screens to see the screen. I like the "next station" feature.
1134	h. better than before. More is better.
8700	H. Depends on if you can clearly see digital screens in sunshine, bright light areas. 1. Most important, highly is satisfied is the 3 tripod pole. Needs to be moved over more toward seating, not in the middle of doorway opening. If everyone is crowded around the pole, no one can get on/off and much more difficult for stroller and wheelchairs to get on/off. 2. Color green/yellow is totally backwards, not the universal color for handicapped seating. It is universal that blue is handicapped. Seating and for parking. The blue should be handicapped seats and I'd suggest grey, beige, cream, something else for general seating we/public do not need "bold priority seat colors" to know/understand that the seats closest to doors is for handicapped.
4921	H. Digital screens were a little small.
3285	h. Digital screens: Screen has glare, matte would be better. If train is full with standing passengers, short people cannot see screens -the screens are positioned too low. Changing size of station name on screen is an excellent feature. f. Floor to ceiling pole is excellent design

Appendix A

Survey Data: Verbatims

4699	H. Digital signs too small. J. Not bright enough.
975	H. Extra comment I didn't notice visual display of which station is the car stopping at. Sometimes you can't hear the operator's announcement and the station name signs sometimes cannot be read through the window!!
5652	h. I hope there are map routes and less glaring advertising. C. Seems like there are less seats even in a half-car model. D. Ease of cleaning is important. What's more important is how often they are cleaned.
4637	H. Looks too much like a touch screen. F. Much improved. G. Under seat storage is great, security issues.
5003	H. Print too small, not enough contrast of light. F. Hard to navigate around pole. Access to train cars for visually impaired/blind people not well thought out – platform access area need to be more clearly defined.
2778	h. Really like them! I like the digital screens.
5480	H. Signage too small. C. Seats are very comfortable! I. If you listen to the idiots who don't like "Seattle colors" shame on you. These colors are very pleasing and relaxing. Seats next to doors should have an armrest to shield the sitter from people standing by doors on crowded cars. Especially if they are wearing a back pack or luggage.
7423	H. Glossy screen hard to read if you're 4 feet and under. Should be matte. Pole: eliminate all together: use hand strap. Braille is missing an interior signs.
5028	H: I was unable to see them. J: It was too dim for me.
4432	H: Will all persons be able to read these? Glare? I: Interior color scheme does not match exterior. I prefer interior colors. J: Unsure it is daytime and sunlight influence.
7444	Had some difficulty getting front tire of my MTB into one of the new function bike holders- may be sized for twin road tires- otherwise excellent arrangement, looking forward to commuting in one.
8822	Hand rails on top are too high. Other than that train looks great!
3675	Handicap is now yellow instead of usually blue.
9255	Handicap/wheelchair space might benefit from a mount system so that they don't go flying across. Needs more vertical bars throughout the train. I really like the color coded trains. Make sure the trains are better sound proofed please.
6933	Handicapped seats - color differentiation from regular seats is good but instead of seats it should be a bench. The bar going from the seat to the ceiling is good. For wheelchair area-are there going to be wheelchair tiedowns like buses have? Digital screens - I am concerned they will not be visible in glare from the sun and they are small-and what happens when the screens fail. Bike rack-is good that it has bike wheel holders, but they take up a lot of space.
15126	Handle bar very important to me because I can't reach the higher bars.
2939	Handle bars in aisle are a little tall, should have more straps that are easy to clean/sterile. The bike area would use more hand rails for when bikes are not using the space. The digital signs should be closer to the door/over the door. The digital signs would be simpler with just linear map instead of an entire system map.
9067	Handie loops are too high. I am 5'4" and had to extend my arm all the way to reach. The seat layout is nice. It's great that 4 seats facing each other are gone and the seats that are back to back. You could hear each others music too much. The seats seem very easy to clean, but honestly it seems as if the new seats in the old car never get cleaned. The floor to ceiling pole is a nice addition. Everyone is always fighting over the ones now that have less hand space. Are the floors slippery when wet? Bart colors are known as blue and black. Neon green is not a Bart color. It is disrespectful to our community. Please get rid of it and make the handicap seats yellow. That is a color Bart already uses.
4150	Handrail – please have them in metal material for easy cleaning to avoid spreading germs.
9016	Handrails up top are too high.
8984	Hanging hand steads still need to be loner for short people.
4165	Hanging straps a tad high for short people. Like the bike racks and tripod floor to ceiling pole. Seats seem easy to clean.
4261	Hanging straps are too high. Digital screens seem too small.
5485	Hanging straps need improvement. Still hard for short people! Center poles good. But fewer seat handles.
3887	Hanging straps too high (I'm 5'7") Put electronic "next stop" and transfer info over doors at both ends of cars.
6386	Happy colors don't have to be Seahawks colors.
6771	Happy that there is a bike rack, but the functionality needs work. The bikes get stuck on each other. Creating some elevation for the two bikes facing in may help to alleviate this issue.
6157	Happy to see you are providing more poles for everyone especially for those who are short. Wish there were a few more seats but I understand.
2932	Happy you have clean seats and need more arm room but love the new Bart.
6058	Happy! It's excellent and amazing car!! Thanks. Sunny
4341	Hard complaints from disabled about center poles creating obstacle for chairs, otherwise, the 3 poles are good.
1364	Hard rail ILLEGIBLE on seats on outside, and wider more comfortable handrail on wheelchair area so that space can be used standing up.
3189	Hard to know if the model car will work w/ all the people wheelchairs + bikes that board. Did you test real case before/after designing?
6184	Hard to tell about lighting in daytime. Liking it so far. Love bike rack.
7140	Hard to tell the amount of space because it's half a train, but it looks good. How many bike racks will be on each full train? The digital signs seem prone to having issues? A map with a light up arrows to show the direction may be easier for maintenance. Overall it seems good! I'm excited to see more standing room and hope the floor to ceiling poles will direct people to stand in better areas, rather than right by the door.
9285	Has BART considered surveying other similar cars like the one they have in Singapore. Their MRT trains are much wider and does seem too confined. I think BART should consider taking a look at their system and take notice of how efficient and clean their system is even their stations are so clean it puts BART system to shame!
4101	Hate chartreuse. That is a color that will irritate and agitate people.
4085	Hate that bikes have priority over wheelchairs and strollers. Would like armrests. Want more seating – I do not want to stand for over an hour!
3218	Hate the color scheme. The blue is fine but the lime color is awful! It will show stains which are inevitable.
4102	Have a few "narrow seats" where needed. The vertical pole attached to the seat should be moved towards outside wall a distance of about 8" of seat. This will help older people into outside seats and prevent elbow in face of center seat passenger. Also, put molded handle on top edge of seat like this [illustration]
7245	Have cleaning fluid available in new cars to clean seats before using.
4797	Have wifi! Especially in time of emergency/disaster!
4465	Have you consider dining or living room seating with seats on side of car and empty space for standing in middle.
1002	Have you thought about using a green that is a little darker? A darker green would stay looking cleaner longer. Also, I hope Metro Bee comes to Oakland soon.
1386	The bus stops running to my area (the 46) at 6:30 p.m. Thank you! Haven't see there elderly seat? Would it be the same as the current one? How's the wheelchair space? Would it be possible add some luggage racks over the seat?
789	Having a bike area in every car seems like a waste of space-especially since there are fewer seats. Bike racks in last 2 train cars seems more reasonable.
4305	Having a clear intercom when the train operator is speaking or maybe have pertinent info on the digital screen.
6043	Having international language on display=very cool.
1686	Having more room to start, like a subway car is a good idea.
4993	Having the floor-to-ceiling pole located in the center of each entrance is likely to be an issue for people with accessibility issues.
4063	Heading towards a good direction.
1462	Headrest for seats.
1451	Headrest for seats.More space between seats.
870	Heard pole is in the way. For the disabled -fix this! Equal access for all.
8996	Heard some impaired riders express concerns.
1288	Height of ceiling pole is too high. It should be same as old BART car.
3582	Helps with more seats it helps. Can't stand for long time, considering delays.

Appendix A

Survey Data: Verbatims

20005	Here are some comments about the new trains. I hope they are helpful: The LED "destination" sign on the side of the train is currently behind tinted glass. If it was behind clear glass it would be much more visible. Glass makers can certainly make a glass window that is tinted up to a certain place. Inside the train, one of the vertical handrails near the middle of the train has a collar with a sharp edge that should be curved smoothed over. Maybe this was just a problem with the demo car. To find the sharp collar, find a single chair, look for the handrail that goes from the chair to the ceiling, look for the connector that goes between the chair and tube, look just above the connector for the collar. On current trains, the audio "panic" warning (a recorded voice saying "Please stand clear of the doors. The doors are closing") regularly comes on at the wrong time. The message often sounds while a large number of people are boarding a train. It is very unnerving to hear that message while a crowd is in the middle of boarding at a normal pace. I become worried that the conductor doesn't see the boarding passengers and will close the door on us. Of course, that doesn't happen but the purpose of the message isn't being fulfilled and EVERYONE ignores the message. (Name removed) at BART Customer Service explained to me that the message is triggered when the normal door dwell period has lapsed. Instead of this, the message should happen when the train operator commands it to. I'm sure you've gotten this complaint thousands of times before I'm sure. From inside the train, 16th and 24th street station look the same. Passengers need to look very closely to be sure they are getting off at the right stop Here are some easy ways to fix it:- The signs at track level that read "16th Street" and "24th Street" are literally hidden in shadow. If the sign was moved 3 feet closer to the center of the platform, they would be illuminated by the existing station lighting - The track level signs could be replaced with illuminated signs like at Powell Station.- The tunnels could be retiled with unique colors like at 12th and 19th Street stations (that's expensive though)- A long, narrow strip of unique art could be installed on the tunnel wal
3690	Here's hoping this all comes to fruition in the very near future!
6030	Hope it is quieter!
7040	Hope it is significantly cooler!
5052	Hope it's quieter.
4062	Hope loudspeaker system is better – hard to understand current one.
15079	Hope that it comes soon - for better service and comfort for all (Spanish)
7127	Hope that the train platoon will increase to 10 cars. Also BART needs to run until I am to let drivers who have been drinking leave their car and take BART.
6807	Hope these cars will be quieter inside and out. The reduction of the number of seats is proposed to be offset by extra cars. I shall believe that when I see it.
3243	Hope they have fast Wii
4774	Hope they made in USA???
2093	Hope to have more trains and more seating.
9117	Hope to have new car sooner.
5088	Hope windows could be cleaned more often.
2104	Hope you can keep the screens unbroken.
1092	Hopefully doors will not break when jammed.How is the HVAC?
2827	Hopefully improves ventilation.
3018	Hopefully it's cheaper than the regular Bart. All in general I give it a five star.
7133	Hopefully the air system is great. BART tends to get really stuffy during busy hours.
3108	Hopefully the commuters will appreciate something new to look forward.
1643	Hopefully the equipment will be top notch without problems once it gets in full service – you may want to add more fabric handles to the higher bars.
1118	Hopefully the new train will be easy to clean.
1200	Hopefully there will be good audio to hear announcements. I'm excited about the new BART overall, but not looking forward to increase costs.
3323	Hopefully with an again population, there will be enough seats.
6320	Hoping to ride in the new trains soon.
1024	Horizontal grab bars by aisle is too tall and does not have enough grab ropes for high-traffic hours. Perpendicular seat configuration is awkward and seats should only face one direction - front/back or along side walls only, leaving more center aisle space and vertical center grab bars.
4962	How about a car for bikes only – no seats – this way, bikes, passengers, strollers will not have to squeeze into the same car.
2266	How about departure signs outside the stations.
1696	How can I sleep on the way to work w/ those head rests? It is my nap time. Colors need to be more Bay Area centered – not Seahawks!
6601	How do the sound systems -- most times I can't hear the announcement of upcoming stations -- why can't you automate recorded messages announcing upcoming stations like Disneyland trains?
5408	How do we know how easy to clean the seats will be?! Noise is a huge issue – very annoying and almost unbearable at times.
2818	How does it compare with the overall space compared to the current ones? It looked smaller. Windows should be larger to see better.
5490	How good will the intercom be? Hopefully, better than currently.)
6354	How many years before next change?
4873	How much is there a defense against graffiti? I'm glad they removed the quad self facing seats. They just encourage people to put their feet on them and awkward staring moments. Other than a few cosmetic changes I don't see this a significantly different or better than the current models.
6031	How much standing space is lost to bikes? Would rather see fewer of them.
1123	How often will the be cleaned?
5054	How risky could it be if the floor got wet? Would it become slippery, how fast would it be to clean up?
8726	How slick are floors when wet? There were six bikes on my train yesterday morning in non=commute direction. 3 bike racks per car is likely insufficient. Insufficient handholds in areas in between center facing seats. All announcements should be displays on monitors both inside and outside of cars.
8708	However, there are less seats. I like the new Lumbar support. I like 3 doors instead of 2. I also like the higher ceiling in aisle.
1412	Huge improvement - excited to ride the new BART!
7075	Huge improvement over existing cars! Overall impression is very good!
7070	Huge improvement! Love the bike racks.
6093	Huge improvement. I would only miss more poles to lean on. It is hard to hold on a shape when trains accelerate or decelerate.
5774	Hurry and get it out on the tracks.
3755	Hurry up and get these on the line!
8660	I – change colors – do not like Seattle Seahawks colors. B – As population ages – need more priority seating and just seating in general – do not reduce seating.
15109	I (name removed) visited the new BART model and I loved it - it's perfect. Thanks (Spanish)
1768	I absolutely LOVE that the ceiling is high enough so that at 5'8" I can stand up at a window seat and not hit my head. I also love how open it feels inside. I cannot wait for this new design appears for my daily commute into San Francisco!
6650	I actually brought my bike into the unit so I didn't actually get to test the seats. The bike racks and the digital screens are a great improvement. I'm hoping that the loud speakers will be updated as well. Overall layout didn't feel like a huge change but don't fix what isn't broken.
5545	I actually hate standing on trains so more seats would be better for me. I know you can fit more people with fewer seats but it's hard for me to stand for long trips (I'm not disabled – just middle-aged front-of-shape).
8601	I also would like to see or just know that there's a BART police on every train. I like the new train, but can see the pole being a problem for wheelchair users.
7257	I am 100% with the new cars, but @ my visit @ the West Oakland BART station, people complained about how many seats were on the train. I know BART has not able to fit the entire car on a flat bed, so I feel these people may except the cars when they board a full mock up of the new BART cars.
1903	I am 6'3" tall and space on side seats is good. Seats were comfortable to sit on. Height going thru door is short. I had to duck.
2390	I am a BART employee and I hope to be driving one of the new trains by the time they hit the tracks. Thank you.

Appendix A

Survey Data: Verbatims

5929	I am a dedicated BART rider. Have been for 20 years. I love the improvements but am a little concerned about fewer seats and more standing room. I commute daily from Pittsburg to SF and currently sit in the senior/disabled seats, when available. Standing all the way to the East Bay would be a hardship. Of course with more cars, it might not be as crowded. Still, progress is progress and I look forward to the new BART cars in 2017.
4339	I am a fat person who frequently rides BART with my wheelchair wing and scooter – using friends. I am concerned that we will not be able to enter the BART car when people use the multi-hold pole in the entry way. If we have to ride different cars, we may get separated. Thanks!
8785	I am a senior (70 years) never get my seat. Suggest BART think seriously to use technology to activate clipper cards for seniors to use seat. If junior take a seat – there will be flashing signs and light. Support the seniors seriously.
3966	I am a senior and I don't like the idea of probably more standing at all.
5384	I am a wheelchair user. The pole will cause issues with entry and exiting the trains in a timely manner. It needs to be moved or removed.
8720	I am an MCS (a multiple chemical sensitivities) person. Many plastics, including those in BART cars, give me adverse reactions. The new model car is, to me, not one that I would like to spend a lot of time in. The old carpeted floors while not entirely OK, are the best of the current lot. The darkest gray plastic floors are the worst. My plea is that you SAVE some of the carpeted cars so that there might be a chance of one in each train. Also, I have been in 2 or 3 very-light-blue-floor-cars that seemed to be not too bad in terms of outgassing. Could you re-evaluate those materials? The seats in the new model could be much better in terms of outgassing. Thanks for anything you can do about this.
8749	I am blind. I need audible announcements, even if other riders think they're too loud. The signage "seems" too low. Signs by the door (tactile) telling me which train I'm on – I need that. How am I supposed to know which seats by the door are for me? The blue seats by the doors should be made yellow for uniformity/clarity. (written by guide dog) "Arfff!"
4582	I am comparing against the Hong Kong and Tokyo subways which I consider the best in the world. I would suggest repeating the LCD digital signage at the end of cars showing the subway line and where you are, in a straight line: [Illustration] Since people on side seats can't see all the digital LCD display.
5657	I am concerned about having fewer seats per car. I very much like the on-train signs – very helpful. Clearly a lot of work and thought went into this. While fewer seats are a concern, this is a good compromise between many competing issues.
6521	I am concerned about the bike space. Current car configuration allows for easier bike stacking and also more space per car for bike stacking. I think bikes may feel more crowded on the future cars. Many times more than 3 bikes are in a car. I like the set up that you can secure your bike and walk away from it a bit if you choose but really wish there was more space than per just 3 bikes. The front signs are very helpful though.
1224	I am concerned about the triple-floor-to-ceiling pole. Arms/hand caught and injured.
6889	I am concerned that vinyl-covered seats will not age well and will deteriorate prematurely over the lifespan of the cars; otherwise they are comfortable enough and certainly more easy to clean than the current upholstered seats in BART cars.
8663	I am daily bike commuter and love the more efficient space for bikes! I was so taken by the racks that I never saw the digital screens.
5005	I am disappointed that there will be fewer seats. Also: I preferred old (current) exterior appearance of trains.
5031	I am fine with the overall recommendations – but I am concerned about room for wheelchairs and the ease of "reading" the layout if one is blind. It's not a question of comfort, or convenience – it's about people being able to safely ride BART.
2275	I am flabbergasted as a wheelchair rider (and a worker of AC Transit Access Advisory Committee) to see the DECREASE in accessibility – only 1 wheelchair space per side of the CAR?? A pole in the doorway?? How many people do we have to ask to move for a wheelchair to get in or out?? Oh my goodness???
6216	WHERE ARE THE WALL MAPS?? EASIER TO READ THAN A SCREEN.
5144	I am from Los Angeles and even I want BART in LA. I am glad you got rid of the seat dividers. The digital maps – all the stations should be readable at all times, use color or type size to show the next station. Will you have a paper BART map also? Most people who need a map want to see the whole picture, not just a subset of it. It's not only what's coming next that is important. What if I'm on the wrong line or going in the wrong direction? This needs rethinking! Also, I get why you but lower and multiple bars on the pole (I'm short!) but it will cause terrible access problems for wheelchairs AND bikes. There should be more wheelchair areas in each car (or each entrance) – fold-down seats?
4028	I am handicapped but utilize BART. Frequently like the areas, don't ride during busy hours so always comfortable safe and efficient. Glad were all benefiting from new cars.
5535	I am not a fan of the neon seats. I think the idea of color-coding the exterior is great. I don't ride a bike so I was unconcerned about that. I really like the digital screens – will make things clearer for passengers. I don't think the seats are as comfortable as the current BART seats. I think the floor-to-ceiling poles are nice with the multiple handholds. I feel like the seats are smaller, which I don't like.
6949	I am not a fan of the yellow seats. I feel like they don't fit the overall look and feel of the rest of the car. Also, the lights seem to be a bit low compared to the current cars which might present a problem for us tall guys.
6499	I am not from San Francisco but the cars are fairly small in length. I guess they are better than the old ones so that is progress.
929	I am NOT pleased that there are less seats. Also, though I support bikes for transportation there is a lot of room taken up by having bike racks. The way it is currently, bike riders do okay by positioning their bikes where there is room. This gives people who are standing a lot of room to squeeze in. Having a bike rack takes up a lot of standing room. This car seems to be design to transport less people, whereas in the future BART will be transporting way more people than they are now. Also you have less seats but not enough places/straps for standing people to hold onto. Seats make BART an enjoyable experience. Less seats equals less enjoyment, which makes driving more desirable than taking BART.
6399	I am not sure that mustard is the best color for priority seating. I think it may still confuse people.
660	I am only concern about how it would look 3 months from now
1044	I am pleased. Easy wide seats, emergency intercoms on doors for safety and mirrors. Nice.
3468	I am really disappointed that you took out so many seats and for what the bikes. People already have to stand from Hayward to SF.
3496	I am requesting to clean one in a week for all the trains because the old Bart are not at all clean.
917	I am sad that the air vents on the windows will be going away. It is really nice to have cold air on my face. Otherwise looks like a nice contemporary subway car.
2029	I am short so I love the hanging straps and middle pole.
3722	I am short so the central pole is excellent also the seats have good back support. The only issue I can see is there are less seats - more standees. Not a problem for me. Now if you could only find a way to make people move to the center of the car away from the door :) !
2299	I am the executive director at (organization name removed) and a wheelchair user that uses Bart 3 times a week for work use. I would like to be on your panel to assist with any improvement for wheelchairs. I do like your current design for wheelchairs with the side car.
4883	I am use to the PATH and NYC transit. Glad to see no more cloth seats. But am concerned about the stitching on these seats. Also lime green IS HIDEOUS! Glad the stability straps are easier for short people but it just seems so cramped. Nice monitors. Also glad no more carpet flooring.
4132	I am wheelchair bound. The center pole is in the wrong spot. Will there be sufficient room for wheelchairs multiple?
6857	I am working for Bombardier in Henningsdorf. We will build the side walls in Henningsdorf.
8661	I apologize I didn't look so closely at some of these things but I absolutely love the wider aisles and the screens and the new color scheme makes it seem happier and trendier. I'm actually excited to ride in these cars. Thank you for giving me a chance to experience it.
726	I appreciate how the doors will reduce the high-pitched noise while going through the tube.
5270	I appreciate that you made the bike rack permanent instead of requiring seats to be folded away. However, if we over is not being used by bikes, shorter people may not have something to hold on to if they are in the area.
4233	I appreciate the effort to increase surface standing area, but the decrease in seats 1~8% I was told) is not the way to go. People want to sit, and there's already enough of a battle for seating. I'd truly consider a cost-benefit analysis as well as the social externalities, focusing on those disabled citizens who would like seats.
7446	I appreciate the extra standing space on the cars. The display screens provide useful info as well they free up wall space taken up now by large ad space.
7448	I appreciate the noise-suppression efforts; I hope they work! Better signage!
7272	I appreciate the thoughtfulness of the design – so many details such as the vertical tri hand hold bar, multi lingual digital train location signage, comfortable seating, comfortable multi level loops for hand holds, the easy to clean floor and the bright colors- as well as roomy interior for standing and wheelchair maneuvering- I've never respected designs that focused on style aesthetics only – your cars accomplish both good function w/ lovely aesthetics-great job! Kudos to the design team and builders.
4829	I believe that a wheelchair could easily enter the pole is not in the way. My daughter has cerebral palsy and I push her chair. The pole is handy and a blind person would feel it with their cane.

Appendix A

Survey Data: Verbatims

15048	I believe that it's going to be a big step for public transportation. Go BART! (spanish)
2872	I believe that the new Bart train will be great for the future.
4302	I believe that these new bart trains don't follow the disability ad.
5766	I believe the current car's seats are more comfortable as they are more cushioned and comfortable seats help ease the long ride (like Dublin-Pleasanton to SFO). Please give them more cushions if possible. I like the idea of storing larger bags/luggage under the seat. I guess you can have more luggage space if you put hat-rack kind of thing on top of seats along the side wall so we can put backpacks etc. on while standing. I think we can have more space for people to stand that way. Overall I like the car and thanks for great work!
4172	I believe the new train car models look very futuristic and would be a very good fit for BART. The cars look and feel very nice, and seem very comfortable. The green color should be replaced with a different color, the blue is fine.
4546	I believe there is a need for persons with disabilities to be on BART decision making committees.
5761	I can only say that its more impressive than the older version. I would think passenger would like the new model.
4364	I can see the point of controversy about the pole. I followed a wheelchair in and it was a little difficult for him to maneuver around it. Chair covers seem like they'll rip or get torn easily. Smooth hard chairs are fine!!
8609	I can't wait to ride it in the future with my class. They need more room for your backpacks.
611	I commuted daily on BART for 15 years. Always a fine experience. Retired now-I always visit my friends via BART for a uncle date in SF or Walnut Creek etc...LOVE the new cars – the time is right and I look forward to riding in them. Thank you for all your hard work!
2856	I couldn't tell that there was a bike rack. Make it more visible. Please also but working wi-fi on the trains.
3798	I count 23 seats, so full car has 46. I fear all seats will be occupied within 4 or 5 stops. My experience is there is total lack of keeping senior and handicap seats available, so these folks will wind up standing from, say, Bay Fair to San Francisco. Too much space allotted to bikes.
7472	I definitely liked the layout of the model. What really caught my eye was the digital screens. The only problem to me would be vandalism so I don't expect to see too many of the digital screens. The seas were plus. Basic design and they look easy to clean. Overall I liked the model and what it offered.
4996	I did not notice the bike rack but I really enjoyed the appearance both interior and exterior. I think this will improve rider satisfaction and comfort. I hope that these trains arrive soon, can't wait to start riding them. My main comment is I hope they stay clean!
8637	I did not see any trash containers.
4772	I did not try the new seats but they felt comfortable to my hand.
2875	I did not try the seats out, but I felt the material- leather? I would think a plastic/neoprene would be easier to clean. Great demo to the public. I look forward to seeing the new trains- more than likely people will park the car(s) to ride the new (BMW?) trains. Cool.
4704	I didn't find the color scheme very helpful. I do like that the intercom is now adjacent to the doors. I don't like that there is limited seating. I would like to see more seats and less standing space. When I take long commutes on BART (which I do for work M-F) I like to have a seat, which are competitive enough with the current amount of seats at high peak riding hours. Less chance of seating a seat would make me more inclined to drive to work. I do wish to see more train car during peak hours. I like 3 doors and I like the added poles.
2636	I didn't like the neon colors. They were too bright.
5126	I didn't like the yellow seats. But my grandson liked them.
8693	I didn't notice bike rack or pole.
9174	I didn't notice the digital screens and signs and could not judge the effectiveness of the lighting during daylight. I think the floor-to-ceiling pole is a great idea. I HATE that you have removed so many seats. We feel like cattle already. This will be worse!
772	I didn't notice the digital screens.
7345	I didn't pay much attention to the lighting. Seats close together what about winter when we have coats on? I like that we will know outside and inside the train destination and where it is. I am short so I look for places to hold on. I think the pole by the doors is small sometimes 2-3 people are holding on. I like the floor to ceiling pole. I saw wheelchair people had objections what if it hung from the ceiling like an umbrella upside down? Wheelchair need 4-5 feet clearance from the ceiling I think.
1664	I didn't see "h."
602	I didn't see a bike rack. I don't think the seats are going to clean easy from the material
7426	I didn't sit!
809	I didn't try sitting in the seats, or cleaning them. Bike rack is good and compact, but there could be conflicts or delays as riders try to untangle their handlebars.
6391	I didn't try the seats, so I don't know. I forgot to examine the floor.
4837	I dig it. Get it here sooner. The outside is boring. I'm thinking customizable exterior for seasonal, event, sporting events, ads, stuff like that.
2453	I dislike reduced seating capacity.
6594	I dislike the digital screens and signs because they increase upfront and maintenance costs too much. Please keep traditional paper signs.
2427	I dislike the neon yellow/green color a lot and there needs to be more storage for bikes. The improved poles and hand rails that are lower or have more areas to grab are great!
682	I do like this Bart car.
1592	I do like: 1. Too few seat. 2. I am short on the old car there are more seats. I can hold on to the seatback. Now fewer seat. I can not reach the top pole. So much difficult for me to stand. 3. Seat is more narrow. I like more easy to clean.
2143	I do love it too.
4572	I do not agree with the decision to reduce the number of seats available. I sincerely hope that BART will reconsider this decision. This is the reason that I have rated the overall interior layout as "poor."
2964	I do not know how the air conditioning will be. I didn't notice the grip of the floor. It does look fantastic!
6274	I do not like that very few seats in the car compared to the existing cars.
1178	I do not like the color of the interior. It looks too much like the Seattle Seahawks colors. They should get rid of the green color. It should reflect the Bay Area more.
3612	I do not like the color of the seats. I would suggest replacing the lighter yellow/green seat with a darker color. Do the digital screens have anything to prevent them from being scratched or etched?
3206	I do not like the pole in the middle of the car. It will be to cluster for people to move through. There are less seats for everyone.
6827	I don't bike, but the racks seem like a good idea, so there is a designated space for them.
4247	I don't care so much about : (D, E, G, & I). (J) could be judges more accurately in the dark;
6266	I don't feel that running more trains will counter the lack of seats per car. 45 minutes or more without a seat will suck. You won't be able to run significantly more trains at commute hours when this will be the most problem.
1598	I don't have any. Thanks.
2958	I don't know about the wheelchair problem with the pole since I don't use one. But I'm not convinced as a 5'4" person, that it solves the problem of short people needing to hold on. Just more straps to hold onto will do just as well.
4897	I don't know how easy the seats are to clean - I never use a bike w/BART.Couldn't evaluate lighting in sunshine.
2092	I don't like fewer seats or narrower seats but I'll probably be retired before these are in use.
6842	I don't like having less seats which means more people standing
5910	I don't like the bike racks, takes away from seating. 1 car should be for bikes not all.
3031	I don't like the color scheme it should be a different scheme color, maybe all black, grey or warmer color scheme. As far as the seating, it's much smaller seating arrangement where it seems more riders will have to stand to their destination than being able to sit in comfort. The bike rack is a perfect idea but it's to in the way of riders having somewhere to stand due to the lack of seating.
5730	I don't like the colors of the seats.
1372	I don't like the fact that none of the seats offer coverage for ladies legs, especially with mini skirts. Ladies will have to sit more lady-like knees together ;)
3251	I don't like the floor to ceiling pole.
4477	I don't like the lime green – it's likely to get discolored more easily and that kind of bright color will look garish and unfashionable soon (though it's popular now). I like the screens. Will any screen into (illegible) be in Spanish too? Need more forward facing seats (or just more seats)
832	I don't like the no-window seat at the front/back.

Appendix A

Survey Data: Verbatims

4414	I don't like the pole, it makes it hard to walk from one end of the car to the other when the train is crowded. The smooth hard floors don't make it as quiet as carpet and they are slippery when wet.
1058	I don't like the seams in the floor or the color/texture. The exterior appearance is not as exciting or futuristic as one would hope. The railing at the top of doors (exterior) seems bulky and cheap.
5266	I don't like the seat color that much.
3080	I don't like the seat colors it reminds me of Seattle Seahawks. Color theme.
4604	I don't like the spit vertical pole; it takes up too much room in trade for its utility. However, I like the pole being there and now it obviates an overhead rail above the door. I love the display and also the display outside. Good future – proofing with the digital wiring for future digital ads. Love the LED lights. Love the modular design. Don't think the bike rack is necessary; it takes up too much space when no bikes present (which is majority of the time). I recommend unsplit seating to allow for one bariatric individual or 3 children/smaller individuals or 3 children/smaller individuals. I don't think the lime green will hold up well to grime.
3550	I don't like the straps hanging from the overhead bar. I get hit in the head and have to always dodge them. Could be shorter or less of them. Floor to ceiling pole is where the doors are which will create large population density where the doors are making it getting on/off the train difficult. Design should be so that door areas are not densely populated. Will create same problem as currently.
2041	I don't particularly care for the bikes in the car with riders. Why not a "bike only" car?
5280	I don't plan to clean any BART seats myself! Floor-to-ceiling pole seems unnecessary.
6152	I don't really like the use of neon green on the seats, but I like the blue. I also like the digital screens and signs. It makes it easier to know where you are at any particular time.
1634	I don't remember the pole and floor.
1124	I don't ride a bike so I couldn't answer that question!
5072	I don't ride a bike so I didn't look at the rack. The windows are a little small for my taste, but that's a minor concern. Because the car is shown outside the lighting can't accurately be viewed like it would be in a tunnel. I would have liked to see the doors function, with boarding and exiting.
3676	I don't ride a bike, don't like the inside colors (it's not a Disney Ride)
661	I don't ride Bart but my impression of the design is included in my response to the survey
4782	I don't ride BART that often, since I live here in the city. But it is much better than cloth seat for sure and easier to clean. The digital screens give more detail what going and any problem with BART.
3361	I don't sit on BART.
4245	I don't think that a lot of people will be comfortable with the space available inside.
6054	I don't think that there is enough places for shorter people to hold onto. Plus more seating sure but there is a lot of dead space where people will be surfing the train hoping not to fall over or wishing they had a seat or hand hold.
922	I drive most of the time, but take to ride Bart @ lease 1-2 a month. I love the seats, though they seem sparse now. I am a senior (69) and there are not many seats for us I hope this improves the future. I am able to stand, but many seniors are not. I think you should try packing; a lot of us in the model to get a more realistic view. I love the digital allowing riders to know next stop.
2257	I enjoy the new colors, and digital screens with up-to-date tracking/GPS for BART riders. Lighting could be better w/nicer tint, instead of fluorescent lights (which are boring). Exterior and interior could look more futuristic, but still nice.
899	I enjoyed the new look.
4679	I especially like the digital display but I think there should still be non-digital maps.
9216	I especially like the floor-to-ceiling pole.
1187	I especially like the new maps and visual information for the stations.
7081	I fear the digital screen will suffer from vandals. But the 3-door design is great. I like the redesign.
2278	I feel excellent about the new Bart train, seats, touch screen map and doors...
5186	I feel like I'm in Europe! And that's a compliment!
8875	I feel like the pole in the middle would be in the way if the trains were to fill up, especially during rush hour.
864	I feel like this could be more spacious. Xoxoxo Bart Rider
6655	I feel like this need more seats.
1803	I feel more seats are needed. It's a long ride from Baypoint to the city and seating is always in short supply as the cars during commute are always SRO.
6992	I feel that at least in the model that there is less seating available. The seats are less cushioned than the current seats which may be an issue on longer rides.
3139	I feel that it is a tremendous upgrade.
3493	I feel that there's not enough seating.
9213	I feel there should be more seats for people who ride 55 min. from Concord to S.F. Too long to stand. I feel there should be cars with more bike racks. Maybe some cars with more seats and some cars with more bike racks.
15127	I feel very proud for what's coming in the future. (Spanish)
9045	I felt everything was great.
4491	I felt the seats were a little too high to be comfortable.
6632	I find it an improvement overall.
5583	I find the seats in the current cars (most recently installed seats, with water-resistant fabric/wipeable fabric) to be more comfortable for longer trips. I prefer more seat padding though lumbar support is helpful addition. Space to (illegible) crowding (i.e. more cars) is very crowded, too.
5305	I found the digital screens to be very useful; I am not sure of the purpose of the floor-to-ceiling pole.
1770	I found the new trains to be easier for all riders to be able to enjoy. Looks to be easier to maintain cleanliness.
7113	I found the seat bottom to be comfortable. However, the lumbar support was too low. I'm 6'4" but not too bad. What was really uncomfortable was the top of the back seat cushion; it hit me right on my shoulder blade. The plastic on top was very uncomfortable. There seems to be much fewer seats. I like the idea of more standing room, but I think this has gone a little too far. The grey and blue are very pretty, but the green is a bit ugly. I like the idea of different colored seats for handicapped, etc., but maybe a more neutral green or red might be more suitable as that subtly indicates "don't sit here."
2893	I found the seats comfy, and they look easy to clean. Definite plus! I'm not sure the screens will be safe from vandalism, from people scratching them with keys. I like the idea of different colors for the seats for seniors/disabled, but maybe a brighter shade. Might be easier for some to see if they have low vision. Love the bike racks, looks very secure.
1140	I found the seats to be very uncomfortable; Much less comfortable than existing car seats. I don't like the floor either. Yes, I'm sure it's easier to keep clean but it's very "sterile" and does not contribute to a warm feeling.
4743	I generally like the new train and the automated station announcements. I am a bit concerned about wheelchair access - perhaps some fold-down seats would flexibility for more accessible areas.
6257	I guess more doors help to get out of crowded trains, but I'm not sure it's worth the loss of so many seats. The seats are also less comfortable than the current ones.
4915	I hate these new trains – like herding cattle, and those of us who travel far with lots of bags/briefcases are severely disadvantaged.
8956	I have a difficult time getting non seniors to give up a senior seat and fear it will be even harder because there are fewer overall seats. Hopefully I'm done riding daily by the time they go into service.
945	I have a suggestion. On the map there are colors for each Bart line but there is no corresponding color for the trains. My suggestion is to incorporate a colored LED bar on the outside of the train that can change according to which BART-line it is.
3416	I have always loved BART trains and service can't wait to ride the new train.
6844	I have been on BART since Day 1. All I can say is "It's about time." Now to get all of the riders who just crash the gates for free rides. Also get ride of those beggars and homeless on the trains. I pay a good \$200 plus for my BART tickets. Hats off to the designer of the new cars!
9184	I have heard the pole in the middle isn't best for wheelchair – looks to be true. Bike rack is good concept, but not enough (just 3 per train?)
4298	I have problems standing - not enough seating.
4603	I have some concerns about the padding for longer rides, but I think the leg room is sufficient The seat material is nice, as is the grip on the flooring.

Appendix A

Survey Data: Verbatims

4610	I heard people complaining about seat size/comfort – I think the new seats are good how they are. Plenty of room to fit. I'm glad there's more standing room now to accommodate passengers during rush hour. Love the new cars! Finally, these trains look like trains in places known for public transit. Reminded me of the MRT in Singapore. Very exciting!
6302	I hope air circulation system is included. Trains get too hot.
3230	I hope it can stay clean & not stinking
5078	I hope noise gets better, overall looks like a big improvement.
5410	I hope not too many (or any) ads would be on interior screen. Cleanable seats are key!! Love 3 doors – easier access. Pole may make bike use tricky.
9051	I hope riders would take good care of the seats!
2870	I hope screens will be used to promote local small businesses and public service announcements.
9202	I hope that no one breaks their arms on the vertical 3-part pole! It does look convenient, though.
7238	I hope that the digital screen and signs will be captioned/ subtitled, when there is an emergency or whenever speaker speaks to inform people something. This will benefit deaf people and people who wear headphones (they can't hear the speaker). * I know there is hearing aid accommodation, but not all deaf people wear hearing aid. Thanks
15138	I hope that you're able to move ahead with the project - it's excellent and it's already needed. Thanks. (spanish)
1647	I hope the A/C systems are better than now. I don't see why there's fewer seats having to stand for the fare price isn't right.
2784	I hope the air conditioning works well. The old car never regulated temperature.
2734	I hope the digital signs won't be too bright or blinking. I wish more of the side-facing seats had arm rests for pushing up with. I hope the intercoms work.
9110	I hope the new rates don't kill us!
1302	I hope the overall number of seats are not reduced due to the bike racks.
2091	I hope the priority will be on customer service without raising rates.
5622	I hope the station signage will be enhanced to be more visible while seated inside on a train.
4745	I hope there are enough areas to lean when traveling so I don't have to hold on to something.
6649	I hope there are going to be enough seats for people to sit.
8948	I hope these new trains will continue to be clean and smell nice.
8682	I hope they are quiet!
1875	I hope we only pay 6.00 dollars and no more.
6774	I hope you will be able to accommodate a ton of bikes!
9020	I imagine after my 1 hour plus commute my butt will get numb and also hard to sleep in these seats. I know that seats are not made to sleep in but it's nice to be able to rest after long shift. Also seems like much less seats in train. Unfortunate for us who have long commutes and stand all day at work. But the rain is pretty.
5495	I imagine the most controversial elements are: Bike rack – as a cyclist, I think this will be nice. As a non-cyclist, I think this will be nice. As a non-cyclist, I think it'll be good to get the bikes in 1 area. Color – clearly not Seahawks colors. Pleas do not listen to these 49ers idiots. The blue reminds me of the Bay, and the green of the East Bay hills. The color scheme is entirely appropriate for the SF Bay area, and it looks great!! Center pole – as trains get more crowded, this will be a very useful feature.
3858	I instantly thought that it will suck because I will end up standing all the way home. I have as much right to a seat as the bikers do to having a space. I do like the three door idea. I also hate that we can't walk through to change trains. That is awful
9185	I just got off a train that was packed – my first comment is where are the seats? I travel 60 miles a day with a cane to support me – I didn't notice the luggage areas I'd heard about. Sigh -
5764	I just love how the way it looks, the color and the seats all comfortable. For me it's perfect.
1916	I just love it and can't wait until it's introduced.
9289	I just love the whole concept especially the sign that tells you where you're at.
2388	I just love the whole new look and design. Especially the pole/handles to accommodate not so tall people as myself.
4475	I just wish there were more seats! To give up comfort because of traveling distance (in high heels) is a major discomfort to include a third exit at the cost of seats is not a good idea especially if you use Bart – Bart management and designers etc should be required to use Bart at least one week per month during rush hour times from Concord to SF
6619	I kind of like the new seats we have better now. If the cars are really crowded the bike rack might cause a problem. Basically these cars are really cool!
9191	I know it's only a half model, but there seems to be more standing room and less seating. I travel FAR.
6871	I know sturdy but still a lot like today's trains. More modulation in lighting -- control from bright to dim? Seats I changed from excellent to good. They're a little hard for a longer trip.
8737	I like a lot!
5500	I like bike parking in each car. I like the new center poles.
2840	I like Caltrain seating, more comfortable, headrest, a lot of people try to relax when they sit.
651	I like every aspect of the car. The color schemes will keep you alert and focus. Good job Bart!!
6511	I like everything a lot of details.
1650	I like everything, electronics, fantastic color perfect good option.
2902	I like having poles by the seats to help in getting up.
5071	I like how it look it looks way better than the Bart from now. It looks (illegible)
5977	I like how it looks but the inside is too small. Maybe try to make it a little bigger. Also it would make it easier for handicapped people to move around inside. Also if you can make the windows a little bigger because I like looking outside for a really nice view.
3130	I like how it's decorate the front and back. I also really really like the bike rack.
2910	I like how it's wider seems like it's not going to be crowded any more. I also like the bike rack people can relax.
3775	I like how tell each stop plus tell you train is late.
5125	I like it – can't wait for new cars.
15031	I like it a lot. I hope to be able to use it. Your staff are very friendly. (spanish)
1885	I like it a lot. I love the brightness , I love the colors and I feel having that bike rack might encourage people to bring their bikes more. The only thing I don't like is that the seats look too close together.
4468	I like it all.
3038	I like it because it much better then the old one.
7346	I like it except for the big pole in the way
2994	I like it it's better. I'm in to it. People can get on easy with wheelchairs and people with I think the people that made it are happy and it's way bigger for me. I look forward to being on it having fun.
4093	I like it overall, just wondering it there will be outlet plugs for cellphones?
6811	I like it that there's more "blank handles" on the rail. Really useful for me since I'm not that tall. BART rider for 15 years now.
3779	I like it!
5445	I like it!
5561	I like it!
7033	I like it! Congratulations!
3321	I like it! It is the up grade we needed. I am very glad it will be easy to clean! Seems safer for the right rides too! Thank you
49	I like it! It looks great.
2966	I like it, can't wait to ride it.
1239	I like it.
1296	I like it.
2730	I like it.
6322	I like it.

Appendix A

Survey Data: Verbatims

3436	I like it. :)
4259	I like it. Even though not a lot of seats most people stand anyway.
880	I like it. I think the flat screens will get vandalized, unfortunately I like that bums can't hide out in the corner seats. I've always said that there should be some "bike only" cars because the bikes and commuters get nuts.
4973	I like it. This is really nice. I specially like the more spaces for bike.
1142	I like most changes (bike racks are awesome!) but there aren't enough seats.
1119	I like most how the new cars make it easier to know choose where it go - once you're in the car (the bike rack) and wherever you're traveling to.
3576	I like new train car than old BART. Because I comfort to seat is new to me. It is look the coolest. So they keep to clean than dirty or stink.
1881	I like so nice.
7151	I like that I don't have to duck under the poles (handholds) or cameras. I would worry about the monitors being vandalized but they are great.
2396	I like that is' very modern and clean looking. The video maps bring the cars into the modern age. These look like the subway cars in Hong Kong. I like it!
6179	I like that it is green, eventhe floor. Also I like the height comfort of the chairs.
4242	I like that the floor felt like it had good grip to my shoe soles. I also like seeing I bike racks.
6926	I like that the floor-to-ceiling pole height is adjusted to people with shorter legs and arms.
2283	I like that the seats are wider and have hand holds. However the plastic hand hold molded into the seats don't seem like they will hold up to the physics that will be applied as people hold on as the train stops suddenly.
7430	I like that there are 3 door entrances, Interior is clean and seems easy to care for. There seems to be less seating. Unsure about the poles in the middle of the center aisle, maybe more bars crossing horizontally or width-wise across instead. More black handle ropes for us short people. Can you add ceiling-screens? Can you add cell phone chargers. Thank you
6497	I like that there are bike racks, but I wonder how it will work in practical on a crowded train? Will people sit on it and break it? I do want space for bikes on all cars, just wondering about the racks. What about stroller space? Can't remember if sign also says to give up seat for pregnant people. Important!
6290	I like that there are three doors per car. Nice job.
6796	I like that there is more standing room. Middle pole is my favorite idea. Screens are too dim to read well. Overall, very pleased.
5676	I like that you identify handicap/elderly seats.
3266	I like the "lighter" feeling with the colors.
5628	I like the 3 doors!
8707	I like the ability for a few bikes to fit side by side. Nice interior – clean and modern and good color indications of seats. Large display screens are really helpful – we liked the map showing current location and useful info.
4354	I like the access for passengers to view in the direction of travel like the train operator. Not available with the "C" cars correctly in operation.
5358	I like the aesthetics of the train but concerned about lack of passenger capacity space. But the overall impression of the new train is good and hopefully efficient to manage.
4779	I like the all leather seats.
6648	I like the bars in the middle but I prefer the current bart seats because of their cushions
2327	I like the basic we will in actual
606	I like the bike rack. The seats look easier to clean and it seems like more overall space
4999	I like the bike racks! Can there be more? Or maybe one train meant for all bikers? Those trains could have wider doors. Can the floor dry quicker some how? Slippery on rainy days. Love the seat shape. Seems like there is good back support, which is important for commuters. This yellow is terrible though. Seriously ugly. I know you want to highlight the handicapped seats but if all the other seats are grey and the special ones are blue, the color will pop more! Contrast. Right now the yellow and blue are equally bright so the special seats don't stand out. I love the vertical pole. These are better than ceiling poles. I always wonder what the next stop is so like the scroller but the digital map may be excessive.
4254	I like the bike racks. How often will the seats be cleaned?
2574	I like the blue, don't like the green.
759	I like the bright colors. The LED display is nice but needs anti reflective cover. (The glare makes it difficult to view at many angles.) The poles are nice (3-way split is great) – may need a few more?
1308	I like the bright inside. Keep the colors!
1937	I like the bright seat colors and the digital screens!
8854	I like the center pole. I talked to a woman in a large wheelchair while I was on the car. She said it had plenty of room to maneuver her chair. Seats are not as comfortable as the present seats. However, the new material makes sense. Single disability seats need a side arm to hold onto. Bike rack takes up to much space to be on all cars.
15006	I like the color and seats a lot. I liked everything. (Spanish)
803	I like the color coding and addition of screens
9047	I like the color idea and digital display. Bike rack is excellent.
8608	I like the color of the seats and I like the monitors that show you about the directions.
2066	I like the colors!
7225	I like the colors, livens up the BART. It won't be so drab and boring.
1951	I like the comfy seats and the modernness of this train. I have a feeling that people will be riding these trains just for the fun of it. -10 year old <>B
1920	I like the current train seating lay out better.
5360	I like the design aesthetics!
3072	I like the design of the pole, but the placement concerns me. Would it block access to wheelchairs in its current location? Seems like putting it off center from doors would still give benefit but would make wheelchair access better. If that doesn't work, the pole in the bike area is fine- just the wheelchair area that the placement is a problem.
3358	I like the diff colored seats for disabled passengers and display. The seats are comfortable and look clean.
1101	I like the digital map but feel the screen will get vandalized and scratched very easily.
3898	I like the digital map screen and the nice color seats. I like everything about the train car.
2403	I like the digital screen tells you the next stop. However, the writing and map (display) are very small and hard to read you have to stand directly in front of the display. Lighting is dim. Can it be adjusted? How about adding sanitary wipes or sanitizer to each cart for hygienic and infection control purposes.
5129	I like the digital sign; visually appealing. Silver and blue is a good color. The seats look comfortable they are easy to clean and I hope they are durable and don't tear easy. I like the floor to ceiling pole. The floor is better than carpet. The lighting is good. The current train is noisy. I generally wear ear plugs. I would like to see the train quieter. Most important are durability of the seats and noise.
6424	I like the exterior and interior of the new car a lot. Especially the floor and the seats; it looks like they can be cleaned easily. But how strong is the plastic covering the seats? There's a lot of crazy and stupid people who will try to cut it, and then the seats will be ruined.
8731	I like the extra door and real time display. The pole is good for people who are standing when crowded because there is something to hold on to instead other people.
3768	I like the extra poles in the middle of the train; cool bike rack; colors too bright
3729	I like the extra poles in the train, but the colors are a little bright. Bike rack is cool. Seat material seems a little flimsy.
4750	I like the fact that there is more room for bikes and wheelchairs. I like the digital map to show where you are in real time and what station is next.
4218	I like the floor and seat materials – easy to clean. Want more seating – but do like the bike space and wheelchair space. New poles are good. I am only 5 feet tall so if the middle poles and the fewer seats are taken I'll have problems reaching for stability. Seats are just OK but probably will have to get used to the higher and narrower feel.
4852	I like the floor to ceiling pole because I think it makes good use of floor space that no one would otherwise be able to use because there would be nothing for the passenger to hang on to. The overall layout is pleasant but if you are standing next to a seat you won't be able to hang on to it if it is one of the seats facing the aisle way. You would need to hang on to one of the straps hanging from the handrails. (Unless you are tall enough to reach the overhead metal handrail.) Hanging on to the swinging straps is uncomfortable on a moving train.

Appendix A

Survey Data: Verbatims

3256	I like the floor to ceiling pole, but perhaps the pole can be placed in a location so it does not hinder the entrance and exit of wheelchairs. Will bike racks be present in all the Bart cars or only in specific cars of the train?
4421	I like the floor-to-ceiling pole and the general layout. But are we giving up too many seats?
2922	I like the floor-to-ceiling pole because as a commuter, in the morning, it gets really crowded and hard to find your balance.
6893	I like the floor-to-ceiling pole because when the trains are crowded, it would be nice for people to have something to hold onto. I wish there were more seats.
4593	I like the green and blue colors very much. They are bright and cheerful and calming colors. I regret that a lot of seats get lost – however I understand that an additional middle door was needed.
5782	I like the hand holds on chairs.
5746	I like the head room.
6145	I like the higher ceilings. I think the leather seat covers will cause problem/maintenance concerns/money.
2918	I like the idea of a center pole, but my arm got stuck in the gap.
4462	I like the interactive info screen. I don't like the listless green priority seating.
15125	I like the interior layout. The seats are better than the old ones. It's excellent. I like it. (Spanish)
9162	I like the layout, the only drawback is the loss of some seating.
5547	I like the layout. As more people ride, and cars become more crowded, additional handholds such as the poles is a great idea.
1883	I like the LCD screen. Will it have real-time arrival times?
3112	I like the lighted signs + destination markers. The floor pole is a problem- my chair is not tiny but not huge and the negotiations around the pole to go to the other side of the train if the door opens there- would not be possible if the train were moderately full. I tried a few different maneuvers and I could not do it if there were a lot of people on the pole. I understand the need for hanging on poles-could they be placed at the end of the seats by the door? The accessible seat is too short. People tried to sit behind me and were unable to get into the seat till I moved forward and was blocking the door- in the way and likely to get bumped + hurt.
6664	I like the look of the cars. The digital screens are a nice touch. The seats feel comfortable and look easy to clean. I fear that they might stain easily though.
6083	I like the look. Love the floor-to-ceiling pole (like Paris Subway!) Hard to say what it will be like in rush hour. I mainly take Muni so don't have a lot of experience riding Bart (to make comparisons between old and new).
6332	I like the lower back support on the seats and the bright interior colors.
5499	I like the lumbar support on the seats. Seat colors are nice and fresh. The bike racks are great to stabilize the bikes in transit. I would like to see more straps to hang onto. There aren't enough, especially when riding in a packed car.
2753	I like the marquee banner that signifies next stop. Definitely less seats might be an issue. But I talked to a rep inside and thought it may be a good idea to replace the three-pronged floor-to-ceiling pole with something more clumsy-efficient, such as hard foam material you can find at children's parks. that way it's still serving the purpose of a sturdy hand-holding tool but wouldn't physically hurt if walking/running into.
4524	I like the mixed-color scheme. Best if the different cars have different schemes so our eyes don't get tired of one/any of them. Interior layout seems OK except too few seats, even if that's only a 60% view. Means only 40% at most is predominantly seats. I hate being packed like sardines standing up on Bart! But I also hate the way a glut of standers blocks the access to aisles and seats. Sometimes the aisles are near empty but I can't get to them through the packed sardines standing in the entry way. Central pole would be nice to hold onto, but holders would block the way for passengers trying to get by, which is already a problem. I am 5'2" too short for upper horizontal pole. A lot of short people live in the Bay Area! Most Asians, Central Americans, more.
3478	I like the more modern look and colors. Layout seems practical.
9197	I like the new BART it looks good on the inside and out and I love the seats.
6075	I like the new bike racks and the screens that shows where you are currently located.
7522	I like the new car. I still like the old cars they are very dirty though. I love the cool colors and the clean insides.
5496	I like the new design. Better materials will be lighter/more efficient and easier to keep clean.
6115	I like the new digital screens since I am deaf. It's more visible and helpful. Thank you.
5571	I like the new features with the strong exception of the interior layout. All the seats have disappeared. And may now anticipate a 45 minute commute standing each way. Thank you for solving the crowding problem by having all passengers stand. The new trains are nothing more than cattle cars. No matter how nice they look and won't be comfortable standing up crammed against other passengers. You could further solve interior crowding or increase carrying capacity by having us ride on the roof of the train.
7466	I like the new interior and out. I really like the color interior and the bike racks.
5164	I like the new look, the seats feel more comfortable, I take Bart to work everyday.
622	I like the new look. It's long overdue. Thank you.
6559	I like the new raised seats and bike rack. The display for the next station should be bigger. Love the middle door!
2842	I like the new seating - much easier to keep clean. Also like the cameras in the cars to help with safety issues. But don't let the police force be diminished.
4272	I like the new seats – easy to clean compared to old fabric ones. New screens – nice touch. Great lighting. Like the floor (no carpet too!) Question: Will wheelchair spaces have floor clips for wheels to secure?
904	I like the new seats and wider aisles, but I think that the center pole by the door is problematic for access for people in wheelchairs and mobility scooters, as well as strollers. I do appreciate the bike racks.
6112	I like the new seats, the bike space. Overall excellent.
9118	I like the new style but the less seats gets to me.
2831	I like the new vent system (not blowing gin small section). I do think the bars in the center door areas are too tall but I'm hopeful the center poles will compensate for it. Kind of sad about less seats; happy about more cars per departure.
5840	I like the newer BART train model. It is so nicer
4669	I like the next stop notification and the map indicating where the train is. It is better than the old trains yet the exterior is not that different. It would be nice if it looked more modern.
4826	I like the old shade of blue on exterior, internal screens should be anti glare, seems like there's significantly less seating. I'm short (5 ft.) the dangling hand hold still feels a bit high. I think BART system should be a permanent fixture not as digital display.
8679	I like the original.
5563	I like the overall design of the train, however, I understand why some people are complaining about the center pole. I am fairly tall so I like the high ceiling design. If there was a way to run more trains – PT/BP line 7-10 minutes – I think that may ease overcrowding. Overall nice concept. Like the automated announcements saying the next station. I also like the “no panhandling” sign. Thanks for everything!
2175	I like the overall improvement of the new car. Just wondering about the intercom system if there is any improvement there.
3273	I like the pole but I do not rely on a wheelchair. I can see problems in navigation for wheelchair passengers. Consider maybe a third row of poles dropped from the center of the ceiling.
4202	I like the poles in the middle of the car. Could you put in the sign for disabled people the same sign you have now - “Federal guidelines...and pregnant women”
6000	I like the poles, but I can see their location being an issue (right in front of the doors – tough to get in and out). Screens and announcements of upcoming stations are a great addition.
2815	I like the seat color. It's uplifting. I think that the bike rack is a good idea for safety so that bikes won't fall down and you can stack three in one area. The digital screen is awesome to see your location at a given time.
5572	I like the seats – the typically cramped between the handicapped seats and the front row at seating is still there but a little bit more roomy. I can see why some handicapped people don't like the position of the pole – during crowded commute hour, it might be miserable. I love the digital display and lighting scheme. More space for advertising – do it. I don't mind the Seahawk's color scheme.
4271	I like the seats because I like the colors. I like the floor because the floor is clean.
15	I like the seats I believe that they're easy to clean. And they're pretty comfortable.
4830	I like the spaciousness. Lighting is friendly and low-key. Seats ergonomic. Colors friendly and easily understandable.
5974	I like the steel exterior, too bad it's not pointy like the older trains. Screen could be bigger.

Appendix A

Survey Data: Verbatims

5166	I like the straps – comfortable and not too high. I also like the multigrab poles.
4207	I like the three-handed center pole.
3226	I like the three-way grab bar off the entrances and the bike racks. Darker material on the seats would wear better; perhaps plastic rather than vinyl would keep clean more easily. Ventilation is currently a problem for me on current cars- are there any improvements in this area?
5238	I like the vibrant colors of the seats and outside.
8991	I like the vinyl seats they seem easier to clean than the old seats.
9120	I like the way it looks. It's not drastically different. The seats are nice and I like that there is now more standing and holding on space. Every time I get on the train I'm standing – so it's good that there is more room. I also like the additional pole. I have fallen on someone so many times from not having something to hold on to. The bike rack is weird, but I'm not sure how I'd fix it. Nice that multiple bikes can now fit in one space. The green is ugly.
6078	I like the wider door and aisle. Less seats coming from 50 minutes away might be an issue. I will believe the 38% increase when I see it. Digital screens great! Bike rack might get in way when no bikes present?
8614	I like this new BART train. I hope to be on it soon. The seats and how it tells you the name of the next stop is good to have just in case some people don't hear when the BART drivers announce the next stop.
6509	I like this train it very good thanks for everything.
4718	I like to ride in BART, part and reliable on time.
1732	I like to see better design, from outside.
5397	I like to see more modern, bright colors like you picked. Virgin America airlines does great work with their planes – feel clean and modern. Only the yellow is really bright and maybe will be tagged or dirty fast. Thank you!
15131	I like to see something new and clean. Thanks for thinking of us the users and I believe that we the passengers should collaborate to keep them clean. Thank you. (Spanish)
2861	I like video screens and like nine seats facing aisles- leaves more room for standing. I hope public address system will be improved. Almost impossible to hear on current cars.
8778	I like what it offers cause is glimpse into the future.
2352	I like. Excellent.
2233	I liked everything except for the colors.
1611	I liked everything. It looks nice, clean and new.
2371	I liked it – sounds good
3008	I liked it very much.
9168	I liked it, but I would make the pole not touch the around but still have the 3 poles to hold on to.
1155	I liked of new Bart. Comfortable. [Signed.]
2680	I liked that the seats are higher and more supportive -- easier on the knees and back. I thought the bike racks actually use up more floor space. They can be packed more tightly without them if it's crowded. All in all, a big improvement.
15088	I liked the bicycle stand specially, as I take Bart every day & have to deal with bicycles. Also liked the fact that the seats can be easily cleaned. The color are quiet too. I'm small so the hand bar is fantastic. It's also very important. Since I broke my arm which is no weaker than it was. Also, when will Bart provide special fares for low income passengers?
93	I liked the bigger diagram better than the digital screen.
5291	I liked the colors of the seats but I think that they could be a little bit cushier.
3926	I liked the floor to ceiling pole with the 3 sides - I also liked the digital signage.
4121	I liked the layout and spaciousness. Please change the colors to red and gold – at least get rid of the Seattle Seahawks colors!
1821	I liked what I saw today. However, I wanted to test "noise level" and "shake." I really hated noise that too loud. Why can you make quieter train. Another thing is train "shake" violently. I like "smoother" train. &R's name>
1601	I likey!
7504	I look new Bart train are very nice. Wonder how hearing impaired know. If the train down. Can't hear information when speak. Think like that.
648	I love all of it
4180	I love BART but I'd like to see some money put into solving the noise problem in tunnels. The other changes are great!
7116	I love BART! This train car is outstanding! 5 stars.
4602	I love Bart.
7203	I love every thing about the new BART train till I can't wait to raid on it.
5045	I love everything about the Bart car model. It a prime inspirations for the Bay Area and its commuters. A very clean and pleasant ride to and from work. The new seats are amazing, neat idea. The new seats will keep disrespectful riders from defacing the seats, also passengers may find their wallets easier. The digital monitor makes it easy for riders to see where they are. It makes me want to commute more, and my son would love these new car models. Inspiration for my the future.
672	I love everything!
6898	I love how considerate the designers are to real life issues, like pole space and ease of cleaning.
6506	I love how it looks!
4193	I love how the BART loks so clean and the bike rack is a plus lets see how this does b/c/ im in it.
3052	I love how the new 2017 Bart looks and feels. It is beautiful inside, and out! Hopefully they come out earlier.
1575	I love it is awesome rock on please bring it out.
3419	I love it!
8625	I love it! Based on what I read last year, I was prepared to hate it. But it's way cool!
2424	I love it! Current modern design.
7277	I love it! Such a vast improvement.
2672	I love it!!! It will be a very comfortable ride to work going BART. The seats are major nice!
1856	I love it.
2332	I love it. I hope they run a little faster than the existing trains. The commuter trains in Asia/Europe are at least 20 years ahead of U.S. I hope this will narrow the gap.
9097	I love it. I really love the TV where people can see where the Bart train is. Good job!
7110	I love it. Looks like it will be easier to clean because smell is a BIG problem. Love the chairs but seems like more people will have to stand up. Overall it looks amazing. I love it!
5465	I love it. Thanks for showing it.
9089	I love it...
5083	I love public transit, but...Oh no! Colors are Seattle Seahawks! Try blue/gold (Cal – Berkeley – on your route!) Build these locally! Put people to work! Too much space devoted to bicycles! Start charging \$5 to bring a bike on board! Seats seem "cheap" but I'm OK without upholstery.
1284	I love the "three prong" design of the floor to ceiling poles. The seats feel great, even for my large body. Please keep the signage. Much more information than currently being delivered on BART.
3808	I love the back rack idea but it does limit the walkway space. The seats seem much easier to maintain as well as the space under them which can get pretty disgusting.
2061	I love the bike rack and digital screens.
5356	I love the bike racks! (Please place a large decal of floor marking so that people are aware this is for bikes – there's a tendency now for people to cluster (stand) in the bike area) Non absorbent seats and floors are great! Center pole is very good. Maybe remove one per car to deal with wheelchair concerns. 3 door sis a big improvement.
7000	I love the bike racks!! Color is really nice. Seats are comfortable.
6160	I love the bike racks. It might be tight with bike bags. I love the floor-to-ceiling poles. Overall an improvement on present cars! Good job!
3646.11	I love the blue color. It is cheerful and looks like the beautiful blue sky.
5237	I love the bright green color. Don't listen to the haters!
6359	I love the centralized floor-to-ceiling poles near doors. The seats look and feel great. I love that there are bike racks that hold the bikes in.

Appendix A

Survey Data: Verbatims

4874	I love the color of the seats but it might get dirty too soon (bright green).
5717	I love the color of the train.
3432	I love the color scheme. This is East Bay BART so blue and yellow looks great.
3936	I love the colors, they are fun but not over the top. I like the bike rack idea. Will the bike rack get in the way of passengers? What about having a separate car for only bikes to save space for other passengers.
2888	I love the colors. Brings my mood up. Looks fancy and casual.
4211	I love the digital signs and the center poles. Easier and see where you are and it will be easier to hold on in crowded trains. I also like the seat poles.
607	I love the effort to reduce noise by a better seal on the door. Layout, displays, etc., are all very welcome improvements.
6829	I love the extra bars on the floor to ceiling poles. I love the HOT colored seats-so bright and cheerful. I love the moving "you are here" dot on the maps! That is going to be SO helpful because it's hard to understand the driver announcing stops.
6739	I love the fact that the seats are easy to clean.
8831	I love the fact there are more handholds that are accessible for people under 5'8". The commute to and from SF was a nightmare when I'd need to be on tip-toes to be able to hold on to something.
4754	I love the floor to ceiling pole. Great idea! I also love the digital screens and ability to have multilingual info.
6364	I love the handhold for people standing.
5884	I love the info screens. It would be nice to have times for connections/transfers (such as 5 min. to Fremont train). The center poles are wonderful and help fill the voids. I enjoy the fun colors and like that each will be different. No fabric seats which is amazing!
4456	I love the interior especially the next stop system. I think expanding the fleet is great for capacity and transport.
6448	I love the modern look! Can't wait!
659	I love the new and modern appearance.
7455	I love the new Bart trains! I'm looking forward to a more comfortable and less stressful ride.
2512	I love the new bike rack and non-carpet floors!!
3289	I love the new cars; the bike rack and digital screens are fantastic. The floor not sure about rainy weather if the floors get a bit slick but I like it better than carpet much easier to clean. Overall I think the new cars will make riding Bart a much better experience.
7236	I love the new design, layout, and displays.
15076	I love the new design. It's going to be an emotional ride with my family. (spanish)
2305	I love the new features including digital maps and stop tracking. The layout seems spacious but very few seats. Great bike rack!
707	I love the new plastic seats! I also like the interior signs telling you what station you are approaching.
2444	I love the new seats. Wish I can lean back a little.
4626	I love the new train design - whatever color is chosen it will be beautiful.
6723	I LOVE the new train! I also love that multiple bikes fit on the racks. I was able to move around easily even with my bike. I love the fact that they will be color coded!! Thank you so much for the New Design!!!
4882	I love the new train, because it is more sophisticated.
6964	I love the new train.
3891	I love the new trains. Please don't raise BART prices though. I'm concerned with the digital screens being vandalized. The floor section for people with disabilities could benefit from fold down seats (for those with walkers or canes). Making sure there are no low screws under seats for uninterrupted underseat storage. There is Wi-Fi so outlets would be a plus =). Keep it up! Looks good!
1064	I love the pole near the door for multiple people to hold on to. I love the screen displaying upcoming stops & timeline. I love the bike rack--we need more. Maybe a bike rack car only for commute hours. How soon will it transition to the new cars?
4723	I love the pole! Love the screens!Bike rack is interesting...durability seems an issue.Color scheme feels DOOB.Lighting feel dark due to windows.
6253	I love the poles! I'm shorter than most folks and getting a good grip on the straps is difficult during heavy traffic. Awesome job!
4167	I love the three way passenger poles. Seats could be a little wider. Thank you.
4949	I love the train car overall, I don't like the green chair the color is gross add more seats. I gave it 9.5. LOWER THE FARES! Consider adopting the MTA Fare System!
1637	I love the whole futuristic look to the train.
2984	I love the whole thing, can't wait for every train to look this way.
1760	I love this new train car. It is beautifully designed. I will be looking forward to use Bart as my transportation method.
4742	I love train travel, I came in S.F. only for use the BARTs, I love the BARTs and trolleys in San Francisco.
1769	I love your new design. Can't wait to see them on the rail.
1133	I LOVE!!! the neon seats.
3040	I loved it, can't wait until 2017. Looks fantastic.
819	I loved it. Maybe needs more seats. More room.
2970	I loved the train, I liked it very much, even the size of train I liked it.
1667	I loved the whole layout from top to bottom. The cars are awesome. I took a picture with a lady from Denmark. It was wonderful. Fun, fun!!! Can't wait to ride on one of these baby's. Let's push for an earlier date like 2015. Two thousand fifteen. Ya. I just loved it, and all of your workers are rad. Awesome! <R name>
3322	I m guessing that the seats will get graffiti on them - I hope that will be easy to clean off.
5293	I miss carpet on the floor.
3839	I miss the "luxury" BART cars. Once offered when new. The car appears "basic" though modern for 2014.
6914	I miss the BART nose on the front.
3905	I miss the sloped front of the cab. Please bring back. I want more seats. I don't like the black color in the front cab exterior windshield. Make it blue or white.
6444	I never get a seat. I ride 19th street to Embarcadero and the trains are standing room only regardless of day or time. On the weekend the trains average 4-5 cars every 20 minutes apart and the result is the same as rush hour. I realize BART does this intentionally to make more money and I'm equally disgusted they do ti at my expense.
2159	I noticed a lack of seats. Some back problem and other conditions are helped by having somewhere to rest your arms. The new trains will be more painful for me to ride.
4285	I noticed a lot of seats are taken out and I don't like it. I lived in Fremont and take Bart from Fremont to Civic Center everyday. The idea of me or anyone else standing for such a long time is really troublesome.
4822	I often ride with friends who are deaf. We always look for facing seats to communicate (sign). Deaf people will miss those!
2517	I only looked quickly and did not sit. First impression is the green/yellow color is way too much. Layout feels much more open but like it had less seating. Screens are nice but not necessary at all.
8839	I only say good on exterior appearance because it doesn't look too much different.
6378	I particularly like the raised bars near the entrances, color coding the trains to match the map, and the lumbar support.
3933	I particularly liked the bike rack and the floor-to-ceiling pole from which a lot more of people can hold onto when they are standing near the doors. Bike rack can fit and hold more bikes at the same time and they are more easily removable from the rack. Differently colored seats is also a smart/clever idea. Well done!
1705	I prefer bigger seats.
4967	I prefer the current front shape of the train. It is the symbol of BART and we should keep it.
4624	I prefer the old model.
6658	I prefer the present cars for the simple reason that there are fewer seats in this car of the future!!
761	I proposed French racing blue and Lamborghini orange a couple years ago. I see the blue and it's nice. Seat design is much better for lumbar support. Most, if not all, mass transit seating is lacking in this area. Overall, a sleek modern design.
5749	I put good for interior layout, but I'm not sure you can do better with # of seats w/3 sets of doors. I'm curious how much faster deboarding and boarding will become.

Appendix A

Survey Data: Verbatims

43	I question whether there is enough room for luggage, especially for those trains going to the airport. Under seat space doesn't seem to be large enough for the huge suitcases I sometimes see on the train. Otherwise I like it! Also are there enough spaces for bikes seems to be an abundance of bikers on the trains. But I still like it very much.
1742	I quickly went in to check it out. Did not sit down.
3681	I really admire the floor to ceiling pole! That is definitely a keeper. How about having outlets to plug in phone charges? I believe the seat colors are too bright.
6669	I really appreciate the bike rack. The addition of one would be huge. The electronic screens are a nice touch and I appreciate that delays will be reported on them. The seats are a little hard, though I suppose the lumbar support helps.
8879	I really appreciate the hand holds that both my son and I can reach. The seats are comfortable and I like the blue and green color scheme.
3367	I really can't tell if the visually impaired will really have to look difficulty finding seat. As of the present, it seems pretty accessible for all needs. Many thanks for your time and caring to make the system works for everyone. Especially for people that count on mass transit to live independently every day.
5950	I really don't want to stand.
7523	I really enjoy the screen on the side of the train. I'm interested to see what would go up on the screen.
8863	I really enjoyed this new train – I think it will eliminate understanding stigma concerning the outdated, somewhat grimy train cars in present use. I'm a little unsure about the floor-to-ceiling poles – they look a big awkwardly situated – and would argue for eliminating seat cushions to accommodate ease of cleaning. Otherwise, very satisfied.
5617	I really hope the HVAC system will work better than current cars.
2073	I really like it thank you very good.
3803	I really like it, looking forward to ride it.
1238	I really like it.
3567	I really like seats.
5053	I really like the "TO" map because I would like to know where I am when the train is running.
6016	I really like the active route map display that you show the next stop inside the car and that it's very familiar/similar to the existing printed maps.
1022	I really like the bike idea! And floor to ceiling poles to grasp in the middle
7268	I really like the bike rack design. My only concern is long term usage. Bay Area can't have nice things. It looks like after some abuse it will not be the same. I also feel the same way about the cushion seats. Wear and tear. I appreciate the screen protectors. But what about people using permanent markers a scratching the screen. I love the huge doors.
3165	I really like the bike rack. Also the room for taner people is appreciated
3349	I really like the digital map.
727	I really like the digital screen ad floor to ceiling pole.
693	I really like the digital screens. Maybe more seat but this is a model of what's to come. I'm ready for a new look and train.
1458	I really like the digital signs to let you know exactly were you are, because sometimes its hard to hear the Bart operator.
2978	I really like the floor to ceiling pole but I don't really like how there are less seats available.
719	I really like the floor to ceiling pole for really short people (like me) to hold on without having to reach handles hanging from top.I like the wipe able cushioned seats.I like the non carpeted floor.I like the LCD display.I like the bike rack.I'm not sure how I feel about the color of the seats.I like how the designated disabled seats are a different brighter color than the other seats.However, I can see how some people might not like the Seattle "Sea Hawks" colors, suggestion: maybe gold or red for disabled seating and grey or back or charcoal for regular.
3906	I really like the floor to ceiling poles! Should help with capacity. 3 doors is great. The seats are a lot better; but frankly I recommend a hard uncushioned seat.
655	I really like the floor-to-ceiling pole.
51	I really like the lumbar support and the three-rail pole for more people to hold onto. I'm very short, so lots of straps or handrails are always appreciated
1574	I really like the new Bart train it's really awesome.
2933	I really like the new Bart train, it looks better and feels better.
3823	I really like the new car. Keep up the good work.
1796	I really like the new color scheme of the trains. I also really appreciate the trains coming into modern times with the digital screens/signs. The new floor to ceiling pole is definitely a necessity and will be very helpful during commuting hours and also to short people like me.
5791	I really like the new design. Perhaps the pole could be one from the top and not go to the floor. The displays are great!
3442	I really like the new look.
3051	I really like the new seating. I most of all I love the bike racks for bikers. But the only thing I'm having second thoughts is the middle pole for handicapped people so they might not be able to get out when a lot of people that are in the middle.
994	I really like the out of order signs on the doors - huge upgrade! Color coded seats and digital screens are great! Thanks for showing us!
5303	I really like the seats. The color scheme is cheerful. The green seats look like they'll get dirty. The bike rack is GREAT!
3635	I really like the train as a whole! The operator cab looks really nice. I think it will be great.
2557	I really like the video screen and automated station announcements. I think this will be very helpful for new riders and out of town riders. Map will also be a tremendous help.
836	I really like this train, I want to ride it soon. I like BART.
2859	I really like. I can hardly wait to go to Warm Spring and San Jose and the future of Bart.
3980	I really liked the bar (floor to ceiling pole) in the middle. Straps should be a little longer.
9107	I really liked the bike rack. Looks efficient. Does seem a bit much to have them on every car, though.
1894	I really liked the bright colors of seats and car really looked nice and modern.
2337	I really liked the colors and how comfortable the seats are. I really like the new model.
4351	I really liked the train. The only problems I have with this train are; more room for people in wheelchairs, the look interior and exterior of the train and it's way too big as well as having lots of minor flaws like described above.
8652	I really love it.
5265	I really think seats are great, love the color and it's very comfortable. I like the interior/exterior layout and color scheme. I like the digital screen however I think the screen could be bigger and the brightness should be turned up especially on a sunny day. I think there should couple of extra seats.
5979	I regret the loss of pairs of seats facing each other in the current cars. Those are nice for three or two couples travelling together.
843	I ride BART everyday - Mon-Fri. I am looking forward to the new trains. Well done.
962	I ride Bart everyday and it really seems you guys have taken everything into consideration.
4715	I ride BART everyday and it's my only means of transportation. I am looking forward to more safe, clean, and timely schedules in the near future. I also like that there's no carpet.
4203	I ride bart everyday love the new train.
3199	I ride Bart several times a week and think the new design is good and like the idea of three doors because I'm a senior (70) and boarding can sometimes be a problem.
8610	I ride with BART.
9104	I saw a lady in a wheelchair with a sign about no poles in wheelchair area. Not sure what that's about.
8743	I saw a person in a wheelchair trying to get around the pole. Not good. You have to give that on at least one end. I love the screens but think they should be larger and have more throughout the car in a crowd the would be blocked. That seems very basic to have in a "future" car.
769	I saw a wheelchair use the space and noticed it fit tightly. Didn't seem like there was enough room. Nice to have bikes but usually bike space and wheelchair are about same space. Lots of standing room.
4747	I saw everything is looking good and new model. I like to ride BART to some places. For long time ago, I like to see the new model, new train, and wait to ride BART to San Jose downtown. Thank BART.
5528	I see the pole as an issue for wheelchair users and others exiting the trains.
5357	I see why people are complaining about pole placement.. Also, why should we pay full expensive not have a seat!

Appendix A

Survey Data: Verbatims

9294	I sit on the floor with a cushion now if no seat is available I can't do that much with new style. I will miss the amount of seats we have now. PS. How about a bathroom?
7083	I stand most trips. The new cars will ensure that that remains the case. Some improvement in hand grips, at least.
4019	I still don't like the fact that the quantity of seats were reduced and the seats themselves are smaller and narrower than the current seats. I live on the Peninsula and being able to sit down comfortably with plenty of seats is more important to me than more room for standing. The interior and exterior are bright, colorful, pleasing, with a modern, contemporary style.
4040	I still think that something other than blue/green. Can't have Seahawk colors. I don't think there's enough seats, especially if there's not going to be additional cars/trains before 2017.
4584	I still think the handicapped seating should have the symbol on the seat itself so there are no people who don't know and people would feel bad about not getting up. People easily tune out signs.
906	I strongly feel BART needs to have at least one car per train that is standing room only or bikes only.
8763	I suggest that BART would have the lame number similar to the preview-day car train.
5597	I suggest we move the floor to ceiling pole to a place on either side of the door. Instead of blocking the doorway. Placing it in front of the doorway will create more of a traffic jam than there already is. Consider changing colors or adding strips of color to the top of the vehicle.
2502	I support bike rack onboard but you should resume previous barring of bikes during commute hours.
6957	I support investment in public transport for the city(ies).
6017	I take BART only then and when.
3853	I tested access with a folded folding bicycle. It fits under the seat! It also is easy to pass by a person with a walker. No conflict. I had no problem maneuvering around other riders, even in a crowded car. I also kept the bike between my legs while sitting. It did not block the aisle.
4740	I thing so, if the people taken care, for the train, every time, always stay good.
8712	I think a car dedicated for bikes only would be advantages for everyone that rides BART.
2962	I think about Bart train is that it had space and bicycle park and show you where on the map we were.
5468	I think all are 4 because it is the future so make it look good!
5434	I think Bart do good job for showing used new train.
3630	I think Bart is going to cost me more due to all these changes. I don't know, I think Bart has more problems than the appearance of what their trains look like.
8975	I think bikes should not be allowed during high commuter times. They do not obey the rules. So putting bike racks is not forgivable in my opinion. Little concern about less seats as traveling to SF in NC is long time to stand.
1892	I think going to be perfect for everybody.
3724	I think good. New look smaller. I think for will chairs and handicap where bike racks are going be hard but overall great look.
4142	I think having a designated bicycle car instead of individual racks in each car is a better idea for bicyclist and commuters. As a M-F commuter who already has difficulty finding a seat on bart the lack of seating is a huge problem for me! More seats loss sardines, please!
6567	I think I will ride it more often.
7222	I think I would prefer a bike space without a bike rack. It seems like it will be hard to get into and out of, and may give combative anti-bike riders more reason to attack bicyclists. "You can only have your bike in the bike rack" - not sure, but being able to move my bike to accommodate other riders often makes me more comfortable. The noise is a huge problem for me, and if the new cars are quieter, that is a big plus!
7333	I think is beautiful because it have TV plasma.
8773	I think it could use a little more seats and more stroller areas.
3801	I think it is a great work in progress it sounds like a perfect train car for BART. Not enough room for more than 1 wheelchair and if a full car a wheelchair won't be able to get on.
4815	I think it is awesome. Especially bike rack and comfort space.
4478	I think it is very nice overall, I think it could have more seats possibly but not necessarily. As I already said, overall, I like it a lot.
3915	I think it looks and feels pretty snazzy. I'm not a big fan of the overwhelming electronic influx so the digital screens I gave only a 2, though I understand the purpose of them. The seats were great. I dislike the fabric ones we have currently. Hopefully the colors won't fade too much.
5228	I think it looks great!
6528.11	I think it looks great!
7231	I think it looks great!
4219	I think it looks great. It's more spacious and the bike racks are a great idea! I can't wait to hear the noise reduction!
2567	I think it looks very good and looks like it'll be a lot more clean. The overall look is good because it still has a classic shape to it, but with a modernized interior.
2079	I think it needs some amount of seating as current or more to make completely acceptable.
2011	I think it really good. Try and keep the homeless off please.
4317	I think it should be more aerodynamic (Ex: Japan bullet train)
1970	I think it the best ever. It's comfortable and the bike rack is awesome.
4380	I think it would be great and extremely helpful to have color-coordinated trains based on the BART line you are taking. For example, this BART's blue scheme on the outside would be great to designate as a "Dublin" line color since it is also blue on the map. The Pittsburg train could have a yellow outside color scheme instead of blue and Fremont could have green, Richmond could be red, etc. I think this would make it much easier for travelers/vacationers to quickly identify a train with its destination.
3893	I think it's a good layout and prototype. My concern is prices – will this make the cost for riding BART higher? I also think the glass should be scratched proof. Where is the family seats?! I think those should stay. I love the chairs but I think the material would be easy to tear and stain.
70	I think it's a great improvement but hope there will be enough cars to accommodate seating for those of us who don't wish to stand for an hour plus commute.
4431	I think it's bad because if you visually impaired you don't know what's on that screen. It would be best if they had audio description. The floor to ceiling pole if you are visually impaired or in a walker or wheelchair it is unsafe.
1786	I think it's nice but over time it's going to get destroyed because people don't take of other peoples things!! I think it may be draw more homeless people to the trains. Seems roomy with people more standing, you may not be able to see screens or hear to intercoms should have a few more speakers so you can hear announcements.
9079	I think it's really cool and very clean. I also like the place where you put bikes. I think it would really help people with bikes, so they won't have to carry it. It is also really comfortable. I think ti's a cool model and it will help out.
4361	I think LED lights would be cool, end the seats are nice and comfy. More space and seats would be better.
6303	I think more overhead straps we need more of them for shorter people. Looks great I love it. Thank you. And hopefully the AC on hot day will be on.
4266	I think more seats is still needed! Otherwise great.
3607	I think more seats would suit the Bart train and better because standing from Daly City to Fremont would get tiring and tedious.
3629	I think most of them should be excellent because it really shows that you understand the view of the other person. Some would be good for me because it might be a little dim for the lighting and the signs aren't for me but for my mom!!!!
6555	I think my only complaint is there are not enough seats. There are some commuters who commute from Pittsburg to San Francisco. I can't imagine someone standing the entire hour, especially after a long work day.
6579	I think seat need to be a little more bigger. Thank you.
3297	I think some of the cars could be open but some trains need seats for people who have bad knees, feet, backs- standing does not work on Bart. The ride is NOT smooth. People have backpacks and ear plugs on and bump into people and don't hear people trying to get by.
1689	I think sometimes people with groups w/ more wheelchairs more space. 2 chairs w/ 1 on each end of car not enough.
8769	I think that I prefer having the "pass through" on the current "C" style cars is there any way to retain that functionality? Could use more bike racks. Thank you!
684	I think that is a cool layout of the train.
3355	I think that overall it is good but the comfort of the seats have been lowered.
3047	I think that the new Bart is very nice and cool everybody will like it
5477	I think that the new Bart train would be good for Bart passenger traveling to work and school

Appendix A

Survey Data: Verbatims

5112	I think that there should also be paper/poster maps in case there's a fault in the electrical system. Also having only 3 bike slots seems restrictive. I like the 3-pole-pole idea. More like a European subway in its design. PS I rode BART its first weekend in operation aged 4 all the way to Daly City with my dad.
3328	I think that they should keep it the new way forever. This helps traffic. It is a faster way for going somewhere. It also helps by going to work.
4729	I think the BART maps could be bigger - I like that there are more than one. I like the floor to ceiling pole. This will help with the biggest flaw of short people not having anything solid to hold onto and clustering around the doors. More poles!
3370	I think the BART's new train is great.
3307	I think the bike rack is on the large side, especially if there is one in every car. Indicator for what side of the train the doors will open on would be helpful.
2222	I think the bike rack should have a car of its own, say maybe the last car to each number of trains – overall I think it will be a great new start and I will add that you make sure everyone, everyone understand there is NO EATING, or drinking of any kind on the trains EVER. If you need to hire me to secure each train I will.
9152	I think the bright colors are a nice change and with more space overall it will be a more comfortable ride during rush hours.
4672	I think the cars should come with charger outlets.
8826	I think the center poles are a hazard and potentially dangerous in an emergency evacuation of the car. I also agree they are impediment to wheelchairs – the fluorescent green and yellow seats will be marked up and damaged all the time since they are the colors of a major Bay Area sports rival – the reduced seating capacity will increase chances of people falling and getting hurt with the sometimes "violent" starts and stops. I have seen people go down with current cars due to these jerking motion.
76	I think the color scheme should be more neutral.
3922	I think the colors need more work. Nice though, thanks!
1808	I think the design is great. Nice clean and well put together. Keep up the good work. <R's name>
5065	I think the exterior and the interior of the new model look remarkably decent. However, I'm not sure if I like the seats. I think that the seats on the outdated model are so much better! But the digital screen is good and so is the lighting.
2142	I think the floor to ceiling pole will be detrimental for people with disabilities especially people in wheelchairs.
1867	I think the future trains are awesome! It's about time we got new trains.
6037	I think the large BART line maps will be missed. The smaller screens will be more difficult to see, although a good idea.
2298	I think the large BART system map is important. The screen with real time BART location info is great but rather small for visually impaired riders. The hand rails by priority seating is low overhead. A blind cane user can hit their head.
7177	I think the lime yellow will look dirtier over time than darker seat colors.
3704	I think the new Bart look is excellent. I really like the new seats are separate for seniors.
8659	I think the new BART looks excellent!
4959	I think the new Bart train looks great. It's about time. Thanks.
2342	I think the new design is far better than the old one.
1632	I think the new design is very trendy, and similar to a New York subway. I love the colors.
855	I think the new design will help rush hour passengers with their comfort with the air flow and the lower hand holds. I am concerned w/ wheelchair access and the floor length pole. It's a great idea, I just wonder if it will be easy enough for them to get off the train in enough time.
1032	I think the new train is a major improvement.
805	I think the new train seat capacity is much smaller, but I like the bike racks and the floor to ceiling poles. Overall I really like the new design. It looks like the car has more standing room than seats but I guess it will still accomplish its goal.
746	I think the new trains are nice good space color is nice, it will be good for Bart.
650	I think the overall is excellent but, maybe there should be bigger or wider seats for people taller and bigger than me because I'm 5' and the seats are perfect for me, but what about people who weigh 200 pounds and more?
4906	I think the overall look of the futuristic Bart trains advanced and is an insightful approach from now to the future.
5015	I think the pole is a bad idea, especially when train is crowded.
5473	I think the pole is fine.
7196	I think the pole will make it harder to navigate when busy, particularly for those w/ bikes or disabilities. Seat colors will be dated quickly-can be switched out, though, so ok. Didn't get a chance to view the digital screen.
5551	I think the pole would be hard to navigate around, particularly for people who use wheelchairs. Aesthetically, it is very beautiful and clean. I would just suggest looking into other alternatives than the pole in the middle to address accessibility – such as putting poles in the aisles, next to the chairs or having longer cords to hold onto.
2268	I think the seats can be a bit more softer to sit on. I want to know I'm still in California and not Washington. Color choices reminds me of the SeaDick AKA Seahawks.
4680	I think the seats encourage slouching and could have a better back design.
4844	I think the seats hard to clean due to material.
6390	I think the seats must be moulded/seamless for hygienic reasons. The horizontal overhead bars seemed a little too high.
7216	I think the seats should be on the sides only. This would allow for more standing room. Also some luggage racks to put items, while standing.
6137	I think the seats should be solid shiny plastic like NY subways so no one can damage them and they'd be easy to clean. They are very comfortable (in NY) and I think it's because of their shape and design. Thanks. The new cars are great and I love the floors!
6577	I think the seats will not withstand more than 1 to 2 years of use.
3014	I think the train car is comfortable an clean. I would like to take the train more often in the future.
3127	I think the train is beautiful and it should be fun for them to ride it.
801	I think the train looks great!
859	I think the vinyl seats are a great improvement over the fabric ones, but knowing Bart riders, they will most likely get torn and damaged quickly.
8953	I think the vinyl seats will tear and look shabby – very quickly. I can't comment on the lighting because I would have a better opinion if I had seen it when it is dark outside.
7414	I think the yellow color is a bad choice. It will get dirty, and then it will be very hard to clean. Much more seats are needed. More and more people are riding Bart! Think about us, who pay to ride Bart, we should have the finally SAY SO!
3708	I think there are less seats than the current version which make travel beyond 30 minutes a hassle.
3325	I think there are not enough seats in the regular car. I realize this is a "mock up" - Seating availability is important to me. Bikes take up a lot of space. Think about doing something else for bikes!
4262	I think there should be a car on each train dedicated to bikes only and built for bikes only even at rush hour.
5329	I think there should be cup holders.
1277	I think there should be more floor to ceiling poles or a different design to accommodate more people since that's a problem right now with the current BART train.
5255	I think there should be more seats for more people even though it would leave less foot space.
6494	I think there should be one car for bikes.
5478	I think there should be thought given to dedicating one car on key lines during commute hours for bikers and people with rolling suitcases. Then with the bike racks. There will still be more bikes than is comfortable. People with backpacks don't take them off and on crowded trains, competing with bikes, backpacks, baby strollers and rolling luggage is very challenging.
703	I think there should still be paper maps mounted, because electronic things fail.
907	I think they are wonderful and seats look like
3015	I think they should make it wider
7433	I think this is an amazing model. I wonder what the larger model would look like if it gets crowded. I believe that it my main concern is when the BART gets crowded due to rush hours, events, and such.
7480	I think this one might be less comfortable than the current train.
4823	I think you could fit more people if you made the chairs double decker, or the whole car itself! It's so hard to stay standing next to a ton of other standing people. I think the color scheme is o.k. - maybe too much/to LOUD! Something more neutral might be nice.

Appendix A

Survey Data: Verbatims

1077	I think you need hard plastic seats. They would be the easiest to clean. The vinyl seems porous and I could see vomit or bedbugs finding their way inside. Also the material seems like it wouldn't hold up. Think more like NYC subway. Don't like that you can't go from car to car. Also the middle pole would possibly hinder handicap people on a crowded train as I heard a handicap person say. Also new cars should be compatible with old tracks. I heard they won't be.
8807	I think you need to have more wheelchair areas.
7379	I think you should use the old seats from the Bart (I mean the new seats you're putting in the old trains). They are the most comfortable over the future seats, besides don't waste those seats put them in your future cars. Those seats are uncomfortable like bus seats. The bike rack I'm concerned with because even if you come pretty easy it might be hard to exit in a crowded car or at least make sure they are on both sides of the car.
9269	I think you've taken away too many seats. I prefer the NY Subway layout more but overall huge improvement. Now we need express trains and more tunnels.
4812	I thought it was a really good train car and I would like it to be a future train car.
3466	I thought the new train was very modern and can't wait for them to be in full use!
1701	I thought train was very nice.
9060	I truly like the look and feel of the new trains.
5272	I truly think that the new layout will help with hearing the train operator, with the new digital screen letting Bart riders know where they are.
6236	I typically ride BART for 12 minute trips or longer. I usually make getting a seat a first priority, but the new layout will make getting a seat very difficult during busy hours. Maybe every other car could include more seating? The electronic screen is an unnecessary gimmick and expensive replacement for the regular sign.
799	I understand adding 2 extra doors, having dedicated bicycle and wheelchair space would lower the seat count but it does seem to run contrary to increased expected passenger counts. I appreciate that efforts were made to accommodate previous comments. Currently, the seats seem acceptably comfortable and I assume they will be easy to clean. Will the "padding" last? Will it be durable? Bike "rack" seems to work. I hope overall it is not inefficient. As though no rack might be more useful. Screens: Please DO NOT have advertising! Maybe allow for civic and governmental notices of events and meetings. REMOVE the cameras. We do NOT need to be surveilled!
4483	I understand that some people are unhappy about the floor-to-ceiling pole but I think it is great. Thank you for the opportunity to see the model car.
7412	I understand wheel chair users have nothing to hold onto
4446	I understand why wheelchair folks are upset.
4502	I use a wheelchair so c, d and e didn't apply to me
7074	I use a wheelchair-understand benefit of pole. I like look and feel.
2546	I use BART 5 days a week.
4325	I use public commute everyday. It's nice to be treated with dignity.
3111	I walked through the 1/2 Bart car and it seemed much smaller. I think there should be more seats. I use to like the large maps – they don't have to be digital. I have always thought there should be a head – toilet room on the train. I really liked the old trains, but change is good. There should be more spacious seating. I don't want to stand very long on the train.
639	I want inside station timeage therefor I know when the next train coming
1437	I want more seats - make sure there are just as many seats in the trains is there are now! Pole may get in the way of exiting.
6365	I want more seats! Also, please, please do more research on cost saving of having a nose on every train. As an engineer, I can say with confidence that the lack of aerodynamic angles tremendously adds to the day to day electrical consumption of each train. You will ultimately save the tax payers a lot of money!
1193	I want to make sure there is ample seating as before. I like the idea that we will now know what the next station will be.
45	I was a little concerned about the seating space. There doesn't seem to be a lot of hose. I know this is a only half of the train, but there doesn't seem to be space for a lot more.
7394	I was concerned about the amount of seating (less seats) but after talking to one of the Bart representatives he cleared up my concern and the advantages of the other amenities outweigh that issue.
90	I was expecting a lot more improvements and changes. It feels like an incremental improvement than a drastic improvement.
688	I was expecting something more radically futuristic. This is very much like an updated existing one.
1040	I was feel I take a airplane. Thank you for the super BART car :)
5032	I was flabbergasted at how few seats there are, both in the half-length model and in the full-length floor plan! It's as if the design team wants to make nearly everyone stand! I do support reasonable room for bikes, wheelchairs and baby carriages, but what about the vast majority of us who needs a place to sit? Please change before it's too late. Seats could be a bit softer. The digital screens are very good.
1166	I was hoping for more seats but it doesn't seem like it. I loving having the next station displayed. Clean seats and floors – great. Seats need to be deeper so that I can sit into the seat. Pole would be great but problem for wheelchairs.
5504	I was hoping for vertical bike racks.
7086	I was mainly worried about the comfort of seating and was pleasd to know that they are not plastic like the CTA in Chicago. I was also impressed with the digital screen map. As a UX designer I prefer the design of the map displayed on the screen and enjoy modern technology.
5515	I was not particularly impressed because of the sating capacity. Although, the remedy to that situation has been explained. I will hold my decision until a later date and see what happens.
5017	I was part of the random volunteers who "tested" the mock new train the summer of 2013. The floor to ceiling pole is a problem for those with mobility issues. Having maybe one pole in a train car – located away from wheelchair seating is a fair compromise, instead of doing away with the pole completely. It is my hope my comment is truly heard. Thank you.
2178	I was pleased with exterior, interior, colors, comfort and accessory for bike racks.
6921	I was really hoping that the concepts provided by BMW Design Works would find more influence in the design and experience. Its very bland and institutional
6029	I was unable to take time to go inside the train, but I hope one suggestion as a daily BART rider for 5+ years. Please allow being advertisement space in the train to generate revenue for BART. The New York City subway system makes a lot of money through ads on cars, and BART needs money to keep ride costs from continually rising. Any reasonable person would rather be on a cheaper ride train with ads instead of paying more.
8628	I was very disappointed at the reduced number of seats. I have a bad leg and cannot stand during the entire ride. Reduced seats mean a greater risk of that happening.
6436	I was very impressed in the new model design train.
2087	I was very impressed with every excellent marking every good was everything that met my expectations of BART the don't know marking was Because I was not sure of the cleanability after wear and tare and that materials destaining And sanitizing with indents and scratches.
2481	I was very impressed with the new layout and features.
3339	I was wondering if a bike rack like Light Rail bike rack – vertical bike racks may allow for up to 6 bikes per car. Arm rests may be nice too.
6508	I will love this new Bart. It will be nice and convenient for a student like me.
5300	I wish bikes had their own car!! Are there the same amount of seats? Seems like there are less...can't wait!
6794	I wish I could have seen the full car. It looks like seating is at a premium, but the website says only a small number less. Wondering how you accomplished that feat. :) Lots more standing room, which is nice. Love the digital screens! Colors are okay. Lighting is sufficient, but the real test will be at night.
2280	I wish I could please work for BART. My name is (name & # removed). I've been trying to get hired on @ BART for many years. Please email: (email removed).
9021	I wish it had more windows. The seats next to doors adjoining the cars lack windows, seat could be larger.
7270	I wish it's more colorful.
6313	I wish price should be lower.
5825	I wish that 115vac outlets are available.
9145	I wish the digital screens were bigger or on top of the car so can be seen from anywhere in cabin (like the metro in London).
5207	I wish there were more seats. Looks like a lot more people will be standing.

Appendix A

Survey Data: Verbatims

4665	I wish there were more seats. Standing is less appealing when you're going all the way from SF to EB.
860	I wish there were more windows (or larger windows)
5319	I wonder about the durability of the bike racks and digital screens.
3945	I wonder about the visibility of the displays I want them to be bigger. And I wonder if the glass type prevents full visibility from all angles.
20003	I wonder how long the neon green seats will take before looking dingy. Also seats are not optimal for taller/bigger people. I also kept walking into the hanging handgrips.
7266	I wonder how to keep the roof clean in the long run. The new seats are comfy and smart looking. The window gaskets are a bit busy visually. How could you both supply the info on the screens and support all the handheld devices with prompts.
6873	I wonder if the bike rack will be easily broken or cause injury when no bikes are in it. The center pole will be an obstacle in crowded cars - concerned about that location. Will intercom system be improved?
6766	I wonder if this new model can detect danger.
5718	I work with independent living centers and people with disabilities using motorized wheelchairs of all styles. I could not judge whether or not if they could get around the cars easily. The pole at the door makes me think that people will stop at it instead of moving further into the car.
5275	I worry about bike storage in high-volume cars – otherwise I love the rubber secure bike holder and places to bungee or lock the bike – well done! Also, love the nicer exterior, and central pole!
4553	I worry about not getting a seat, because there are so few, but I understand that you are trying to accommodate everyone, not just us old folks.
5282	I worry about poles making it rough to navigate the entry way at rush hour, and as a shorter rider, limiting my options of where I can stand within the car. People already cluster near doors/Cal like I'd get squashed into the pole. Straps would be better. Love the bike racks. Wish there was more bike space and I worry about getting bikes in and out. Thanks for letting us see the model! And thanks for making a clear brochure on accessibility. Please add braille signage.
4404	I worry about vandalism to the LCD screen. Bike rack seems to take up a lot of space. Doesn't seem necessary to have racks. Colored seats are bright/ugly. Is the pole necessary? Seems like you can just put more hanging loops.
792	I worry the new cars will provide less seating for passengers, however I admire that the 3-door per car design seems to attempt to better facilitate rush-hour traffic (i.e. by preventing passenger clog). I also suspect digital screens will become targets of defacement/graffiti. While it will take time to become used to the new design, its overall function, and apparent overall ability to be easily cleaned (reducing smell) are developments I endorse.
2822	I would add a sign about how to position the bikes on the wall. I brought my bike and put it the wrong direction. Overall they look great. Nice job!!!
7045	I would be concerned about the digital displays. I think they are great and helpful but I would worry about vandalism – are they gorilla glass or scratch-proof? The bike racks seem too close together.
9262	I would expect more space to accommodate wheelchair users. There doesn't appear to be enough room to rotate wheelchairs. I feel the same way (though less vital) about the bicycle space.
1137	I would have liked to see more seats and longer seats in the train. The current seats look like the inside of a Muni bus.
2274	I would have used a different color scheme for seats. I am a short passenger would suggest metal handle straps like they do in the London tube. Fabric ones like I have experienced with Muni slip off overtime and you can easily fall in a sudden stop and no comfort. Thanks!
1537	I would like if you displayed news or some more interesting stuff on the digital screen. There is lot of room under the seat and that is good.
6786	I would like more bike rack spots. Would like 3 seats on each side rather than 2 or smaller seats. Screens looked good! Would like station updates to be shown.
4678	I would like more seating in the cars. The color scheme is OK but I'm concerned that they won't last over time in terms of style and cleanliness. The screens are my favorite improvement. The bike racks don't seem as straight forward and look like the bikes can tangle. Overall though, it's an improvement from the present model.
4714	I would like operator cab to have a door that allows passengers to enter the left half when that cab is not at the front of the train (as the current cars do). This is valuable passenger capacity.
6539	I would like to hand supports to be larger! I rarely can hold on at 5 ft tall. I would like more not less seating-tired at the end of a working day. Parents with small children need to sit to be safe!
8646	I would like to have a video monitor with updates such as delays, latest news, Bay Area info etc.
1223	I would like to have free Wi-Fi inside the train.
4807	I would like to see an armrest at least on the aisle seats. It makes the ride more sable, and makes it easier to get up and down from seats.
797	I would like to see Bart make improvement on the tracks.
6051	I would like to see chairs by the doors be foldable.
8606	I would like to see how well it works on the tracks.
1378	I would like to see larger signs in the handicap seating area. People don't pay attention. Need to be in your face type of sign. :) Thx.
4716	I would like to see more seats.
3627	I would like to see more straps to hang onto, and may be longer straps. Short people can have problems hanging on. I love the notion of the center pole. Digital screen: Depending on what they do, they might be helpful. How do they work for people making transfers? An explanation would help.
6573	I would like to see painted trains instead of the stainless steel we have on the old cars. I would also like to have automated voice announcements for the stops similar to the ones on muni underground.
6004	I would like to see perhaps a few more bike racks. I do however like the bike lock concept much better than what we currently have on BART.
7247	I would like to see the bikes standing upright to take up less floor space. I would also like to have seen the cars being built in the U.S.A. Good Luck.
7056	I would love to see more seats for passengers, as well as more handicap accessible seating. I believe many commuters, as well as myself, would like to be able to rest on my long commute home.
1516	I would love to see Wi-Fi on bard and some play points for mobile charging.
3326	I would make seat lower.
1399	I would move the poles by the doors a little bit over, because when it's crowded, wheelchair users will have a hard time getting out. I would also rec. a different color for disabled/handicapped users. The yellow is a bit bright.
6581	I would prefer longitudinal seating. It decreases the seats but it has standing room.
3110	I would prefer one tone color- too bright, feels like children's small world train ride.
6677	I would prefer smooth hard plastic seats that SF Muni uses (easier to clean). I fear the cushions might not hold up over time.
8760	I would recommend additional straps near the doors, even though there is a floor to ceiling pole by the doors.
5213	I would recommend moving the pole a little further into the car by a foot or two to facilitate WCR traffic. Thanks.
8696	I would ride when it comes out.
4077	I would still like to see a entire car devoted to bikes.
4975	I) The colors of the seats are great. Don't change them despite controversy with Seahawks. h) Digital screens are a great improvement.
7364	I. color scheme: yellow
7226	I. more color all over on walls also have handicap taskforce check big bounder and bigger then A.D.A. wheelchair people in Bay Area for access and turning radius.
5059	I. The tight green seats are currently fashionable, but the color will go out of fashion soon. B: The hanging black handles are high for short people – adding an inch or two to the length would help. C: The lower back curve hurts my back. The seats seem closer together than the current seats. E: There is only space for bikes near one of the doors, so bikes would need to figure which door to use once the train stop. Seems like an unnecessary feature. F: Center stanchion is not safe for blind people and will make it difficult for wheelchair users to maneuver their chairs. H: Digital screens are small – too small – only visible if very close to them.
8622	I'd like bigger seats (6'2" 200 pounds) and more seats (age 78)
6192	I'd like the longitudinal rails to be lower. Short people or people with bad shoulders have problems holding on. Many people are saying "more seats" but in reality, with the crowding, fewer might be okay.
5638	I'd like to see digital signs at more of the spaces, and it would be good if they gave info such as time, connection times, etc. The seats are very comfortable, but I wonder why BART didn't go with hard plastic seats – perhaps with some that could fold up/down as in Paris metro.
5668	I'd liked to have seen more straps. It's harder for shorter passengers to hang on to the rail against the ceiling. It was just as much of a reach on this car as it is on the current cars.

Appendix A

Survey Data: Verbatims

5036	I'd love one day to see dedicated cars for bikes and their riders. I hate to constantly be getting in people's way. The new racks are a great improvement – thanks for that – but a dedicated car would be great.
6825	I'd prefer no cloth at all to minimize accumulation of filth and odors. I trust BART to arrive at the most effective solution given all the concerns involved. NYC subway cars have long benches that seem practical. I'd like to see 24 hour service.
6785	I'd prefer no fabric in the cars at all to completely eliminate odors and accumulation of filth. NYC subway cars have nice long benches that seem practical. In the end, I trust the BART team to arrive at the most effective solution given all concerns involved.
4571	I'd prefer not to have a mirror wall.
6200	If BART can make our trip shorter by increasing the speed that will be great!
5154	If bikes could be stored vertically they would take less space.
3619	If cars and stations are only maintained (cleaned, repaired etc.) As they are now then the “good” will go down to poor.
4622	If general population follows instructions, different colors for seniors and disabled I like.
6876	If implementing digital screens, NO ADVERTISING!!! Definitely No AUDIO!!!
6715	If only three bicycles can be fit into each BART car there should be a more aggressive effort to create new Bike Link bicycle boxes or bike station stops.
1596	If possible more seats.
6217	If the windows could provide sort of tint for when one is day riding and the sun is blasting in your face, that would be great! It looks awesome!
5762	If there are booth style seats people will put their shoes on them even if told not to by signage.
7024	If there are more bikes than racks available, where should bikes position themselves? I really like the bike racks but may limit flexibility for number of bikes, type of bike. I'm not sure how to improve this though. Love the train car overall! :) Great job.
6582	If there are not bikes on train, that is wasted space. Can there be a seat that folds out if that area is vacant? Also is there a way to indicate on outside of train that bike rack is full so that there aren't more bikes than racks (which creates a safety issue).
4424	If there are opposing seats, then their edges should be plastic as people often put their feet on them. I like the yellow color for senior/disabled seating. Pole should be changed to a suspended circular grab bar. Like line designated in window (upper)
7178	If there could be some interactive display for getting instructions on points of interest, destinations so trip planning could be done on the run while traveling. Track side internet excellent, way to talk to station Agent directly (I am carrying mail for your station” I will be there in 5 minutes can you meet the train, I am 8 cars long.) I like exterior PA. This is a long needed must! Thank you! I like slide cab windows, car windows cause a pain in the neck. I think the center poles are good because it is more difficult to hold on now.
1861	If there is such less seating, will the trains run more often.
8678	If they announce stops, be sure to have an iPhone app for third panel announcements. (Bike rack) too short for tandem bikes. Pole impedes door entrances, relocate at ends of car. Need grab handles on top of seats.
2952	I-I like the blue but not the chartreuse green/yellow.
2456	ILLEGIBLE
8835	I'm 5'1" and I REALLY enjoy the floor to ceiling pole feature. The seats are great and the colors are beautiful.
4557	I'm 5'6" and it was difficult holding on to the ceiling bar. Need more places for short people to hold onto.
1838	I'm 61 years old and under 5' tall. It would be nice if my feet can touch the floor. My BART ride is 1 hour, 15 mins – one way.
3070	I'm 6'2", I hit my head exiting and entering the new car.
5063	I'm 6'7" tall, so the seats are a bit cramped. Would be good if the display of the upcoming station was larger.
9193	I'm 6'8". Commute from Concord to San Francisco every day. I have severe arthritis and hip problems and need to sit. There are not enough seats on the new car. I have a hard enough time getting a seat now. Redesign the number of seats.
1594	I'm a little concerned about loss of seats per car, but you're managed well the trade-offs well of standing vs. sitting room. Seats seem comfortable for short sit – the test will be hour long trips on bumpy rails. Digital displays and LED lighting look great.
7090	I'm assuming the chairs are easy to clean but I've never cleaned them so not sure. Color scheme is only fair because it's hard to make grey and lighter grey look good. The poles look cool and can have many people in the middle. The bike rack looks very futuristic and handy. Seats look very comfortable.
6945	I'm concerned about keeping the gaps between the seats clean and free of debris. The bike racks are EXCELLENT!! The video display is EXCELLENT! Easy to read and informative. I'm concerned about the poles for those who use wheelchairs. It also may interfere with bicycles getting off and on easily. The seats themselves could be wider, but I like the comfort of them. Great model, overall.
8719	I'm concerned about the seats and their durability. It appears that they are easily going to rip, tear or be cut!
620	I'm concerned that less bikes will fit. Favorite part is the new screens
5269	I'm concerned that the center pole will encourage too many to congregate in one spot instead of moving down. Digital screen is small – for those of us who aren't young. Bigger is better.
5420	I'm concerned that the non-floor to ceiling poles, where they attach to the seat, could flex and pinch somebody's fingers. However, I do see that it makes the pole easy to replace. The emergency exit instructions aren't as clear as the old design. The seats are shallow, front to back for a long commute – it could be uncomfortable by the end.
2420	I'm concerned that there are actually fewer seats per car.
1271	I'm concerned that there seem to be fewer seats I was hoping for more seats. Car also seems smaller and tighter like an SF Muni car. Not sure I like that. Hard to see exterior. From my view since it's covered by entrance/exit stairs. At some point would love to see a demo of how train will be quieter.
5208	I'm curious how the full car interior number of seats compared to the current number of seats. I think the color scheme (gray, neon green) is already dated, and also cold.
8837	I'm delighted that the new cars are tall enough for me to stand upright in.
847	I'm excited BART is revamping their cars. It looks a lot better. Much needed. We can see where our money is going.
4466	I'm glad they took out the seat dividers! But the pole is obstructive to people in chairs, strollers and others with large bags. Move or redesign them! The seat are not as comfortable as the current benches. Poles out of the doorway!
3660	I'm happy to see improvements in lighting, info: screens (at last!). I just hope I'll have one of the fewer seats being offered when it is rush hour. It's a long ride from S.F. or Berkeley to Fremont for a senior citizen to have to stand!
5763	I'm hoping for more community content on the interior screens; voting reminders, local events. Glad to hear that the cars will be Wi-Fi enabled. Hoping the seat colors can be changed to something other than the Seahawks colors!
2026	I'm hoping there will be enough seating!
8752	I'm in a wheelchair and the ceiling to floor pole wastes it very difficult to navigate. This was when the car was barely full and not under real life conditions. It can only be horrific for a wheelchair bound person during rush hour.
6986	I'm judging your pilot car based off the existing model.
6984	I'm just really amazed at how awesome it looks and feels. I'm excited to see these in use.
6892	I'm kind of concerned about item F floor-to-ceiling pole. Will this cause difficulty for people with wheelchair to maneuver. Other than this, I love it.
2947	I'm like new Bart train feet feature.
614	I'm looking forward to the new train
912	I'm most excited about the bike racks, but I also feel the additional door will make it easier to get out of a crowded train, which can be very difficult now.
1370	I'm not crazy about the yellow-green color.
8832	I'm not sure but sitting capacity seems less. Though this was a half car, it seems there's less capacity. Already with the current BART cars, there's lots of standing, even with the ten cars during peak hours. This doesn't look to change.
7126	I'm not sure how the floor-to-ceiling pole will work in a commute crush. Sometimes it's difficult to find a way to the door. That pole would make it more difficult to find a way out (or in).
4577	I'm not used to bright colors. Seats should have memory foam. I think it's the same floor.
4372	I'm not wild about the pole in the middle of the car....
2534	I'm really for the new, improved cars.

Appendix A

Survey Data: Verbatims

5876	I'm really impressed BART. I really love that it feels like a BART car. You've done a great job keeping the BART brand and feeling going strong, but with a refreshed palette. Good job BART. Can't wait to see these cars in service.
4863	I'm short so I need to be able to hang onto something other than overhead straps. I'm not young so I can see that there may not be enough seats for seniors and the disabled as baby boomers age.
3101	I'm small, so the pole is an excellent addition!
4820	I'm so happy about the bike rack! I worry that the floor might be slippery when wet.
7510	I'm still not used to the middle pole. I don't know if that would make the train more crowded.
9276	I'm still too short to reach the hanging handhold.
9038	I'm sure the seats will be easy to clean but I also think they'll be easy to scuff-up.
2406	I'm thinking than 1st better than old train.
5514	I'm thinking that is very good. And better than another train old.
5640	I'm very disappointed in the sitting layout. The layout is more for people standing up than sitting. The seats are uncomfortable, too small. They are not comfortable at all. Not good sitting for older people. Not enough. Sits together. The fare that I pay to ride Bart I should be comfortable, but I look at the layout I don't think this would be the ease. The way out is like riding the bus, I expect more comfort for paying more AC Transit fare train a bus ride. Very disappointed!
3944	I'm very impressed. I'm 5'2" and my feet can still be flat on the floor. Overall – excellent! Thank you.
3333	I'm very tall (6'8") and the seats are not the most comfortable for me. But I do appreciate the higher ceiling and digital maps.
2828	I'm worried about the ability to get bikes in and out of racks, through crowded cars and onto platforms. Recommend painting entry - exit lines/paths on the floor
6318	I'm worried about the pole cause it can't be held onto by many people.
5283	I'm worried that getting a bike in or out of the center position would be difficult. Concerned also that there may be fewer seats overall.
2579	I'm worried that there are not enough seats and that there is too much standing room and not enough handles. I really like the sustainability and the fact the final assembly is in America.
8667	Immediately noticed loss of seating from old train cars. 4.6 less seats per 1/2 car means many more riders having to stand which is going to upset many riders because it is going to make their commute much more unpleasant. People DO NOT like to stand, especially when a majority of riders have a 45 minute commute, meaning many more riders are going to have to stand for 45 minutes or more on their way to work, and more importantly, on their commute home when they are tired from their day of work. Overall, function over fashion please.
6452	Impressive!
9212	Impressive! Looking forward to using the new trains!
3309	Improvement is appreciated and provides more convenience to travelers.
1868	Improvements are always great. Moving forward and making the ride more pleasurable is awesome. Thanks!
5862	In comparison w/train cars I have experienced in Japan, Hong Kong, and China, the car looks 10 years old.
9280	In daylight, I couldn't evaluate the adequacy of the lighting.
15104	In Europe and Japan they have more aerodynamic/futuristic designed. Hope we can do better.
2765	In general more cars are needed, not just better ones.
3643	In general, everything looks functional. Especially Bart's new version - bike racks. Overall BART's design color externally and internally is a step in the right.
4663	In Taiwan there were many more placed to hold onto the top bar, for shorter riders, this is important. Also, there just aren't enough of those black canvas hold ons to really accommodate the crowds. For a 5'0" person like me, this ability to hold on is essential so we don't suffocate.
5808	In the ADA areas of the train, how about putting some side-facing flip up seats to increase wheelchair capacity when needed? Other than that, it's a very nice looking train!
4249	In the designated area for wheelchairs, nothing to hold onto. Would like a bar like is in the bicycle area on the old cars.
8988	In the evening, I could judge the lighting better. Not familiar with bike storage I can't judge. Cleaning will have to be left to someone else.
92	Increase pad under seat cushion with egg-crate like dimples on fingers to create a cushion effect.
7241	Initial look is positive. Let's see how they hold up :)
2012	Inside appears to be a little tight. Concerned about work from traffic.
7287	Installed monitors could have higher resolution screens with better picture quality. I am not sure if the seats will hold up to the dirt coming off "certain" passengers.
6357	Installing bike racks in more than one car would be an issue. I feel that keeping the bike and luggage storage in one car is a better idea. I like the back support the chairs will provide and the single seats idea is very good.
3511	Instead of 2017 if it can be brought a year before it would have been much nicer. People are waiting to travel this car ASAP. So the manufacture/assembly needs to be done quickly instead of waiting for that longer period.
5947	Insufficient space for wheelchair users - how am I (a chair user) supposed to travel with my partner (also a chair user)? And the pole is going to make it very hard to maneuver in and out.
6517	Interactive map would be nice
3605	Inter-car closure doors need a handle or some other design. They are too hard to open! You also need more seats. Passengers do not want to stand for an hour.
2992	Intercom located in areas where there could be conflict with riders entering and exiting train while person is using intercom. Although video map/info screen is a great amenity, it seems highly susceptible to vandalism/theft and may be costly to maintain and replace regularly through its lifespan. Not enough seats in train. Need more seats for long distance commuters. Lighting is like fluorescent lighting and may tire eyes out after lengthy exposure. Information map screens could be more helpful if it were a touchscreen allowing people to access information about Bart. Seats need to not be Seahawks colors. Exterior has overhang that stretches length of car, that could be a high maintenance issue as it collects debris or acts as a refuge for small animals. Space around overhang could be integrated into more space in interior. Back to back seats don't have enough space between passenger's heads and they could bump heads. Some windows are smaller and need to be increased in size to allow more views, openness and light. Nylon hand straps should be replaced with more poles. Hand straps cause taller riders to duck a lot.
8649	Interested in seeing pole, found it accessible.
5612	Interesting seat layout – not sure how well really be good – seems like bigger loss of seats. However was told only 4 seats less 0 if so – could be OK and will be interesting to see how standing people use layout. Seems like would give better thru access with seating arrangements. Like that can put suitcases under seats. Maybe add racks above seating to put suitcases, etc. also
2209	Interior colors - Bay colorsSF Giants or SF 49er'sRepresenting the Bay Area
4253	Interior could use more seats. Maybe one row along car wall like in NYC? Don't have a football beef with the colors but the green is too light, gonna look gross very fast. I like the split pole. FINALLY having a digital display is good but maybe have a crawl along the ceiling so it's visible from anywhere in the car. Headrests aren't terrible comfy.
5313	Interior design is pretty similar to the old Bart cars nice new exterior design.
6564	Interior electronic destination - next station - scroll is jerky, not smooth. Will current time alternate with destination station?Narrow seats - but a trade off for wider isle.Floor to ceiling pole - at door. Good for crowd - will it obstruct flow of passengers - enter/exit?Interior digital sign of BART map - seems small station font may be difficult to read.Hope choice of component suppliers will provide reliable components and maintainable reducing maintenance costs.
7259	Interior feels brighter, cleaner, and more spacious. I also like how the new cars still have the brushed aluminum look like the old ones. The interior signs are long over due. Seats are comfortable.
1121	Interior is excellent. Needs more room on top (a few inches if possible). Exterior needs sleeker/aerodynamic style.
2301	Interior is very light in color. Will it be easy to keep walls clean? Also - lost some space for bikes =(
1981	Interior layout – I was told there would be an increase in fleets so wait time may be 12 min instead of 15 to make up for less seating. If you have a long ride... its a long time to stand. Straps – I'm 5'2" and it was just enough height to reach. Any shorter and you're restricted to the poles. Maybe longer straps near the sides?

Appendix A

Survey Data: Verbatims

5318	Interior layout – not enough seats. Will this be offset by more trains/cars per train? The seats are more comfortable than they look, and there was room for my roller bag in front of me. Can't tell if the seats are easy to clean but they look like they will be. The bike racks are good, but rides will bring on more than 3 bikes per car and there's no room for them other than blocking the doors – which they will do. The digital screens are great! This info on train locations and times should also be on display in the concourse. Can't tell if the lighting is adequate - it's very bright today. Instead of one floor-to-ceiling pole blocking each door – and bikes and wheelchairs – how about two, one on each side of the doors, beyond the space bikes and wheelchairs need for entry?
3914	Interior layout earned "good" because of fewer seats. Digital screens with BART updates will be extremely helpful.
2925	Interior layout is poor. Not enough seats. A lot of people with non-mobility issues must sit and people rarely give up seats for them. The seats are OK but with the vinyl covering, they will become intolerably hot to sit on initially when exposed to prolonged sunlight especially when hot out. The floor to ceiling pole is poorly positioned for wheelchair users and low vision or blind persons who will not be expecting them. Difficult for wheelchairs to get off. The digital screen signs should have a mode where a low vision person can touch it and increase the size of the screen so they can see it. I was informed how the doors work. When doors are out of service, more there will be a sign to the side of each door that lights up. A blind or low vision person will not be able to see the sign. Suggestion would be to a of some sort that when the approach the elderly not in use, they will know to go to another door so they don't miss their stop and waste time backtracking. One more thing on the poles, it will cause conglomeration of more people by the doors and it much harder to exit them during commute hours.
5558	Interior layout: Difficult to maneuver when crowded. Need more signs/information instead of advertisements. Needs better handholds for short people – not fabric straps. Seats comfort: Not meant for long rides, but not bad. Seats – ease of cleaning: Seems like they'll be even better than current. Bike rack: Difficult to remove bike against wall with others still in place. Need room for bikes with saddle bags. Need more space for luggage/strollers. Need dedicated cars. Floor to ceiling pole: People already congregated at (and block) doors. I like having something I can reach, but placement needs work. Floor: Seems nice. Digital screens: Yay! I worry about vandalism and maintenance. Lighting: Hard to judge without being in a tunnel. Is it LED?
5034	Interior layout: Not enough seats. It's good to have more bicycle space but the reason many people Bart and don't drive is age. They need to sit and little effort now is made to enforce the "senior and disabled seating only." (No manners any more!) (Yes, I'm a senior) Exterior – would be nice to have digital sign on sides of cars to indicate what train it is (to be seen from outside – like SF Muni has). Door way seems low. What is height of entrance??
8724	Interior layout=noticeable loss of seating. There are already not enough seats! 4.6 less seats in each ½ car is going to make work commute a pain. People do not want to stand. Digital screen – lighted stops near top of train above door work better than a small screen. A great example of this is NYC subway. Function over fashion, please!!!
1464	Interior looks about the same. Seats same size but overall appealing. The change in color makes a better effect than the dull one currently used.
4601	Interior looks smaller, not sure if it is really smaller though. Looks too much like a light rail. Lost BART's unique characteristics.
5887	Interior seating capacity is less I guess. Exterior appearance is same as other. BART models but interior, digital screens and color scheme is excellent.
3943	Interior was little because I am a wheelchair user.
2408	Interior was well organized. I'm very dubious about the floor-to-ceiling pole because when it gets crowded, it will be hard to enter the train. Plus, for the seats at the very end of the cars the windows, if possible, could be extended a couple of more inches, just in case the automated voice system or electronic signs malfunction. People need to know where they are. Especially for that that are dear or who are riding for the first time. If they could extend the windows more for the non-cab ends, that would be great. I would much appreciate it. Thanks.
4881	Introduction of the color coordination is great. It should be introduced on the platform announcement sign sooner than later.
5580	Is it smaller?
2914	Is necessary more seat.
3065	Is nice and new look.
3412	Is someone going to clean the seats?
6870	Is the floor slippery when wet? Why isn't BART in Marin County?
2195	Is very good and nice.
649	It a little smaller needs more room inside.
3062	It appears that the car is small compared to older cars.
2007	It appears that there is going to bless seating. I predict that the digital screens will be vandalized in no time.
3317	It appears that there will not be as much seating in the new cars. As a senior the dearth of seating concerns me as very rarely do young people give up a senior seat. Please have more seating. An hour from SF to Fremont is too long for seniors to stand.
8878	It appears you expect a majority of riders to stand. Please manufacture cars that are only seats and wheelchair accommodating.
1292	It didn't appear to have a lot of seats. I hope more are added to the production cars. The floor to ceiling pole appeared to get in the way.
7159	It does not matter how comfortable seats are if the system is close capacity. No late night system service anywhere. Useless for weekends. No South Bay connections yet.
6722	It does not seem like there are enough seats in the cars like the others, and it would be helpful to have rubberized handles/poles. I have bad arthritis and cannot hold the bars as they are now.
9293	It feels like there are fewer seats on the train. Standing gets uncomfortable when traveling from Concord to San Francisco everyday. Compared to DB in Germany I feel like BART can do better in offering passengers a comfortable ride/catering to bikes/catering to disabled passengers. Bart shouldn't feel like Muni.
7338	It feels more cramped than usual and I'm not sure about the placement of the poles. I do like that there seem to be more pole options.
4641	It feels so much roomier which is great. The bike racks are also a great improvement as I take a bike on BART almost every day.
5044	It goes into the cattle wagon style bad, very bad future.
7119	It going to be cool to see new cars in 2015.
2205	It is a beautiful car only problem is less leg space for taller people. Rest it is fine.
4214	It is a good upgrade, like back support on seats. Like video screen letting you know which line you're on showing route while on train. Like name of line on side of car.
2854	It is a nice model however I think the color scheme is stressful on the eyes and will likely become dirty and stained very quickly. The blue that the current plastic/stain-resistant seats have may be preferable.
2609	It is a subway car. Losing seats even if you add cars is a sad choice.
4189	It is all a great upgrade from what the trains currently are. There is something about the floor-to-ceiling pole that leaves a little too much blank space between it and another graspable place.
5726	It is all much more updated as compared to the original look. It is also good for children, elderly, and the disabled as there is plenty of room. Love the electronic displays, which helps all especially those who are visiting from out of the area.
5104	It is awesome, I cannot wait, woohoo! Add purple seats!
2140	It is definitely an improvement. Look forward to these new trains in 2017.
1086	It is definitely an upgrade from the current ones. Digital signage and bike rack were the big highlights. And the dB reduction in the car is something to look forward to!
4702	It is good after all, I love the seats, they are so comfortable.
3336	It is good.
3934	It is good.
8857	It is great.
3475	It is hard to assess how a full car will look or how the compete train will look like overall. It looks much more sleek. Cannot say about the flooring until you start using it. But in general the floor seems to have a good grip with no slipping. Digital screens are good. Question is how frequently will they be replaced or how quickly will they be replaced or fixed if there is an issue. General comment is 2017 seems too far away for the release of these new cars. It would be great if it is at least 2016 if not earlier.
5361	It is not comfortable for short people. I am short and I cannot reach the poles when standing. The chair is not comfortable. I have Sciatica and the main reason I use bart is that the chair is comfortable. The new ones are not. Please do not change the old chairs. I've heard from so many people who have back pain that the current chairs in bart are comfortable.

Appendix A

Survey Data: Verbatims

6496	It is really attractive inside and outside.
5898	It is really super cool BART train
3257	It is so cool thanks for making it. Hobos.
6680	It is so easy to like the trains, they are new but the only concern will be the seats they will be easy to vandalize. But overall very nice.
5980	It is so hard to get a seat and with less seating it will negatively impact the commute. Seating is crucial and impacts commute. More seating. More cars. More trains is needed.
1946	It is very efficient. It's smaller, but makes transportation easier. I can't wait to travel.
7221	It is very nice.
3150	It is wonderful show. I never see that. I am excited to see new Bart coming. I hope the Bart will continue to use this year. Thank you for showing as I am appreciative of that. Hope you have a wonderful week. Smile.
5803	It is wonderful to see all the parts of the new train car.
4087	It just feels completely wrong! Bike rack takes too much space. Seat colors awful. Lost side seats by the door. Too many seats make me look at the other people. These are a nightmare.
7204	It just look like it's more easier to get around in it, or people. The bike rack is a good add on. I love it.
1100	It just wonderful to see the upgrade of the new car. Everything I've see is great
94	It look like smaller than the all one.
1214	It look like some seat have very less leg room (which are very near to the door) person should be able get off from the seat without disturbing the co-passenger.
5831	It look very colorful and clean.
3638	It looks a lot better than the trains now!
7061	It looks amazing and I really wish it wasn't going to take 3 years to put into production!
7332	It looks amazing! Good job on the re-design. I look forward to riding it.
6503	It looks and feels just like the current versions. The seat felt hard and a bit uncomfortable.
6867	It looks as if it's designed primarily for ease of cleaning-no upholstery, no arm rests and for loading more people. I hope there are more and/or more 10-car trains for better seating options. I hope the A/C works better than in the present cars and I hope it's true that the cars will be quieter (I have to wear ear protectors because of the noise). I ride twice a day, five days a week. At 9:30 p.m. it's still mostly standing-room only (at Embarcadero station).
3569	It looks as if we are really improving.
5968	It looks at first glance like there are fewer seats but more poles to hold onto. I love the new seats. No one can lie down, easy to clean.
20009	It looks awesome and functional. we worried if the white color scheme would stay white or get dingy quickly.
5881	It looks better than before old one
3476	It looks compact. Will the interior design take into consideration rush hour?
1352	It looks good and much better than the current one. The pole is a good addition for people who are standing.
2989	It looks good so far.
4126	It looks good! However it will be uncomfortable because with fewer seats more passenger will have to stand for their future ride. More passengers = more money for Bart = less comfort for passengers.
4585	It looks good, wouldn't change anything on it.
8952	It looks good. Will be interesting to see how well the new cars function all together.
4757	It looks great and I'm looking forward to riding it soon! Great job!! I think the colors are fine!!
7160	It looks great but seating is a little limited for commuters.
3232	It looks great overall. It might just be because it's a model but it feels a little small width wise, not length, I understand it's only half a car train. I think the poles in the middle are great too, like NY.
6165	It looks great!
3548	It looks great! Can't wait to ride BART.
2643	It looks great, specially the map.
2037	It looks great.
9288	It looks great. The seats are way more comfortable. The colors are okay. Not good or bad. Can't wait to ride to work in one.
5873	It looks interesting. I can't wait!!
5309	It looks like fewer seats in the car. I'm slightly concerned about that. Everything else looks great.
5938	It looks like more standing room and less seats. I don't like that.
1595	It looks like there is less seating than the current trains.
7511	It looks more modern w/ the updated technology and I like the extra room for bikes. Keeps the out of the aisle.
5713	It looks nice and clean.
837	It looks nice, clean, and modern. Specially the digital screen. Just more security in each station BART.
9129	It looks overall smaller inside, but great use of space. Good job.
4173	It looks so roomy with lots of elbow room. RHPL
1507	It looks very nice after seeing the new model. We should have more hangers to hold.
5363	It looks very similar to the current trains but I like the small improvements. Bike rack is an excellent addition. Also the digital screens.
1939	It looks way better! Love the new look!
7406	It looks wonderful. I like the seats and lighting.
47	It needs more seats – not every person is old or has a disability very visible disability . My ride is from Concord to Daly City an hour on good day that's a long way to stand! Especially with my back.
4442	It reminds me of foreign transit cars – a good thing. The main downside to me is the decreased number of seats. More standing is great for short distances, but not for hour plus commutes. Standing still without a support hurts my knees, and I expect there will be a lot more standing with these.
2410	It seemed like there weren't very many seats, given how packed the current trains are daily and they feel like they have more. However this could just be that I only got to see a half-car.
6221	It seemed to have much less seats? I love the bright look and feel.
3066	It seemed very small! Also didn't really like the bike rack placement. Unless you're going to have many more trains, I expect these new cars to be incredibly CROWDED!! Especially during rush hour and on the Richmond line which is poorly under served!!
5469	It seems as though each car has a lot fewer seats. The floor makes it seem cold and institutional. Floor-to-ceiling pole is nice for those of us who can scarcely reach the ceiling one. Digital screen has a terrible glare but otherwise is nice.
5685	It seems cleaner. I would like more seats though.
1483	It seems it has less number of sitting seats. It could cause inconvenience during the peak time.
6421	It seems like a lot less seats per car which is a concern.
2125	It seems like it's more compact, like less people will fit into the car.
4903	It seems like less seats. Good concepts overall. Hopefully room for cyclists, elderly, and more people to share the ride together.
2134	It seems like newer cars have less seats than the older cars. If that's the case then they'll be a lot of people standing. Maybe not a good idea.
5407	It seems like the centrally located floor to ceiling pole might make maneuvering bikes difficult, especially during even moderately crowded times.
5678	It seems like there are much fewer seats. I love that the fabric is gone - it is pretty gross. I'm not into the bright green, it's too bright for me. I like the center pole so my kids can hold on. My 7 year old said, "It is totally awesome."
5966	It seems like there aren't enough seats.
9013	It seems like there is less seating space also it gets tight when there is a lot of people, bikes, wheelchairs, hard to move around when crowded.
6886	It seems like there is less seating. I liked the old four facing seats. Still worried about porous seat material. Wipeable? Will it be wiped frequently?
5914	It seems like there's fewer seats than old cars. This might be a problem, I don't know if squeezing more people standing is worth it. Overall good!

Appendix A

Survey Data: Verbatims

715	It seems like there's less seating for people, I would like more seating for people to be comfortable. Perhaps the benefit is that more people can fit and ride the train.
2942	It seems narrower. Bike rack is probably too big. Perhaps there could be poles on one side and no pole on another side of the door to accommodate wheelchair and post- event standees. Put a bike or wheelchair logo next to the door to identify. The seats are pretty good and it's suitable to accommodate more standees due to high ridership than the 70's.
1748	It seems roomie but is that all the seats?
3234	It seems smaller. The wheelchair space also seems smaller.
1230	It seems there are less seats. That's a big concern.
3365	It seems to be functional overall, and the modernization makes it "good" or "excellent."
15045	It seems to me that the new cars are going to be very good. (spanish)
3220	It seems to me that the upholstered seats may not have a long life & might be prone to vandalism (too bad we even have to think about that)
4109	It seems to me that there is substantially less seating – which is less desirable.
1427	It seems very less space for seating.
3388	It seems very narrow from inside. The seats are easier broken.
5114	It should come out sooner! Also bike racks should be green! It looks super great! Though there may need to be more seats.
6575	It truly is the train of the future.
781	It was a great experience.
15058	It was already necessary to renovate the cars (Spanish)
1573	It was cool can't wait to try it.
6678	It was daylight at time so lighting ? Bike racks? Only room for "3"?
7452	It was ok to me. Good job.
6426	It will be a change what we presently have. Great car.
7111	It will be clearer and easier to clean. Not sure how the screens will work.
6014	It will be interesting to see how commute hour crowds will fit.
6360	It will be nice to have some new cars
4758	It would be a good idea if the digital screens have sound also, for both good eye sighted people and blind people.
6103	It would be a good idea to have platform edge doors to prevent people from jumping onto the tracks or falling off the platform to not shut down service and ridiculously affect riders as happened Monday at the Montgomery Station.
1495	It would be good to have more seats.
6085	It would be good to have the pod or grap seating with 4 seats facing each other to accommodate groups of people together like families. Also more windows are needed.
5218	It would be good to use same color as the line (route) to paint the exterior of the car (at least part of the car)
1010	It would be great if all the BART trains were WIFI accessible.
4297.11	It would be great if each car would accommodate 4 bikes in the "rack". The bike rack set up is pretty cool! I like that they are holders for bikers and not just space. Looks great!!
3555	It would be great if you guys could incorporate a laptop desk/pad so people can work on BART.
3625	It would be great it the placards that indicate seating for seniors/disabled was color coded with the seats (yellow green sign and seats) otherwise, fantastic!
5691	It would be in the best interest of the organization to make a deal w/one smart phone company (apple =) for recharge stations in exchange for marketing. Just a thought =)
4018	It would be more efficient to have bike stored vertically, rather than horizontal - something like Portland's trains do.Four doors would expedite getting passengers on/off.Obviously, it's a terrific overall improvement.
2678	It would be nice are more handles for short height.
2442	It would be nice if there were additional seats.
7157	It would be nice if there were more than 3 bike racks. Also, side note, I think that before you pay for the BART (upstairs) it should say what train is boarding.
7307	It would be nice if you would put the sign map somewhere where people standing up are not blocking it. Maybe the end of the car above the seat or on the ceiling.
1030	It would be nice to announce lines by color instead of destination, since the cars move between lines, it would help if there are something inside the cars that are color-coded that can be interchanged, like tinted lights or indicator lights. (See hard copy for illustration.)
1555	It would be nice to have AC power plugs and Wi-Fi connectivity.
1541	It would be nicer to have foot-rest like airplane seats.
4313	It would be really good if there was even more space for bikes. Digital screens could be lighter quality. Otherwise, it's awesome!
4899	It would be useful to have on the screen how long it will take to get to the next stop. This way people will know how long they have to start packing up before they are getting off plus they can adjust their ride how long before they will be at location – Thank you.
7078	It would have been best to hand out survey before, not after, we come out of the model. I didn't really notice some of these things above.
7502	It would save Bart a lot of money if the seats do not have cushions, like the ones on Muni
4650	It'd be great if there was a divider between bike racks and rest of open floor – getting dirt and chain grease on work clothes during rush hour is the worst part about bikes being allowed. There need to be significantly more loops for hand-holds near the doors, the bar is unreachable for me and I'm average height at 5'6". It's also hard and painful to hold a bar with a heavy purse on your shoulder. Kudos on the seats. I have a horrible back injury and I'm looking forward to seats I can sit on without excruciating pain. Thank you!
1636	It'll be better if outside is more colorful. Outside look can be more aerodynamic like fast trains.
3820	It's a good car, better than the existing,. But other than being new and a couple of features (3 part pole and bike rack) it isn't ground breaking. Good, just not excellent.
2889	It's a good one
3046	It's a good train but we need wore color on the train please!
3099	It's a little small but I think there should be little trash cans.
1843	It's a new look and I hope to get around to ride.
8624	It's a nice change, although I was hoping for a bigger loop. Seems less ambitious than I'd hoped.
1818	It's about time what took so long.
8965	It's already hard enough to get a seat for an hour long commute. 2 times a day!
4528	It's amazing.
1669	It's beautiful! I ride bart to Oakland so I think these new cars will help a lot with comfort.
15053	It's beautiful, comfortable. I like everything. Congratulations.
1367	It's better to have CEO chairs on BART wagons.
5822	It's better to have handle on the aisle seat. Better be a quiet train. Too much noise now.
3360	It's better to make seat easier to clean and more economic
5683	It's better to redesign the car/system to have electricity plugs or charging compatible; or maybe install more electric plugs inside the station.
3356	It's certainly bigger and wider. Interior looks hundred times better than the one we have right now.
3963	Its clear that BART is catering to techies and middle/upper class. This is not an investment in transit for all. You also need surveys in other languages!!!
6501	It's cool.
7123	Its cute
4535	It's day, we're outside. I can't tell the difference with lighting. Wonder if the floor will be safe when wet or on rainy days/shoes with less grip on soles. Color is bright but why not color that represent bay area sports teams. Can't see screens from certain angles and lighting.
2399	It's difficult for cycle riders for standing for a short distance.
15041	It's excellent, comfortable.

Appendix A

Survey Data: Verbatims

1802	It's good I guess – just some things that should have been on it – but it is good. Keep it up.
3715	It's good to see improvements in Bart model.
7025	It's good to see the seats raised to accommodate luggage underneath. Thank you. However, the number of seats is too few. In my experience, there are not bikes on every ride so accommodating that many bikes on each car seems wasteful. The floor-to-ceiling bars are fine but more throughout the car would be preferable. The electronic displays are harder to see unless directly in front of them. They also are susceptible to glare issues.
3259	It's good- we hope it comfortable for public.
7368	It's gorgeous and I hope to see it running soon!
4500	It's hard to tell with the half car model, but will there be at least the same amount of seats in each car as there are now? I hope yes! Love the pole in the middle of the more places shorter people can comfortably hold onto, the better!
1949	Its looking nice.
5526	It's not that different. I thought it would be a lot different from having all the hoops.
15036	It's okay for us, the passengers. Thank you so much.
3193	It's okay. I think there should be a bit more of seating. The poles aren't such a bad idea after all. The lighting is good. The seats at first aren't quite comfortable at first. It is not so bad after all.
7372	It's okay. Nothing spectacular.
7476	It's outstanding!!!
15082	It's pretty and comfortable enough. (spanish)
838	Its pretty nice. I like the screens. I hope to see it soon.
6899	It's pretty nice. I like.
4056	It's really good don't like the 3 handle pole right in front of doorway.
3894	It's really good I like the seats and the TV map.
5581	It's sad that there will be 4 fewer seats per car?
1735	It's smaller and good I like the color the inside and out it so great.
4275	It's so adaptable – cozy – well designed. Hope is goes well. Love Bart!
1860	It's the "Bart" of the future.
1794	It's the real future; add closing gates at stations.
2823	It's too bad that there are less seats but the actual seats are greatly improved. You shouldn't have let bike racks take up seating areas. Screens inside are great. You should make the trains run 24 hours or at least some evening hours.
1398	It's too bad you reduced the number of seats per car - less seats do not make for a better rider experience.
3044	its very as me
3653	It's very cooler than original train cars.
1812	It's very futuristic looking and I like it!!! It'll make people keep the train clean or at least try.
4735	It's very narrow. Wish it was wider. Looks like it needs more seats.
6450	It's very nice!
8775	It's wonderful!
7415	I've been a Bart rider since the beginning- 1975 Excellent!
3363	I've been riding BART for a long time and I love it. Now it's even better thank you.
7147	I've been riding BART my whole life and I've become accustomed to large windows to take in the breath taking views of the Bay Area. The new cars feel claustrophobic w/ the small windows. My hope is that BART keeps the large windows, everything else is great.
3889	I've noticed that the seats are less comfortable than the old cars. Also there are no AC power outlets, Wifi, security cameras or non-electrically supported emergency instructions. In short, the only improvements I see are aesthetic. As far as I ride, and as much as I pay, can't BART do better? This sort of sucks.
6712	I've only been riding BART a couple of times. This one looks real beautiful and comfortable to ride on. Very good and excellent layout. Very very good job.
4485	J: Might viewing essential. B: I am so disappointed in the new cars: fewer, small seats? How could you? C: Stiffer, harder, (illegible), overall much less comfortable! D: This is good news for bureaucrats, not riders. H: Fewer windows and more signs. Who needs more signs? E: Too many bikes on BART already; now more on (illegible)? NO!
4551	Jump seat in cab. Does need cup holder for water bottles and shouldn't be behind the T.O.
6276	Just a few seats so many people go stand up.
3621	Just a question, wouldn't the shark skin seating currently in use in some select cars be more resistant to infectious diseases? Why the change? Cost? I think public safety trumps cost.
2744	Just afraid that the digital screens will get cracked.
1262	Just an observation: the new train has less seats than before which is not good for those commutes who ride BART more than 30 minutes.
5939	Just as Baby Boomers are becoming seniors BART decides we can all stand! Wrong! Many seniors must sit, so those of us with cars will not be riding BART. I know I cannot stand. My feet become numb and then cannot walk. Seniors will be what proportion of the population?
6178	Just concerned about # of seats being lost this is for long commutes during rush hour
1082	Just concerned that with less seats and wider standing area that for short folks (5' and under) that the straps are still a little high up (tough on the shoulders) for long standing time (15 - 30 min). Bring straps down a few inches? The 3 pole helps by the door way. Wish there was a way to have another pole but seems to cramp the walk way. Like the bright colors. Screen - shows position of current train only? Or is there a way to view other trains on the routes?
2811	Just don't like the Seahawks color. Everything else is great.
9282	Just don't like the seat colors. Seattle Seahawk color and I'm a 49ers fan!
7181	Just hope people won't pork holes in seats.
3188	Just keep cleaning the Bart.
9272	Just keep up the great service. Keep trains clean and running.
3382	Just like everyone else I would prefer more seats. Not sure if the extra door is really going to accomplish much. If people take one step onto the train and then stop to look for a seat like they do now, then this is just going to create 3 places of chaos instead of 2. The lighter/brighter colors are nice when new but they will show dirt more so clean up will be vital. Not sure how tough the seat covers are to resist cutting. I like the extra legroom in the tighter seats.
6285	Just make it quiet!
2174	Just refurbish existing cars. Look at NYC and Chicago. Do they have "all" new cars – too much money waste!
2645	Just retired. Sorry I missed it!
2480	Just returned from vacation in DC. Reminiscent of Metro cars.
3338	Just the pole in the middle of the train I think is a little inconvenient.
997	Just thinking about the challenge that cyclists carrying heavy loads, like bike campers might have balancing their bikes, but really glad to have the option now. Makes the process of taking your bike on BART a bit less intimidating. Go BART!
8699	Just want to make folks a wheelchair have plenty of space.
2703	Just wish was a tad wider.
3064	Keep bathroom clean and have more stations with bathroom
4799	Keep clean up every day and more security all stations especially Richmond.
1973	Keep homeless people from sleeping on trains.
2378	Keep the fares to a minimum!!!
6180	Keep the pole where it is. Don't give into insane ADA zealots. It more than accommodates wheelchairs.
1911	Keep the seats all one color - I vote blue, something that doesn't show the dirt as much as light color.
7429	Keep this! Plenty of room for wheelchairs. Please try not to seats.
5344	Keep up the good job.
8808	Keep up the good work.

Appendix A

Survey Data: Verbatims

1254	Kids will not be able to hold on to hand holders.B. Not enough set of seats and hand rails not enough windows.F. on rush hour, really not enough poles for people standing up.I. Hunter green would be an OK color for these seats.There has to be a system to secure wheelchairs. Needs to add more rows of seats too.
5611	Label outside better/more...e.g. DUBLIN/PLEASANTON should be in BIG BLUE LETTERS to help non-experts, eliminate guess work. Consider adding approximate times to static maps e.g.: [illustration]. More trains, more often. More hanging straps, literally every 1-2 feet, when crowded people fall over!
4617	There's nothing to grab onto if you are shorter than 5'5"
4705	Lack of seating
914	Lack of seats - explanation that more trains will be running so net increase in seats - will have to wait and see.
3719	Lacking seats.
4522	Language in Chinese
4598	Large pole between the doors is a major obstruction for wheelchair riders. Being able to have 2 wheelchair spaces near each other would be necessary. Larger doors (with 3 now) is a great advocate to avoid "the stampede". Would've preferred "vertical" bike rack storage. Glad to see new seat style prevents those who like to sprawl out.
4403	Larger LCD screens. Brighted LED display, more information. Larger LED display (longer-Euro-style) no real improvement in layout – middle too small.
2049	Larger screens, small and hard to see from across the aisle.
619	Larger windows. More seats.
4858	Layout - The midsection feels too narrow.Seats - material appears to absorb liquids.Floor-to-ceiling pole - Good overall design, but spacing not wide enough.Floor - slippery when wet, squeaks a lot.Digital screens - Additional scrolling text screen above doors showing next station would be welcomed addition.
4660	Layout + seating sparse. Floor-to-ceiling pole is place in awkward locale. Seats could be more comfy. It's at a nice stage conceptually but could yousome additional finessing. Thakns for your hard work and outreach!P.S. locks for wheelchairs?
851	Layout and seats improved.Door height is lower = Badinterior Height = Better
7190	Layout doesn't seem like the quantity/number of seats is as high as it could be for the space. Seats: I like that they will be more hygienic than cloth seats but still comfortable. Floor: Seam is already not perfectly fitted. Will it get worse and be dusty or uneven?
5728	Layout is good; but compared to the current cars there are less seats.
7060	Layout is terrible. Did not like that there won't be that many seats. I catch BART on 1st stop at Dublin and in the morning there are no seats. So I wait for next train. With this layout, there will be fewer seats. People are already rushing to get a seat. Like the seats – easier to clean and comfortable. Don't think bikes should have precedence over people. One bike rack on train is enough!
5830	Layout means fewer seats/car (~5)2 inch narrower seats ok for me, but the general population is getting wider, not narrowerYellow color seats. UGLY color - use a different distinct color for those. Yellow seat showed dirt already in demo car. Would be disgusting in production (heavy use).Keep displays pertinent to actual transit. BART-able location info is not vital.
5351	Layout needs to be ADA compatible. No Seahawks. Niners? Raiders? A's? Giants?
927	Layout of seating is not efficient. Look at models of japan and Hong Kong subways as a model. Sitting seats in pairs of 2 makes it difficult to seat families together. Long rows are more efficient, no bumping and shoving to get through.
8986	Layout seems like there are less seats.
7389	Layout seems the same but w/ upgrade seats -any better way to maximize space?
7217	Layout seems to allow for fewer seats - more standing?
7202	Layout was good, but center pole caused a problem when moving about. Put more hanging straps in and remove the pole in the middle of the doorway. Make sure the airflow is good, and make sure the voice announcements can be heard clearly!
3717	Learned the bike rack is modular and can be removed if there is little demand. Concern was that it takes up a lot of space. Glad to hear the space can be reclaimed if not used.
3919	Leave it to BART to do a good job on new cars. Very cool. <R's name>
4281	LED destination sign will be in other languages? I am not a fan of bright green on panels – won't age well. Seats could be softer, add more seats.
4819	LED needs to be larger. Track it in side LED lighting that tracks trains and stop ahead.
6808	Leg room between rows seems less.
4332	Legroom between seats seem better than existing BART cars. Digital signs are a good concept – I've seen them on transit systems in Asia. Will there be audio announcements too? My comments and rating might evolve with further thought and experience.
1204	Less cushion on the seats.
2810	Less glass window view. Floor might be slippery. Cell phone chargers in the middle pole would be great.
1377	Less number of seating compared to existing design
3459	Less number of seats in each car is not good. We need more seats. Not less.
3556	Less seat
6233	Less seating – will accommodate to disabilities? What about people who riding from one end to another w/ 90 minute ride? No seating? That's not good.
2290	Less seating and more standing compared with current cars. Some type are over an hour and this is a problem for some. Seats are narrower to small for average person. Bike rack could be a problem for 3 bikes. Digital screens are big improvement but station screen needs to be located and more visible in center of train.
2419	Less seating and more standing is not good for people who do long commutes. Try to accommodate both.
6413	Less seating room than current BART it seems. Overall very nice though. Like the LCD screen.
3489	Less seating space. Liked the pole idea. Need more handle to hold on the poles including side poles.
6181	Less seating which is discomfort for the passengers having long commute. Hope not all cars will have bikes allowed.
8806	Less seating, seats are narrower both big negatives. I'm for less door more seats run trains more often. Not enough seats now and you're taking 10 more away doesn't make sense!
1729	Less seating.
8840	Less seating.
2549	Less seating. I prefer more seats, especially when your commute is longer.
3588	Less seats
3721	Less seats - not good!
1001	Less seats are good. Would be nice if wider car?
2380	Less seats available, need more seats so less people standing.
2535.11	Less seats bad.
1915	Less seats but more leg room and room for bikes and wheelchairs. We need more seats as it's only SRO during commute hours morning and night.
7418	Less seats but more room but might be a problem in a crowded train with people standing.
2898	Less seats doesn't help. Bright colors are kind of annoying. Bike space is definitely a plus. Handicap space seems limited.
1525	Less seats in coach. It would be more seats.
4813	Less seats in each train could be problematic - digital screens were nice (not sure if worth cost but if affordable, are nice.) More space for bikes would be excellent.
6314	Less seats is a tough pill to swallow but I guess the reality with more people on BART. I like that you are improving the overall number of cars = more seats.
670	Less seats is scary, but we'll see!
5924	Less seats is the only downside! Thank you for new trains!
9223	Less seats means more standing. People will have to start bring their own folding chairs on Bart. The seat covers/pads will be very easy to cut through by people who poke a sharp object on it. Not going to be durable.
3723	Less seats per car - Bad already super crowded as is.
1135	Less seats than before.

Appendix A

Survey Data: Verbatims

775	Less seats, difficult to maneuver in and out if anyone inside. I'm guessing this anticipates more standing. Does have a more futuristic look. Like the poles in the middle for passengers to hold. Could use more hand grips that hang from the bar (people are short).
3422	Less seats.
7520	Less seats? Does that reason mean more frequent trains?
1369	Light colored seats harder to clean Appearance close to old is ok no big deal to ride
6958	Light colored seats may get soiled looking quickly. Seats seem limited and most space is standing. Would like more seats.
3151	Light covers seemed flimsy- I could easily push them up. I think they will break easily. I liked the bike racks but am concerned they will be hard to use until people learn them.
1697	Light green seats are awful.
8723	Lighting – I feel very strongly on a 25 plus year rider that the direct lighting is very fatiguing. The amount of lighting seems adequate, but please make more use of indirect (reflected) and less use of direct lighting. Noise – I understand doors may be an improvement, but I'm not confident the noise experienced by passengers will improve.
5709	Lighting review pending actual diffuser/lens. Not sure if will have an issue with the roof overhand. Will that area have wind noise/dust and dirt collection issues.
4284	Lighting should use warm 3500k throughout, not cool colors. Not enough seats. Bikes consume too much space, at expense of passengers.
7185	Lighting still very dim. Ensure seats are easily disinfected. Design is depressing something from 1980's Sci-Fi dystopian movies. Bike rack gets in the way, taking up too much space. Hygiene is of paramount importance.
3874	Lighting was hard to judge in daylight. Floor seemed similar to current trains - might be a little slippery. Bike rack was cool but thought maybe more bikes could be accommodated. Ceiling handrail still too high for person who is 5'2".
2974	Lights can be a bit brighter. I wear glasses and need a bit more help with lights.
3711	Like bright color scheme, sturdy seating, no rug on floor.
8933	Like ergo seats.
2478	Like having the third set of doors to facilitate people leaving and entering the cars.
4411	Like it a lot would need more time with it for more serious analysis. Like that feels more like an elegant subway car than commuter train car.
7280	Like it a lot. Nice interior design
1068	Like it.
64	Like it's more roomy for tall people. Not sure about the loss of armrests, I always use them.
3581	Like others I would like more seats too.
6841	Like that the cars will be longer and have a third door. Too crowded right now.
3865	Like that there is designated seats for seniors and disability people.
5139	Like the bike racks and new chairs.
5257	Like the bike racks, new maps and destination ticker. Only 3 bikes and no "overflow" space. May reduce actual number of bikes available.
4226	Like the blue the yellow will get dingy super fast. Seats are super comfortable. Door pole is a mixed feeling "doors" are already supers crowded people don't like to move to the back every me likes to be at the door enough as it is yes it will create stability for those waiting to exit.
1248	Like the change to the seat edge.
1011	Like the changes.
5921	Like the cleaner appearance and electronic destination signs. Pole seems like it might be in the way, but good for standing. Is there a rain gutter on the roof?
6343	Like the design comfort/lumbar support chair. Hope it keeps its clean look!
4075	Like the green seat.
4726	Like the interior colors. NO to black and orange NO! Seat depth feels a little shallow. Would like additional poles with bigger space between vertical grab bars. Digital screen - the map stop words along the track could be in larger typeface. Thanks!
7454	Like the interior poles (tri pole/pole) and asked rep to address concerns raised by disabled activists. My question was addressed to my satisfaction, but I wonder still about LARGE motorized wheelchairs. We take BART at least 3X week/round trip often 6X week, as a family to work & school.
6173	Like the layout and the digital display. Couldn't really tell about the lighting.
4868	Like the leather/vinyl seats, and the bright colors are great. Nothing special about the exterior.
3572	Like the new station display. Like the seats. Plenty of space for standing.
8648	Like the new train – wish there was more seating, especially for some of us with 45-60 minute BART commutes.
7525	Like the open airy feeling. Bike racks are a big improvement.
5555	Like the pole in the middle. Currently, if the train is crowded and I'm in the middle I can't reach the ceiling bar so I can't hold onto anything. Be sure the bikes won't slide off the bike rack, but great idea! Love the digital screens and that lines will be color-coded!
5565	Like the pole with vertical handholds, but NOT the location; it blocks wheelchairs and clogs center. I am a short person and immediately noticed there was no place to hold on in about 70% of the train.
4186	Like the screens that let you know where you are.
1460	Like the seats, less prone to getting dirty. Would have loved for it to be introduced sooner.
1087	Like the tri-poles - allows more hands to hold on.
1319	Like Wi-Fi availability as well.
3580	Liked the digital display and new seats.
5423	Liked the digital screens but they were a bit hard to read with polarized glasses.
6529	Liked the divided pole to allow more people to hold on. A lot fewer seats- this will be a drag at the end of a long day.
3928	Lime green seat color won't last Mirror is a graffiti magnet/girls are going to poke their eyes out putting on make up. Yay! Bike racks!
4943	Lime green seats = easily dirty! No carpet – great!! Live screen maps – very helpful! Excited to see them in the future.
963	Lime green seats look terrible! Bike rack might not fit bike with baskets, panniers, other accessories - and what if rack is full? Floor to ceiling pole should be more visible, or maybe somehow less in the way? Please never put ads on the digital screens Floor looks scratched/scuffed already Sign over driver door scrolls too slowly
4292	Lime green will feel cheesy real soon. Screens have glare. More route signs in the middle (which stop I'm at and what's coming) What will the sounds and announcements sound like? I hope they don't sound stern or aggressive or cheesy.
20008	Lime green?
5537	Limiting bikes to 3 per car shouldn't be an issue if racks are on every car. The poles don't look like they limit wheelchair access.
3263	Listen to the various disability groups and get rid of the floor to ceiling pole. I agree, it looks like it would be an impediment for people with larger wheelchairs.
992	Little bit of glare [refers to high digital screens and signs]
2345	Long live a good BART system.
722	Long long overdue
1655	Long overdue!
2271	Long overdue. Great job.
868	Longer and more straps-way to get people not to congregate at door.
7347	Longer straps for shorter people.
6066	Look and feel is good but I think the seatings are very less. Current cars can hold more passengers than this new one as it appears.
6299	Look at the underground train in London for inspiration. They are quite sufficient covers and have soothing sound system.
6789	Look forward to seeing it in action and riding it.
2938	Look good!
3771	Look good. Good bike room.
3491	Look great.
1673	Look nice appearance, headroom good seat is a bit hard out easy to clean.
5837	Look so advance, simple and beautiful.

Appendix A

Survey Data: Verbatims

4015	Looked good to me.
3731	Looked like a lot fewer seats! Maybe because the model has bike space?
893	Looked nice modern – similar to airport trains- not enough seating though.
6177	Looking forward in 2017! New train gear!
3219	Looking forward to it!
8633	Looking forward to it. By the way, I rode to every BART station once in 5 hours 36 minutes. I'd love to do it with the new train cars.
4353	Looking forward to quieter rides.
6617	Looking forward to riding the new train!
6229	Looking forward to seeing them in action. Way to go BART!
5390	Looking forward to these! Hurry! Please stop the trains from squealing so loudly in the stations.
733	Looking forward...!
1025	Looking good.
7215	Looking pretty good you guys.
1270	Looks
5009	Looks all good to me with many improvements.
3728	Looks amazing, can't wait to ride it.
4719	Looks amazing. Look forward to the future of BART. Hopefully they run quicker.
5797	Looks and feels nice. Not as many seats. No big deal. I just wonder what's with the mirror unless that is used to display the full interior once it's developed fully. Bike rack is cool now that I won't have to worry about it falling over due to speed change. The tri handle bars vertical in middle of entrances is interesting.
5094	Looks are good, a bit old design I find compared to the very new trains worldwide. Smaller seats - hope they fit everyone in CA.
6748	Looks as though there is less seating.
3456	Looks awesome!! :)
7255	Looks better in person than photos. Worried that white plastic interior harder to clean than stainless steel. Wish windows were larger to enjoy view. They seem smaller than before. Digital displays seem small for showing map+next stop+ads. Handicap spot has no handle. Overhead handle too high for shorter people
1740	Looks better than before.
2127	Looks better than the old BART.
6186	Looks clean and very nice.
6411	Looks clean, different. Floor to ceiling poles help short people like me.
9159	Looks convenient – will be good on commute has more of a subway feel.
5722	Looks cool train. Will take if I have chance.
6552	Looks cool!
5130	Looks cool! Please don't add ads to the digital screen.
1383	Looks excellent.
1936	Looks futuristic, awesome! Fresh!
8830	Looks good
3767	Looks good – I am worried about enough seating – it's hard enough to get a seat now.
9088	Looks good – I'm excited to see them action.
1338	Looks good because its new.
2669	Looks good overall but I think some seats are gone.
1013	Looks good!
2617	Looks good!
2959	Looks good!
3651	Looks good!
6387	Looks good!
739	Looks good! Can't wait
4739	Looks good! I like the plain color seats - makes it easy to see dirt. I like the European style poles that allows more people to hold on to it. Overall, it's a lot better!
6651	Looks good, can't wait to have it
2927	Looks good, feels good, more spacious. Better color scheme for elderly maybe? Good job on the space though! The digital screen wasn't really necessary though. Looks nice, but it's just a perk/fancy.
6584	Looks good, the seats, floor easy to keep clean and look good.
844	Looks good.
3770	Looks good.
6656	Looks good.
2802	Looks good. :)
7109	Looks good. Additional seats would be better.
6462	Looks good. Hopefully fast and safe, too!
3374	Looks good. Hopefully new car is easy to clean.
3379	Looks good. I just wish trains would run late night.
4434	Looks good. I'd need to experience riding to assess smoothness, lighting, noise, and comfort.
882	Looks good. Inside and outside. Much better use of space for bike racks. Love the pole for more people to hold on.
5466	Looks good. Seats are comfortable – water repellant – is a good feature. Hate to see less seats.
841	Looks good. Thank you for providing a hand hold for people that have difficulty reaching above their heads.
8979	Looks great – excited for the easy to clean seats and digital screens.
2592	Looks great except than green colors is horrible.
6282	Looks great new. Bike rack is nice. Should convert to seat somehow.
9195	Looks great overall.
5199	Looks great overall. Only 3 bike racks per car – forever after? Flexibility to provide more bike racks would be great. High bike capacity cars that can spare 12+ perhaps in the last train car – would be great, too.
6659	Looks great overall. People will complain about fewer seats as well as lack of "cush" especially for long trips. It's good to have a bike rack but they won't be in use as much as regular seating. Digital signage is a great idea. I just hope they never sell ad space on them.
1943	Looks great really love the new info screens. Seats are much improved and more comfy.
6525	Looks great to me!
6155	Looks great!
7018	Looks great!
9069	Looks great!
9201	Looks great! Can't wait to ride the new train!
5433	Looks great! Can't wait!
4241	Looks great! Excited for more handholds
4786	Looks great! Hope we can get that fleet of 1000!
646	Looks great! I didn't see digital screens! Especially liked bike racks; better for everybody.
7342	Looks great! More hanging thingies to hold on for those short customers.
5928	Looks great! Only concerns: center pole might be a problem for handicapped people. Seats really should be plastic-the vinyl will get ripped and the digital screens are great but will be damaged within a week.
2107	Looks great! The color of seats should change!

Appendix A

Survey Data: Verbatims

4419	Looks great, like the 3 doors, bike rack great looking forward to ride in these.
794	Looks great, noise should be a huge concern. Riding a BART train now through the tunnel to SF from Oakland is very deafening.
1249	Looks great.
2113	Looks great.
1468	Looks great. Can't wait to ride on the test cars.
2256	Looks great. Hope it's easy to maintain clean.
5160	Looks great. Hope seats are easy to clean/disinfect! Hope prices are not going up because of the new feature. Thanks for sharing this with the public.
5332	Looks great. I loved the floor to ceiling pole and the new map.
1021	Looks great. I'm excited to see these in action!
2806	Looks great. Need more seats though. Tough for longer commutes!
3686	Looks great. Seats are better than it was. Like it.
4347	Looks great; however, I think the cross pole are very high and the door height is low. If there are 2-3 wheelchair user, they cannot ride together. In general is good.
4738	Looks just like the current trains but updated. No Seahawks colors!
2459	Looks like a huge improvement!
849	Looks like a lot of differently abled folks were/are dissatisfied with the poles for accessibility. Don't be jerks - make it accessible.
6482	Looks like getting a seat will be pretty hard.
749	Looks like it would hold less people than current cars. As a peak-hours commuter, that makes me nervous.
2615	Looks like it's built for more standing and less sitting. That's going the wrong way. It seems like you're planning on ridership going up without a matching increase in train frequency or length.
5198	Looks like less seating. Will this mean more cars in service per train?
7292	Looks like less seats and more standing – prefer seats.
1654	Looks like less seats. We already stand as it is.
4215	Looks like not enough seats and more standing. Seats look narrower, won't be comfortable sitting next to overweight people (i.e, most people on BART)
673	Looks like NY subway.
9220	Looks like NYC subway, but newer and cleaner. Can't imagine standing all the way to SF.
7305	Looks like Star Trek! Concerned the yellow seat will look like puke color over time as fade/get dirty. Bike racks/space looks awesome!
3868	Looks like the trains we know – we will feel at home.
4145	Looks like there is more room. Any attempts to improve good, although I would rather see you spend your money on fixing escalators that are usually out of order. Keep stations clean and give them some color.
4644	Looks like there will be less overall seating. Too much space taken up for bikers. Commuter trains are way too crowded already – especially on the line to the airport. I am underwhelmed by this think about reserving cars for seniors – it is very difficult for older riders on crowded trains.
630	Looks like there will be less seats in the new model. I don't mind but if there are going to be less seats, get rid of the side-seats near the door and give more standing space
6385	Looks like too few seats. Lots of people maybe left standing for the hour or so between Pleasanton/Fremont and SF. BART is not a short range subway with lots of step-on-step off and the design of the car looks like it is optimized for this when it should be a regional train.
2604	Looks like, there's less seating I know it's 1/2 car.
3048	Looks modern but it is time for Bart to step up maybe the stations could use some restoration as well as the elevators and bathrooms.
3764	Looks more comfortable and attractive. Looking forward to travel through this model soon.
5812	Looks much better than the current design and the seats look clean and are comfortable. The handle for standing up was easy to reach for someone close to 5' tall, marvelous.
62	Looks nice – know seats are slightly smaller – so need to see if full to know good or not!
6163	Looks nice and futuristic.
1521	Looks nice, but less seating capacity.
8605	Looks nicer on inside than older cards. Couldn't tell difference otherwise; really in train long enough.
3207	Looks OK.
756	Looks pretty. Seems like there is a loss of seating, though. Doubt seat material will withstand constant use. More handholds have been added but more would be better as the new cars seem to be geared for standing. One non new train related comment – Bart should start a “keep clean” campaign to get riders to be respectful of the trains – no dumping of garbage.
973	Looks really good overall! Excited to see them on the track.
5453	Looks really good to me.
5742	Looks roomy, Add first aid and fire extinguishers!
5464	Looks similar to European metro. Very nice it looks like less space to sit on. Better support on back though. <R's name>
1919	Looks smaller than the current cars, even though we saw half a car. How many less seats will the new cars have? How many more trains will come instead of 8 and 10 car trains? Will it be double? (16 and 20 car trains) since seating is less? Not enough seats for high occupancy time (re: Q1B)
8978	Looks smaller, the hand grab too high.
4654	Looks terrific – more room welcome!
4871	Looks too much like the old train.
3878	Looks very appealing, but I wonder how nice it will look after several years of use.
3667	Looks very comfortable, clean, the signs are easier to see and clearer to decipher to find your destination easier even if you are seated a few rows away from the maps you can clearly see the designated stops something the old trains lack where you have to get up and walk from your seat as you travel especially hard when you have mobility issues and vision troubles as I do such as balance and weakness and the movement of trains speed have caused me to fall a few times in the past. The doors are nice and wide making easier entry/exit especially with the use of a power chair/scooter and the spaces for wheelchairs are spacious enough to make parking and maneuvering chair into space faster and easier, lighting is not too bright or glaring. Safety straps and poles are none accessible and functional.
2610	Looks very good.
730.11	Looks very nice but I don't like that chemicals are used in the seats.
2777	Looks very nice.
2314	Looks very nice. Will be worth the wait.
2612	Lose the “Seahawks” colors please.
2220	Lose the seat colors!
2488	Loss of seating could be a problem but with the third set of doors, what can you do.
7437	Loss of seats due to the third door is unfortunate but I do not get a seat usually anyway so the pole in the middle is good, although it might be troublesome for wheelchair users on crowded trains. I am not overly fond of the Seattle Seahawk colors! Digital screens are a welcome addition, especially for tourists.
4790	Loss of seats. Appearance – tacky.
3126	Lots more standing room than seats. More doors though, which is nice, less congestion.
4944	Lots of glare on screens. Love the information though.
3757	Lots of people commute long distances-more seat like on current trains works well. I commute Fremont ? Berkeley daily. There's no way I could do this standing. I have never seen a BART train so full that people can't board. I don't think it's necessary to eliminate seats to get more people on board.
7413	Lots of plastic. I prefer the new seats unveiled a couple years ago.
3907	Lots of space in the new train car model – will there be as much in the real versions? I'm tall and can reach the overhead rail but anyone under 5” will have a bad time with those. Center poles are interesting, can you get a wheelchair around them?
897	Love BART and excited to see the progress on this project!

Appendix A

Survey Data: Verbatims

1721	Love BART. Love bike racks and LED digital screens. Can we have local art and fewer advertisements on the system? Wi-Fi would be really important for the future, and to get people to take the train and not drive. Let's make sure the train interiors are low VOL, have few airborne chemicals. TriMet in Oregon forgot this and the new trains caused sneezing and allergies Thank you!
1106	Love everything .. excited can't wait.
1568	
1659	Love everything about the new trains ... except the color scheme. We're very loyal Bay Area fans to the Giants, A's, Raiders, 49'er, or any other Bay Area team!
4764	Love everything except color scheme. I like differentially the handicap seats but you can please consider changing from the lime green color?!?! Love having more space to maneuver, stand, stow bikes, etc...Great tradeoff in terms of slightly smaller seats and more space! Seems so spacious! Love the better communication of location and line. Love the seats!! Overall = EXCELLENT!
4210	Love it
1109	Love it!
3083	Love it!
3817	Love it!
4290	Love it!
5143	Love it!
5171	Love it!
6800	Love it!
8990	Love it!
9084	Love it! 2017, we need it sooner!
3458	Love it! Bout time! :)
	Love it! Feels much better and like it will be much cleaner than the original. Make sure you can control the temp well as cars tend to get hot or cold from one to another. And that air flow is good during high commute times. Great job!
9023	Love it! Less germey.
31	Love it! The bike rack is great and the floor-to-ceiling pole is awesome. I wish I could ride this train home tonight!
6859	Love it!! So clean and bright!!
2020	Love it!!!
1049	Love it!!!
2387	Love it, especially the seating with the ergonomics style, the floors are soft but firm and the design is great.
1157	Love it, right on SF!
6630	Love it. People around me love it. Bike rack. Space. Cushion on seats. <R's name> PAPCO/SCRAC. Everyone was pleasant.
4457	Love it. Thanks.
2682	Love new trains.
8852	Love that seats and floor is not cloth/carpet. Who came up with that idea anyway. Cloth is so not easy to clean. It should be plastic or some material which is water proof and easy to clean. More poles are awesome. Seems like seats are less green color. It's too bright maybe. As a designer, digital screens should have updated lights and more ways to update info and alert messages.
3579	Love that the floor-to-ceiling pole has multiple bars to allow more "personal space" for your hands.
6907	Love that the line colors are being used. Don't like the yellow-green color.
1363	Love that the seats will presumably be cleaner. Right now, they can be very dirty. But comfort is sacrificed. Will the new digital signage/announcements be multi-lingual?
6161	Love that there are now bike racks!!
5854	Love the "no carpets", cleanable seats and bike space. Should be more standing pace as people have a tendency not to "move in" when crowded. Would love to see a car that is for standing/handicapped only. Looking forward to new coaches.
999	Love the "3 pole" pole – yay for short people!
6767	Love the 3-pipe pole. Concerned about puncture/tear resistance of seat cushions (think of someone with studs and spikes in clothing). Also cleaning around cushions after liquid spills may be a problem. Like the operations console and display panel. Has lots of useful information and seems to be laid out well.
6833	Love the 3-pole! As well as the pole placement between the seats. I'm average height – 5'5" - and can't really hold the straps for more than a few minutes.
5419	Well-considered! Thanks!
3389	Love the bicycle rack, I use it a lot is a beautiful modern design. Looks more clean.
5595	Love the bike area!!
3634	Love the bike rack and seat colors! Floor to ceiling pole is a great idea.
1750	Love the bike rack good job.
1842	LOVE the bike rack! Floor-to-ceiling pole seems inconvenient, especially for high commute times. Colors could serve controversial, as seen through 49er fans.
3298	Love the bike rack, floor to ceiling pole and reflective mirror in the back. Oh yeah...and the digital screens.
5267	Love the bike rack, seats extra comfortable and cleanable, best of all the screens to tell you which line you are on and stop you are at...so helpful!
2081	Love the bike racks and center pole!!! Lost a row of rear seats. Overall awesome!!!
6602	Love the bike racks!
6784	Love the bike racks!
	Love the bike racks! I think have 1 wheelchair space per car to add more seats. Like the pole to give more holding options for shorter people. Maybe a more neutral color for seats, navy blue, instead of bright colors.
4209	Love the bike racks, color coding and floor-to-ceiling poles!
6460	Love the bike racks, seat colors and easy to replace seat coverings.
931	Love the bike racks.
7508	Love the bike racks. Seems clearer than current.
6625	
6311	Love the bright colors on the inside walls and the shade of blue on the seats. Definitely cheery. It does look like seating has been cut down, which concerns me.
6865	Love the built-in bicycle racks. Concern with regulating AC-heat - temp comfort. Lighting seems very good.
6717	Love the ceiling height and location of the new vents. Need a text phone number for BART police.
965	Love the center handles. Thanks for your hard work.
2070	Love the chartreuse color
3780	Love the color of interior.
	Love the color scheme! Looks bright, modern, and clean/cheery. Not sure about the bike racks, they don't look clean. Most importantly, the car was very full when I saw it an felt extremely cramped. This does not bode well for rush hour.
5439	Love the color scheme! Should also place desk/lap platform and Wi-Fi would be awesome!
3699	Love the color scheme, seats feel too small and stiff – not very secure, like I'll fall off sideways. Too narrow. Thanks.
1651	Love the colors and seats.
5056	Love the colors! And the screens!
6108	Love the colors. Can't comment on pole, because I'm not disabled. Love bike area and seat material. Looks great!
4452	Love the colors. Worried screen graphics might be small. So much signage yet none I could see in bike area. Love the tire holders. Not sure bout the pole but some are too short so make sense. Handles are dangerous. Bikers not on at any time completely ignore rules crowded trains -- don't care -- they come in anyway and use escalators all the time. Agents don't say nothing.
6171	Love the concept, and look.
1988	Love the dedicated bike space and the higher ceilings.
7453	Love the digital screen, but font seems a little small on the map. Also, there's a glare from an angle. Raised seats are great, especially for luggage. However, floor gets very dirty, so luggage racks would have been nicer. I used to ride Metro North a lot (NYC). They have some great features you should consider in future (dining car, restrooms, etc.) Wi-Fi!
4071	

Appendix A

Survey Data: Verbatims

6693	Love the digital screens! I hope they work better than the escalators/elevators.
8766	Love the digital screens.
6065	Love the digital screens. Will definitely help with flow. Limited seating.
3449	Love the easy to clean items.
2689	Love the exterior. Seats are good balance of clean and comfort. Layout is okay.
7298	Love the feel of the seating though more seats would be better
7227	Love the floor to ceiling pole design! Increase space to grab onto w/out sacrificing floor space! Nice touch in mult-anguage signage, in like w/ mass transit (advanced) system around the world.
889	Love the floor to ceiling poles with 3 prongs-you could add more for those of u who are short.
9278	Love the floor/chairs will be easy to clean. The colors are pleasant. The exterior is nice and polished. I think you could fit more seats on the car. I don't think the triple pole is necessary and it may be located inconveniently for the disabled. A single pole off-center may be better. The bike rack is not flexible enough to accommodate different bike tire widths. I like that the seats no longer face each other.
7017	Love the floor-to-ceiling pole and bike rack!
2599	Love the floor-to-ceiling pole. Straps to hold must be lowered for short people!
5933	Love the higher seats. Clean! Colors awesome! Pole in the door seeme intrusive/in the way if I imagine a lot of people standing there. High rail to hold on to was 6" too high. I'm 5'9" and I had to stretch to reach it.
2629	Love the idea to put luggage under the seats.
2746	Love the interior seats! Go Hawks! SB XLVII champs!
4049	Love the interior signage of train destination and location.
3510	Love the leg room - I'm 6"4" Exterior - I would think the front - (Driving direction) would be more aerodynamic - reduction drag save energy - otherwise lot it.
5943	Love the new BART cars and cannot wait to ride them.
6136	Love the new bike rack and digital displays.
5366	Love the new bike rack and digital screens.
6011	Love the new car! Thanks for taking our idea and input into consideration. I don't like vinyl although I understand cleaning is easier and cheaper. See if you can get to cradle to cradle manufacturing on the interior materials. Thank you.
2466	Love the new cars. The bike racks are perfect. Thanks!
1708	Love the new color of the seats. Hope it will maintain clean.
2138	Love the new design would love it even more if you keep the homeless from sleeping on them and keeping it sanitary for the real patrons. Thank you!
2578	Love the new design.
1908	Love the new design. Looking forward to the new cars!
2095	Love the new digital displays - like the announcement of what station you are at. Like the layout and new pole features. Love the bike racks.
6194	Love the new interior/color scheme! Great idea for more bike storage!!
2151	Love the new layout, with poles in the center. Not a fan of the colors, but not really an issue.
41	Love the new look!
1444	Love the new train, colors of the seats should be different. Digital screens really modernize BART, looks like the trains that ran in Hong Kong. That's a compliment.
4803	Love the new train.
3351	Love the our tall look. Just the colors mainly are too much. Too close to Seahawk colors too.
5076	Love the pole for shorter people like me who loose the feeling in hands holding on for many stops. Looking forward to quieter ride. Like the seat configuration - no more 4x.
4123	Love the pole, hate the chartreuse.
771	Love the poles.
3986	Love the seat comfort and pole.
1795	Love the seats, colors, digital screens, and exterior. Seats are firm and I like the material and color. The TV screens make it extremely easy to know where you're going. Color scheme is fresh. Exterior is very "now" and modern. The pole is helpful for shorter people and small kids (if they have to stand). Wish there was outlets. And it would be helpful if there was signs to remind people to clean up after themselves (like throwing away their newspaper) or signs in case of a medical emergency on what to do.
6620	Love the seats.
4287	Love the seats. Very comfortable - Only gripe is color - no Seahawk! Consider orange and black.
8828	Love the set up and pole is fine with wheelchair.
5541	Love the third door!
6024	Love the third door.
2651	Love the train, colors look too much like Seattle Seahawks. Should be Niner or Giants colors.
4625	Love the visual signs -> pole a little wider or lower ceiling pole above doorshandles by handicap areametal outside is dull
1016	Love the whole design! Great Job!!!
2445	Love the whole new interior. Much much better.
3814	Love the whole thing!
960	Love: the digital screen, pole by doors w/ tri hold for group of standing passengers, bike rack-but may not be enough room for larger bikes or those w/ racks/packs/baskets. Need: better digital signage an exterior of car-what line still small and only on one side of front of train where conductor sits. Should be centered so easy to read from either side of train depending on approach. Q1!: Kind of garish w/ neon yellow green.
1074	LOVED having more poles to hang on to! (I'm short and cannot reach overhead straps.) Seats are cushy - Lots of room to stand without pressing against others seated - PS - Love your website -
3971	Loved the bike rack. Liked the ergonomics of the seats.
5241	LOVED the bike rack. Wonder how that will work in crowded cars? The best feature is the digital screens that note which live and stop you are on/at.
1660	Loved the bike racks and the inside.
5800	Loved the digital screens. Seemed to be less seats, though.
6019	Loved the middle bar. Didn't look at floor.
2843	Loved the new bike racks.
8643	Loved the overall updated look of the train. Especially the screens inside and the clean simplicity of the scheme. But not a fan of the colors bright is good but I don't know not very Bay Area.
2132	Lovely
985	Lovely. Would be nice to designate one car/a specialty car for luggage and bikes with less seats; during commute hours would be very helpful. Yesterday on a crowded commute train I had 5 bikes in my area and 3 on the other end. It was very crowded which caused me to get bike grease on me. Otherwise a nice move in right direction. Thanks.
750	Loving it. Don't have to be scared of cooties anymore.
6537	Lower vertical on doors problem for taller riders
3624	Luggage space below the seats was the need. Appreciate the seats and the ease of cleaning. Digital screen is a waste of money is not visible from all seats, so what's the need. Color scheme is good but if different cars have different color schemes, would be much better. The floor to ceiling poles are an obstruction than of use.
7057	Lumbar action on seats yeah! More poles on side seats by door-great! Higher seats for luggage and guide dogs. More seats for disabled and color coded too love!
815	Lumbar support - yes!
8877	Lumbar support 3" too low. Leave center pole in the middle door and remove the two end door poles.

Appendix A

Survey Data: Verbatims

6082	Lumbar support bulge is uncomfortable. With cushions this hard, why not just use hard shell seats? The floor-to-ceiling pole is awkward and will block strollers, wheelchairs and bikes. Signs are too small and video is unnecessary. Destination sign at front of train is much too small. Can't evaluate lighting in broad daylight.
4057	Lumbar support on chairs is awesome. Bike rack is clever but maybe too few? Pole is good idea but if train is crowded, and people are clustered around it - it will be almost impossible to enter/exit train. Colors cool. Love the mirrored wall..+ windows.
2170	Lumbar support was/is awesome. The ride is long, s that is a great design element. Looks good and is very functional. This actually benefits me!
1628	Made in America. Bike needs a slight improvement. Trail bikes don't fit easy - in or out. Love the digital signs - never can hear operator. Make sure the air always make the cars comfortable. Unions - a non strike clause.
3343	Main concerns would be floor to ceiling pole. It is right by the entrance/exit door and if could be possibly an impediment to crowd movement. The TV screens might be subjected to vandalism. Needs more panel grips as opposed to floor to ceiling pole.
2306	Main points for me were knowing when/when stop is. Driver/operator doesn't always speak clear of end of sentence drops off when the don't key the mike the whole way thru sentences. Also, cars screeching wheel interfere with operator announcement when noise too soft, volume too low, etc.
2892	Major concern is enough parking space for bicycles. Is 3 enough for each car? Thank you for allowing us to see a prototype.
3847	Major concerns: 1. Noise level - with the door over hang and out board edge mean cab - it appears there will be air/noise caused by turbulence, this should be checked and compared to existing door design. 2. Climate control - this has been a problem in existing cars. Should be better in the new ones. 3. LED signs - very small - need to be bigger. 4. LED Signs - need to include Sig alert/Google congestion indication - I know you use color for the lines but first something out..
1806	Major improvements. Try to find a use for the space above the bike rack. It's a shame to waste any available cubic inches.
5654	Make "wheelchair" and "bicycle" signs on the doors much larger. Make 'em obvious!
3983	Make 1 car for bikes - don't make us squeeze up against those dirty greasy things with our good clothes on. The light fixture will be ruined quickly - need to be tamper proof.
1210	Make all seats blue.
7469	Make double decker bike rack. More windows. A 3rd bar down the middle of the train - length wise. Need bigger screens. Orange black/yellow green. Giants/A's!
1776	Make every body happier and more space floors/seats easier to clean or spill. Thank you.
4426	Make it bigger. And better.
6230	Make it look more futuristic.
2484	Make it more accessible for deaf passengers thanks.
2309	Make line colors match something on cars.
6880	Make molded plastic seats like NYC! Please, please, please. I am not concerned about comfort I am concerned about cleanliness.
6130	Make screens bigger. Needs more seats.
8728	Make sound system more audible.
1706	Make standing poles a little wider (couple inches) A little too much lumbar on seats, but better than old.
3036	Make sure the trains are maintain and clean including the windows inside and out windows. Also long as your old trains are running, have more longer trains. On the Fremont Richmond Line. Maintain both the new fleet and the old fleet.
5904	Make sure there are seats!
2847	Make sure we don't lose seating capacity. Very important.
937	Make sure you have the long horizontal poles installed as well; seriously consider Wi-Fi/plug in internet, and transponders for radio AM/FM which function under ground and in the tunnel (fiber optics), this will increase ridership, especially many in the work comp community and when expansion to San Jose is complete, also consider extension to Stockton and Gilroy, increased ridership.
6719	Make sure you keep the lumbar support in each seat.
780	Make the BART Warriors' colors.
7026	Make the entry doors higher. I'm only 6'4" and need to duck slightly.
4848	Make the map screen big and more visible from an angle. Also, at stations, signs should be bigger: hard to tell what station we are in most of the time, for us who don't ride Bart that often. Thanks!
4117	make the signage bigger! And brighter!
4618	Make them quiet with plenty of insulation! Right now the trains hurt my ears with the rail friction.
4342	Makes hard for wheelchair turn around. Seats not deep enough. Front to back for long trips.
15005	Many homeless get inside and do poo-poo inside -they need to improve the security. And don't let people get into BART easily without paying. The computer system needs to be connected to the booth. If that happened, they could catch the people who are getting in without paying. The seats are easily destroyed by delinquents. They can easily cut them because the material is soft.
5548	Map on digital screens are too small for people over 40 - is geared toward youth. Don't let the bike-centric, disabled-centric narcissists determine every decision! When the trains are crowded everyone has to deal with it, not just them. There's no good solution when the trains are crowded.
1571	Map/sign could be improved.
6937	Material is eco-friendly. Top rail is high, maybe provide more handheld straps?
2991	Materials for the chair are cheap and not sturdy enough. Please invest on better chairs, seems like the life of those chairs won't last longer than what you have right now.
6270	Max out as much seating for seniors
6453	May need to put back couple more rows of seats. More black hand straps. Phone chargers/outlets. Solar panels on top of train???
1065	Maybe a bike car only for the bike commute. Rails to hold onto fold up seats. The elderly seat may need to have an arm that could track and retract for support
5687	Maybe a few more seats if possible.
2850	Maybe a little more cushion on the seats? Seems pretty good though.
2748	Maybe interior colors should be darker to prevent showing of stains, etc.
3202	Maybe it's just the fact that it is new or because it looks futuristic but I really like the new train very well designed.
8943	Maybe it's just the model but there is lots of open area. I think more seats is good. People need a place to sit and work while commuting.
8833	Maybe overhead compartments like on a plane. More screens or maps so it's easy for everyone on the BART to see.
5501	Metal seats would be better.
6894	Middle pole seems to restrict flow from doors.
6492	Middle pole would be in the way for wheelchairs and bikes. No Seahawk colors!! Seats seem a little too reclined.
5333	Might be helpful to see before and after right next to each other. I really like it but it would be good to see how different it is from the existing train. Even written differences would be fine.
4099	Might be tricky to get the middle bike out of the rack? But I love the concept, and the grippers! I like the pole/floor/volume and look. Worried about seats - as long as they are easy to replace cushions. Seattle public library went on similar type of bold color/fabric - were destroyed a year later. Like colors! But I think darker better for seats because of damage/stains.
1301	Might want to change the "Seahawks" color scheme. :)
5813	Might want to change the seats to steel like the other countries in the world. Feels more clean. Change the seat color to local sports team color would make people want to ride the trains more during sports events.
1791	Minimal seating. Bike racks should be limited to certain # of cars, not all of them.
3429	Miss seat. If four people - nice to have face to face then behind us - deaf people prefer way - old one still there.
3434	Missing face to face seating like 4 people face each other as a group to chat or communication especially for deaf people that need communication as a group. The color of the seats should be balance with gold rush color - red - black - tan as golden gate color.
2522	Model is good. Seats can be better.
3098	Moderate concern regarding navigating around center pole with wheelchair when in crowded car, but imagine it will be ok. Digital screens not well visible or legible unless close would like to see digital signs in more locations than only at front of car.
9076	Modern look, sorry though to see the window size was smaller and less windows in general.

Appendix A

Survey Data: Verbatims

7427	Modern, colorful and better to maintain/keep clean.
4895	Molded plastic seats please no bed bugs!
	Monitor calls it "blue line" I think this will be confusing to tourists that look for blue trains. Colors don't make sense, BART colors have always been blue. Make
4605	light and dark blue? Bike rack takes up too much space.
2853	More accessible poles for shorter people.
5908	More accessible seats. Nix the poles. Provide space for service dogs. Separate bike car!
	More aerodynamic exterior of trains, seating is a bit narrow, free Wi-Fi within train cars, and electrical outlets to connect mobile devices like the trains in
3735	Europe.
8968	More bar for shorter passengers to hold on.
	More bars, more bars for standing...like stalls, lower bars, most bars too high! More bars!! hate sitting because you end up smelling like...pee, pee pants or
1546	dead baby.More room for bikes!And designate real space for disabled/older riders!
6718	More bench seating (like New York).More stand-upBetter ventilation
8641	More bike access needed, packs, panners, etc. Floor/ceiling pole is in the way for bikes, wheelchairs and people.
9203	More bike access! Please -
	More bike racks please!
1151	More bike racks would be good since the space works well for luggage also. A dual-use space would be great.
6831	More bike racks! Usually when I am on BART during rush hour there are 4-6 or more bikes on a car! Otherwise yay!
7234	More bike racks, or bike carrier.
4410	More bike space.
4312	More bike space.
6289	More bike spots. The racks are great but 3 isn't a lot. Bike rack cars a la Caltrain?
6244	More bikes on board, please.
5338	More bikes.
5084	More black fabric hand rail for short people.
2400	More cars during commute hours. Clean seats is important.
2660	More chairs implemented would improve the train from being crowded.
6983	More cleaning.
7207	More comfortable seats for people with long commutes.
2085	More different colors of seat (not just blue and yellow).
7458	More doors along wall.
4239	More educational videos and or advertisements to help people understand their proper roles as responsible and respectable riders on the BART system. Too
6746	many people acting badly. Thank you! Please run BART earlier on Sunday and later all other times.
6953	More enhancements and room for development.
1240	More floor to ceiling poles for short people or people who have difficulty reaching above their heads.
2780	More hand holds for short people. Free wi-fi please.
1429	More hand-holder.
	More handrails/straps for short people. :)
1003	More hang straps – very useful especially since there appear to be more standing space.
5669	More hanger straps. Get rid of grab pole (center) by doors. Makes it difficult for wheelchairs. Add waist high grab bars next to wheelchair and bike areas. On
	crowded trains with no bike or wheelchairs, passengers can hang on to grab bars. Seats are too high. Lower the current height.
2935	More hanging fabric straps (to hang on to) Include pregnant women in disability message.
5334	More hanging hand rails.
6402	More information on digital display is really good. Current position of train in real time is excellent idea.
1542	More leg room for taller patrons. Pick a different color not so bright easier to clean.
1644	More leg room. Bike rack if some unlocks it to the rack and forgets – ride all day – more seats?
6072	More nylon hand holds per car. One every foot. Hard plastic seats are cleaner and easier to clean and sanitize. Yellow seats are hideous. Blue is nice. Exterior
5197	still looks like something from 1960. Interior layout is wonderful! More standing room. Yay!
	More people can be accommodated but might be difficult for future cars since less seats will be available. Usually those go to those who are
1481	disabled/handicapped. Being on the train for more than 30 min in a crowded car can be difficult with everyone standing.
	More poles for short seniors to grab on when train stops – very important. Longer straps for short seniors. 1 additional digital signage in middle of car.
5153	More poles for wheelchairs.
24	More prominence of senior/disabled seating
5254	More quiet?!?! I can't afford more fare increases! (Re: floor) slippery when wet. (Re: digital screens) Didn't notice. (Re: color scheme) didn't care.
4965	More room and better looking train.
857	More room and lighting better. No carpet, yay! Room for feet.
6481	More room for standing passengers and middle door are great improvements! I hope the horn tone won't change!
7132	More room to access and depart great. Also two-by-two seating.
2642	More room to stand if needed bikes. More room to store bikes.
8636	More rooms to hold, more cars.
2638	MORE screens and sign.
8744	More seating
7514	More seating chairs
1494	More seating I saw the plan for the future. However, we need more seating now. Many invisible disabilities.
5298	More seating is required – too many times trains are too full.
1255	More seating or rails above w/ handles to hold onto something.
5475	More seating, I'm not fond of standing for 50 minutes.
1486	More seating.
1715	More seating.
3975	More seating.
8967	More seats
1817	More seats
7189	more seats
3141	More seats for number of riders. Plastic or metal grips vs. cloth. More poles throughout the train. Automated PA system announcing the stations.
6905	More seats for those of us who ride from El Cerrito to SFO!
5522	More seats needed for long distances. Do not want to stand for an hour.
1992	More seats needed for longer commutes (e.g., Fremont to SF).
6335	More seats needed- telling us there will be more frequent trains is somewhat empty- that implies planned expansion of train operators and training and that
	remains to be seen. Don't like neon green/yellow. Thank you for your time in reading this.
9235	More seats needed, more leg room needed, seats should be easy to clean (for long term wear, tear and germs and bacteria). Seats are a bit small, consider
	people have big butts.
4809	More seats needed.
1353	More seats needed.
1461	More seats per car.
5792	More seats please!
5655	

Appendix A

Survey Data: Verbatims

1586	More seats please! As one of the Pittsburg to San Francisco commuters, I highly value getting a seat for the 50-minute train ride. I was disappointed to see the absence of additional seating. I believe that there would be great value in increasing the amount of seating on the train. Everything else however, is a major improvement.
5294	More seats please!! Some of us work during the commute (1 ride from N. Berkeley to Millbrae everyday) and need to sit in order to work. Will have to rethink my commute if I can't sit.
853	More seats required.
6479	More seats would be good. Also emulating NYC subway with center-facing seats only would be great. Thanks.
2781	More seats would be nice but great to hear more cars are coming = more frequent rides!
1407	More seats!
1487	More seats!
1901	More seats!
4695	More seats!
5412	More seats!
2110	More seats! We are standing too long. It is miserable. I'm shocked there are less seats. Who would approve that plan?
4420	More seats!!
75	More seats, new unit smell bad. More seats facing forward.
926	More seats.
2354	More seats.
4238	More seats. Add medical defibrillators.
6238	More seats. Provide quiet seating area for each train (one-two cars) so that people who want to take a rest can get their sleep. Also, the surveillance cameras should be more obvious in order to provide a safer environment.
7170	More sound insulation!
3245	More space for bikes would be preferable
5987.11	More space for wheelchair spaces. People get crowded. More wheelchair spaces. More bike spaces.
790	More space for wheelchairs, please!The new electronic/P.I.D.S...A step up!The new seats may be easy to clean...but make them more comfortable.We should have had that 3rd door already!Good job with the lighting!! just can't wait for a quieter train ride!Need a voiceover...you've got it (I'm an actor)!
2287	More space.
6090	More standing room is fine.
1090	More straps on the bars for short people. They won't distract from the interior looks. Thanks!
4922	More style needed.
6554	More trains at night and Sundays every 20 minutes with frequent delays is terrible; I HATE wasting half a day getting to the East Bay.
2146	More trains, more often. I don't want to wait for a train as long as I am now. Exterior appearance looks similar to now – nothing special.
9123	More trains/cars!
7436	More wheelchair, stroller accessibility space. Seats wider to accommodate larger passengers.
7399	More windows! More light! More ad space to roof – ref the NYC MTA cars. I cannot stress enough more light please!
4544	Most current problems are due to maintenance; not design, seats, lights, etc. Need more attention on overall (new and old) than they are getting. Also – fix the doors so they are durable and they work.
6125	Most impressive was the bigger space and the seats - extremely comfortable. Colors are very contemporary and pleasing to the eye!
5365	Most metro systems outside of the United States are much more modern, comfortable, and cleaner than current BART cars. The new model is a great improvement but still falls short of other metro cars in Europe and Asia. The current model on show feels a bit small inside and the arm holders shouldn't be made of cloth, very unsanitary.
2494	Most of my rides are 50 min + - lack of seats worry me.
4905	Mostly "good" because I have not seen any new alternatives with to compare.
5488	Mostly pleased with the design. Color scheme is a little too neon for my tastes.
1280	Mostly preferred for standing purpose only for journey more than 35 min will be problem.
5074	Move central bar out of walk-in area.
6198	Move forward w/ the plan! Approved!
8765	Move to the side to allow wheelchair access.
8617	Much better on the leg room as compared to the "built" car at MacArthur several months ago. The wider aisles are also helpful.
7114	Much better than current Bart especially during busy hrs.
2751	Much better than now. :) Noise check cannot be done, unfortunately.
9258	Much brighter! Love the colors, looks more modern.
6132	Much less awkward for crowded trains. Easier to find a hand hold. Keep the pole!
7431	Much more spacious, which is helpful especially during peak commute hours. I thought the bike rack is an excellent idea. Also, enjoyed the new vertical pole with three handles.
2260	Much needed improvements to the fleet - very welcome.
6435	Much needed upgrade. Like the changes. Hand sanitizer are needed by trains or in trains.
6012	Much nicer!
5212	Much spiffier and more cheerful. Feels more hygienic too!
5268	My 2 main problems are loss of seats and the screens are too hard to see because of glare.
4877	My 5 year old said everything about the new BART car is "good". She liked it all.
5509	My biggest issue with BART is the loud noises, especially in the trans-Bay tube. I hope these new trains will be quieter!
5587	My biggest issue: the outside digital sign is too small and hard to read! When I'm coming down the stairs at Montgomery I want to see if the waiting train is my train. This won't do enough to help. Overall the design is great. Bravo. As an able bodies rider who often stands (or falls over when the bars are too far away) I really appreciate the new poles with multiple grips. But I'm concerned about the complaints from wheelchair users, who rely on BART a lot. I wonder if the poles can be moved, or if they could be only at the front and back doors, not at the middle doors to provide a reliable space for wheelchairs.
8737.11	My concern is artists scraping up the new digital flat screens. Like they already do on the windows. Overall great improvements.
2038	My concern is when the floors get wet, will they be slippery?
61	My daughter and I think it is really nice.
2510	My girls ages 9 and 7 loved it. They think the new train is awesome.
1995	My grandson loves the train he think it looks like the Bart train on Chuggington.
4988	My important element to consider is noise abatement inside the train. The old BART drove me crazy with its noisy cars. Hope this one will be quieter. Is there any chance for more tunnels?
9111	My main concern is lack of seating. New design forces more people to stand. Some of us have long commutes. It's hard to stand for 40-50 minutes. Please add more seats!
6646	My main concern is seating-as it is seats are hard to get- w/ fewer seats it will make commuting difficult. Need more seats!!!
4251	My main concern is that there is an entire car dedicated to bike parking/standing. Also the mirror kind of freaks me out. Other than that, it's great.
8816	My main concern is the usability of the bike racks. The new design has only one dedicated bike area, whereas now there are 2. This seems like a downgrade. The racks themselves are nice-although I hope there will be a way for maintenance workers to tighten them as necessary; the spring action will likely go soft over time. I like that cyclists will know where to line up at the center door. I'm concerned about boarding the train, only then seeing that I have to flip my bike around in a crowded space. Getting on/off trains with a bike would be greatly eased by notifying people on platform which cars have open bike spaces (or seats for that matter). Knowing ahead of time which side of the train the platform will be on will allow time for bikers to work their bikes through the crowd in advance. (You'd have to know a few stations in advance, since you typically have most maneuvering room at stops. Maybe this station info could be added to the LCD display, and info for the next couple stations could be displayed.

Appendix A

Survey Data: Verbatims

9022	My only concern is how often the trains will be cleaned.
9103	My only concern is lack of seating. When ones commute is an hours, 10 minutes, I want to be able to stay seated and relax. I'm very underwhelmed. I hope this is not your final design choice. I also however appreciate BART asking for passengers feedback. I hope this means you'll go back to the drawing board.
1999	My only concern that the bicyclists have a large designated section eliminating a lot of rider seats. Would be nice if bicycles could be limited to one car only. Thank you.
2674	My only concerns is the number of seats since my commute is from Dublin to SFO.
2816	My only criticism is with the reduced number of seats.
6882	My only main complaint-but it is a big one- is reduced number of seats. Those of us who have to commute between San Francisco and Concord with a heavy computer bag cannot comfortably sand for that long. It would be easier to drive.
5029	My only major concern is the floor to ceiling pole the digital screens need brighter LEDs also clarify is recommended.
8770	My only problem is I can't sit to work on BART if I have my bike with me but I like that you are incorporating bikes.
4360	My only true question is what's going to happen to the amount of seats. The walk way increased in space so does the seat setting decrease? Overall it seems great can't wait to experience it.
6300	My only worries are the seats, most commuters come in from the East Bay and while comfy don't seem padded enough. I would like more notices for bikers; they are often ruder than other riders. I LOVE the vertical pole for standees; it's the best additive.
15148	My opinion is that they're excellent (Spanish)
6978	My pet peeve about old cars is the painful noise level, even outdoors on some cars, but truly terrible in most tunnels.
2381	My son is color blind so the green and blue color scheme would look the same to him.
8768	N/A God Bless you.
2614	N/A Thanks for asking!
5646	Narrow seats
3788	Narrow seats maybe an issue if carrying bags.
9299	Narrower seats is disappointing – I am 6'6", average build, and have enough trouble getting people to no sit on me as it is. I like the digital signs – I just hope that the riders take some pride in the new equipment and don't ruin it.
5909	Narrower seats mean less shoulder room.
1757	Neat to be in a clean bart car day after day. Design is good. Reminds me one of New York trains.
6703	Neat!
2794	Need 30%-50% increase in seating capacity not standing!!!
5483	Need a horizontal pole/handle in wheelchair space, and make sure you have enough straps throughout the car for short passengers!
3993	Need a lot more seats. More floor to ceiling pole for standing where bike racks are fold up seats when no bikes. Otherwise beautiful.
2507	Need a new color scheme inside. Seahawks?! Inside feels big, which is great. It seems that there's more of an emphasis for standing and less seats. I liked the middle rail.
1209	Need a train-based/car-based Wi-Fi.
3125	Need additional hanging straps. More bike racks.
2477	Need arm rests on inside seat @ wall and outside @ isle. Need to ask frequency of ridership to quantify answers.
34	Need arm rests.
3848	Need armrests on interior chairs. Bikes should lay flat instead.
6292	Need better interior signs to indicate key cities (eg San Francisco) when on Daly City train! Should show upcoming stations (2-3) Fremont...Union City...South Hayward
7293	Need bigger route/destination signs. Need rail fan window - like NY City R-32 - 40/42 Voice needs to say "ILLEGIBLE" Need to extend to Pelham Bay Park.
9265	Need bike rack for mountain bikes etc.
1454	Need bit more taller seats to rest head as travel is longer. Seats doesn't have enough spacing in between. Arm rests will be useful. Lesser number of seats are present. Needs more seats.
4394	Need designated space for luggage and strollers and walkers. Too crowded.
942	Need either more vertical posts or more handles reachable by us short people.
4539	Need even more accessible designated seating. First row too. Many, many cars currently have people with disabilities and seniors who can't get an accessible seat.
4064	Need hand rails on seats, a little too close. Also, I don't know if the seats will easily rip because the leather. Overall, great color and love the bike racks!
1698	Need hand rests and hand sanitizer.
8841	Need handholds near seats/armrests needed to pull up from seat. Hope interior stays clean. Softer seats.
1889	Need head rest/not enough seats. Seats should recline.
4532	Need higher sturdier, also will arm rests on handicap seats! Digital screens – need larger lettering and darker lights seats – like lumbar – no need to carry pillows with me!
2361	Need longer trains to Pleasanton for evening rush hour. Fewer seats for long ride from SF stops to Pleasanton is a concern. Nice upgrade to tired cars.
3335	Need more (3) handle trees for busy times and longer trains/example is short.
5674	Need more bike parking.
1576	Need more bike storage. Floor to ceiling pole needs padding for when you fall into it. One color (blue) seats mean less inventory. Platform to car clearance allows for feet, handbags, trash to fall in. Blue stripe on exterior to be similar to old fleet. Glue in windows will sideline cars too long for repairs.
3774	Need more cars between Fremont/Richmond in the afternoon hours. "NO ONE SHOULD BE STANDING."
1298	Need more ergonomic way to go between cars.
4594	Need more floor to ceiling poles. Color scheme too close to Seattle Seahawks (why not 49er colors) Need more hanging grip holders for short people.
3892	Need more floor-to-ceiling pole. Ceiling pole/handle too high. Hard to reach for shorter folk.
7474	Need more floor-to-ceiling poles!!!
6287	Need more hanging hand loops.
4770	Need more LCD screens for entertainment for longer rides.
1610	Need more of the poles and handles on the bars.
5450	Need more poles and leather straps. Looks like fewer seats. Can there be more?? Hopefully, new intercom will work better than current system.
869	Need more poles for short people since a lot more will have to stand.
4250	Need more room for bikes!
3709	Need more seat I paid to sit not stand. Long day at work tired need to sit not stand.
2441	Need more seat not less seats. Maybe some children's seat in between the two big seats
5516	Need more seating. Less bike space. Seat height too high for shorter people. Hard seating. Digital screens and signs need to be larger. Bikes should be in a separate car. Color scheme and lighting are excellent.
2718	Need more seating. More trains would be better than having to stand.
2377	Need more seats
3575	Need more seats and window.
1432	Need more seats except everything is good.
6488	Need more seats for infirm, especially consider longer trips when Warm Springs Berryessa opens. Perhaps the same car with more seats, reserved for physically challenged, and in proximity to station elevators.
4103	Need more seats forget bikes!
1813	Need more seats inside so that you can accommodate more passengers.

Appendix A

Survey Data: Verbatims

2542	Need more seats not less. As is, people go to extra effort like riding in the wrong direction to be able to get a seat. Seating is needed to more done during the commute ride. What about power outlets, wifi? Don't put bike racks in every car. Most people don't bike so it's waste of floor space.
1759	Need more seats not less. I understand you will run longer trains but my line already runs 10 at a time. More seats.
5973	Need more seats or more cars on each train.
977	Need more seats per car.
7153	Need more seats!
5058	Need more seats! No space for wheelchairs!
3701	Need more seats! Not less!
1260	Need more seats! Digital screen is too small and not easy to view if the car is crowded. People standing can block the screen! I wish it has a digital display higher up near the ceiling. Number of display of screen is limited. Chair cushions are good and easily maintained.
5183	Need more seats, everyone wants to sit down. Railings and handholds seem to be lacking and not as easy or well placed as before (or no improvement) Maps are too small – hard to read. Bike area will be hard – fight with normal riders (should have their own car).
8753	Need more seats, larger trains, closer headways. Standing long distances is an exhausting commute. Blue seats okay, yellow will show dirt fast. Vinyl upholstery easily out. Like room for luggage under seats for trips to airport. Hard to judge lighting at midday.
1767	Need more seats, since BART going longer stretches (1+ hour) hard to stand long time.
1449	Need more seats.
1450	Need more seats.
4724	Need more seats.
3210	Need more seats. Bad idea. I will stop taking Bart if it come to this layout!
3929	Need more seats. Bike use up too many space. If there is car for bikers, will be better for not interrupting the regular passengers.
6455	Need more seats. I don't want to stand. Like the color scheme.
6027	Need more seats. Less bike space. Standing for 45 minutes is not fun.
5852	Need more seats. Listen to what wheelchairs users are saying i.e. pole.
1799	Need more seats. Look like a lot less seating. Can't imagine standing up from Pittsburg to Concord to Civic Center every morning.
2705	Need more seats. Shouldn't expect riders to stand for 45-60 minute ride to SF. Bike rack wastes space that should be used for seats! Need more seats!
8919	Need more seats. Want a: practical, clean, sturdy and economical.
5882	Need more seatsNeed space for 1 more bikeDon't really like this shade of green; blue is okLighting is too dim (too fluorescent) - you can do better!
2236	Need more signs regarding luggage and limit number of bikes per car.
1582	Need more space and convenience for bikes.
766	Need more space for bikes.
9204	Need more space for bikes.
4235	Need more standing supports for people do not get a seat, especially for rush hours.
2376	Need more straps - when cars are full people use seatbacks for stability. With less 4-across seating people will need more things to hang on to. Actually, less seats are NOT nice for oldsters like me.
1113	Need more straps! (Need them in current cars and the top poles look higher in this one, I cannot reach it. Don't like center pole. Blocks entry and exit especially in crowded trains. Concerned also that will be pushed into pole in crowded trains. Also concerned about disabled (wheelchair and walker) access due to placement of pole.
2055	Need more trains.
1241	Need more window tintNeed poles lower for the vertically challenged. During rush hour people will not move to let us use the floor-to-ceiling pole - I still had to reach for the top rail poles. Why digital screens? They will get vandalized in no time and most people read/play games. Use the money on safety i.e. more police presence and how about Wi-Fi instead.
1072	Need more windows.
9222	Need poles for wheelchair to hold on.
6418	Need room for luggage - People going to airport using seats for baggage.
1387	Need sign board inside that shows which station will be next.
86	Need some hand straps for us short people!
7363	Need specialty cars with bench seats along the sides only with more standing room for high commute hours and bike cars with more doors and bench seat along side only on one side need to upgrade ticket sales machines (e.g. multi lingual, enter start and destination)
6191	Need to accommodate more passengers.
2215	Need to change interior colors to Bay colors.
1163	Need to ensure visual messaging system is accessible to all!
5070	Need to hang bikes fit more look at Portland.
6226	Need to have more seats (a lot more)! Need to add pregnant woman to priority seating sign!
9049	Need to have open buttons on outside of doors, eliminate wasteful opening of all doors at each stop. Resolve full speed of trains, rails to quiet ride. Operate 4am-12am everyday. Go to zone (in convention with other operators) system. (e.g. SF 100, N. Alameda, N San Mateo 200, etc.) with weekly, monthly, yearly zone tickets – eliminate fare gates! Nice how model on display not too disgustingly filthy Concord station.
6439	Need to have Wi-Fi.
2762	Need to help passengers able to release door from inside.
5399	Need to move pole so that it's easy for those with bikes and wheelchair can easily get on board and off board – with a crowded train (and they are getting more and more crowded) this is important.
5702	Needs 49er color seating!!! Not Seahawk colors. Seriously =)
3632	Needs a bit more padding for the seats. More comfortable. Try a brighter color like hot pink instead of yellow and neon green instead of orange. Little bit brighter for lights.
5101	Needs A/C outlet to charge phone.
6323	Needs better use of space at bike rack. Seat material should be sturdier. Looks like it would last only one year. Like visual station cues. To offset costs BART should do more automation less union workers.
38	Needs better windows.
4137	Needs inactive display – to tell you were ad how much a ride cost, need a “better seat” the old seat were a lot better as dirty as they were – keep the color of car silver.
3270	Needs more ads.
4395	Needs more bike space on commute hour trains.
4306	Needs more hand holds to accommodate the greater standing space, especially for short people. Seats is not ideal given the long distances people travel. Bike racks do not seem efficient use of space compared to current cars without racks. Prefer more poles instead of tri-pole pole. Colors not consistent with BART brand.
4316	Needs more hand loops on upper rails. Current bike rack does not accommodate and smaller wheeled bikes. The seats oriented perpendicular to the car (not against the side) are pointless, waste space, make it feel small and awkward (my shoulder purse ended up in the lap of the man sitting perpendicular to me). Why not have seats oriented this way placed against the ends instead? One car on end should have no seats and be for bikes and people who want to stand (illustration included)
6884	Needs more handheld points for standing room like Sec Japanese commuter trains. Face seats along wall, maybe benches like NYC subway. Had plastic seats, please. Reduce germas, easier to clean. Like the three-prong pole.
6080	Needs more seating
1738	Needs more seating – I have an hour plus ride. Don't want to stand any of it.
2248	Needs more seating. Floor-to-ceiling poles restrict large widths.
9236	Needs more seats – nothing else matters.
8750	Needs more seats especially if you're taking it from Pittsburg to SF that's 55 minutes of standing if no seats!
4691	Needs more seats for disabled.

Appendix A

Survey Data: Verbatims

6634	Needs more seats not less than older models.
709	Needs more seats on car and tented windows.
2757	Needs more seats!
8851	Needs more seats, I like the center pole near the doors.
6474.11	Needs more seats, rush hour is going to be uncomfortable.
7065	Needs more seats. Move front-facing seats away from side facing disabled seats when bikes are not in use, have jump-seat ability to fold down. Like the blue, not the chartreuse. Like the three-pole passenger pole.
8651	Needs more seats. I really dislike the idea of standing up during my commute. It will make me rather drive because of convenience.
3982	Needs to accommodate more bikes if necessary. Seats should be more cushioned. Lighting should adjust based on time of day. Interior should have more seating capacity.
100	Needs to be able to put wheelchair side by side for an attend to be able to assist persons in wheelchair. Also to accommodate electric wheels which are larger than just a standard chair. Pole in way for two chairs to get in.
3927	Neon green seems like it will get dirty and stay dirty - also seems dated. The enw material of the seats is great. Love bike racks and the 3-hand pole. Not sure if the mirror is included but it may not be a good idea...
1923	Neon green? Seahawks colors...
2369	Neon seats are a bit ugly in my opinion. Pole between doors gets in the way.
4606	Neon signs of train route on the exterior are excellent idea. Ease of handling and maintaining safety. Concern about the exit "tracks" will they be covered? As someone might get a heel caught resulting in tripping and injury.
4767	Neutral color for seats since we are in the Bay light gray color.
7214	Never sat in seat to really say but from outside looking in seem impressive. Just want the best to come out of it for everyone.
4268	New arm rest. Make touch screens net enabled. Make interior of train car larger.
2871	New Bart is awesome. If only you guys had something as AC Transit, a telephone number where I can call to see when Bart is coming. And cheaper fee.
1474	New Bart train are awesome.
6858	New BART train is close to the trains in Asia, which is a good thing.
1282	New car has more space for those who stands up.
2650	New car smell! Been waiting for 40 years!
2003	New cars have a narrower feel. Many more people will have to stand. Trains will be very crowded.
6643	New cars look good. Hoping it can handle large capacity or SF/East Bay commute overall new cars look great!
6665	New cars with fewer seats per car is crazy. Why does BART want to make more people stand? Crazy.
6605	New concept looks good however as a daily BART rider from the East Bay who has to stand a majority of the way home does not like the dedicated bike area. These ones should have more seats for us riders who, as daily riders, are BART's "bread and butter." Bike riders can operate like they do today.
6578	New features such as bike rack and floor-ceiling pole take away seats. I have a 40-min ride, and would prefer to see more seats. Nice to see digital signs that NYC has on newer cars.
1332	New model has less no. of seats compared to current.
3054	New train is a future (ILLEGIBLE) good.
4964	New train smell!! 49Ers/not Seahawks? Who tried this color? SEA TAC NORTH/SFO, have.
1185	New trains are lovely, but still could use more seats! Seems like it can use more bench seats style to accommodate different size and crowd of people. Monitor are not visible to passenger in the mid train section. Also trains can provide sanitary wet wipes to stop spread of germs!
7417	New trains will not resolve the issues of: poor air quality. Or I hope will. Crowded trains. Schedules - other than that - good
6615	New vinyl smells (stinks). Overall improvement though. Train front looks funny, too flat but rest good.
6929	New washable seat material, and floors without rugs are very big improvements (although color scheme of seat cushions leaves much to be desired). The cars seem smaller with less seats overall too much room for bike.
2858	New! Does not allow "sleepers."
5426	New-generation LED technology is far better than the LEDs in this car - re-evaluate your suppliers!
1583	Nice
3812	Nice
4415	Nice - spare, uncomplicated (except maybe the digital screen/signs). Simple design is external, the trendy is old - and generally actively "disrespected." Deja vu! I did this before BART opened.
4540	Nice a bit brighter! More seating is needed. PLEASE ENFORCE THE NO EATING RULE! Current cars are disgusting - dirt, odor, bedbugs, filth. PLEASE IMPROVE SOON!!
7252	Nice additions. More cars would alleviate extremely full cars at commuter hours. Bike rack is nice- does it fold up or in? It should to make room if there are no bikes
3578	Nice and clean interior -> concern about ability to clean.Nice arrangement for bike rack and disabled.Any ideas of handholds (loops)?
2758	Nice appearance. Like the digital screens and signs.
3030	Nice beautiful, new, clean seat for the unemployment, homeless, people with disabilities and the elderly.
4817	Nice clean and modern car.
2108	Nice clean design.
6106	Nice color
1103	Nice comfortable seats. The colors are nice. The monitors are nice as well.
2786	Nice design.
6809	Nice design.
5251	Nice electronic map.
3410	Nice for safety for people.
8733	Nice great!
8810	Nice if handicapped seats would be a little higher.
3756	Nice improvement.
4839	Nice job BART! <3
48	Nice job!
2473	Nice job!
67	Nice job.
5827	Nice job. Can't wait to ride!
3689	Nice look
9143	Nice look overall. I like the wider aisles - I don't like the floor to ceiling poles in front of the doors. Commuters block the doorways now.
9127	Nice looking car. I like the display that shows the station. Middle poles are a good idea. Seats seem narrower and less comfortable than the current ones.
6044	Nice middle pole. Comfy seats. Maybe not enough seats? Improve hand strap grips more.
2957	Nice open design- seems to be able to handle crowds better. Good A/C-on top- good info. Screens with ability (I hope) for "real time" messaging.
3497	Nice seats.
9154	Nice subtle upgrade but still looks like older trains. Look easier to maintain.
2315	Nice to have "live" screen of train location!
3844	Nice to see BART updated keep it up.
7354	Nice train Poles way too high to reach when train crowded and not enough straps, add more straps. Three prong poles are in a strange place at the center of each door does not make sense for anyone getting on or off train. But its still a beautiful train with beautiful colors.
6951	Nice work!
5222	Nice work. Thank you. Keep up the good job.

Appendix A

Survey Data: Verbatims

2684	Nice!
3171	Nice!
8658	Nice!
1509	Nice! :)
6847	Nice! Love it!
6264	Nice! Wonder if there is less seating though.
4	Nice.
9086	Nice.
2518	Nice. Open. Clean. Modern.
876	Nice. Seat bolstering seems to be half of current seats. Love bike rack. Would it be possible to. Designed to sit on bike rack people will do it.
4178	Nicely done. Handicapped access may be a problem.
5863	Nicer looking floors.
28	Nicer than the Caltrain!
3302	No armrests. Bad seats. Not enough seats. Too small.
4711	No bathrooms - less seats
3484	No bikes on BART. Needs more hang straps! Color scheme ? seats should reflect Bay Area gold/red/orange.
	No carpet or cloth seats a major plus! Hopefully it will keep train cars cleaner. Nice bonus with the bike racks, floor to ceiling pole and available storage under
1094	seats. Color scheme is nice. Can these be implemented today?!
3028	No comments all good
6590	No complaints: BART #1 especially line staff, all of them. Born and raised in San Francisco (73 years), rode and ride Muni and key system (Prior to BART) BART has a hell of a job to move million but "human touch" of staff -> it's almost heaven!
2798	No green as seat color.
4172.11	No green seats – all blue is good.
4795	No green seats. How about red seats. Outlets to be able to charge cellphones and laptops.
2750	No LCD screens - unnecessary! Use scroll tech. printed signs inside - no LCD. Say which side the door is going to open on - use automatic recordings.
1961	No leg room between seats.
2217	No more ability to strike!! New cars look great!
3451	No more BART delays stop paying high ranking executives so much.
6540	No more medical emergencies! No more police activity stops. Keep trains moving!!
3200	No need for seat cushions. Properly and ergonomically designed seats without cushions can be very comfortable. And much more durable and easier to clean.
2969	No one wanted fewer seats!
3426	No other comments for now.
7286	No padded seats! They will get cut. Just pad with molded plastic. Longer lasting, easier and clean. Great space. Hard hold straps - a bit lower for SF population.
2398	No poles for wheelchairs or remove two end poles keep middle door pole.
5901	No poles in doorways.
4498	No poles in the wheelchair space.
8855	No poles on handicap. No space for bikes.
3105	No- problems email do look it up know? Yes like it. Yes appreciate it glad yes Fremont Warm Springs 2015 email shuttle Levis Stadium Santa Clara Great America Family Theme Park shuttle both Fremont, Millbrae Metro Rail convenient fast LA Red line Southern California or East Coast be others Games take it sports 49ers Sharks Warriors A's Giants Raiders
	NO RESPECT FOR DISABLE PEOPLE AND SEATING!!! So many fewer seats means no guaranteed seating for disable people! Floor to ceiling pole will block incoming riders when poles are being used. Digital screens can not be seen from a distance like the posters can. Color scheme is going to show grimy dirty seats
4237	quicker and longer.
3268	No room for strollers and wheelchairs.
1626	No Seahawk colors please!
4078	No Seahawk colors. Seats could be slashed.
4133	No Seahawk colors. Use Niners or Giants.
95	No Seahawks color!
4234	No Seahawks colors please! Great work otherwise!
4639	No Seahawks colors please.
5308	No Seahawks colors!
5317	No Seahawks colors! Should be gold and blue like CAL/Golden State Warriors. Also some sort of clip or lock to hold bikes in place would be good.
	No Seahawks colors! Would like to see something for riders sitting next to aisles have something to hold on to or stop from falling. Some riders may sit
5793	sideways blocking aisles.
4638	No Seahawks colors!!
1217	NO SEAHAWKS COLORS! Its seems like less seats?
	NO SEAHAWKS COLOURS! Black and orange or blue and gold or anything else. Hire a UI designer for info screens. Make it look like Android or iOS, not 1997.
6923	Bike rack has already caused scratches to window.
1128	No seating!!! What's with the colors – You are offending Bay Area sports fans.
6638	No seats! Hate to look forward to standing all the way to Walnut Creek. This layout would work well for short distances, like up and down Market Street.
3598	No Seattle Seahawk colors.
2008	No Seattle Seahawks colors on seats!!!
2916	No signs on digital screens!
5118	No vinyl on seats – will wear badly – solid plastic so you can see pee, drinks, etc.
6799	No way to see passengers exiting train – needs bigger windows by doors (or mirrors?)
3597	No. of seats has been reduced it seems, it will be more helpful to have more seats.
3577	No. of seats seems less than what we have today.
5077	Noise level always my concerns. Hope it reduces same amount of outside noise than the old system.
2793	Noise still a problem!
	Noise??? When standing in station??? Many motorman talk only in a muffled voice when train is screeching around the sharp turn. There a only couple
958	motorman/motor women that give loud, clear, concise announcements.
4632	None of this matters. THERE ARE NO SEATS! WHY DID YOU TAKE ALL THE SEATS OUT? I should have expected something so stupid. PUT IN SOME SEATS!
6409	None. It's good.
4968	Non-slip floor is a must. Hand wipes available to clean hand grips.
	Not a big fan of the colors. The green seats are so light colored that I suspect they will end up looking stained and dirty. I love the floor to ceiling poles...us
9109	short people appreciate it.
	Not a fan of "flat" front. Phoenix has a train that has a very distinctive "bullet" train front that is awesome. Mark floor with "bikes only" in front of bike rack.
6732	Not crazy with lime green.
5940	Not a fan of less seats.
6487	Not a fan of neon seats. It's only a mock-up but you had to gunk it up with ads? It would look better without ads.
1734	Not a fan of the reduced seating.

Appendix A

Survey Data: Verbatims

2128	Not a fan of the seat colors, but hopefully with regular cleaning they will stay vibrant. Hopefully new cars will be maintained (as far as) their cleanliness and not get dingy or quickly broken (seats). Also hoping that the ventilation and AC/heating is adjustable in the new cars. Hope to see additional trains going to the East Bay to prevent over crowding.
6414	Not a lot of new stuff. The seats are very comfortable but it seems like there is less seating than before. Probably to compromise space for the bike rack. But the two facing seats near the middle door seem like they waste space.
8647	Not a lot of seat due to commute times!
4048	Not a lot of seats. I have issues with standing but I'm not quite disabled.
5173	Not as many seats as I'm used to, but seems spacious – not a big fan of the vertical handhold, though. Feel like the old exterior was nicer – not a fan of the gray. Seats seem nice, lighting is...fluorescent – something Boeing 787 esque would be cool. Really like the blue/green color scheme – draws attention to the reserved seats – the bike racks are really cool too! Floor seems unremarkable. The digital signs ought to have station ETAs, though.
6470	Not as nice as old cars. Less comfortable.
2668	Not big change from older version ugly looking floor. Compare this new car with other subway system in the world.
8936	Not big-people friendly on seats.
6778	Not blue & green! Seattle Seahawks.
2544	Not enough bike racks!
4692	Not enough disabled seats. Still needs more hanging hand holds.
1186	Not enough knowledge about its time line and extension.
3118	Not enough poles in the wheelchair section. Seats lean too far back. A LOT LESS SEATING- a bad plan for a system whose riders spend 30+ min on the train!! Need more visual signs- deaf people are limited in seating choices. We have to choose seats based on where the displays are.
8989	Not enough railings for shorter people. Car doesn't seem big enough for large commutes with a lot of people.
3805	Not enough room for more than 1 wheelchair, if it was a full train a wheelchair would not fit.
2249	Not enough room for a wheelchair user of it was a full car and only 1 space for a wheelchair user.
3802	Not enough room for more than 1 wheelchair.
2258	Not enough room for more wheelchairs.
69	Not enough room for most patrons. Bikes have priority, what's up with that?
3135	Not enough seat in car. Cars not as wide as the older cars.
4026	Not enough seating
7371	not enough seating
2571	Not enough seating ½ of car. Other than that good rail car.
4911	Not enough seating and obstacles with the poles and layout would be fire hazard for citizens/riders and the handicap (wheelchairs, etc.).
5905	Not enough seating area for wheelchairs. Middle pole is problematic for access. No access in with the middle door if train has people on it.
4440	Not enough seating for long trips. This is a problem. The most unpleasant thing about riding BART is being packed in for 40-60 minute rides. This new interior layout will not address this and will most likely exacerbate the problem.
5413	Not enough seating in the car. I understand it's a tradeoff for more bike space but I think I'll be standing most of the time.
6613	Not enough seating per train.
9281	Not enough seating! But everything else looks great. Pole is questionable. How are seats cleaned?
8813	Not enough seating! For the fare we pay, we should have seats!! Pole obstructive for wheelchairs and bikes and strollers!
4946	Not enough seating.
8891	Not enough seating. As a student, it is heavily important for me to have a seat so I do not waste 15 hours of my week (3 hours/day). If I must stand, I will not be able to take that time to complete assign and will be more likely to instead DRIVE and NOT RIDE BART, because it will save time.
3800	Not enough seating. Ok for young but not those over 50.Pole to hold on to is nice. The overhead were always too high for me.
83	Not enough seating. Should've made use of overhead for luggage like Amtrak.
7118	Not enough seating—and what there is not comfortable enough
6317	Not enough seats – as a near-senior citizen, I don't relish standing as much as the new cars imply.
3011	Not enough seats but I guess this allows for more people. So nice to seat on long rides after work though!
1797	Not enough seats for passengers. New Bart good for homeless and bikers.
4476	Not enough seats for people who can't stand for long periods and have to commute daily.
1501	Not enough seats I ride 2 hours a day and want to sit.
2383	Not enough seats if you plan to commute from Dublin Pleasanton everyday to SFO. Seats don't feel comfortable.
4129	Not enough seats still.
9059	Not enough seats when there's not enough room now. Need more trains!
2707	NOT ENOUGH SEATS!
1924	Not enough seats!
2817	Not enough seats!
6701	Not enough seats!
6445	Not enough seats! And BART needs to run 10 car trains during rush hour! I am on the Pittsburgh/Bay Point line and the number of 8-9 car trains during the morning commute is ridiculous. It's so crowded I have seen two people pass out on two different occasions!
1459	Not enough seats! No seats facing other seats for groups.
3616	Not enough seats! Not all riders commute - older riders need to sit. Leg room on some seats almost non-existent. Hope do not have biker on all cars! Have some heel and shins from bike riders "in a hurry"! Pole is a good idea but hard to get wheel chairs around them. Where do we put suitcases when going to airports? And strollers? Digital screens are great except hard to read - not big enough and print not dark enough - "standing riders" will block all view of them.
4769	Not enough seats! Tall people will have to "duck" to enter the car. Bring back the slant nose front car! Seats feel comfy and look easily cleaned, but the floor feels hard and like a bad kitchen tile job. I know floors need to be cleaned, but they feel so hard.
4793	Not enough seats! We have to stand for long rides! NO.
6245	Not enough seats!!
4870	Not enough seats!! From Dublin to Civic Center is a long ride. Too much space for bikes. Bike riders will take up most of the space.
4832	Not enough seats!! How will this effect Wi-Fi access
9232	Not enough seats, most people will have to stand. Seats can be punctured and then dirty again. Consider metal or hard plastic seats. Digital screens- easy to break or malfunction.
9228	Not enough seats, pole placement (illegible). Not a fan.
6420	NOT ENOUGH SEATS.
1676	Not enough seats.
1830	Not enough seats.
3438	Not enough seats.
3562	Not enough seats.
3799	Not enough seats.
4111	Not enough seats.
4320	Not enough seats.
4909.11	Not enough seats.
4929	Not enough seats.
5127	Not enough seats.
8874	Not enough seats.
9186	Not enough seats.
9214	Not enough seats. Concord to S.F. Will be a long trip. Bike rack takes up seat space.

Appendix A

Survey Data: Verbatims

8820	Not enough seats. Good lumbar support. Might be pretty snug for larger passengers (both width and height). Floor-to-ceiling poles very helpful for shorter people and for anyone who has any issues with balance – especially with sudden starts and stops. Bike racks take up a lot of space.
9205	Not enough seats. I don't want to stand for a 50 plus minute BART ride. It needs more seats and less standing space. Thank you!
1921	Not enough seats. I ride 10 car trains packed in-but go back to get a seat. How far back would I have to go to get a seat on these cars? Millbrae?
4125	Not enough seats. I understand it's for rush hour but many times of the day BART is also empty. Color scheme should change into 3+ colors. Lights a bit dim. Floor is good that it isn't carpet. I feel like the seats will rip easily they are better than the ones we have. Does it contain an outlet like our current ones add more as well. Can the screens be over screen for more options or directions?! like that they name the stops. Poles are too high for me. I like that there are more handles. I liked the bike right the screens probably put in a place where we don't have to go over a person to see maybe one can be lower and not just one screen in the whole train.
8788	Not enough seats. I wish the people making these decisions would ride BART for a month at commute time from Pittsburg to SFO.
2582	Not enough seats. I'm already falling on people; the holders for shorter people move too much. Pole is cool. I normally hold the hand hold on seats or fall.
2756	Not enough seats. Increase number of seats. Keep separate bike cars. Can't let bikes on all cars.
5367	Not enough seats. It's too hard to stand on transbay trips.
5263	Not enough seats. Many commuters like to sit and do work or read. Exterior is very shiny...might be blinding to drivers on the highway when train passes on rail.
3568	Not enough seats. Need more seats and more leg room.
55	Not enough seats. Not enough space for luggage. Digital screens do not provide time to next station and should be larger. Don't need bike racks on each car.
3684	Not enough seats. Seats smaller than current seats-need to be wider. Configuration of seats not as good as current trains.
6860	Not enough seats. Too much wasted space.
1723	Not enough seats. Won't ride when these cars come out.
8997	Not enough seats. You over did wheelchair space 2% is adequate. Add 1 car for bike @ beginning or end of train. Not every car. More seats!! Are you going to reduce noise level?
690	Not enough seats. Leather straps should be metal ones like Muni.
1391	Not enough seats/wheelchair space. I like the older ones more because there is more seats. Not accessible when crowded.
3283	Not enough space between chairs and space for wheelchairs riders. Chairs not made for 250 pounds and over.
1987	Not enough space for people (travelers) who go to the airport. Thanks.
2465	Not good for taller people.
2356	Not happy with lesser number of seats!! = (!
9091	Not happy with lesser seats.
1577	Not impressed doesn't look cool.
5711	Not liking the seat colors! They are Seattle sports teams' colors!
5235	Not many places to sit...an improvement though...not enough places to hold on considering the lack of seats.
6144	Not many seats – doesn't address bike issues at commute times.
714	Not much for handicap, forced to stand, do not know how long. Chairs taken out for bikes, not much room.
1316	Not much seating space.
7228	Not really much new regarding layout - a nice 21st century update on an already good design.
7129	Not sure about capacity, although it seems comparable to current Bart. Seats seem like they'd be easily punctured or stained.
4070	Not sure about longevity of bike racks. Folding seats may be a better solution for disabilities. Digital screens are great perhaps make all advertisements digital as well.
5271	Not sure about positioning of pole – wheelchairs, bikes, etc. Really cut back on seating – going to make this less accessible for older and disabled. Can hear driver announcements? Need better signage at stations.
685	Not sure about smaller cars. Bart is crowded now. Even with more cars, crowding is going to be more uncomfortable with smaller cars.
3121	Not sure about stability of single green seat. How about blue and yellow? Consider suggestions for how second wheelchair will fit in door area.
3242	Not sure about the center pole for safety and mobility especially people with large electric wheelchairs. Blue and navy blue seats or blue and red.
5165	Not sure about the center poles. Fewer seats overall – had a good idea. Colors are nice. Seats seem high.
5521	Not sure about the lime.
5064	Not sure about the overhang on the outside – I would think that more flush would be more maintainable and catch “stuff” in it.
5607	Not sure about the poles (middle). I understand people need a place to hold onto in the middle but don't like the “road block” to everyone. What about hanging straps here? I'm going to get tired of the bright green. How about green and yellow for the A's? Or blue and yellow for the Warriors? All in all – a great job!
9225	Not sure how accurate model car is, but seems to lack seating, as in rows of seats found in current cars. Also, neck area is too low; long commuters like myself like to nap and head rests would be almost necessary.
7288	Not sure how the lightening will be until I see in the tunnel. It looks like there will be less seating than we currently have? I like the bright colors.
5636	Not sure how those seats are going to work out but I am crossing my fingers.
4120	Not sure how well the bike rack will work until I see it in action during commute hours.
3561	Not sure I like the bike racks, takes up too much passenger space.
5539	Not sure if adequate space for bikers. Definite improvements.
8818	Not sure if bike racks take up too much space. Like idea that they have a secure place and won't fall over on people. Single handicapped seats need a side arm for stability.
1326	Not sure if free Wi-Fi is planned for the new model but if not then I suggest it would be great if Wi-Fi exists in the new model.
3454	Not sure if surfaces will be any easier to clean the fewer the cleanses and seats the better. Will the digital screens be easy to scratch, mark up with? Permanent markers, or tamper with. The route stop picture must be permanently turn on as people look at it all the time. How easy will it be to look at with the sun shining in windows. Are windows tented, easy to kick out?
1042	Not sure if the 3 part central pole is not a hindrance in handicap accessibility
1442	Not sure if the middle bike rack would be difficult to pull out or push in when the other two racks are already filled.
5231	Not sure that the placement of the screens for destination information can be seen from all locations – particularly if the trains are crowded. Overhead display above the doors or along the cars at the top would be none visible. Also, color coding of the interior of the cars to correspond with the “line” color might be better than mixed seat colors.
4274	Not sure the glass mirror on the right is safe or a good idea. Why nothing new for disabled riders?? The floor to ceiling pole is a great idea. How easy are the seats to cut or tear? Concerned about vandalism.
5194	Not too many seats available.
4587	Not too many seats.
2555	Not very many seats compared to old cars. Will you add cars to each train or have more frequent trains to make up for that?
3818	Not wheelchair accessible and hazardous during an emergency due to special limitations.
3813	Not wheelchair accessible and hazardous in an emergency due to spatial limitations.
3471	Nothing just excellent
6660	Nothing needs comment. It is really good.
1790	Nothing. It is a very good design for cleaning and meeting the riders needs.
6410	Noticed there are less seat which probably will allow more passengers during commute rush hour.
2514	Now that you're improved cleanliness inside the trains, please employ staff who would make sure there are no homeless people inside plus people who put up their feet on the seats. Also please be more aware of people who eat and drink on the trains.
3977	Now, less seats are available.
7031	Num. Num.
2096	Number of seats looks very less compared to the current car (even though we have seen only half of it). Should be more number of seats and the pole at the entry would be a disturbance.

Appendix A

Survey Data: Verbatims

39	Nylon straps for hanging feel dirty. Like holding old backpacks. Prefer smooth material as in other transit systems. Japan has "anti-bacterial" little all near the – otherwise nice!
5737	Odd seating color scheme. May want to revise it.
1859	OK.
5542	OK. Do it! Now.
1874	Okay overall.
6828	Old BART cars have a timeless look. These may become dated with time. Fewer seats are not ideal. Standing for so long gin jerky trains is difficult and not comfortable. Current bike method I feel is sufficient. Screens have glare, defeating its purpose. Also bikes on rush hour trains shouldn't be allowed, or they should be allowed in one car. They get you work clothes dirty and take up a lot of space.
1006	OMG, I love the new trains. It reminds of the Canada Line in Vancouver which I loved riding. Great job. Can't come soon enough.
1662	On the floor to ceiling pole worried that during peak hours riders will get pushed into it!
4720	One concern is that you can't stand on side of the operator's cab when it's in the middle of the train. The door to the cab should swing both ways like the current cars so there's no wasted space. Otherwise, awesome! I ride daily, and I can't wait!
4047	One concern: will there be more seat available with real trains? concern: Will there be a designated stroller area, like the bikes have?
2934	One item that needs to be controlled better than what exists currently is the wheel-rail noise.
1782	One of my biggest issues with the Bart car is the ability to hear the on train announcements for the next stop. While I very much appreciate the digital screens when a train is full and people are standing and you are seated those may be hard to see. Also they are relatively small compared to current maps. Please IMRPOVE/FIX the current announcement system the quality is poor at best on most cars. This is also a concern in case of an accident.
5566	One of my main concerns would be the amount of sound. I think it has to do more of inside the car than out.
3288	One pole in the middle seems to be in the way. Plus the hand grabs feel close on the floor to ceiling pole. Spread the poles and handles out so everyone can reach them. More handles in doorway. Poles right above door are very high and unreachable; so need more alternatives. Screens should be larger or more visible for the whole car. Color scheme will look dated soon. Choose more timeless colors.
1638	One thing, make the handles lower for shorter people.
5869	Only 6 bike spots will be limiting during rush hour.USB charging ports for phones would be awesome.Wi-Fi on train vs at stationsNot excited about fewer seats but standing room is needed during rush
6724	Only comment would be "access" to f/from Bart cars from escalator, stairs for bikes. Needs to be a better way than taking stairs which are difficult for older cyclists. Elevators OK, but unsafe, especially at night. Thanks.
1452	Only concern about floor to ceiling pole is when the car is getting full someone with a wheelchair or stroller may have trouble negotiating in if there are a lot of people. Fine if it's only one door.
3423	Only looked like limited seating. Lots of standing room. I'll be standing all the way to SFO (Montgomery) =(
2566	Only main criticism is not enough seats. Too much standing for long commutes over 40 minutes. Being short, less than 5'2", straps too high. Need to lower for short people.
15145	Only that I congratulate you for this idea and we'll soon be able to (illeg) Thanks for all (Spanish)
7300	Open space gives more room when there's Bay Area events which make the trains full!
1174	Outer color scheme should be more colorful. Also needs to reflect Bay Area. Looks like Seattle Seahawk colors.
976	Outside appearance looks not good at all.
3870	Outside blue seats next to window edge digs into shoulder. Remove center pole put ceiling horizontal poles instead using six-bar design like this: (illustration) all horizontal poles provide one or two bench seats for 400 pounds people. Make a few narrow seats to increase leg comfort and room for facing seats.
3654	Outside shape not aerodynamic. Not many seats.
3860	Outside signage need more improvement Hard to see which color line for the train. Color signage too small and difficult to see with dark windows. Would be nice to see next station into above the doors.
7271	OUTSTANDING JOB on the cars. I like the ability to clean easier and the multi language signs will each car have room for 3 bikes or will that change? Redoing the control booth is great. Better visual and overhang to give some protection to the operator is smart.
3658	Over all it looks good.
6606	Over all looks good. Not much leg room in between seats.
8942	Over all, t he train looks nice. Looks smaller than the old one, but maybe that will be extended when it's all final.
3025	Over head hand grips to high. Center pole not happy with, wheelchair passengers could find it difficult to navigate in a packed car. Only complaint.
1896	Overall – good. Placement of seats seem a little close. Thanks for asking.
2907	Overall – very good.
7240	Overall = greata. I don't like the "hooded" look on the sides *b. Seats are smaller in both directions ** I can see why these solutions were arrived at - nice job all-in-all
3910	Overall a pleasant environment. Exterior very attractive. Lumbar support seat - excellent! But could still be more comfortable. Excellent sustainability.
4510	Overall alright but pole will hinder enjoyment to new car. Dog cannot make clearance of the pole
6048	Overall appearance has ease of cleaning; no carpeting major plus; pole in wrong position because there's too many people standing at doors to exit.
2471	Overall appearance is great and interior cpyrides or very modern, a new step for BART.
3430	Overall are good.
6028	Overall excellent improvements/upgrades! Need more seats, less open space.
5168	Overall excellent.
5781	Overall excellent.
1866	Overall features are very good. Seats are a little harder than the old, color scheme is good, but still partial to old seat colors. Floor to ceiling poles and bike racks are a plus addition and much needed. Go Bart!!! Good job.
2509	Overall good after 20 years of no improvement.
1216	Overall good and I liked it.
2384	Overall good appearance
3077	overall good could be a little bigger.
2611	Overall good job. Please try to complete the project sooner. Try to run all 10 cars during the peak timings.
2288	Overall good needs more room.
3503	Overall good.
8894	Overall good. I give it a B grade. Concerned that seats won't last very long, don't appear to be durable. I'm ambivalent about the floor to ceiling pole. Color scheme should be more distinctive.
1553	Overall good. Love the flooring. Much more modern feel. Worried not enough seating.
5991	Overall great concept. It's hard to please everyone. As far as space and moviability to accommodate all persons – it's no different than any other subway train in the US.
4792	Overall great job. Seating is less but hopefully the train will go faster so we do not have to stand long time. Lime color seats. - "really."
1211	Overall great. Thanks.
4278	Overall huge improvement! Floor-to-ceiling poles provide much-needed support for rush hour crowds.
862	Overall I loved everything about the display, keep continue the excellent work!
5304	Overall I really liked what I see. I'm not a person who uses a wheelchair, but I hope the new cars has good with for people that uses a wheelchair and/or one of those electric chair/scooters
3198	Overall I think it's certainly a upgrade the seats could be a little more comfortable though. Other than that great job! Xoxo
5454	Overall I think that the new Bart train is much improved from before. The colored seats are more delightful to look at, and the comfort is good and not too soft. The poles (longer in comparison make standing more convenient, and will potentially reduce toppling over.

Appendix A

Survey Data: Verbatims

5899	Overall I thought it was a very updated and nicely formatted car in terms of the seating. The color scheme may date itself due to when the actual rollout will be for the cars to begin service.
5430	Overall interior could be a little more hi-tech. Looks great though.
4303	Overall interior layout – less seats may not be good for long commutes. Seats – ease of cleaning – thank you for getting rid of the odd cracks where crumbs and wrappers are stuffed. Will floors be cleaned? Concerned about putting luggage under seat if floor is unclean. Also, is the floor non-slip enough for luggage and bags? GREAT lighting! Are the digital display screens scratch-resistant? I hope so.
7410	-Overall interior layout- Good- because it has less seats, I am a current rider from Union City and sometimes don't get a seat. Standing for 40 min is inconvenient. I sometimes opt to sit on the floor. - Floor-to-ceiling pole- During the busier commutes, the pole is very inconvenient. People in wheel chairs, with bikes, big strollers, big luggage will have a tough time entering/leaving the train due to everyone holding on to the pole right in front of the door way. - Color scheme- I like the blue seat color. I dislike the blue and green combination. I prefer all blue seats.
616	Overall interior layout: I think their should be 3 floor to ceiling poles and cellphones jacks
4615	Overall interior layout: Seems to be overall smaller dimensions compared to present cars.
6595	Overall interior layout-looks like there are less seats. Color scheme-yellow seats will look horrible once they get dirty.
1395	Overall it is good.
1506	Overall it is good.
5178	Overall it is very modern looking.
1953	Overall it look great and nice. Feels alive when I enter and loves the color. It lights up the train.
3959	Overall it looks good but there is one concern for new riders or tourist, there is not an easy way to check the map except the screens, monitors and they are not visible to all riders since the screens are small.
6010	Overall it looks great! Although fewer seats pose a small problem, especially for those who can't stand for 45 minutes.
6100	Overall it looks like a home run! It would be great to see BART keep the existing horn blown when arrives at the station because that symbolizes BART and BART only! Don't replace it with another uglier sound horn, i.e., Muni Metro, DC Metro. Otherwise great job so far! It looks modern and futuristic, which is what is needed.
8873	Overall it was awesome.
3649	Overall it was good, I do like the sign inside the train telling the station arrival. I use a wheelchair and did not see any problems with the new design. Could be a little bit more room for wheelchairs. If two people using wheelchairs together with the new design they would not be able to sit together.
6346	Overall it's a great design with many good improvements. I'm a little worried that there's not enough seating (through I realize the extra space for standing is necessary for busy commute hours). Personally, I'm not a fan of the pastel colors and would go for color tones a little darker (less likely to show stains over time).
6	Overall it's a very sleek design and very well thought out.
918	Overall its fine but the current new seats seem more comfortable. The colors are a bit harsh-especially yellow. It was so crowded I didn't see the digital screen.
7105	Overall layout = so so. Feel like seats could have been configured better. Colors look a bit cartoon-ish. Better lighting than existing. Like that there are the floor to ceiling pole so more people can be accommodated. Wish there were more seats.
1453	Overall layout decreases # of seats, so my concern is that people who need seats, will not be offered them with the decreased # of seats. The seats squeaked a little but that may improve over use. I saw a half car model which had one bike rack. Does each car have 2 bike racks? That would be more than enough .
6891	Larger signs would help - not too readable when lots of people packed in car.
1218	Overall looks good but my concern is if it is design-proof for the next 10+ years, from a look and usability perspective I'm not sure it is.
5525	Overall looks good. Like the message boards that tell you where you are. The pole right in front of the door needs to go. Thanks for the preview.
5639	Overall looks great and functional. More room for people to stand comfortably is great.
3611	Overall new train car is too good...but I think number of seats are low.
3440	Overall nice train but will not lower fare.
1727	Overall nice..
3196	Overall nicely done. My concern is the pole in the center. Maybe a problem for wheelchair accessible.
89	Overall the new cars appear to passenger friendly. I really like them.
3935	Overall the new train design does indeed look promising, the test will come when the trains are fully operational and truly deceive the daily wear and tear of daily functional use. Again the over "new model car" does look very, very nice and promising.
3465	Overall the new train have all down fall the train less seats and the color to bright on the eyes love the air way for over heating.
2422	Overall the train car has a very futuristic and clean design as opposed to the models that are around today. I look forward to riding BART when the cars are on the track.
1136	Overall this looks awesome one thing which needs to be improved that is seats.
6820	Overall very clean, roomy and easy to maintain.
3413	Overall very good but need more seat I feel at least as much as the current one. As some of the trips is really long rides.
7036	Overall very good design.
1112	Overall very impressed.
4872	Overall very nice.
7020	Overall very nice. Please keep the blue strips as the older trains have.
3346	Overall way better! The improvements are all in customer safety/comphyness [sic] Great job on the new look!
5818	Overall, a more modern look. I love it! I only have a problem with the candy-colored seats, but I would definitely ride this train.
6463	Overall, a welcome improvement! Seals and insulation may help noise inside the car, but I wish more could be done to reduce the noise from wheels on the tracks. Paris transit has cars on truck tires - soft quiet ride! I've been ricing BART since the 80's, and I'm glad we have it!
5227	Overall, BART's new train model is an improvement that helps riders know where to go with ease. One thing that seemed difficult was the floor-to-ceiling – while I liked the idea of having something others can hold onto, the overall space felt smaller and difficult for people with disabilities to access.
2370	Overall, compares favorably to the current model. I'm not sure some seats can ever be of "excellent" comfort and still accommodate the number of passengers BART needs to move.
4116	Overall, everything was pristine. I appreciated the moisture resistant material. I hope there will be a few more places to sit. Very futuristic, hope it can stand the rest of time. (Re: seats) seas – more. (Re: bike rack) better clamps need. (Re: digital screens) extra info-touch screen.
4223	Overall, good interior – very spacious. Need additional number of stanchions for standees lower height of horizontal stanchion near ceiling.
5340	Overall, I had a good impression.
4447	Overall, I like how they decided to make a new Bart train.
6878	Overall, I like the new design.
8950	Overall, I like what I see. My concerns are 1. the naming of the station name on the new signs is a bit overwhelming, maybe change the background from white to a mild color; 2. The windows are smaller, 3. the new digital signs are considerably smaller than our current ones...maybe the new cars could still have one large, paper map, in addition to the cool new ones? 4. The publicity materials say these new cars will be quieter inside; what about to riders waiting on the platform? Please make them easier on the cars from that perspective, too. 5. Wonder how the new poles will influence mobility...hate to see people walk/fall into them. I'm very impressed by the marmoleum flooring. Great idea! Can you monitor the indoor air quality to reduce VOCs? E.g. from paints, wastes, vinyl siding
5814	Overall, I really like the new train cars. I think my favorite feature are the digital screens - they seem to be a very useful addition. (Not needing to keep track of where I am in my head is nice!)
4176	Overall, I think the appearance of the interior (seating, fabric, etc.) is well planned.
637	Overall, I think the improvements do not change the congestion problem when people are grabbing the pole and not distributing themselves throughout the train. Also, I do not like the material of the seats. It's still going to get dirty and homeless/bums are still going to lay down and sleep on them dirtying the seats.
7164	Overall, I'm very impressed as a daily rider.

Appendix A

Survey Data: Verbatims

4119	Overall, it's clean, modernized. Looks/feels like an airplane on the interior. Hoping that noise will be reduced. It's way too loud! Let's get them rolling.
3057	Overall, the cars look great. My only concern is how tough the overhead poles are for holding on. I'm 5'8 and it felt like a stretch to reach it myself.
3785	Overall, the color is very bright which is very good and uplifting. There should be areas for luggage and suitcases.
4777	Overall, the design is done very well – the lumbar support is great however the seats are shorter and narrower so they're not as comfortable as the current cars. The major gripe I still have is the number of seats – the current cars have 72 seats and new design is 56 -50 20% of riders will be standing – with no car trains – BART staff has been very deceptive regarding the seating of the new cars. The exterior design of the car is futuristic and feels in step – also for those who want to look out and see where the train is going.
2472	Overall, the design on the outside of the car is beautiful. The color scheme of the car, walls, ceiling and upholstery of the seats is very eye appealing.
8718	Overall, the new cars rock!!!
8955	Overall, the new train is smaller and narrower. Fewer seats and seats are smaller not for big size people. Standing space seems small too. I personally don't like it.
1805	Overall, this is an excellent model and a great and needed upgrade.
2791	Overcrowded no more space to stand mostly space for bikes only.
5554	Overhead bar is too high, and the center pole, when a train is full, will make maneuvering a bike or wheelchair a challenge.
8784	Overhead bars little too high. Too many doors, fewer seats for long trips (over 45 minutes).
4599.11	Overhead poles in doorways are too tall. Vertical poles where everyone gathers in doorway are great idea.
2191	Overhead racks for luggage – more poles, less dangling straps.
5645	Overhead rails too high, there could be more seats, and the seats themselves seems a little small, size of digital screen is small. I would prefer a more neutral color scheme for the interior. I like the floor-to-ceiling pole has 3 separate extensions.
5281	Overhead shoulder pulls do not work for small/short people. With weak/injured shoulders/arms. Please make them at least 6" lower: so that a 5'3" person can reach up with the range of motion of shoulder health. 3 pointed poles are good, but how many people can use this in crowded train. Varied color schemes for interior would be nice. Love the digital screens. Boston trains that service airport have luggage racks. This would be useful for airport trains. Adding charging ports for devices (Caltrain has this) would be helpful.
4721	Overheard bar is too high to grab.
2686	Padding feels thin, otherwise all else looks good. Use the live screen to its maximum.
3999	Past commutes appear to have been included thanks.
6897	Pastel green seats will look dirty very soon.
840	Patrons in wheelchairs complained that the center poles limit their access. Please take their needs seriously
2072	People are getting older and fatter. Less seating is not good. People don't want to stand cramped up for long rides. I hate the addition of bikes during rush hour!!!
4280	People who get crowded get cranky. This train does not seem to accommodate the amount of people that need to use it. This will make people cranky and stressed give people some room. Imagine that two people who use wheelchairs might want to travel together and the average height is the average user is 5'2" to 5'7". My husband is 6'4". He's used to it.
7079	People will get confused if there's no black hole near the middle doors.
4543	People will never go away and have their bikes and will not get out of the way. Pole is impossible to maneuver around. Wheelchair space is way too small, should be the size of bike space.
7337	People, could really get hurt with the floor to ceiling pole being in the middle of the train
7463	Perfect
3082	Perfect.
4741	Perhaps a bigger screen would help, especially for people who standby sits far away. In a crowd it's hard to see.
9234	Perhaps have side handles and remove center pole. Suggest more standing though a lot of that done now. Perhaps mid pole (center) could go only where bikes are slotted in center door and wheel chairs will be on ends. Like ceiling on vents though not sure if the air goes up (preferred) or would come down on faces.
3173	Perhaps have some overhead storage so people's luggage doesn't take up a seat.
16035	Perhaps this is hard to say. Initially the feeling is good but it's missing something.
5085	Person with large wheelchair or scooter will not be able to enter and turn around with pole in middle when entering. Great for people without disabilities! Not so good for people with disabilities.
2677	Personal preference – I don't like neon, but this not a deal breaker.
5428	Phone/laptop charging station. Continuous glares window to give seamless and futuristic feel. Glass window can be used for advertisement and make it more presentable.
5364	Plastic on seats look flimsy – will they last?
4859	Please add hand cleanser stations.
2809	Please add more hand straps for us short passengers that can't reach the overhead bar!
957	Please add more standing hooks for people to hold. There are not enough during commute hours.
4464	Please also upgrade station signage for better contrast. Pass along. Thanks for displaying.
4279	Please bring back arm rests!!!!
8687	Please bring back the folding seats for bikes at elderly passengers.
2675	Please change out bulbs to a more natural color than bright white fluorescent. At 6 am in the morning these hurt the eyes and give me a headache.
3041	Also...colors! How about a good California blue and gold?
1764	Please change the color of the seats!
2214	Please change the color of the seats! They are the wrong colors!
1716	Please change the color of the seats.
9242	Please change the color scheme to me not as similar to the Seattle Seahawks colors.
15102	Please change the colors, looks like Seahawks colors- terrible.
1110	Please change the ink of the tickets because they're easy to rub off.
3903	Please clean new cars regularly. Please be more vigilant about solicitors and other troublemakers on the train.
5436	Please come up with a different shade of green for the seats. The exterior is excellent and the electronic signage is great. The spitting of the poles reduces visibility down the car.
5559	Please consider adding USB power plugs and phone holder shelf so people can charge online devices. Please make Wifi Bart better. What about hooks for people to attach coats or umbrellas on side of seats.
6776	Please consider metal pop-up holders instead (like Muni) of the fabric hold straps - they constantly hit tall people in the head.
5995	Please consider more insulation to make a quieter ride. Long story short: quieter cars!
4387	Please create more seating. A-one priority. I vote to designate a car in the back of the train for bikes and less seating. Don't make the whole train have less seating. We are paying a lot of money to ride your trains. You're making it cattle cars. Bad idea to take out seating.
3526	Please do not leave pole like it is. The pole denies equal access to people with disabilities on this public transit system. Please listen to what the disability community has to say. <R's name and number>
7515	Please do not use leather, as it is not fair to animals and also it would smell.
2120	Please don't make the seats any narrower. Than they are. They are barely wide enough – any narrower, and a lot of people won't be able to fit in one seat.
8905	Please don't raise fare again; it's expensive enough. I wish there were more seats; it's not enough seats now. The mirror thing is cool. I like how you can see behind you. The seats are cool looking is the air conditioning automatic? If it isn't you should make it turn on whenever it reaches above 71 degrees or whatever, that would be cool
5944	Please don't reduce the amount of available seating – people don't want more standing areas, they want to sit.
3331	Please don't take away more seats!
	Please don't use blue and green colors.

Appendix A

Survey Data: Verbatims

6512	Please don't use the digital screen for advertising. Riding BART is an opportunity for quiet and reflection, and it would be unfortunate to lose that.
4000	Please ensure floor is slip resistance.
7038	Please extend BART to Sacramento!!
677	Please flip the bike rack orientation to "back-front-back" for ease of getting inside bike in and out.
5915	Please get rid of center pole. Have seats that flip for people in wheelchairs center pole creates problems w/ space getting on and off and turning around.
4053	Please keep BART accessible.
4053	Please get rid of the loud ugly green seats, the blue is fine. Use colors that reflect the diversity of the bay area.
5731	Please get Wi-Fi soon!
755	Please have a bikes only car- or else enforce the bike rules. Too many people take up too much space with bikes and when the 3 racks are full they will spread out to take up the whole entry way. Also – don't like the lumbar on the seat – hurts short people.
1517	Please have air filtering system. It's too smelly! Also enforce "no bike during rush hour" rule.
898	Please have more 9-10 car trains from Dublin/Pleasanton during morning rush hour into SF. Thx!
6854	Please have plugs/outlets to charge devices.
1519	Please have some more seats! Looks like we are only going to travel standing in the BART. I would not travel in this car. Current design is better than this.
1348	Please implement touch screen models and current running trains in a particular station, when it arrives to a Bart station.
7162	Please improve the cushion of the seats. Light color seats are not a good idea, the dirt looks more obvious. Nice to have rack for bikes but it looks like there is not going to be enough space for people. Just assign one wagon to bikes. In that way, you can avoid accidents and unhappy people. The floor is okay. It looks slippery. It does not look much different from the actual BART. The screens are cool.
4436	Please include instruction on the walls telling people how to ride a crowded train! Bay Area commuters seem to have no idea how to board/get off to let people out during rush hour, when BART has seemed more crowded than ever. Tons of wasted space which this new car would seem to help with. Also need tons of hand straps – 5x more than currently are in car. When crowded, people will fall/sway when train jolts (frequent!) I'm also worried that people will fall into the pole in jarring-brake situations, but like the idea.
4258	Please include seats facing each other - for deaf people to see each other while conversing in sign language. Also please install metal handholds like in SF Muni buses + trams - not cloth handholds - might be more sanitary.
3166	Please install more seats. The seats are noticeably smaller and not as comfortable. The train is also not as wide and tall.
2727	Please keep the seats clean and clean them more often. Thanks.
2767	Please keep the windows washed (inside and out) at all times.
6328	Please lower the hand holds and add more floor to ceiling poles.
924	Please make sure there is enough room for bikes and disabled to co-exist. In the present cars, bikes are an impediment on crowded trains. I don't like the line color seats..too bright. I hope the cars are insulated from noise. Current cars have damaging noise levels inside the cars.
2738	Please make sure wi-fi is available.
4831	Please make sure you include pregnant woman pic in the senior/disabled seating area.
2961	Please operate trains 24/7! Lets get serious about public transit.
4932	Please please please put SIGNS in stations that are readable from the trains, so riders can know where they are. This means BIG signs every 10 feet, NOT the current tiny signs, 2 per station!
2644	Please provide more seats because standing for such a long time is tough and is even more difficult on some days. Do not decrease the number of seats, this will only make the ride even tougher. If the frequency of the trains is increased that will be good.
2076	Please put Bay Area team colors – 49ers, Raiders, Warriors, Sharks.
2359	Please put non-movable waste baskets somewhere. At the present I see people leave trash on seats, floor and between seats. They should take good care of both old and new cars. People don't pay attention to DO NOT EAT OR DRINK ON CARS.
4463	Please readjust middle pole to improve disable access.
4377	Please remove center poles as they cause mobility dangers for those with impairments.
6118	Please remove the center pole. Wheelchairs need space to turn move back and forward. People in chairs also need more than one wheelchair space. We do have friends in chairs as well. Please flip up seats near the door.
4541	Please remove the pole. Wheelchairs need more space (near door) Bart has two other designs they could use. There will be very little room during rush hours wheelchair users will miss their stops not being able to get on an off. There be no room with bikes and wheelchairs during rush hours. Bikes have their own space but during rush hours it will be a mess for everyone due to the pole and the lack of mobility for wheelchair users.
966	Please show upcoming transfer stations, complete with estimated wait times for transfer trains. Noticed the seats squeaked when getting up/down. I still think center cars should be primarily for bikes/luggage, large things, etc., Couldn't tell about the lighting because it was daytime. Need more hanging loops for the shorties.
6777	Please update the seniors seating icon.
5128	Please upgrade stations.
4765	Pls. increase Richmond lines after 7pm and weekends. Be on time. Communicate much better when in problems.
3525	Pls. make this now! We need new train cars.
3227	Plugs for phone & lab tops please
3228	Plugs to charge phones please
2882	pole
5331	Pole – works well, room to get around. Digital screens – too small – had to get up right next to it to read. Color – aside from the Seahawks stuff, it's a bit garish. Lighting and floor – didn't much notice either, so must have been OK. All in all – great.
4012	Pole (multi holding) placed exactly at door entrance will cause limited access to train as people will not move away from doors. Design invites injury to seniors and small children. Bike rack does not take into account where bike is to stand or sit and type of bike handles that jut out into aisle. 2 bikes is more than enough for the half car which would be 4 to a whole car. Seat height could be raised a bit more for senior access. Would matter seats be molded materials over cloth type for ease of cleaning and over all greatly appreciated.
2694	Pole between doors will make it hard for strollers, bikes, wheelchairs and other to get in/out of crowded cars. Handles from roof already provide place to hold.
3665	Pole by doors may be a problem maybe moving more toward cab would work better and be out of way. Seats aren't quite as comfortable as current cars. Seats will be much easier to clean.
5585	Pole constricts movement. Maybe just a hanging cluster? Get Giants or A's colors – or 49'ers (or some of each). Maybe teams can sponsor color scheme.
5299	Pole for shorter people.
5576	Pole good for able bodied people, not well placed for wheelchairs.
7434	Pole I dislike.
4542	Pole in middle no! A disaster – how many people do we have to run over to get this out of the way
6999	Pole in the middle will just clog flow-waste of money giving 3 sections to hold. Feels closed in. Standing people won't fill it up. They'll resist making room in aisle for other to stand near them. Digital signs will be annoying if someone hasn't gotten what they need before it switches to an ad. It's dark inside fine for a long trip, not for commuters.
5960	Pole in the middle will make it difficult for wheelchairs and larger motor carts to maneuver. Ceiling poles by doors are still too high for shorter passengers to use.
4382	Pole is annoying!
2670	Pole is dangerous! Fewer seats. Straps low enough for kids!
2993	Pole is good but will be hard to get around. Sorry but seat is not great. No place for the back of the head behind the seat. Didn't notice screens. Lose the green. Will look crummy quickly.
2	Pole is great idea but seems to be an obstruction for wheelchairs. I'm willing to stand to make room for the bikes if they will be allowed during commute times. Waste of money with the flashy new screens. Once we are on the train we don't need departure times, and delays are announced anyway. Great job you guys! Keep tweaking it. I'm willing to pay more for the improvement. Thank you for the non funky seats!

Appendix A

Survey Data: Verbatims

8761	Pole is in the way for wheelchairs when there crowds of people in the train = put on sides and not in the middle.
4513	Pole is problematic for individuals with mobility impairments.
3679	Pole location seems ok for access. More area for wheelchairs would be nice. How about some chairs that fold up? Is that possible
4507	Pole makes it problematic for those with disabilities. Perhaps add ASL multiple languages. Synch audio with displays. Maybe colors should be...
9018	Pole may be in the way.
7440	Pole placement and quantity is a concern. Already it is hard to stand and ride, this doesn't seem to help much.
5600	Pole placing slightly inconvenient.
9024	Pole right inside door will prove difficult for wheelchairs on a crowded car.
6994	Pole seemed to be a waste of space. Could use more overhead bars instead. Less chairs for customers with long commutes could be a problem. I like the digital screens. It will help people know where they are and help tourists get around easier.
3954	Pole seems it could be in the way. Which traveling with group in wheelchairs to move easily in and out. Screen looked small.
4487	Pole seems to block people with wheelchairs.
84	Pole should be moved back so it leaves adequate space for wheelchairs to get to designated area. Not nearly enough space when you include people standing around it and barely enough room without people standing there.
9157	Pole will be a hazard. Indirect lighting on top will be unnecessary and a waste of money.
3626	Pole will be an issue for blind passengers, walking in from outside. Emergency info needs to be more visible Lighting should be floor lighting leading to doors.
5096	BART should start identifying lines by color now, it is way overdue.
883	Poles are terrible! Wheelchair/bicycle access seriously impaired. Will make crowded trains a nightmare. Maybe have longer "hanging grips"? Would help shorter people.
5289	Poles for short people...maybe more straps. Need definitive signage for reserved seating and federal law! (courtesy is not common)
3857	Poles have to go! They're ok for pole dancers but not on BART trains. How about putting bikes in last car like Caltrain.
5387	Poles impedes people in wheelchairs from pivoting. Replace pole with curved bars that are lowest at the middle where the current pole exists [illustration]
5048	Poles in handicap/disabled seats may be problematic.
2300	Poles in middle of car. Difficult to get around.
5050	Poles in middle of entrance is a very bad idea: 1. Wheelchairs can't navigate around! 2. This encourages standing passengers to congregate around doors! Easy to clean floors on existing cars are a good idea but no one even clean them. They are filthy.
3606	Poles inhibit mobility of wheelchairs, cane users, and bikes. Will the digital screens be accessible?! Do not like the fact that an accessible seat was removed.
4515	Poles near doors seem to make access more difficult. Colors don't seem accurate to original scheme. Digital info screens much needed.
5533	Poles need to go. They are in the way for wheelchair users. Hard to turn around.
5557	Poles should have "branches" that start higher up and branch at about 45 degree angles. Four such branches around poles that are more centrally located in the car will accommodate more standees with less crowding. For a great example, see the Madrid (Spain) train system. The cars are similar to the new BART cars except for the poles. We were there recently and the pole design as described above was super efficient.
5588	Poles smaller wheelchair spaces make bart totally inaccessible so do few and smaller wheelchair spaces BART will get sued. Keep Bart accessible and no bikes on the elevator. Already I am injured on bart every day.
1071	Poor access for wheelchairs, eliminate pole in middle of entrance.
2317	Possible to include more seating.
2946	Power outlets for laptops/Wi-Fi
8780	Prefer bench (one piece, no crevices) for clean seating. Bucket seats will accumulate debris in seat separation making seating unappealing.
4185	Prefer center pole to additional straps.
2721	Prefer more seats and bikers in separate car. Liked the "old" fold up seats that can be flipped up when necessary. I pay more to ride BART rather than Muni. If I have to stand. I'll save money and ride Muni.
2164	Prefer more seats. Only exterior looks the best.
3402	Prefer stationary sign – scrolling is too slow.
4917	Pregnant women actually are covered as persons w/disabilities under Americans with Disabilities Amendment Act of 2008. Your legal team is actually incorrect that federal law doesn't cover pregnant women.
4778	Present BART train seating is cushiony, feels individual. Comfortable. Proposed seating is not 1/10 as comfortable. Plus definitely not enough seating. Also, I see fluorescent lighting strip added for ads. Boo! Yuck. Only thing I see as improvement is the poles with three (3) bars. Generally, no improvement except for bars to hang on and bicycle room.
6782	Prettier colors – Purple
4766	Pretty bright. Good color and comfortable seat. Maybe some headrests.
1513	Pretty cool – bring 'em on! Hope they are quieter than the current cars!
4345	Pretty good.
6493	Pretty well thought out – bike racks a good idea! Thankfully signage to tell the next station. How about making the station signs more visible? Marks for car length in all stations would be helpful – why only some stations?
4583	Price should be low
1197	Priority seating sign needs to be larger and brighter. Floor to ceiling pole will impede traffic. Digital screen will be difficult to read (glare and size) of text info.
2735	Maybe a fold down seat where bike rack is located for use when no bikes are in rack.
1063	Probably take out the mirror. That was a bit too much. That was extra no need for that. Everything else was alright. Also not enough detail about it.
5155	Probably too much space for bike.
5025	Problem for handicapped accessible is the pole in the middle of car right as you enter each door.
4014	Problem pole. Not good. Because it's in way wheelchairs can't get around. Not enough seating for people with disabilities. Pole on seats can be a problem when I sit down.
5759	Problem with it accessible features (illegible) in wheelchairs travel for (illegible)?
4328	Problem with TDD phone don't work. Need more TDD outlet. I see only one working at Powell Station.
6325	Progress for the line is excellent. Thanks for the progress. Go ahead and don't stop. (Name removed)
3411	Provide colored lanes at the black part of yellow safety strip to queue passengers for following/arriving trains! Benefits: Avoid bunching up at doors, blocking exits, increasing efficiency of entry and decreasing departure time. Avoid cutting in line, which is annoying. Make people happier w/ flow, see picture on back
5322	Provide larger digital screen displays. Designated area for luggage (below or above seats).
1266	Provide more seats and a few signs for disabled people.
15139	Provide secondary space for bicycles for times when more than 3 bikes need access (I've seen more than 3 bikes on BART cars many times)
7183	Provide Wi-Fi/Run faster
4998	
5147	Put a little attention in the to seats for older people and disabled that they really are those who use them. Thank you.
5998	Put a push button option for contacting police.
6918	Put in a few more seats - little more leg room- Take out middle poles - more fans- more cushion on the seat - Less cameras- Add fine for panhandling (irony)- No loud music? Come on...- more windows- Less ads, more map screens...
	Put more seats.
	Put screens facing lengthwise at ends for screens with next stop info. If screen only displays system route, current positioning is okay.
	Put the flip seats back! The flip seats would be good where the bike racks would be. It would help if the Fremont line had more cars for seating instead of four – sex cars especially on the weekends. Put the Fremont Direct Service Back on weekends. Not everybody can get to Castro Valley. I have been a long time bart Rider.

Appendix A

Survey Data: Verbatims

5022	Putrid green, vomit inducing green seats! Not enough forward facing seats – uncomfortable seats! Stupid pole impeding entrance and exit! I've been on crowded cars making people cluster in middle is height of stupid engineering. Only 2 areas for wheelchairs? Why? When you get 2 wheelchairs and 2 baby carriages in there will be no room to maneuver why take up chair space with an extra door? Stupid!
1815	Putting less seats is a bad idea for long commutes from Pittsburg to SF.
6042	Q1h: Screen should be larger.
4512	QR did not take me to survey. Floor to ceiling pole was slightly more of an issue when people were moving around. Difficult to see contrast markers on pole. Difficult to see text on digital screen. Color also difficult - not contrasting enough. Loved the grab bars. Liked the stand out green color for disability seating. Would have been nice if large print materials were provided for this survey and for handouts. Would have been nice if QR worked.
5867	QuieterCoolerComfortable
5591	Railing on side needs more loop/strap; I'm too short to reach the side railing. I'd have to fight for a spot at the floor to ceiling pole.
2896	Re: C and D - not the most comfortable but better than what you have. F.-may provide obstacle for people with wheelchairs.
4636	Re: Seats – how long will these seats last before having to be replaced? I would prefer seats similar to those at SF Mum buses. I'd take durability and cleanliness at comfort. Which in the long term saves money for all. Re: bike rack - we need a bike car. 3 bikes at a (illegible) car isn't enough. Bikes are the future with crowding in SF, we need it to be easier for bikes to onboard and ride BART. I don't think the current design is considering the increase in bike usage.
2862	Real good model make all Bart trains like this please
6622	Realize it's too late but the distinct look of BART is lost with this exterior/nose. I like the cloth seats and carpet – not AR so a little dirt doesn't bother
5182	Really beautiful!
99	Really didn't pay attention to exterior or the floor. I did think the floor-to-ceiling pole was excellent, but reduced to good because of concerns I heard about wheelchairs. The seats seem to be easy to clean, but I haven't seen them put to the test.
1975	Really excited for these new cars. And the chairs are soooo comfortable.
5370	Really excited to see these used. Seems better for commuters. Moving up to the hierarchy of subways. London, Rome!
6504	Really good
1324	Really good to see the better design, the concern would be less seats.
4737	Really important to have plenty of bike space and handicap/senior seating. 2 bikes per car is not enough - must be at least 3.
7171	Really impressed! I wonder how the interior color scheme will look in 10 - 20 years, and standing room also seems like more of a premium - still a great step in the right direction.
7096	Really in favor of the new seats; no more dirty cushions!!
9050	Really like center pole – I stand a lot.
2089	Really like floor to ceiling pole for us short people.
3512	Really like how futuristic it looks. The bike rack looks good.
1690	Really like it!
3248	Really like it! Looks more modern and high tech. I believe a new upgrade to Bart it will be excellent.
3167	Really like it. Great job!
5414	Really like the bike racks – bikes no longer blocking doors. Digital display with approaching platform identified a great improvement, especially for tourists and infrequent riders.
4640	Really like the live maps and destinations – will miss some of the seats – I imagine I'll be standing more – I take BART to work M-F.
5285	Really like the new trains – we just need quieter cars and more of them! Good luck with the roll out.
1978	Really like the pole in the middle of the floor especially for kids.
7091	Really like the poles for those who can't find anything to hold on to if super packed. I still want more seats. I like how the seats feel. I don't know about the neon green colored seats...maybe change it to dark orange. The neon green doesn't seem to fit the bart theme colors. Plus, I think it'll get dirty real fast.
2272	Really liked everything. Good job.
2490	Really liked the seats and slight padding. Looks like will be cleaner to sit on. 3-way pole will be easier to hold onto. Like monitor with the route lit up! Easier for visitors to Bay Area. Floor looks easier to keep clean.
4748	Really love the bike rack. The seats' colors need a new makeover still. Those are Seattle Seahawk colors.
4821	Really nice bike rack. Super boring outside given exciting interior.
2506	Really nice! I can't wait! Very clean and love the colors. The current ones are sooo disgusting!
823	Really nice.
3720	Red and gold for seat colors. Blue and gold. Have advertisements on the outside of train to generate income. To lower price per ride.
2413	Red color scheme is Seattle Seahawk colors. Not really thrilled.
4481	Redesign the pole to make it more wheelchair user friendly.
12	Reduction in seating is discouraging but if there are truly more cars running more often I hope passengers will be more likely to get seats. Also – aside from the cars. I would like to see more friendly and helpful Bart workers at the stations. And cheerful drivers who's English is clear and understandable is very important. When I encounter friendly employees I'm usually surprised.
5292	Regarding exterior finish – will it be maintained? The existing fleet is disgraceful. I was concerned with knee-room. Seems okay (relieved). Floor-to-ceiling pole – look funny – but I get it – good execution. There should be ceiling-to-seat-back poles on EVERY seat. Considering how over-crowded all the trains are – everyone needs to be able to reach a support. The hanging straps are a good idea, but I won't use them without gloves – they're unsanitary and disgusting.
4562	Regarding seating I'm in a wheelchair so that would explain my rationale. Overall design pretty good except middle door for bikes only.
2130	Regarding the color scheme: perhaps accommodating our Bay Area sports team colors would better? Red, gold, silver, black, orange, green, yellow? An artistic mix of the colors in a plaid type fashion? Who knows? You may win over more customers as long as employees are better trained in customer service – moving forward from here. Stop over paying the lazy. They need to do their jobs and serve their customers correctly. Thanks.
9187	Remind passengers to move to the center of the car. So those entering/exiting at the next few stations have more room to get in/out.
2717	Reminds me some of the NY subway – cool!
1418	Remove center floor-to-ceiling pole, add more hand loops to compensate.Change color scheme.
6329	Remove center pole. Make separate car for bikes, strollers, luggage etc. Place that car in center of trains and color code so everyone knows what that train is for. Need to add many more seats. Not enough seats on trains used today! No one wants to stand for 1 hour to and from work! Need to add digital real time screens in all Bart Areas so people can be informed. The seats are thinner no reason not to add more seats! Those who are designing should ride the current trains for at least a month during heavy commute times to get REAL EFFECT of what commuters deal with. Overall good start.
6324	Remove entry pole for wheelchair accessibility
4375	Remove pole in middle of car dangerous to low vision and totally blind persons could be seriously injured. More arm rest handles. Operator button speaker needs Braille under button. Have one or two older maps in new cars for low vision persons. Digital can be difficult to see and read. Older maps are good for determining location to new riders please put them in for reference.
4548	Remove pole. Floor has no traction – too slippery. Color should be easy to clean. (Re: Q1A) Irrelevant. Don't care. (Re: QH-I) Irrelevant.
6120	Remove poles, difficult for people in wheelchairs.
6524	Remove right to strike.
6232	Remove the floor to ceiling pole! Blocks exit in ease of evacuation. Encourages standing people to block door at rush. Not accessible for wheelchairs – especially if people holding pole! Wheelchair “parking spot” does not fit all models. Green seats stigmatize “special” riders.
7360	Remove the floor-to-ceiling pole! Seems naslower than previous fleet!?
3290	Remove the pole for better access to anyone with strollers wheel chairs, luggage, service dogs. Fold-down seats by bike rack. Pad pole above seat back. Change hard-hold above seat back against wall

Appendix A

Survey Data: Verbatims

4533	Replace center pole with 3 curved bars with a both end attached to ceiling. 4 inch where the 3 cross is the lowest point. This 4 inch from ceiling point is where the central vertical pole stands. Central pole is horrific! [illustration drawn]
8801	Resistance of seats to vandalism?
6793	Retain the color scheme to the color of the logo from BART. Retain vinyl seats. Incorporate connections made within stops on screen. Check into SEPTA's silverliner V (fire), that train has a similar layout to this. Bring back club seats. Triad pole in middle is strange. Get of the "suggestire" senior citizens.
1295	Roof lighting too low for tall people.
5422	Room for long tall bicycles would be nice. Maybe 1 space/on each car. Thanks.
1635	Roomy. I like the poles to hold onto clean and should be easier to keep clean. Seas are comfortable. Bike rak is good idea. Floors are better than carpet.
7512	Rubber tires. I live next to Bart and am tired of you making money on my misery. Quiet the train.
2346	RUN ALL NITE!
6519	Sacrificed too many seats!
7092	Same floor as in rehabed cars .I like it. Great to have screens w/ info on stations love the bike rack.
1858	Save your money next time. Not enough seats. Thank you
22	Scared myself seeing the mirror. Seats are narrow for those "larger" folks. I like the looks a lot!
4914	scrap metal better so it doesn't get stolen by (expletive removed) like me.
5224	Screens – small – hard to see from a distance, for those with poor vision. No signage for pregnant women. I would like more seat perhaps ones that can fold onto wall when crowded. Fabric straps for short person.
7034	Screens – small! People will likely crowd around.
6762	Screens and signs for next station - yes best part. I cannot see names at present.
3209	Screens are easily able to be vandalized or break. Seats are nice and spacious.
6438	Screens are helpful. Might want to have fold-down seats on the wall where wheelchairs would go. BART stations are incredibly boring and devoid of character. It's an embarrassment to these communities. Bland Bland Utilitarian. Every station should reflect the local cultures of the neighborhoods and history. Local artist should be commissioned to make the stations beautiful, interesting, and culturally aware.
3962	Screens could be bigger, or like are NYC subway, over the doors and wider. On the other hand, a nap is nice.
4295	Screens have glare. More routes visible everywhere. Love bike racks! Pleasant sounds per stop?
2754	Seahawks colors. Should be red and gold.
1089	Seahawks colors? NehHigh tech - please protect from vandalism
5745	Seahawks colors? Really? Just kidding.
7362	Seahawks colors?! Otherwise great job!
4248	Seams like less seats and more spread out - maybe more comfortable?
6045	Seat arm rests will probably break. Very flimsy. Seems to have low ceilings.
2262	Seat back need be higherPoles at seat not a good idea
5306	Seat color – is it green? Yellow? Looks like candy, in any case. Very comfortable. I notice that my head leans against wall when upright. Gemy! Flame retardants in cushions?
3828	Seat color could match those of the city teams aka Black Giants, Red/gold 49ers.
3703	Seat covers not very durable. These will be easily torn up. Doors between cars should have the kick switch type to open doors. This will eliminate holding door handles and spreading of germs during flu season. Prototype like what Amtrak has.
5900	Seat cushions are too thin
2224	Seat cushions need more padding. Don't like the fact that there are fewer seats in favor of bicycles rider.
1088	Seat fabric looks like it will not hold up, and looks cheap. The rest is great!
1228	Seat hard for long commutes.Less seating.Digital screen too small need to be large like others signage.Not sure about lighting.
2242	Seat height to accommodate luggage is appreciated
6920	Seat material is good for cleaning. Less seams and crevices would be better. More bars for holding is good! The loops on the back of the seats don't appear to be useful? Only on accessible have bar (?) Love the tri-bar floor-to-ceiling pole. Wonder though how it will be on a crwoded car? Glare on screen makes it hard to see. Also, viewing angle is limited. Content display is great!! More room for luggage is great! Love the en dof the car displays"
7481	Seat material is good; problem is that seat on inside of 'L' doesn't have enough legroom. Plus, sitting sideways is less ideal. My main issue is not enough seats. Standing already sucks, more space isn't going to improve it much. 'd rather have the greater chance to sit down. This looks like it would fill up even not at rush hour.
2240	Seat may be slippery similar to some of the transit buses. Slide when start and stop. Light color seat may invite graffiti. Love lighting and open feel.
1560	Seat modification (Seats must have rests!!! Please!)
3421	Seat pan too short - foam back of seat to edge under leg - too short.Seat color - should not be Seattle Seahawks colors!Noise - NOT SUFFICIENT NOISE PAMPENING - for curve track noise.
5151	Seat poles need a bend outward so when leaning against no-hands, will not interfere with seated passenger.
2350	Seat reduction was a bad idea considering the number of people who have to stand even today.
6053	Seat seems small, big size people may not fit.
1471	Seat should have head support. Also should have Wi-Fi.
5252	Seat should slope more towards back.
3912	Seat space is too narrow!
1620	Seat to close together.
6079	Seat. Need to sit on it for about 20 minutes for a rating. Digital screens and signs don't know if worth to add on each car. Use paper signs. It's cheap.
3769	Seating capacity is very less.
7398	Seating for pregnant women!!! Currently no one will give up there seat for an expecting mom.
1232	Seating is cramped.Seat cushion is like a "rock" bend (poor design)
3301	Seating is too short for legs/seating is too close between seat and back of chair in front wheel chairs any bigger than small one in model will be a tight fit. Pole in door way will not allow wheelchair need to have more seats.
7254	Seating is very important. Love the bike racks and digital screens.
3849	Seating less comfortable than current cars.
3669	Seating not enough. I have been riding Bart during the busiest commute hours and there is not nearly enough seating. It seems that there will be a lot of standing.
5976	Seating seems somewhat tinted in favor of standing room.
4549	Seats - not wide enough? Need armrests and poles. Floor to ceiling pole – get rid of it! Digital/LCD screens – good but would like brighter illumination.
3890	Seats - can easily be cut. This leads to transfer to interior of insects and microorganisms. I think they should be a hard material. You might look at 4th and King Street Caltrain waiting room.
5438	Seats – more to help bad back. Bike rack – good so the it's not so crowded with bikes.
6259	Seats - soft cushion is sweet.
5091	Seats – thought it was going to be plastic/vinyl seats. Seem to get dirty easily, the faux leather. Screens – too small for tracking current location. Limited viewing for riders a little farther away and longer. Railing – need more and longer handles, many petite people can't reach the handles easily.
5190	Seats and floor seem easier to clean and maybe will look nice over time/use. Floor to ceiling pole would make maneuvering, w/ bikes and wheelchairs very hard. Digital screen is a must. More access to info would be better (more screen/scrolling screen), if you car is crowded, info would use hard to see.
7142	Seats and standing pole are fantastic. Exterior should be more colorful but interior is amazing. Computers are great. You could say, "It's on track!"

Appendix A

Survey Data: Verbatims

2633	Seats appear to be scanty. How even, there's a lot of room for standing.
2193	Seats appear to be the texture for cutting and damage. Which I have seen in the current seats already.
8980	Seats are 1" to 2" too high for people under 5'6". Nice work!
3618	Seats are a bit too small for larger people – also have concerns about the seats with other seats in front – space between is very tight. Concern about pole impeding of folks on wheelchairs. Concern over fewer seats - difficulties groups of older folks to keep together. Also unless car rides more smoothly concerned about standing when car stops – difficult to hold on particularly if you are carrying much.
6047	Seats are a good height. Current seats on trains are too low. I have arthritis in both knees and it's more difficult to stand up from a lower sat. I'm also concerned about the poles in the middle by the doorways. It seems like they would be an obstruction for people in wheelchairs.
666	Seats are a little hard best reasonable for something that can be properly cleaned. Digital screens - letters can be bigger for people like me who are near sighted. Green or blue, two colors is nice but not needed.
6679	Seats are a little hard but looks easy to clean. Lighting could be a little brighter but overall I love it.
3761	Seats are clean and look like they would be easy to clean. But I've been riding BART and AC Transit long enough to know that in short time stains and cuts and graffiti will replace cleanliness. The digital signs with temp and time info, is good and appreciated. I also like the bike rack but what if there are more than 3-bikes on a car?
5598	Seats are comfortable and definitely easier to clean. Thoughts about stainless steel seats? Floor is great, but possible concerns for a slippery surface when it rains. There should be power plugs.
2601	Seats are comfortable and material seem easy to clean? Avoid should be more clear on new cars and/or more screens should be available.
8992	Seats are comfortable, don't know about durability?
8982	Seats are comfortable. That stood out most. Doors will help seal out the noise which is a much needed improvement. I am not a fan of bikers as they take up too much space commute hours. Exterior appearance is nice but how will it add up in 20 years. Current cars work terrible.
8690	Seats are cushioned. Are they really easy to clean as compared to something like Muni in SF?
1752	Seats are designed for average build – so that are big overflow into other seats! Too many bike holders and not enough seats. I ride from Montgomery to Pittsburg and stand to Orinda or Lafayette in PM. In morning the 6:12 from Pittsburg already packed so those getting on Concord stand! More seats!
4229	Seats are going to get ripped and require constant repair and or look bad. Far far far too few seats! I don't want to stand on BART trips.
5659	Seats are great but will not stop homeless from spreading out. Less seating, more standing for lots of money.
8981	Seats are great except too high. Suggest to have one or two seats of seats per car to be a little lower for shorter folks. Uncomfortable and difficult for working during a long commute. Otherwise seats are great.
3730	Seats are hard compared to current cars. Less width than current ones. Head rest - should have softer materials.
5359	Seats are HARD! It's hard to tell how things will work with only half a car. I like the digital screens but they are not large enough. It needs more seats, but this comment comes from someone who can't stand for very long.
2162	Seats are kinda narrow – hard to sit comfortably next to other people – knocking elbows is problematic, but okay otherwise.
3725	Seats are less narrow need to be more length
8759	Seats are more comfortable than the current model, but seats can never be too comfortable! Leather extra cushioned seats would make BART a “public limo” ride. Thanks for helping me get where I need to go!
5429	Seats are much better!
6345	Seats are much too high - hurt the back! Need different heights for different people. I ride BART 365 days a year, but I will start taking the bus instead due to discomfort. Prefer current seats!
5754	Seats are narrow; would feel uncomfortable having someone else leg on my leg. Roll in bike racks are great. Would like to see how hard it is to put larger bikes into racks w/out knocking over other bikes. Thank you for coming to San Jose Milpitas.
1756	Seats are narrower! Are you going to have more trains? There are less seats.
6996	Seats are nice. Might be hard to clean compared to Muni seats. Luggage racks for large items might help.
4363	Seats are not as comfortable . Seems pretty accessible. People could bump into the pole.
4643	Seats are not easy to clean. They will be trashed easily! Trains need more cars in peak hours. Leave the mirror on-board. Seats are a good size. Announcements should be in different languages. Wifi?
1931	Seats are pretty but may get dirty fast! Thanks.
3304	Seats are short for most legs and not very comfortable. The digital signs and map are a big improvement. Thank you for the preview of the future.
9085	Seats are soft and fitable.
8817	Seats are somewhat comfortable, but not enough of them. During rush hour there will be a lot of people standing close to each other. Lack of seating can lead to seniors not being able to sit. During rush hour, bikes should not be permitted.
8745	Seats are too bright in color. Not enough seating. Other amenities are very nice.
4995	Seats are too narrow – looks and feels like Muni metro train – some riders are on trains for 1 hour. Not enough leg room. 4 fewer cars per train means passengers who get on in Hayward to SF trains will have to stand in AM. When are: to corer SF escalator coming. Need an express train from San Leandro to SF. Very few people in AM get on in Oakland.
2206	Seats are too narrow for adult people. Not enough elbow room. Not enough room for wheelchairs. Like the LED screen announcing/displaying where we are and any delays w/ reason for delays.
2634	Seats are too narrow.
2221	Seats are too narrow. Even with only running 10-car trains, there will be crowds on all Pittsburg trains.
2239	Seats are too narrow. Great for 10 year-olds. Not tired commuters.
7373	Seats are too neon. Not enough poles during busy commute hours. Need more poles for people to hold onto.
2223	Seats are too small and need more padding.
3834	Seats are too small and the inside seat too close to the wall. Hard to extract bikes from the rack. Too few seats - means most people will be standing. Not enough room to accommodate luggage. I like the signs for location and destination.
2755	Seats are too small and too close together. No luggage rack!?
2060	Seats are too small like made for 4'8" tall people. No lumbar support and can be softer for longer rides (I ride 1 hour each way). Seems like way less seats. Like the floor to ceiling pole. The handles seem like they will hold a lot of germs and grime. Better material would be preferred. Would like wifi.
1814	Seats are too small.
8616	Seats are too small. Not for me but do you know how fat passengers are getting?
4664	Seats are uncomfortable and feel cheap (poor quality) – the holding pole at ADA seats is useless because too close to seated person's feet – short people/children have to be by a floor ceiling pole or seat or there is nowhere to hold when standing (did you assume people will move to let them?) this is dangerous – there should be a barrier around interior edge of bike rack or someone is going to injure themselves by falling onto a bike when the train stops/lurches.
5021	Seats are uncomfortable and too small. All disappointingly small.
3318	Seats are utilitarian, so I don't expect the best comfort, but it's good enough for a brief ride. There don't seem to be enough seats, but figure the display car is to display all features and not to look like a sardine can. Very spiffy overall.
8880	Seats are very comfortable and appear to be easier to keep clean. Straps for standing passengers very helpful especially for someone 5 feet (like me)
4494	Seats are very comfortable and look to be easy to clean. One question? Will fewer seats impose a burden on elderly, disabled, etc. Otherwise layout well thought out. Poles and hand holds are nicely designed.
3154	Seats are very comfortable- liked the different colored seats. Loved the digital screens- more clear info. Great.
2171	Seats are way too small, people in the USA are getting bigger and those seats are very little. Also, you took away too many seats. When you have to ride from Baypoint to San Francisco it is no fun to stand. The designer should be fired.
8940	Seats aren't comfortable, too short depth wise – they hurt the back of my legs. Also, the seat back doesn't seem tall enough. I really hope there aren't any less seats than the current train design, we need more seats. We need more seats and more cars on the trains during the commuter hours 4:30am – 7:30 am, and 4:00 pm – 7:00 pm. It is really difficult to stand when you are carrying heavy backpacks.
1331	Seats can be more comfortable with more back support.

Appendix A

Survey Data: Verbatims

4896	Seats can suffer damage by sharp objects in ones rear pocket and vandalism.
5796	Seats cold to sit on. Looks like fewer seats. Need more per car not less. Not as "warm" but much easier to clean and maintain. Great sign but glare made it hard to read. Like three doors especially when is crowded.
5790	Seats colors don't explain meaning without some education. Moving seats up for luggage was excellent.
1397	Seats comfort is very poor when compared with existing cars. Bike rack will just only limited people than existing. Seat size and comfort would be a big negative for people who would be traveling 1 hour or more time.
1837	Seats could be a little less bright in color.
871	Seats could be a little more comfortable. Hopefully the sound system will be better so we can hear any announcements being made.
2177	Seats could be a little wider.
5806	Seats could be more comfortable. Cool if led could change colors i.e. Virgin America Airlines.
6571	Seats could be more comfortable. Floor seems slick/slippy
1012	Seats could be softer and have armrests, although I understand there needs to be a compromise between comfort and cleanliness. Bike racks should be removed in favor of more seating. Would prefer a gold tone instead of yellow-green for the priority seats. Lighting quality was difficult to tell as I visited the train car model in the daytime and there was plenty of natural light.
4785	Seats could have padding on the back for passengers behind.
4683	Seats decreased
1933	Seats don't have a decent headrest. I can see it being uncomfortable in long distance when I want to rest my head.
6971	Seats felt cheap/flimsy. Need more seats near door for elderly, pregnant, physical disability. Reason: not everyone obeys rules to give up seats for these groups. Need more waist-level hand holds for standees. Ceiling rails difficult for short riders, long trips or crowded trains.
813	Seats for seniors and disabled could be higher, making it easier to get up and to sit down. About 6 inches higher.
1765	Seats for the bicyclists need to be near the bicycles.
3842	Seats get dirty too easily.
1339	Seats height can be much higher than the height it was. Front engine (first car) can be more curvy to that eternal look will be much better.
7232	Seats in front/near corners seemed to have limited side room
3593	Seats in the car look diminished, people need to be accommodated more in the car with the seating. The ultimate effort stands "Nil" and not satisfied in regards to the number of seats allocated in each car. Please ensure that more number of people are happy to sit rather than standing for one hour of journey paying our holy money!!
8938	Seats look average and stiff even with the cushions; memory foam could've been used. I thought the floor looked plain and generic, it weed sart on some kind of graffiti font to it. TV screens and color scheme could have been more "inviting" to show more of a homely look. I liked the original map, but I guess the TV can sort of make the ride enjoyable.
8798	Seats look like could easily tear.
3223	Seats look like they puncture easily.
3305	Seats look like they would get torn and damaged easily. Cars look small are there going to be more on each train
6382	Seats look much better to clean.
4856	Seats look okay depends on how long you sit.
1234	Seats make noise when is used (seat down).
1547	Seats maybe less than old cars. Could add more seats if possible.
1485	Seats narrowerLess seats
1672	Seats near disabled seating have limited leg room.
1492	Seats need headrest for lengthy trips especially, Fremont -> SFO, for example. I really like the outer color scheme!
7219	Seats need more legroom and padding floor to ceiling pole by door is in the way (especially for bicycles) lime green seats are ugly windows are too small and partially obscured.
7424	Seats need to be fluffy
5223	Seats need to be more comfortable.
7098	Seats need to be more comfy and get rid of the green wall :)
3509	Seats need to be taller for resting neck.
6875	Seats no head rest! From SF to Dublin or Concord to SFO ride it takes an hour. It will be helpful to have head rest. Express train (limited stops or speed trains) takes too long to go 30 miles! Desperately need express trains. Very expensive rides.
7246	Seats not as comfortable - miss arm rests. Floor pole gets in way in crowded car, TAKE IT OUT, especially when there are extra bikes.
2624	Seats not as comfy as on old BART!!
4728	Seats not inviting for sleeping but good for keeping clean.
5896	Seats not very comfortable. Light colors likely to show dirt.
2320	Seats seem a bit smaller. I'm concerned about the amount of seating, that will be available.
5374	Seats seem closer together. In the model the seats seem lightweight not durable.
4763	Seats seem comfortable and easier to clean. No more 70's shag rug! Comment on Powell Station: Vagrants relieving all over themselves in corridor from 3rd entrance must be resolved by removal of said persons who are not in "transit" in train station should not be issue to escort out. Also, need canopies in escalators to help prevent homeless or others to use as toilets over night.
4082	Seats seem great, love the bike racks. Straps seem neatly primitive.
6228	Seats seem improved over current cars, but could more be done to prevent stuffing of trash (e.g., wrappers) between seat and wall? Digital screens look nice, but not sure if station info would be visible if people are standing in front of it. Maybe crucial info could be closer to ceiling? Priority seating is well contrasted, but lime green seems like it could fall out of fashion quickly.
7457	Seats seem narrow for normal hips. Pole good for short people. Bike rack good if people use it. Worried colors may seem outdated (Day-Glo?). Colors could be more calming. Plastic bits seem cheap. Lots of open space, but feel like would be hard to find a place to hold on for shorter people away from the pole. Love the room under the seats for bags.
6645	Seats seem narrower than current seats. Bikes take up a lot of room.
2199	Seats seem narrower.
4986	Seats seem really close together, maybe more seats.
7348	Seats seem smaller but easy to clean. Not sure about floor to ceiling pole due to wheelchair not good access. Did not notice floor.
3488	Seats seem uncomfortablePoles are still slippery!Floor seems slicker than currentMore screens!!!
2212	Seats seemed a bit narrower.
1167	Seats seemed smaller, sitting area shorter. I loved the floors. Like the colors. I like the digital screens and signs. I liked the idea of the seats being easy to clean=excellent!
6779	Seats seemed small-not enough room for personal stuff.
2576	Seats seemed stiff but maybe because they are new.
7197	Seats seems uncomfortable.
6116	Seats should be ergo.
1305	Seats should be foldable so they can accommodate more sitting/standing positions-problems during rush hours.Mobile phone chargesFree Wi-Fi on board.
1389	Seats should be little wider.
3644	Seats should be more comfortable – Especially for a longer rides. Otherwise it seems OK to me. Lay out and bike rack good.
5219	Seats should be more!
3294	Seats should be plastic.
3784	Seats should more comfortable.
1212	Seats should not be of cloth, it will become more dirty. Make seats without cloth.
8893	Seats smaller – you'll be crowded next to seatmate. Really concerned over decrease in seas per cab. I ride Concord to Montgomery every day and catch 6:27 or 6:42 trains. Routinely stand for entire trip! Will there be reliably enough trains during commute times to compensate for lack of seats?!

Appendix A

Survey Data: Verbatims

6954	Seats still seem to be difficult to keep clean. The seats also don't prevent one person from occupying two seats. Doesn't seem like there are enough handles for shorter people grab onto during commute hours. The digital signs are a nice improvement, but might be too low and can be blocked by people standing.
3316	Seats still too low for my service dog to get under easily maybe a few inches higher. I like the yellow though!
3901	Seats too narrow and not comfortable in 10 years the plastic seats would deflate and ugly.
9274	Seats too narrow.
9005	Seats too small.
8951	Seats were firm.
1751	Seats were more comfortable than expected.
3016	Seats were very comfortable. Good to have a bike rack. Glad to see different color-coded seats for seniors and handicapped people. Wheelchair access might be difficult around that center pole on a crowded train.
8741	Seats with rows in front of them have very little leg room.
9226	Seats without arm rest is a downgrade.
5568	Seats would be more flexible for a family if they were benches? Buckets could accommodate a small child and the adults.
2152	Seattle Seahawks colors
6205	Seattle Seahawks colors, no thank you! Everything else is great.
2440	Seattle Seahawks colors???
16004	See hard copy
15001	See hard copy (Spanish)
1235	SEE HARD COPY (written Chinese)
3462	Seem like fewer seats Nicely done.
7387	Seemed kind of small. Didn't seem like enough seats. Nice though!
6838	Seemed to be some unused spaces. Loved the floor-to-ceiling pole and digital screens. I worry about the seats getting cut or ripped.
971	Seemed to have more room to stand and the seats are more comfortable.
5984	Seems a little cramped for wheelchairs.
4221	Seems a little smaller.
3534	Seems a lot easier to keep clean. Not sure how easy to read new maps are because screens are smaller than old maps. Bigger screens would be nice. Seats are decently comfortable. Not worse than current so that's an improvement.
1730	Seems as though "our" BART system is growing up just fine. I like the new cars.
6654	Seems comfortable with lots of handholds and room to move around, especially in a crowded, rush-hour train.
2702	Seems fewer seats will increase standing during peak hours, but overall design is excellent.
704	Seems fine to me but those colors aren't to my personal taste...however, you can't please everybody and it's not my home so I don't mind. I like the digital screen because I'm deaf and it's always a challenge to know which station we are pulling into. It's hard to read the station signs from the car.
3274	Seems fine. The items I most care about are cabin noise and delay minimization. Hope noise can be reduced through better track/wheel mating.
8896	Seems good for now but short-on seats at rush hour. Hope it's just an illusion.
7355	Seems great to me!
2492	Seems like a lot less seats. Some seats have no legroom. Much better places to hold on. Especially for kids.
6869	Seems like a lot less seats. Someone said there will be a larger fleet. What does that mean?
6188	Seems like aren't as many seats. This is bad for people with longer commutes. Don't like the pole. It will make entrance/exit more challenging w/ people in the way of the doors. Needs AC. Current BART cars get too hot. Need a map of lines (not on digital display) in case displays are broken/vandalized.
6531	Seems like less number of seats for per car than before. But more standing space should add to capacity. Not sure if there will be more cars to make up for the less number of seats.
4956	Seems like less room/fewer seats? Best new feature is the floor to ceiling pole with 3 handles. Aesthetically appealing. Seats seem good, but how will they hold up to thousands of people for thousands of days?
1702	Seems like less seating, room for suitcases, larger folks?
3371	Seems like less seating.
8814	Seems like less seating. I ride 55 minutes each day and would hate for there to be less seating – I did have to stand the entire time.
6273	Seems like less seats than current cars. Current car vinyl seats more comfortable. One piece may be easier to clean.
5955	Seems like less seats. Hope there is good A/C.
7313	Seems like more standing & less seats which is good for getting more passengers but bad when you're tired at the end of a long day. Love the addition of the bike racks.
9231	Seems like more standing room- less seating. Seats narrower- easily cleaned. Like handicap area for people- pole and arm rest for sit to stand- e.g.. For seniors.
6591	Seems like the car is shorter at entry. The intercom doesn't have the CAR number mentioned below (maybe because it's a prototype). The priority seating has a pole in between and I think it may become an inconvenience. The digital stuff are top notch and seats look more modern and easy to clean.
1056	Seems like the flooring will become quickly damaged with so many seams in the floor. Seats have some unfortunate areas for pooling of liquid.
3705	Seems like the no. of seats are reduced. The average time it takes for a ride is around 45 minutes for most Bart users. This is a long time to travel standing. Probably should add more options for more seats as well.
6810	Seems like the same ole BART. Innovation? Not so much.
7392	Seems like there are a lot fewer seats and less to hold on to in the open areas. Already now it is rare to get a seat on Bart during commute hours and when have to stand it's nice to have something to lean on rather than an overhead bar. Also a bike-dedicated car would be great- both for those with bikes and without.
5067	Seems like there are fewer seats and that the seats are narrower. Harder to sit with kids because a gap between the pair of seats.
3034	Seems like there are going to be fewer seats. Not...uh...good.
5681	Seems like there are not enough seats, including groups of seats for party of 4. Colors and materials look great!
5616	Seems like there aren't enough seats in this layout. There's already a struggle to find seats during rush hour and seem like this would be more difficult. Perhaps bike areas can be in first and last train only with greater bike capacity. Colors really need to change – why not black and blue per Bart colors? Lighting seems dingy. Screen capability is great but maybe an overhead tracking system would be good for station to station tracking and then have digital advertising screens where screens are now – to help we ease of advertising transition – different ads for different lines? Also exterior train signs/text size could be larger.
2981	Seems like there aren't much seat, which would be good to create more room/space.
3169	Seems like there is so much more space! Bike are important to accommodate!
6888	Seems like there will be fewer places to sit? But maybe because we only saw half a car? But looks better!
3452	Seems like we will need MORE seating especially if the BART routes expand. More people = more room needed. Seattle Seahawks colors? Seems more spacious could fit more seats – I'd probably prefer that, but I'm not a commuter. The floor to ceiling pole could be farther from doorways for easier access and still have a place for people to hold on. For strollers and wheelchairs. Digital signs should have big banner of which line you're on next stop, with full BART map below. Maybe scrolling announcements too. I like the option of even more bike storage up high. Not everyone has to use it but those who can, can, leaving more room.
5117	
4398	Seems not to have as many seats. Seats aren't as comfortable. There really should be armrest so people can push themselves up.
2747	Seems relatively similar. Want more seats. More straps.
2446	Seems small and bright colors looks like will get dirty.
7524	Seems small...looks like nicer Muni car which isn't that great. Sorry I think Muni cars are horrible too much open space – not enough seats.
1041	Seems smaller, not a lot of seats, rail is high not able to hold on if you don't get a seat

Appendix A

Survey Data: Verbatims

1440	Seems that the seating is designed as a minimum forcing more standing passengers. Ok short hall in SF, but not good for the long haul commute. My ride is 45 min twice a day. I can't imagine standing for the whole time. Is your view of ideal the Tokyo subway which packs them in standing with fewer seats and cars?
3221	& better maps
3759	Seems the fancy digital screens will be a target for vandalism.
7095	Seems there won't be enough seats...THANK YOU for the bike racks!!!
8650	Seems to be less seating compared to original layout that had back to back seats although it's nice not to have to sit face to face.
718	Seems to be less seating than current trains.
6943	Seems to be much better than current. Lighting a bit glaring and strong, overall. Don't know enough digi screens, hope it changes during time to show more info-current delays on maps, other lines problems, etc.
68223	Seems to be wide, clean and amazing. Very complicated to rate the light during this sunny day. And thank you for the bike rack. (name removed)
7465	Seems to need more bike space.
1317	Seems very nice. Will the cars hold as many people as the present cars and is there luggage room for people going to the airport?
6119	Shame on BART for this poor design that doesn't use universal design principles. The pole in the middle of an exit/entry way is just plain and simple dumb design. It encourages people to stand blocking the doorways. How does this improve traffic flow when the conductors constantly announce to clear the doors. One also has to ask how many people until the poles serve versus the number it will impede. Additionally as a wheelchair user I'm now relegated to certain cars whereas in the current train I can sit any where as is my civil right.
4898	Should be 2 bike racks - current cars usually fit 4 bikes. 3 is a downgrade. Handicapped seats should be blue, and regular seats a different color. Digital signs should display arrival times (e.g., Montgomery Station next in 4 min.) Digital sign on front should be bigger (whatever happened to "ring of color" idea?) or on both sides. Floor needs more texture - it is slippery when wet.
1181	Should be a little bit big screens and ASL language for blind and deaf w/ disabilities. Important!
3505	Should be able to have more space for ads on the sides above the window - more ad money means less frequent ticket price hikes =)
6111	Should have a handlebar next to the disabled seating/wheelchairs. It is difficult for someone to get up from the seat if there is nothing to hold on.
4322	Should have bike specific and bike - only trains seats should be along sides, more standing room.
7425	Should have brought the full car
2493	Should have colors that reflect the Bay Area sports teams. The system is used by many to attend games. Leg room for front side door limited.
3095	Should have darker color for seats or go for plastic seats. Current Bart seats seem very dirty- not sure if they get cleaned. Please provide nice lighting and not drab, fluorescent lighting that you have currently in some cars.
2232	Should have hand rest for comfort.
6040	Should have head signs in color of line.
1469	Should have more poles to hold on to while standing.
6235	Should have more seats!
3403	Should have station name screen at door head.
5619	Should have the last 2 trains with more bike racks. Otherwise very nice train.
3535	Should include pregnant women with seniors and disabled to allow seating. Pole is behind seats-too close to head, those holding it may pull hair, or a sudden take-off will cause passenger to hit head on pole.
1482	Should keep comfort from older cars. Newer ones are hard and uncomfortable.
6038	Should not have padded seating.
5999	Side seats -- not enough headroom.
8909	Side seats (facing the aisle) should have the option to tilt up. So bikes and I luggage can fit when seats not in use.
3961	Side seats suck! You keep wiggling back and forth without back support. You need way more forward or rear facing seats. Not enough rear or front facing seats. More seats! Make obese people stand.
6416	Signs are too complicated. Should simply tell you what the next few stops are and what stop you're at.
2461	Signs for no e-cigs.
9092	Signs for upcoming station (train direction) on outside are too small. Few armrests.
4927	Signs in doors - don't eat, drink - smoke on trains. People cannot see - around reading on interior.
9286	Similar metro trains Seattle WA I own Seahawks, want move there, will pay cash for trains and completion to San Jose, CA FBI to Secret Services handle pay out tow n BART and many bus services (gibberish removed)
879	Similar to Japan railway/trains appearance except that there's no rack installed at all. Top area for small bags.
846	Simpler info on the video screens - clearer/fewer distractions.I loaded my bike into window-side bike rack and the handle bars scratched the wall-bit more clearance is needed or change the bike arrangement to rear-in/front-in/rear-in.Testing needed with heavy bikes in rack while train in motion.The floor-to-ceiling poles worked okay with regards to getting bike in/out.Decals (a line on floor around bike space with bike decal inside) needed on floor of bike space and on wall to designate bike priority.Bikes with full rear fenders can not back into racks, possible solutions?
9121	Since adding a 3rd door, need to make train car longer to add the lost seats.
7088	Since BART is transportation of the future, with the addition of the new stations, more and more people will be riding BART but the cars have fewer seats. The Dublin/Pleasanton station often is standing room only and it's the first station on that line with fewer seats the cars will be more cramped.
911	Since I never get a seat on BART, I like that there is more. Standing room and poles. Also, air circulation is a big problem on the current cars. I like the AC was a focus on the new cars.
2590	Since my ride is 1 hour - I would like more seats but I understand that to fit more people - more standing fits more.
2587	Since seats are smaller, you need a bar or divider between them so people are separated more. Especially important for long trips.
4681	Since some doors are more handicapped accessible they could be color coded either on the platform or on the car - the center door being a less accessible area. Miss the facing seats!! Like the handicapped being another color. The seats are much narrower and, while I understand why, the elbow bumping can be irritating over time on a ride. They are also less soft but are supportive...the ease of cleaning is a plus though I think the green will show wear soon. They don't seem as sturdy without some out support. I like the support and bike rack wonder about wide tires...I really can't speak to the color scheme - there is a tropical coolness about it. I am concerned about the idea of less seating - of course there is always a trade off for space. The screens are nice - hopefully they are not difficult to maintain - a printed map should always be available just in case! The digital is not infallible!
5540	Since the number of bikes is only going to get larger, it seems like you will need to remove some of the single seats. Are they easy to remove?
5418	Since this was a half car I'm assuming there are more front/back (v side) facing seats that I see here today. At least as many as current trains?
15122	Since we have so much technology, why don't we put WiFi in the cars? (spanish)
8845	Single handicapped seats need a side arm for stability.
4878	Sitting a little bit tight. I understand trade off is more standing room, but it will be difficult for two people to sit together in comfort for a long ride i.e. Concord - > SFO.Overall excellent job, good luck with project.
5487	Sleeker, chairs not as comfy but cleaner (good thing). No Seahawks colors! Like how open it is. Need more handles possibly for standing room.
4586	Slightly tight seating (knee room). I don't like ergonomics of the lumbar support seats. Is vertical pole in bike section smart? Pole might block bicyclist access.
2698	On crowded days people don't like to move out of "their" space.
4861	Slippery floor.
3213	Smaller cabin space, left a little claustrophobic. Center pole when wheelchair space, I did like the bike rack space change seats to blue. I do like design.
1607	Smell good right now.
4556	Smoother surface for wheelchairs and scooters. At entry door so they can enter and exit more smoothly.
7262	So awesome. I like the current location screen its very cool, very modern also (h) good ideas. The doors are very smart. I like the quiet idea.
3782	So beautiful ILLEGIBLE to the passenger.

Appendix A

Survey Data: Verbatims

5385	So bummed that there are so few bike racks. I am a cyclist and a daily commuter, and the new bikes on BART parking makes me not like bikes on BART.
1811	So cool looking!
8702	So during commute hours still sane bike policy? It promoting more bikes must policy causes a bit. Likewise configuration that maximizes people capacity i.e. no bike room.
865	So far I see nothing wrong with anything in the new Bart car I think everything looks more modernized. And I love the electronic map.
9173	So much cleaner!
6089	So need longer trains.
7411	So nice see new train car ride comfort great. (name removed)
774	Soft music, time to display ETA on the stations.
6239	Solar on the trains/roof. Contact me (name and email removed)
4321	Some lack of things to grab for short people.
1191	Some of the poles slope down towards the side of the car and seem like they will make it harder for tall people to get in and out of the nearby seats.
2561	Some seats have a lower head rest which means those lying back may touch other person behind them. Also, head rests are only much thinner, too thin.
3615	Some seats have too much room behind them. I can see trash going in there.
4293	Some seats need armrest. The seat on the back [illustration] is not safe for a girl who don't know the other person sitting to her. I'll not sitting there if I'm alone. Too scary. The color of the seat for disabilities are the same as the wall, why, the disabilities could stand there?
4547	Some things can't tell. Hope the new train announcements of the stations are clear and reliable. Hope when weather is cold or hot, the temperature will be adjusted. Wireless connection to internet.
6607	Somebody will always try to damage anything that is good. I hope we have all the gadgets to track this kind of people.
6286	Somebody's always blocking the map. Could you put maps on the ceiling?
7165	Someone said it felt like a bus. Is that going to affect the riders.
4989	Sometimes the floor is dirty.
806	Sometimes you have homeless that live on the trains and I see stains. Also I speak with co-workers 5 that will not sit on the seats.
1334	Sooner the better!
5247	Sorry there will be fewer seats.
4885	Sorry, I didn't pay attention to everything but it looks great!
5401	Space – more larger. Handle – longer.
4828	Space between seats allows only about 1.5 inch clearance for people's knees. I am a medium height woman (5'3"). Tall people will have knee cap injuries if the train stops abruptly. This was an "old" bus problem. Why duplicate problems! The center pole gives shorter people something to grasp. It would be located a bit "off-center" to give a bit more free movement toward the doors.
1343	Space concerns with new poles.
1297	Space seemed hard to walk through with lots of people inside. Scared about space. So little seats. Pole in center is weird because seems like its in the way. I have hard time going around it with people. Need more room near doors.
6262	SPANISH COMMENT ON ENGLISH SURVEY
7173	Special place for strollers would be nice.
4838	Special seats for little kids. The seats are so much better than the cloth ones. Love the digital sign so you know where you are.
66	Special seats need to show it's also for pregnant ladies. People don't tend to get up for pregnant women and it is really hard to ride BART in your third trimester when you don't get a seat.
3490	Stairs and elevators to be changed, extend it, at least have four exits in each station. Give some concession for regular travelers and parking space to be extended.
638	Stanchions should be all yellow. Look to New York for some inspiration
4558	Standing – balance issue for – need pole – I'm tall 6 feet.
2021	Standing room is good but who wants to stand. Don't like less seating capacity per car. Don't like seats to be narrower. I am average size, 5'7" tall and 170 pounds, but many who ride train are obese. People like to read newspapers, use their laptops – I like to nap or sleep and I don't need someone bumping into me all the time. Many other people like to nap too. Seats need to have a divider in between seats and armrests for people sitting on aisle seat so people standing won't bump into seated person.
6400	Step in the right direction!
5146	Sticky torn seats – why padded? Didn't notice screens – will head back. People standing in front of them – so not effective. Why these colors? Stupid trendy green. Lighting – bright day light, hottest day.
664	Still doesn't have ample seating.
5663	Still hard to hold on for short people. Nice colors. Looks cheery!
6603	Still in need of more room. Seats seem limited.
4851	Still need to consider how more bikes fit. Tell NY and NJ how to improve their system!
6064	Still needs more polls that are lower for short people.
6133	Still not a fan of the padded sits and the color of the priority seats are too bright and dirt will show. A little concern about space for luggage to SFO.
1374	Still not quite up to par with IRT in NY.
6836	Still seems like wasted space to me. Could be more seats. And I see the padding in the seats rips and ILLIEGIBLE. Perhaps you should visit NYC subway.
2715	Stop homeless from ruining and stinking up (expletives removed) all over BART.
2538	Straps are too high on the higher poles.
8779	Style and fabrics of seats and floor-great material to keep clean and from smelling.
6608	Suggest lighting to Virgin America airplane cabin.
804	Suggest use color other than light green. Dirt will show on light green.
3216	Suggestion for the bike rack: sensors in each of the racks that detect when bikes are present. 3 lights on the outside of each car would then denote how many of the racks are open when the train pulls into the station. Would love to see 6 racks total per car. Would like to see a floor decal signifying the bike are (similar to disability) Would like the digital screens to only be used information, no advertisements. Would like to see permanent bungee cords on the bike racks for securing bikes.
5415	Super area and nice! (Re: seats/cleaning) Awesome!
6692	Super nice. Congrats.
2857	Supporting bikers and transfers is important.
6752	Surprised at the comfort and being tall the leg room of the seats. Like the layout so fewer seats where someone has to move in order to get off. I have ridden most subways in US and overall impressed with new car.
5472	Take out pole to make fully accessible. Automated PA announcements a great idea with signage for visually impaired to know where they are in concourse and station.
9001	Take the extra door out, they take too much room up. Less seating no good! Bike rack take out we need more seating!!!! Not less!
610	Taking away seats is a terrible idea. My commute is awful-taking out seats is a horrible idea. Standing is miserable. These trains are too crowded as it is. BART's math is misleading and wholly terrible.
9139	Taking out seats is not worth it. Future cars should have more seating capacity. What are you calling this a "cattle car"?
5883	Taking out too many seats. It is too hard to have to stand for an hour to arrive at destination - the starts and stops are too much to endure. Third door takes away a lot of seats! Do you want to stand for an hour? With all the starts and stops and everyone standing bumping into you?
4926	Tall people will still bang their head coming in; why raise the center ceiling and not the door height? Makes no sense.
697	Taller head area.
5250	Taller seats = good. Worry that there will be less bike space now, not more, but dedicated space is good. Like overflow? How to do?

Appendix A

Survey Data: Verbatims

1195	Technology is very advanced. Very good since we're in with modern technology. Excellent overall.
4190	Tell 49ers fans that their team should play better and they won't mind the Seahawks colors. Bike rack – great! And much needed. Concerned about reduced seating. I ride Ashby – Civic Center 5 days a week and would never find a seat on the new cars. Back row of seats has no window – this is claustrophobic. Would love to see language window. Hand straps – could they be made from material more resistant to bacteria? Fabric seems unhygienic.
5978	Terrible designs for elderly or physically challenged. Thoroughly disgusted w/ BART.
3691	Terrible placement of pole in terms of accessibility for passengers in wheelchairs. Otherwise great. Remove pole on far ends where wheelchairs access.
6698	Thank god for the much more sanitary seats!!! If that was the only improvement, it would be all worth it! Wish the seats still had the same amount of leg room, though. Overall, pretty impressed.
1722	Thank you
9182	Thank you BART. I ride from concord to Civic Center every day. BART saves my life, the new train look great. Keep up the good work.
2207	Thank you for coming into the 21st century of bringing the Bay Area Rapid Transit up to standard.
3102	Thank you for creating new cars so that they won't break down.
7318	Thank you for having Bart and one day I will be part the team.
1046	Thank you for making us have an easy transport. I love to take BART and your continual improvement is highly appreciated. More power to your group.
5871	Thank you for sharing the future!! Nice work!!
1658	Thank you for the bike hook-ups!! The blue seat cushions could be softer. Well done!!
7093	Thank you for the chance to take a look! I have a few suggestions that I feel very strongly about. Please: Adjust the seats to be ergonomic. Lumbar support is a tremendous improvement, but the seats still slope at an unnaturally reclined angle. Please do anything you can to make more "priority seats" available and obvious. I like the different color. Could the signs be more obvious? Especially to show pictures of other "priorities" besides seniors and blind; maybe a person with crutches? Can you add something (signs or rearranging of seats) to cut down on the common practice of bicycles sitting in "priority" seats?
1138	Thank you for the improvements.
8977	Thank you for the interactive map showing the direction of the trains in real time. Is there a back-up wall map in case the screen burns out or gets smashed?
662	Thank you for thinking of the people!
9100	Thank you for this opportunity to see the car of the future. I remember the opening day in 1972 and filling out the form for my son to miss some classes at Clayton Valley High to play the trombone in the band to celebrate our new and very welcome BART. <R's name>
2112	Thank you for your attention to detail. Especially for the cleanliness.
2834	Thank you!
7220	Thank you!
8976	Thank you!
4966	Thank you.
7331	Thank you.
1170	Thanking for all your hard work (rest illegible)
4055	Thanks for asking.
5409	Thanks for doing this!
4288	Thanks for giving us the opportunity to explore the new BART car! As a native of Japan, I do really wish the train here to catch up (technically) so we can be proud of SFC! Carry on.
3633	Thanks for hearing stuff will able to answer questions related to safety (as doors, fire, etc.) parking expansions, design, (basis of 1000 car estimate), passenger to drive notification options (intercom and or mobile, quiet map), overhead rails/straps for hanging on when standing, compromises involved in seat redesign (as, lumbar curve, ergonomic)
6190	Thanks for improving the bike area! How about having BART police ride the trains rather than sitting in their cars at the stations – the crimes are occurring on the trains!
2886	Thanks for making easier access for multiple bikes.
4367	Thanks for seats close to the door.
1368	Thanks for setting up the model for preview.
5330	Thanks for taking time and money to let riders see the new cars.
8613	Thanks for the bike rack!
5699	Thanks for the bike racks! The floor-to-ceiling pole may get in the way of wheel chairs, bicycles, and people with large luggage/bags getting on and off when other passengers are standing. Layout/comfort of seats seem small. Yellow color too light, will show dirt.
4845	Thanks for the opportunity to comment. Bike rack could fit 4. What happens to last bike if our first???
5149	Thanks for this public show. It's better than the 1st mock up I saw at MacArthur Station in the seat test I saw in downtown Berkeley. Sell blue shirts to the public or on your website. 40 years a shirt.
15050	Thanks to all who worked on these and made it possible - very good. Thanks to all who work at BART. (spanish)
5505	Thanks!
7012	Thanks!
1105	Thanks.
5570	That color is offensive! Aw the poles make it difficult for wheelchair access.
4854	That yellow is hideous! HIDEOUS! This layout is good for getting more people in at commute times, but for moderate times that means a lot less people will get a seat.
3424	The "hand straps" are high for someone my height 4'
1051	The "plug" doors will go a long way to making BART rides (daily commute) more pleasant. The current decibel levels reaching 99 dBA are intolerable. Work with a designer or architect on the color of the seats. They re too bright in the model. Different colors should have the same value. Another deployment: one color at one end another at the other and a third in the middle.
5605	The "team" should be commended for the model train – however I prefer larger windows – the central pole will be an injury hazard (bumping into) over all – change is difficult. I prefer the existing trains with carpet – a quieter train – thanks to all. A good job!
1000	The "train line" map colors should be displayed by "wrapping" the train to the right destination line color.
5347	The 3 bike racks are great but I worry there will not be enough free space for additional bikes. I often see 5 bikes per car. Also, if you enter through one door, will it be difficult to get to the bike rack if it's not the closest door.
4628	The 3-part poles are a stroke of genius.
827	The 3-pole will block the entry.
8910	The 3rd doors are a great idea. Suggest the areas on the side/disabled seats.
9071	The accessibility for those in wheel chairs and bikes has greatly increased all though the layout of the seats is awkward in some locations where the seats create a corner. The inner seat is already one that is rarely used due to location and I was hoping it would be fixed with the new car.
5958	The air conditioning works as well as the existing - nice and hot in the ar. Would label the suitcase as "display only" or something to let us know it was part of the display. We have been trained to notice unattended bags on the system. Bad move on BART, not having a label.
4550	The aisle is a lot narrower. It would be great (and not like NYC's new fleet of narrow subway cars) if BART retains width of older car aisles. The seats are too narrow – like airplane width. Rather than a pole in middle, would it be feasible to have drop down hand straps from bars at top? Due to spacing issues, it does not seem airport commuter friendly for luggage due to designated bicycle rack. I do not like how luggage is stow between seats or under. Security reasons; luggage should be in front and visible.
3671	The area was tight. I had to fight my way when I'm with my bike. The bike racks are improvement over the old cars. Make the seat width a little less and have wider aisle. Move the pole away from the door.
6699	The area by the door is way too low. I hit my head twice.

Appendix A

Survey Data: Verbatims

15061	The area for people with disabilities needs something for securing wheelchairs. Information in Spanish - many people who don't speak English use Bart. The white part outside, I do not think that it will stay clean and shiny with a lot of use. How often do you keep the cars outside? Bart has rain streaks. I like the BART name on the side also. (spanish)
5204	The bar that goes across the ceiling (where loops hang down) is too high up. Hard for those of us who are shorter. (The current ones are even a bit too high, and these seem higher). When it is crowded, not everyone can hold a loop hanging down.
7319	the bar to grab on is too high. I'm 5'2" and can't reach it. Sometimes the cloth things to hold on to are taken or broken
2144	The bars with straps, they could be a little longer.
8716	The BART car of the future looks real "cool." It is better than the "old" cars. I look forward to this in 2017. I am also pleased to hear that E-BART will be running from Bay Point to Hillcrest in Antioch. I live in Pittsburg.
2769	The BART is crowded and the new model seems to be bike-friendly but not so rider-friendly.
835	The Bart new trains are good, but the pole looks not so good. Anyway, it's design is ok.
7191	The BART seems a little small inside.
3804	The BART service is very good. I have no complains.
73	The BART train caters to California's Bay Area, not Seattle Seahawks. The BART should represent us and not some out of state football team. If you want warm color scheme then use the warriors colors since the have been the team for Northern California as well as comply with the "BART blue" which I'm sorry is a ridiculous reason.
15116	The Bart train definitely has a lot more space, and I like the new screens with the map.
3747	The BART was excellent.
3861	The belt handles do not give stability, they move back and forth. Seats are a little short in terms of for feet comfort. Floor is making squeaky noise and seems slippery.
6562	The best way to get around San Francisco. Had a blast while I was here 4-11-14 to 4-20-14
15100	The bicycle park is very good because they won't fall on passengers any more. The hand rail to the ceiling is very good for smaller people such as myself.
4752	The bigger problem with the current car is the noise. I hope that problem is solved with this car.
1145	The bike rack could use a place to put personal locks.
7600	The bike rack is an improvement over the present bike space. I don't believe a fold-up seat is necessary nor needed there. The interior could be better. A few more poles may be needed or those hold straps.
1617	The bike rack is great. Much more leg room. Comfortable seats, seem like it will stay cleaner.
1354	The bike rack is nice but seems to take up a lot of space. The floor is probably easy to clean but might benefit from some kind of non-slip covering for stability. The blue is nice but I don't think the green works. Extra doors are great as is the floor-to-ceiling pole. Digital screens are very nice :)
4022	The bike rack is very smart. Color scheme may feel dated too soon. Screens are excellent! The lighting feels a bit dim - perhaps LEDs?
2203	The bike rack is what I am concerned about. Apparently there are only 3 bikes per seat.
1293	The bike rack limits the amount of bikes per car and I'm not sure that will meet the demand, or create additional wait times for bike toting BART riders. The floor to ceiling pole will not provide easy on-offs for wheelchair using BART riders. Unfortunately, there are less seats in this model, which means there will be a majority of standing riders. I'm concerned about digital screens being vandalized. Concerned about possible slippery flooring (in rainy conditions); as in , is this flooring more prone to slips than the existing flooring?
3938	The bike rack space could use tie ups to make better use of space. There could be more seats.
2885	The bike rack. Amazing!
7152	The bike racks are a good idea. Usually the bike spot is taken and I have to wait for the next train. The floor to ceiling pole is also a good idea. More people can feel comfortable standing.
8634	The bike racks are excellent. Now it can be tough to ride with a bike and still get a seat if the seats near the doors are occupied.
9115	The bike racks are great, but I didn't see a designated place for wheelchairs or strollers. But...it looked like there was a lot more space/less chairs so perhaps there will be room there.
6821	The bike racks are great. Expand the idea to Muni! (Why not?)
7467	The bike racks are great. Thanks for including them.
5970	The bike racks are well needed but maybe having two locations with 2 slots instead of 1 location for 3. Color scheme of the seats are a bit too bright of a color.
948	The bike racks do not seem to be very secure. I would prefer to see something that I could hook my bike to. Greater sense of security in knowing that my bike won't fall.
20006	The bike racks do take away standing room when trains become crowded. Please continue the current bike rules with the new train cars.
741	The bike racks should be equipped with sensors that indicate to people outside the cars how many spaces are available. Otherwise people will find out too late that the rack is full and not have enough time to get to another car before the train leaves.
3239	The bike racks should be vertical to accommodate more bikes. Keep the poles! Falling over other riders is uncomfortable and hazardous. Why not keep the blue and gray scheme.
6393	The bike racks take up a bit of room at the doorways and the color of the seats are not coordinated with the overall look of the train.
8917	The bike racks will be helpful. The extra leg room in the seats will be very comfortable. Thank you.
3544	The bike space is a waste of space. Not enough seats. Need more seats per car.
905	The blue and green Seahawks colors should go! Also, I'd like to see either more outlets or USB ports that double as chargers. This is the use of the smart phones and tablet. They need to be charged, and a BART train car would be a convenient spot.
6845	The blue Dublin/Pleasanton is small and tourists are always identifying trains by color. There needs to be more obvious "this is blue (red/green/etc.) line" coloring (sign on front doesn't count - goes by fast unless you're waiting at end of platform).
5148	The blue I think pleasing, but the green is too shrill to my eyes.
7134	The bottom of the door slides seem to stick out. Would that be dangerous.
6900	The bright colors/green color hurt my eyes and I don't think I would find my 45-minute commute pleasant.
3625.11	The ca seems much more attractive than current ones. The seats are comfortable and the straps are easily within reach.
4827	The car is nice but there is not enough space for wheelchairs and the pole could be a problem for wheelchairs and the blind.
3384	The car is not designed for the small or disabled person. It doesn't have a good flow and it's apparent than the design was not done by someone who rides BART. I hope BART doesn't make this car the final product and takes in to consideration these comments. Lower the handle holders for the shorter person.
752	The car is small.
2887	The car look nice inside.
1565	The car looks good!!! It's a good look for Bart. The seats of comfy. I don't ride bike like that but if I did I would bring it on the new car. The pole for grabbing is cool and I like the cover the lighting is bright too.
2234	The car looks good, we just hope that the tracks will perform as well.
925	The car model appears to be able to hold more people i.e. more standing room less eats. I like the colors of the seats and the LSC displays.
2987	The car model seem smaller than original model but overall ok.
5907	The car needs more accessible seating, two seats per car at opposite ends is not viable. I can't sit with my friends using wheelchairs. Does a mother have to put a stroller on one end, in fact, where no one ever parks.
5833	The car of future should have the map of the future showing.
3348	The car train is modern is excellent like the people.
6936	The car was extremely crowded. Very few seats. I am a senior citizen and require seating - I can't get it on the present trains. I am very concerned. Will portable seats be allowed? (to be carried on)
8680	The car was just how it should be for easy cleaning of the attractive seats and floor. I wasn't crazy about the floor but no carpet is wonderful another design might look nicer. I think BART should have a bike car and not have bikes and passengers combined. The digital screens will be very helpful for regular passengers and visitors another floor to ceiling pole would be good hard to hold those straps for older people.

Appendix A

Survey Data: Verbatims

5993	The car was too crowded with press and other people for me to take much time to sit down, but what I saw of the car was excellent except for the poles. These poles make it quite difficult if not impossible for wheelchair-bound and those with service animals to use BART when BART is crowded. I have little knowledge of cleaning BART seats.
5355	The carpets are softer to walk and fall on. People falling on harder floor might get hurt.
8916	The cars are more spacious but I wonder if there's a bit of wasted space. With there being less seats. The seats themselves are comfortable enough for shorter commuters. Longer commutes will be a problem. Digital screens and signs could use real-time departures and animals.
4620	The cars need more seats and not fewer seats. BART should go back to encouraging collapsible bikes and put the seats back in. It's the wrong approach to encourage bikers to bring on giant bikes that block aisles and doors and caused seats to be removed. This design stinks! You might as well make it into a cattle car!
1960	The cars should be engineered to provide more seats not less.
8657	The center pole "seems" to be "in the way." I don't know how that will work out. The floor and seats and signs are much improved. The 3rd door is great! Would appreciate useable, dependable, secure, free WIFI. Please no wrap ads.
3208	The center pole has got to go. It will encourage people to congregate at the doors instead of moving down the aisle. Also poor wheelchair access.
4564	The center pole is a major problem. It should be moved or removed entirely. It's a problem for people using wheelchairs, obstruction for the blind, and a pain for everyone else.
5110	The center pole is a problem to maneuver anything on wheels. Bike racks should include hanging to maximize space. Concern about maintenance of outside doors.
895	The center pole is great for shorter riders, as it give more places to hold onto for people who may not be able to reach the upper hand holds or rails. I am concerned that there may not be enough space for bikes on each car. I do like the holders.
4389	The center pole is helpful for numerous people who are standing. Otherwise, it would be more difficult to find a place to hold onto. The only slight drawback is the height by the doors is about 1-2" too low for me (I am 6'2")
5573	The center pole makes wheelchair access difficult. There should, however, be more lower level grab – offer – overhead is too high for short people and people like me with bad shoulders. The color scheme is ugly but I can live with it. The floor seems very hard and smooth – how will it be if it gets wet? I like the digital screens...
6219	The center pole may be controversial, but having something to hold onto is priceless! And love the bike rack. I once suffered a broken toe (and still have pain several years later) when a cyclist in clip shoes flew backwards and he and his bike landed on me. I steer clear of bikes as they are unsafe now.
8797	The center poles are great – don't be put off by a vocal minority (you could move the pole along a bit to make more space on one side) [Illustration]
7052	The center poles near door are awesome, but I worry that the above bar near doors is too high for shorter individuals to reach on crowded trains.
932	The central pole is going to reduce access for people with disabilities, including large motorized wheelchairs, motor scooters, and also people with limited vision, because it blends in, and is not highly contrasting - during the demo, I saw a woman with perfectly fine vision nearly hit the pole. Also, limiting the wheelchair spaces to one per side limits my ability to travel with friends who are also in wheelchairs.
15054	The changes are good because it is clean and bright. Excellent screens (spanish)
3362	The chartreuse seats are not a good choice. They will look even worse with a layer of dirt on them. Select a more pleasant color. The pole in the middle of the entry area is unnecessary and in the way. The handicapped travelers do not like it. Hang a couple of straps instead.
1148	The closed caption screen text is too small for vision impaired or legal blind person to view. Need closed captions screen at entry/exit gate overhead.
5880	The color choice (interior) seems very odd. Seattle Seahawk colors? It looked like a retro version of what people thought was futuristic.
9237	The color of seats is a bit too sharp.
3106	The color of the seat are bright, but that's just my opinion.
7367	The color of the seats are not right choice for the new model. The colors need to be more warm and inviting. The Bart Needs to create one car for bike riders because the riders never follow the "no bike" signs and always created unnecessary inconvenience for us.
3996	The color of the seats doesn't look right. Need to be at least red and gold or other color beside blue and yellow (Seahawk color no good).
8925	The color scheme could be more in keeping with bay area team colors, although they are refreshing. Keeping the trains clean is most important.
4170	The color scheme could use a bit of a change. The blue could be stripped on the top of the car?
3023	The color scheme for seats are a little bright for cleaning purposes. May require more than normal maintenance.
6255	The color scheme is nice but a bit over the top. The seats seem like they wouldn't be comfy after a long commute.
8804	The color scheme is not my favorite – cool, soothing colors make a commute more pleasant than bright, active ones. The concept behind the floor-to-ceiling pole is lovely – it's a good shape and helps more petite passengers (adults and kids) hold on – BUT it is a hindrance for those with wheelchairs and scooters, especially on a crowded train. It's placement is problematic at best, and at worst it will make taking BART extremely difficult for these passengers. The digital screens are hard to read – TOO SMALL! I like the fact that it highlights the current route, but you'd have to get pretty near it to check on another line (like planning a transfer). Very unhelpful for tourists and BART riders who use several different lines.
3734	The color scheme is not the best. Reminds me of Seattle Seahawks.
4880	The color scheme is quite nice but I would like to know what the color scheme on cars without the cab.
1718	The color scheme is ugly and very racking. It was too dim-lighted in the train and the overall layout was adequate.
2740	The color scheme looks too "trendy," as if it will be considered "ugly" five years from now when they are mass produced.
796	The color scheme seems elementary. I really just don't like the yellow, too bright. Earth tones would be cool. Lastly, can we keep the mirror? Final touches before going to work, symphony, etc.
1879	The color scheme, especially on the outside, could use revising. Not sure about the blue stripe on the outside. The seat material seems fine, although the yellow-green color is a little loud. I like the pole as something sturdy to grab onto when you're not near the doors or a wall. Not sure if the seats closest to the end of the car will get dirty or claustrophobic (they seem the dirtiest on the current cars). Not sure if I like the fabric hand holds – people hit their heads on them often on the current cars.
1853	The colors are bad for Bay Area fans. Seattle Seahawks are our rivals. LOL.
2185	The colors are bad! Bad not good but bad! The seats will tear easily and be destroyed.
2454	The colors are odd – kind of 80's.
5789	The colors inside train and seats should of a darker color for wear and tear.
902	The colors of the seats will look dated soon. I like the new height! Nice to have digital screens as long as they work-if they don't then then there is no signage- maybe have something supplemental/
5918	The concept is still the same for me.
5697	The concept overall is very good and I feel it would be a big plus to the Bay Area in general. Although there is one thing I feel you should have more is bike racks. Otherwise GOOD JOB BART.
8836	The concern I have is with the pole. It takes time for a wheelchair to be in position and lock in the train, and I feel like trains will leave before the wheelchair is ready to go. I don't see where it's necessary at all. I don't think it helps anybody at ALL.
7513	The contrast of lights writing on dark background for the screens is excellent because of my visual impairment.
1646	The current BART model doesn't offer a head rest. But...the cloth covered seat enable you to rest your head. The newer model is all plastic without any cloth covering. I will miss the old seats simply for that reason. Somehow if the new model had a headrest. Thank you.
6798	The current bike racks waste a ton of space. If you used tire hooks on the top hand rail, you could fit 8 bikes in a vertical position in the same space and width as the 3 on display. If there is safety concerns, talk to Caltrain where they do the same thing in the last train car. (Also provides a way to centralize/maximize bike commuters in one area.)
8969	The current directional maps seems more readable – if the digital screens were larger, it would be easier to read when seated.
5108	The current exterior appear looks more solid. Seats seem easier to clean than upholstered ones but just hard plastic would be even better. I like the non-carpet floors. Easier to keep clean (carpets are dirty) Make sure materials are non-toxic, non-PVC, no off gassing.
6415	The current train exteriors have aged very poorly - hopefully these will do better! You should add the next two stations to your display to keep people who aren't familiar with BART. Bikes on BART continue to be a problem. Maybe you can only put the racks on cars where bikes are eligible, and maybe mark those cars on the outside for both bike riders and non-bike passengers (who can try to avoid them!) You need more capacity on the Pittsburg/Bay Point line - trains are jammed from 4-7:30 p.m.!

Appendix A

Survey Data: Verbatims

1419	The current train works well for me already except that my only hesitation sometimes is sitting on stained seats. Since the seats are cotton, they get dirty so easily and also keep the unwanted odors. I thought these new model train's seats are better.
8786	The cushion seats are not thick enough and are too narrow. Don't like the back of armrests.
9009	The cushioned seats are comfortable, but will the material tear easily? A solid hard seat is preferable to a cushioned torn one.
3507	The cushioning on the seats need to be increased. The overall feel of the car is great.
3201	The cushions are nice and all. The whole train has this futuristic look and feel. Hopefully it will be easy to clean.
6280	The cushions aren't as comfortable as the original seats, but they are easier to clean. Why are some seats yellow?
4240	The decrease in seating for commutes over 15 minutes or so will not be welcomed either in the morning commute, and even less so in the evening commute. Perhaps cars dedicated to primary seating (more seats available) and identified as such, will help this concern.
6086	The decrease in the number of seats is inexcusable. You are turning us into cattle!!
15049	The design is aerodynamic. Lights conserve energy. There's a lot of space and good visibility. I like it.
656	The design is futuristic. Love the screens. Bike racks are a great addition
3896	The design is nice the interior dimensions seems a bit narrow. Seats need more legroom that are would be nice.
	The design seems a step backward. To get a quieter door the off board opening adds complexity for maintenance. Makes the whole design less aerodynamic.
4338	The total appearance is less "futuristic" than the current "1972" cars. A real step in the wrong direction.
2759	The digital display on the front of the train that says the line color and direction is too tiny to see.
6805	The digital displays are too small and not bright enough. The seats are not as deep as the current seats, which makes them uncomfortable. They feel smaller in width also. The color scheme is too bright and trendy which does not feel relaxing or comfortable. However having the senior/disabled seats a different color is a good idea. Some plugs for phone charging or laptops would be great along with Wi-Fi access or 4G that works.
6817	The digital displays should have anti-glare filters on them to ease visibility in bright sunlight. Bikes could be stored vertically for more compact storage. The displays should show ETA and delays on the screens. Also need open data for Caltrain and other transfer stations and display that on an as-needed basis per station. (Millbrae-Caltrain, Embarcadero-Muni)
4159	The digital map is good, but I like the larger printed maps in current trains, which are easier to read from farther away. Both? I don't really like the Day-Glo yellow/green seat color. Like the underseat luggage storage. I like the bike rack.
6740	The digital screen could probably be bigger. Easy for me to see but my parents would have trouble. Colors are cute but I feel like they'd show dirt a lot more.
7137	The digital screens and signs are a big pull but I am a little hesitant to enjoy the few seats since that many more people standing on trains during commute hours. Maybe speedier trains to lessen time of travel for those people.
4694	The digital screens and signs are too small.
1714	The digital screens are excellent! Very good for the times! It will be great to see and hear the up coming stops. The colors are nice and bright and I love the bike racks. The chair is sort of comfortable – longer rides might not be as pleasant but that remains to be seen!
5376	The digital screens are great, but electronics do fail – a backup flat map should be in each car instead of advertising. The colors are garish and irritating – your goal should be soothing. I HATE the smaller seats, and I'm not a large person. I also HATE that you're removing seats! You're condemning hundreds of thousands of tired people who have worked long hours to more pain and unpleasantness on their commute. It reminds me of economy class on airplanes – PACK 'EM IN LIKE SARDINES. You've heard of ROAD RAGE? Coming soon: BART RAGE. Exacerbated by the jarring, jumped-up colors. Change this design!
2716	The digital screens are the best and most needed.
4042	The digital screens are too distracting. There's too much going on and I don't have time to use the content before it goes to the next item. The type of the useful info (next stop, stop name) is too small as I'm going to be in my seat when reading it (since I'm disabled). If someone is wearing their backpack when passing the pole (just happened) the backpack is forced into me if I'm next to it.
5133	The digital screens are too small and likely will be hard to read with the digital morning evening sun that comes straight through the windows. Thanks for asking and doing this demo.
5150	The digital screens need to be much bigger. Seats leave much to be desired. Uncomfortable seats no divider make it uncomfortable. Seats on current BART trains are much better. Bike rack looks nice. Needs to have Wifi. Model did not demonstrate air conditioning or announcements.
8850	The digital screens should be opposite the handicap seats. That way those of us who can't hear clearly or see the sign on the station
9015	The digital screens showing map and stations is too small and you cannot see it clearly from the side. Seats are not that comfortable feels like office chairs.
6348	The digital screens, lighting and color scheme looks great. Seats are more comfortable, but a little smaller though.
5675	The digital signage, both interior and exterior is a major improvement. I'm very glad to hear that the new cars will be better insulated against noise (the noise levels are sometimes painful on the existing cars). I really like the color coding for elderly/disabled. I can see the benefit of the floor to ceiling pole, but I'm worried that it will become a bottleneck point for those trying to get off the train. Please add a sturdy (grab bar like) arm rest to the green seats by the door (the vertical bar is too difficult to use). Suggest putting some brush material at the door head to close the gap when the doors are open (at least to discourage people from stuffing things into the gap)
5536	The display mockup made it difficult to assess how the lighting would work in a tunnel or at night. The floor in the mockup felt soft which made it difficult to assess the floor. I would like to see a window in the 'Y' end bulkhead of the cab 'D' car so that passengers could see out the front left hand window as on other transit systems. I would also like to see as little paint and striping on the exterior so as to minimize maintenance needs.
839	The doors (model, at least) look good too!
7361	The double seats sticking out in the center of car could be reduced to a single seat which hopefully would increase capacity by increasing standing room.
6729	The entry height seem short – I'm 6'3"
5739	The exterior and interior designs are absolutely amazing. Good job for improvement. =)
5686	The exterior appearance has the familiarity of a BART car with a modern look, which is much appreciated. I enjoy the floor to ceiling pole as it can get crowded on the trains and some of those who are shorter can hang on to something. The color scheme is very modern and captures the Bay Area. The digital screens are a nice addition that is helpful for all.
1154	The exterior appearance is great just looks a little fake. People like cushion.
3698	The exterior appearance is like a trolley (which I dislike). Seats were very ergonomic and comfortable. Surface of floor was good and held traction. Screens very bright and easy to read. Color was OK -blue is fine but yellow (neon) is too greenish! Prefer more golden color for GS warriors.
2409	The exterior appearance is really nice but it seems too angled. The layout of the seating is good, as well for the space.
4590	The exterior looks clean, sleek. The interior, on the other hand, is not particularly pleasant. The colors of the seats are psychiatric ward at worst, institutional at best. The seats are also uncomfortable. Perhaps the seats will be easier to maintain clean, as they appear to be of a synthetic material; that is definitely a plus; if it proves to be true. The digital screens are not large enough nor are they clean. I can't imagine what foreign tourists will interpret in them. The color scheme, overall, is the worst part of the design, along with the lack of comfort in the seats.
6202	The exterior looks like a box.
4710	The far back seats are a bit close to the seats in front – overall very nice.
3749	The fewer seats is the biggest concern.
5187	The floor could be a little slippery. Bench seats might work for families. Seat straps. More straps!
6647	The floor plan seems much more open and less claustrophobic. Very nice. Seating does seem to be greatly reduced and although eventually there will be more cars running what about during transition? Seats are comfortable but definitely narrow.
5327	The floor seems slippery maybe add either small tread or rubber area or sand papery surfaces.
6331	The floor should be white to see if it's dirty or not.
6278	The floor to ceiling pole (in the middle of the doorway) in my opinion could restrict movement in and out of the train. Also the padding on the new seats feels inadequate for comfort during long commuters. Also the light green color doesn't match the rest of the car.
1289	The floor to ceiling pole blocks wheelchair users access to the train doors. It is not helpful for people with disabilities who need wheelchair access and more seating. You are setting BART up for a lawsuit under the ADA.
9011	The floor to ceiling pole bothers me. Makes it more difficult for wheelchair and baby stroller access. Gets in the way when car is crowded and passengers need to detrain quickly.

Appendix A

Survey Data: Verbatims

5037	The floor to ceiling pole is a hazard for people who are blind. Wheelchair access is horrible. How will a person in a wheelchair navigate through the train to get to a wheelchair space during rush hour. Digital screens are not accessible to people with visual impairments.
1314	The floor to ceiling pole is the most awesome idea. I am 5'2" high, so the pole is the best thing happen or invented for BART. Cheers =)
3574	The floor to ceiling pole may not be practical in a crowded train.
3003	The floor to ceiling pole- what is it for? Looks just sort of in the way- also will it prevent people from building up in the middle on crowded trains? A big problem right now. Love the bike rack!
4538	The floor to ceiling pole will be a nightmare for large power chairs or power chairs period. The pole needs to be removed from the car at each end. Since the pole at each end interferes with wheelchair access. Please listen take it out. Remove it totally from that space. Put a rail/pole like the one where the bike is now. Wheelchairs can use it and passengers who need to hang on also can't use it.
9055	The floor to ceiling pole would block the passengers with strollers and wheelchairs.
5677	The floor to ceiling take out to make fully accessible (people can fall down but get hurt less than to fall onto the pole which in the way it's. the disabled seating area is too small; take out the four seats behind to make room four individual with a disability to travel with personal caregiver/child/canine companion/travel buddy (spouse/child/friend) in wheelchair as well. BART operator door should be slide in form. It should be assume drive could be disable.
7010	The floor to seating handrails curve towards the outside of the car, which may make it difficult to hold onto in crowded situations.
4850	The floor was a little slippery. But I really like the color and layout.
9134	The floor was slippery/dusty. Color coding for where special seating, good idea, the yellow/green color is ugly.
6404	The floor-to-ceiling pole feel like an impediment, even on this model. I definitely see problems with wheelchairs with the pole. The interior layout is a good start, but as someone who commutes from Dublin/Pleasanton, the reduced seating is bothersome. A door and seating layout similar to Washington Monorail would be preferable to this commuter. Otherwise, the interior is good for those commuting from Berkeley and Oakland. Bike rack seems a bit flimsy. Exterior is good but feels like a BMR, but I like the A-car slot on the front. A very nice nod to the old.
4376	The floor-to-ceiling pole is a bad idea. If is a hazard for people with visual impairments. There are no sides on the seats which makes it hard for people with physical impairments to get up. There is not enough leg room between rows of seats. The digital screens are poorly done. You need to put the old large print system maps back in. Thank you for asking.
4368	The floor-to-ceiling pole is a hazard for people with visual impairments.
8755	The floor-to-ceiling pole is an absolute horrible design for any person in a wheelchair or even with a stroller. It makes maneuvering around super hard or even impossible (not every wheelchair user has 100% use of hands, bad). Imagine rush hour everybody huddled around the pole and the door opens and a big electric wheelchair comes in and has to make EVERYBODY move...
65	The floor-to-ceiling pole is VERY in the way for people with wheelchairs. Makes it very hard to move around with very little space.
4661	The floor-to-ceiling pole need to have a longer strip of color (i.e., yellow) for greater visibility. Procedures need to be put in place for responding to intercom calls initiated by deaf individuals who don't use speech for communication purposes. Slightly increase the speed of the overhead message board/display screen and the text should read "Next station" and then "Destination (full name)" (both at a separate time) Make the "prohibition" signs (i.e. no music, no panhandling, etc) accessible to blind individuals through Braille or an audio format.
9063	The floor-to-ceiling poles = AWESOME! The lowered rails with hand straps make them so much more accessible to more people. Extra door is cool – and will help make exiting easier and faster. Thanks!
5990	The foam in the seats is a possible problem. Vandals love cutting foam.
7267	<i>The following comment is what was legible enough to read because R used a type writer. There are more handwritten comments on the survey that are not included here because it's too illegible to read.</i> I do like the color scheme and design BUT: I do think the passengers. on the station waiting for their train will have a very hard time seeing the color coded square in the upper left hand section of the front car/cab and reading the destination. of the train (with all the ill informed and less than English speaking people w/ skills etc. B. OK, but will bike people still be able and allowed to place and bring (illegible) bike/bikes on the same car (illegible) a different door and place them in what place and spot/ What is the height grip area on the new cars for shorter people as now compared to the present height from the floor area of the floor? PS. A better word than shorter people can/could be short stature??? C. The new seat feel good to sit on/you can feel the lumbar support in the back. D. I was just told they would be easier to clean I have no graffiti or paint. The bike rack for 3 bikes is OK, I'll just not really fit in that area (as a last resort!). PS. How is climate control of the car from the top of the ceiling of the car controlled and now is the daily monitoring by the train operator in each car, and at the end of line train operator changes??? And its enforcement and reporting??? And monitoring...will the seating passengers by the windows seats have any cool air blow and circulations//How will the heat and rain be adjusted for the day and night trips of the train/and car??? I now do know each car will have the capacity for two wheel chairs areas. I now know that all and seats will not have no arm rest (to include seats by the door sides and I do know "Y" cars will be train operator cars. When the BART train sign and computer breaks down and the trains have to be moved under manual mode the destination. Sign in the front/cab is now very visible and should be true and correct and accurate but I had to correctly correct (illegible) header cab sign from a wrong destination. Sign to revenue in service train and the destination sign on the platform. Says a destination. BUT the front cab says out of Service.
7357	The future is great!!!
3428	The giant mirror seems a hazard and misleading. Chairs aren't as comfortable as they are now, too small. I'm an every day rider and this is too cramped for early commuters to get some work done (a reason why I take BART). BART's seats are what set them apart from other transportations, make them easier to clean, but don't reduce the comfort so much!
6141	The good: Good job with doors! Seats comfy. Looks nice. Outside signs are improvement. Love the view of the tracks on the cabs – please keep. The bad: Exterior color scheme – every train a Dublin/Pleasanton? Seahawks colors (almost) No big map/maps hard to read, consider adding big printed map. Exterior signs too small. The ugly: Can't pass between cabs!? Why? Loses capacity with no apparent gain. Very poor choice.
5885	The green colors seats should be a different color. It just isn't a good color choice. As a rider, I would also prefer the seats to be a few inches wider, and a few more seats would be better, since people might have a long trip. You can't just make them stand.
4759	The green colour is awful.
1526	The green is a tad too bright.
4025	The green is very ugly. Hand grips should be lower. It is difficult to hold onto seat handle.
1736	The green on the seats need to be out cause after about six months they will be way too dirty.
4097	The green seats have got to go! Hopefully, courteous riders will give up seats to seniors and disabled. Not enough seats.
7370	The hand held straps need to be longer- not everyone can hold their arm up for several stops. Not everyone will give up their seats for elderly/handicapped. Some of us need the arm rests to help get up. Do you really think the system can handle more trains? How much time is required between trains for all to be safe? There needs to be more poles (next to seats)- sorry wheelchair riders. When the trains are crowded- no one can move. How will bikes, etc. get to the middle? Bikers DON'T MOVE FOR ANYONE!
8913	The hand holders should be made in a different material to let ease of cleaning.
5343	The hand loops are too high. I'm 5'3" and stand on BART for 20+ minutes everyday. It is a stretch to hold on to it for long times.
887	The hand strap should match the metal poles.
6598	The hand straps should hang lower (Asian girls sometimes can't reach) and they should slide along the pole. The floor to ceiling pole needs padding. Place ridges under the seats on the floor to keep liquids from rolling along the floor. And demark the bike area.
3315	The handicap seat without an arm is very difficult for me to boost myself out of. The one with an arm is ok.
2988	The handicap space needs work- more room and handrails. I worry about cleaning the light colored seats and the upkeep of the digital screens.
4051	The hand-rails were wonderful. I wonder why other buses and trains don't already have it. Seats seem very comfortable but it seems there is much less seating! The third door seems great – off-boarding and on-boarding should be much smoother with the extra door and extra space. I'm so excited to see the fleet of the future in full force!
4217	The hanging straps are not useful – insecure and uncomfortable! Please include more poles for holding on.
1150	The height inside of the train is a disadvantage for anyone entering the train over 6 ft. Felt a bit crowded need ventilation hoping that is superb!! When mobile
1425	The height of displays can be increased so that it is visible even during rush time.
680	The high bar extending along the car is too high for me to reach. I can grab a strap, but when cars are crowded there is often no strap available.
1147	The hole part train was excellent I liked the seat the most good job!

Appendix A

Survey Data: Verbatims

5236	The information screen should be able to do used for trip planning...not just specialized status...highlight all station names. Strengthen figure background contrast...or provide a graphic that does. Stations should display the same amount of information upstairs as it displayed trackside.
2972	The inside seemed very dim and the car seemed smaller than the current cars. Still excited about a new Bart car though.
2165	The interior color combination will not go over well. I suspect higher costs related to vandalism of the seats due to the colors – the color combination should be changed. The lighter green color should be changed to grey. Honestly I'm probably less likely to want to ride. I will probably drive more.
1371	The interior color scheme makes BART look like a disco room. Maybe try solid colors vs neonThe disabled seating should remain doubled, as in the current fleet
3964	The interior colors add a little brightness to the car interior compared to the cars that are in current cars.
7290	The interior colors are too bright. This is not a party train! The center floor to ceiling pole is excellent. The digital screens are nice.
4349	The interior is not laid out in the most accessible way for many people with disabilities and people with strollers. The poles in the door ways are access barriers. There is also not enough wheelchair spaces. Removing the pole will create space for a person in a wheelchair to get on a crowded train. I LIKE the poles a long the aisles – attached to seats. Great idea. I'm short and would use the poles.Digital screen glare
7329	The interior layout seems like there is less seats, also not too sure about the material of the seats. Not too impressed.
3089	The interior LCD screens are too small to read. The signage on the front is drastically too small and dim to be seen by anyone with visual issues.
1552	The interior looked clean and bright but it felt like there were less seats/more stand up room. The displays were great but static posters are good at the center of car since when you are at the center, you can't see displays. Cushions are comfortable. The bike racks great!
4833	The interior looks like exactly what it is – a cheap knock off of a carnival ride. You took out too many seats, don't need bike racks in every car. Compared to how BART was originally sold – this is a piss poor delivery on the promise of everyone having a seat. Put them back and class them up.
6939	The interior looks like it has been constructed out of recycled water bottles: perception is "sustainable" but "cheap."
1839	The interior of the new bart system was completely different than what it was in the last 5 years. The seats are hard, but it is easier to relax to sleep. I think the new bart interior was pretty cool.
3069	The interior of the train looked very nice. The only thing that I might have a concern with is that it seems that these new trains will have a few less seats available.
9010	The interior seems far smaller than what we have as well as the seats. Why would you choose Seahawk colors for the Bay Area. Who thinks of this crap?
833	The interior space seems smaller and will accommodate less riders than current trains.
3589	The interiors are excellent with good designs.
9200	The lack of a car that caters more to bike riders is going to become a growing issue with more and more people opting to ride their bikes due to fitness and rising gas cost. I feel that and spaces is still. Not going to be sufficient enough for the number of Bay Area residents who use their bikes on a daily basis. Just my 2 cents...
676	The lady said it will have 3 doors and 4-6 less seats with more frequent trains that's good just make sure you remember seating and plenty of it because of us stand all day and can't wait to sit down. Especially during commute time.
8901	The layout does not fit two power chairs side by side in the designated spot. When entering the train the prevents a second chair to park. Also not easy access getting off train when getting off the same side chair is parked.
1320	The layout is more open and less cluttered. The automated announcements and digital screen are definite improvements. Reduces dependency on the train operator for stops and routine announcement.The only missing feature was Braille. For blinds it appears to be a downgrade. Not sure if active feedback from visually impaired was part of the design.
635	The layout of the car is user friendly and if a person is blind be able to know the next stop
1403	The light green yellow is a little loud. Do you think this material will not show any marks? We just wondered.
4950	The lighting in the car could be brighter. The seat-ceiling pole on the side facing seats could be further away from the seat giving the seated passenger more personal space from those standing.
1161	The lights were very bright. The seats were comfortable.
4144	The lime green is a bad choice of color. It is a fad color and in 10 or 20 years will seem really dated.
3940	The lime green seat is obnoxious – could you choose a more classy color? Blue seats are fine.
4554	The location of the floor-to-ceiling poles block wheelchair maneuverability-access.
7019	The loss of available seating is a downfall. Screens a little small to really view information.
5152	The lumbar support feels good on my lower back but I can't comfortably sit back o nit. Also to sleep o nit you would likely bump heads with the passenger behind you. You need more seats – it's too big a trade off to eliminate so many of the seats for more bike and standing space, and more seats should be facing in the same direction like the old cars.
9062	The main thing is keep the new cars clean. What controls are I place to reduce vandalism?
4113	The maintenance light colors on outside will cause confusion with the train line colors. Digital info displays can't be seen when people are standing and are no next train info above the doors.
7359	The map need to improve to show the number of stations passed. No need to have a morning dbt. There can be a light on each stop that will illuminate once the station is reached
8912	The material of the handle may be not easy to clean and propense to accumulate dirt.
1597	The middle pole is a great idea to make it more accessible for people who the usual within reach normally don't have access. I also loved how spacious the aisle was, huge plus for me who feels cramped in the aisle.
4282	The mirror seems like it will get dirty quickly.
986	The mirrored wall was a bit strange, but I'm sure will be easy to adjust to. Love the screens!
7353	The mockup car clearly shows a huge step forward in modernizing the FCRFT, The new cars can't come fast enough
5095	The monitors are not visible from low angles. The screen is directional and if I was short or in a wheelchair I could not see the screen.
7077	The more bike racks the better! What about flip-down seats for variable levels of crowding? Great job getting the public involved!
6862	The name from Bombardier is missing!! :(
6510	The new Bart is a very fantastic train.
8889	The new BART is excellent.
8805	The new BART layout is an extreme improvement! Well done!
2874	The new Bart train is awesome. I can't wait to ride the new Bart train with my cousin.
2761	The new BART train is really cool.
2111	The new Bart train is very nice and roomy.
2687	The new Bart train looks very awesome with new gadgets to tap in like the TV Screen showing our location and destination which allows other people who aren't use to Bart to follow through with the seats looks as if it could get dirty.
7184	The new car looks good! Can't wait to ride it!
9002	The new cars are definitely an improvement. Provision should be available for persons with baggage going to OAK or SFO. Digital signs with routes are excellent idea but they should be larger so more people can see them.
1505	The new design seems to lower seating capacity which is a very big disadvantage.
5484	The new fleet looks great! It seems like there is a lot less seating, but I read that the seating is comparable to the current trains, so that is likely just because this is a half car.
6477	The new LED signs on exterior are too small.
5740	The new model looks excellent. Do away w/carpets and upholstered seatings!
8689	The new model looks great. It looks cleaner and nicer than the old ones. The bike racks are useful to hold others bikes for them instead of holding them themselves.
3128	The new models contain all the latest technological features, which will allow the public to enjoy Bart more.
7163	The new narrow seats might be problematic for heavy people. I like the 3-pole at the doors – but understand it's a problem for wheelchairs. Fewer seats means more standing. As a senior, that sucks.

Appendix A

Survey Data: Verbatims

5486	The new screens seem useful but was hoping more data would be available such as estimated time to next station or status of connecting trains or timed transfers.
8998	The new seats don't feel as comfortable as the old ones. The bike rack is nice but that's less room for people during commute. Some involve with the floor to ceiling pole.
4526	The new train car is better than the other are just because there is more space.
1831	The new train car is good. I hope the service change.
3483	The new train car is well and good. I would like to bring to your attention another important matter specifically to Fremont Bart Station. Where do you think thousands travelling from Fremont Bart should park? Target or any other shopping center can have multi-structure parking. But – it's a shame that public transportation giants like Bart cannot invent in such a basic need.
6583	The new train is marvelous.
4948	The new train is not very modern, and also, sit, just a few sits, I think that most of the people would prefer some sit, please take care about this, and thanks for make a better transportation for San Francisco.
6258	The new train is terrific.
7324	The new train just looks great
6671	The new train looks great. I'm glad you got rid of the carpet.
3063	The new train seats were very nice
9093	The new trains look great! The three door idea is great! The seating range might be a little hassle but hopefully it's doable! The pole in the center of the entrance should stay how it is.
2541	The new trains look great. I'm primarily interested in the cleanliness of the cars/seats but I think the digital screens and floor to ceiling poles are great additions. The cars seem a little smaller and the seats aren't as well padded as the current seats which I view as disadvantages.
4761	The next station signs @ the end of the cars may be too small for some to see, especially from the middle of the train. Exterior destination signs should also be bigger. Map and current locations marker is great.
7383	The non digital map on wall is useful. It should be kept for people that need it (elderly, sight, impaired) Floor-to-ceiling-pole will be a problem for people with disability that need and uses motorize wheel chair/scooter
4460	The number of seats could be raised because as a commuter, after school I enjoy being able to easily find a seat.
5383	The number of seats has been greatly reduced. Is the goal to make everyone stand? Looks like a miserable ride.
1478	The number of seats seem to be a lot less and the configuration seems weird at right angles. If a tall person is on one of seats at right angle then there won't be much room. More seats please.
2157	The object to create more passenger access, i.e. standing. However what about the people who have problems standing over an hour?
4471	The old exterior looked better, also the previous color scheme looked better.
8846	The older trains had more than 1 way to hold/store a bike. But given the next configuration, I don't think there are many other options.
5002	The only aspect I question was the seats ergonomic posture – they require us to sit bolt upright or slouch forward. Many people nap or sleep while riding, this is a reality. The seats don't seem to allow for a relaxed body position that will allow for napping.
8924	The only problem is that the bright colors with the heavy lighting makes it too bright.
6062	The only thing I dislike is that there are a lot less seats. Also, I don't understand the color scheme. It is confusing with Dublin Pleasanton line now because both blue.
7008	The only thing I don't prefer over the current cars is the lack of window space. So much of the BART line is on elevated track, giving a great view of the Bay Area, and it will be far more difficult to gaze around with the new, modular spaced-apart windows. Sad face. :(But overall, looks good.
5201	The only thing is it looks like a lot less seats.
1080	The outer edges of the car are too low (or I'm too tall). No, the older trains have more headroom so it can't be me.
7007	The outside signage, interior display and triple vertical bar are very welcome additions. The bike rack could limit seating.
5051	The outside signs to tell riders which trains they are got smaller. The floor-to-ceiling poles in the middle are an accessibility hazard. The seats have no way for a person to leverage themselves up with making them hard to read, but I like the highlighted live. Why are the trains Seahawks colors? I do like the different seat colors for low vision riders. It is too dim.
8932	The overall appearance is very nice! I can't wait to go for a ride in 2017.
6215	The overall appearance of the car is good along with the color scheme. I like the extra headroom of the car and the air vents along the length of the car overhead. It seems to be a more modern version of the existing cars which brings familiarity to the passengers. I also give high marks for the digital info displays which could provide future interactive display sand touch screen capability. I think bikes will continue to be a problem on crowded trains.
7330	The overall interior layout seems to limit space even though there are fewer seats. Less seats should mean more space. Not too impressive, unfortunately.
5206	The overall problem is crowding on the trains for everyone. That said, people who use wheelchairs have no choice about where to be on the train and have reduced flow space now because of the pole. I recommend clearing the entry areas for people who need space for a wheelchair or scooter or walker. While I appreciate that people who use bicycles want space, I do consider that a choice rather than a need.
3974	The overhang on the exterior looks odd. Digital screens are too busy looking. Suggest a simplified list of the next stops on the line with symbols for transfers similar to New York. Displays could be located more prominently above doors rather than at eye level where they are easily blocked by standees.
6447	The overhead bars are a little too high. I'm 5'8" and it's not comfortable to hold, especially for longer trips or when it's crowded and you have to stretch. Additionally, the cloth loops on these bars are made of a material that would get dirty over time, so much so that I wouldn't want to use it.
944	The overhead handles are a little out of reach. I'm 5'2", so it was a bit hard to reach with a backpack and even some little flats. The pole is a huge addition as well as the open layout and clearer signage RE - priority seats/bike area. Love the screen showing where on the BART the train is. Looking forward to the roll out!
6947	The overhead handles should not be cloth. People do not always wash their hands and cloth handles would be difficult to clean. Metal handles. I love the material covering the seats. Looks easy to disinfect.
3258	The overhead poles seemed too high to reach often times in a crowded train the “black fabric handles” are completely used leaving no extras for “shorter” passengers. Completely disliked the floor to ceiling pole as it limits space for wheelchairs and makes mobility limited for the blind! Remove this feature!!!
9188	The overhead straps are too high. The headrests are extremely uncomfortable. It is great that the seats will be easier to clean but the material traps body heat, making the rider hot and sweaty. You try riding for 45 minutes on a packed car on a hot summer day. Make sure there is ample seating for seniors and disabled.
4469	The placement of the poles seems to interfere with traffic flow – especially wheelchairs, strollers, bikes. Otherwise poles are a good idea. Out of doorway.
1057	The pole and racks are great.
4530	The pole can be a problem and we need to have room for 2 wheelchairs. Thank you.
2908	The pole creates an access barrier – it is a magnet for people to stand around. If the door opens from the side opposite the wheelchair area, there is no clear path to the wheelchair area because of the pole and people around it. The pole could be moved away from the center of the entry way. Or longer straps should be used. I understand some people like it, but it does not make sense to solve one problem to create another.
5987	The pole impedes wheelchair and scooter access at the end doors. Folding seats by doors would increase wheelchair space. I don't want to ride a transit system where people have to move every time I get on or off -- fearful of people getting mad, as they do on buses.
3897	The pole in the middle gives me mix feelings I like that I can reach it while being in the middle but it feels crowded by the entrance, looks like less seats. Feels like it would be a problem for over weight people but I love the digital map I been saying it would be great for students learning to ride the Bart.
2632	The pole in the middle has to go, not good for crowded trains. People will lean backward on pole while reading ipads. Wheelchairs when crowded will not be ideal. Personal space.
4365	The pole in the middle near the doors worries me. Seems an obstacle to people in wheelchairs or with visual impairments. Also the doorway is awfully low. I'm 6'0" and I almost bump my head. Love the bike racks and digital signs.
5157	The pole in the middle of the entrance seems problematic.

Appendix A

Survey Data: Verbatims

4459	The pole interferes with wheelchair users access to the wheelchair space. It should not be right in front of the doors.
5176	The pole is a bad idea for wheelchairs when the car is crowded.
4479	The pole is a big problem for people in large chairs/scooters entering from the far sides. The door away from the wheelchair spot. It needs to be removed from the wheelchair spots.
4344	The pole is a hindrance to disabled folks.
5131	The pole is a serious design error in my opinion.
4537	The pole is a terrible idea. People should never block entrance/exit – should move just like people have to do on a bus. Guys who hang out in front of doors will have their feet run over by wheelchairs trying to enter/exit. Colors for disabled? Who is going to enforce? Workers do not enforce as is, even bikes on the 1st car.
3122	The pole is blocking, it's in the way. Myself and two other people almost bump our heads into it.
4536	The pole is gonna be complicated for me with my daughter. I use a wheelchair. More wheelchair spaces.
910	The pole is good for short people and (illegible)
7143	The pole is great! Color scheme is kind of bright!
6204	The pole is in an awful place. At least in the middle doors area have one pole where the two seats across from each other are, not at doors where people get in and out. Also no glare displays. Higher res. Better map and more displays.
5124	The pole is in the way for people who use wheelchairs. I would move the pole to the sides by the door. It makes more room for people who wheelchairs during rush hour commute. Color scheme: change the colors to Bay Area colors not Seattle Seahawks team colors.
903	The pole is inaccessible for many users. There are so many other places that pole could be. This needs to change.
5945	The pole is too high for short people.
5948	The pole is too high for short people.
3822	The pole is up too high for most riders.
6223	The pole might get in the way when people are getting on and off at peak times. Seat were not as cushy as current ones. The bike racks seems to take up more space than the bikes, and those 'leaning spots' are so nice on a busy day. Love the color and screen!
4386	The pole needs to go! It's too much of an obstruction. Need a parallel grab bar in accessible space not vertical. LED screens get glare and can't read. The 2 seats next to accessible wheelchair space should flip up to make room for 2 wheelchairs to travel together. Side posts or poles next to seats by doors instead of pole. Chairs need arms for folks who need to hoist themselves up.
2797	The pole seems to be okay, especially the shape. The ceiling pole is high.
6336	The pole takes up too much room. It will cause problems if wheelchair and bikes and suitcases on BART. Need more than just 3 spots for bike in rack a lot of people ride BART w/ bikes car needs two bike rack areas
7419	The pole will cause a cluster or riders at the entrance of the car which will impede wheel chairs and make it difficult for people with service animals. Fy
9043	The pole with people around it does not allow for wheelchair access.
4357	The poles are a bad idea. Inaccessible for people using wheelchairs and scooters.
3375	The poles are a big mistake. Makes wheelchair access almost impossible! Bart was told about this - I had a long, long conversation w/ my Western, as it is it's difficult/ because people who are not seniors or disabled won't move for seniors disabled – too busy rockin out on their iPhones. Drivers (50%) don't even enforce no bicycles on first car. ADA violations galore!
2626	The poles are useless and annoying in the middle of the cars near the doors. There aren't many seats.
2042	The poles being right in the doorway is concerning for those coming on with multiple wheelchairs/strollers. Are the TV's protected? Thick plexi covering might ward off vandalism.
4156	The poles for standing passenger need grip pads because hands slides while standing and train stopping.
2936	The poles in the middle are not accessible for my clients with wheelchairs. It wont create good traffic flow during commute hours.
4378	The poles not sure – perhaps OK? As wheelchair – where the bikes are parked this – so wheelchair will know where to enter – bikes also know to enter a separate door !!! When bikes on current trains/disabled not accommodated – so not sure. I like the bike racks and see are being used! Thanks
6249	The poles obstruct wheelchair access! The aisle is barely wide enough to accommodate a wheelchair.
7503	The poles on the top of the BART train is too high. I wish it was just a little lower so shorter people, especially women could reach it. Currently and in the new model, it's a strain to reach it. But love the floor-to-ceiling ones with extra grabbing options. Great work!
2393	The poles seem poorly placed. When people are entering and exiting cars, they seem like they will get in the way. There is already a problem with people blocking the doors/aisles and this pole configuration could make that worse. Thanks.
7509	The poles will make it impossible for wheelchair using passengers to exit a crowded train. That must be changed
1928	The pool between 2 seats can be cumbersome, but at times maybe beneficial for people with disabilities who need an extra "hold" to get up.
807	The problem with individual seats versus benches is that less can sit together. Families with small children use the bench to sit 3 or 4 together. This is not possible w/ individual seats. Also more difficult to place luggage/bags etc. between 2 people. I love the bike racks.
6663	The prototype looks good. It would be good a couple more seats would be good. I like to styling out and inside I hope air conditioning/heating will be improved.
1463	The railings above are hard to reach for some individuals.
5417	The rails to grab if standing are too high. I'm not short, but it's even hard for me to reach, and there are never enough straps. The ceiling bar needs to be at least 4-5 inches lower or lots more of the straps. I like the organization, but it feels a lot smaller, and given how crowded the trains are now, I worry it will be a commuter nightmare getting on and off the train.
8677	The reduction in the number of seats is not in the interest of your customers. A serious mistake! (From back of survey) More seats not less are needed!
1430	The roof of the entrance is not tall enough.
9233	The ropes to hold onto while standing should be made from better material (plastic) instead of the fabric seat-belt material.
5362	The screen changes too fast.
2295	The screen is cool but looks easily broken. Not a fan of the colors – too Seattle.
15052	The screen is too small for visual problems. The floor-to-ceiling pole is not good because it obstructs when it's crowded. The signs for the handicapped people are too small. They need to be bigger. The computer system is too small.
1630	The screen may need to be a little bigger for people with vision impairment. Seats need more comfort for the back, maybe with more cushion.
8872	The screens and signs will be of immense value. Automated recording announcing stations GREAT. Thank you for bicycle racks. Seat covering seem very durable. Straps are high – glad I'm not short. Pole near door too close – you'll have maneuverability problems.
6384	The screens are hard to read and have glare. The bike rack area is small.
4936	The screens are probably the greatest improvement. I don't see how the interior will be earlier to keep clean. Which is my concern. The exterior does not look very streamlined and the aesthetic looks to be the opposite of modern. The interior does not deem all that move spacious, but I appreciate that BART did away with the fabric.
6527	The screens are really helpful and it's much easier to move about the train. Only thing is hanging handholds aren't super reachable for short people like myself.
1957	The screens look really nice and futuristic. The neon color chairs look a little funny. Maybe a darker blue color and not neon yellow. Maybe offer hand sanitizer or wipes in the train. Overall it looks great.
9136	The screens should be bigger so you can see it with ease.
4843	The screens with the map are great but the electronic signs with scrolling text could be improved. On the electronic signs, having the text not scroll, but rather just display simple messages (like the current/next stop) without scrolling would be better.
3762	The seat backs are way too upright. I ride from Fremont to 24th and Mission almost daily for work. OMG this will be extremely uncomfortable sitting for an hour. Especially with the starts and stops at the stations. That will drive me crazy. It could make me prefer to drive. The seats are very important. Please make the softer and more relaxing. Bart can be stressful with so many different types of people sitting/standing so close. If the ride is too uncomfortable, then it adds to my stress level. Do you get that?
1700	The seat cushions are really thin and the chairs small and far apart. Not many seats.

Appendix A

Survey Data: Verbatims

9181	The seat is made for an average torso length. I'm only 5'11" but I have a long torso. That means that the forward curve at the top of the seat hits the middle of my shoulders. This will be very uncomfortable on long rides. Please use more universal seat design. A seat which most people love but which is seriously uncomfortable for a minority is not acceptable. Thank you!
5584	The seat material needs to be strong enough to withstand thousands of riders. Current seats and even the fairly new seats collapse and stop giving bottom and back support. I need that back support!
7599	The seat might be torn easy.
5068	The seat seem smaller. The poles seem to hinder wheelchair users.
7519	The seat should be lower or height adjustable. Lighting should be brighter so the passengers will not fall asleep and miss their destination.
1253	The seat should use reliable material instead. The color is good, but easy to be dirty. I would recommend to use the hard plastic seats.
1763	The seating are designed small. Not enough seating.
6140	The seating is definitely an improvement with regard to cleanliness. The car itself felt smaller in part because of the reduced window access. Overall I consider it a good design. Not sure how comfortable the seats will be for a 45-minute commute.
1605	The seating is good but the reduction of seats will mean more crowded trains – they are presently too crowded during rush hours.
1934	The seating seems a little tight, hot as much room. Seats are pretty comfortable. I like the extra poles.
9158	The seats appear to be shorter in seat length. Maybe not too comfortable for very tall people.
8746	The seats are a nice improvement from the old hard plastic ones. The new livery is cool.
1180	The seats are bright and colorful however the lime green seems like they will be discolored quickly. The seat design for bags underneath is excellent. And the area for bikes fantastic.
4396	The seats are cleanable but are plastic which is a problem for many people. I like the floor because it should be cleaner than old cars. And I like the center pole because it is a hand hold in the center of the car when it's crowded and there is nothing to hold onto in the center of current cars.
5642	The seats are comfortable and very good to sit on.
2649	The seats are comfortable but I miss the arm rest on the seats. The seat length is too short.
6541	The seats are comfortable. The cars seem more "roomy" which is good.
3240	The seats are comfortable. The maps are helpful. I am looking forward to these new cars.
3396	The seats are creaking - why?! They are new! Floor-to-ceiling pole is a good idea, but I believe it should be safer - think of resin covering (at least on kids head level)? The three branches are potentially risky of hands getting stuck (during the highest activity hours). Thank you!
15093	The seats are extremely small. The bike rack is excellent. (spanish)
8887	The seats are getting smaller and we the people are getting bigger...
4983	The seats are kind of small especially for big people. The color especially the apple green will soil easily especially for people who put them feet up. The material is not durable.
3796	The seats are little short (the length). Do not like the highlight green. Need a bar next to the bike rack.
5425	The seats are nice but I feel they would be more sanitary without the cushion. Things can get caught in the cracks and its a perfect place for bacteria to fester and bed bugs and mites to wide. Also having fewer seats on the train isn't convenient.
2657	The seats are nice; not as comfortable as current seat but I understand easier to clean. There does seem to be more room in the car to stand. I like the new destination sign and map.
5550	The seats are only comfortable to me when I slouch (I'm 6'0")
1710	The seats are pretty comfortable for public transit, however by not having covers flush the structure, debris can be trapped around cushions. I'm not thrilled the green, however it is easily distinguished as special seating. The floor could be also marked for designated seating, possibly with distinct texture for the visually impaired.
6114	The seats are slippery. How will passengers fare when train makes or excels in speed? Will the seated passenger be able not to slide on seat? Smaller seats do not accommodate larger passengers.
1069	The seats are so comfortable. Bike racks -> great ideaF) excellent idea.
3911	The seats are too close together. If someone has a package or suitcase – very limited! They are narrow. May need more spaces for people to hang on! Also from last seat to exit – lacking safety straps for grasping as the train stops.
2532	The seats are too few have too much of a recline. It is very uncomfortable. Unless BART is planning on running 15-20 car trains or run them more often there are too few seats on this car for commuters.
2218	The seats are too narrow and they're not enough. Too much room for bikes, not enough for people.
3772	The seats are too narrow. People are already spilling over the seats and now these are even narrower. The inability to pass between adjacent "D" cars when they are positional in the middle of the train is a real loss. The color scheme is really loud (mostly because of the green). The interior feels much more "plastic" and cheap compared to current cars.
4592	The seats are too small and the interior overall is too small, seems like not a lot of people fit. Also, people with needs aren't really going to fit in the disable seating part.
2172	The seats are too small. Also (illegible) less seats is making more people stand. I commute to SF from Pittsburg . Too long to stand for anyone like whole ride.
1116	The seats are uncomfortable.
3693	The seats are very comfortable. I like the bike racks. Color is pleasant. Overall you did a good job.
9140	The seats are very comfy, but the arm rest for the seats facing/the sides of the train might be missed – when stopping and going. Lights – they should be able to dim and brighten = have a car with softer lights (for us sleepers!) The bike racks – not really in favor of those – they take up valuable room during commuting hours.
4220	The seats are very hard. I would rather have wider seats than more aisle space. I can see myself hitting a fat lady as she taken up ½ my seat. They are the most uncomfortable seats I have ever sat on! Love bike rack. Hate center of door pole. Seat pole needs to be away from seat.
29	The seats aren't a comfy as older cars but for the purpose of getting somewhere and generally not a long trip, they are fine and do give more standing luggage space in aisles. I am hard of hearing and appreciative of LED screen, screen for emergency info AND induction loop proposal I surely hope the electronics of that and potential electromagnetic interference can be worked out. I'd be happy to test with my t-coil. <R's name and number>
8792	The seats better use stainless steel easy to clean.
6915	The seats carry germs. Just have plastic ones
3948	The seats could be punctured easily. They are comfortable. Hope patrons don't vandalize.
2293	the seats could be spaced a little further apart that would be great
7306	The seats could be staggered so that they don't line up across from each other so that there are more poles to hold onto. Very disappointed that each car loses seating. It's hard to read standing up.
791	The seats could stand to be a bit softer.
4864	The seats don't look like they will last long. More maps! The screens are dark and will be hard to see if cars are crowded.
3973	The seats felt narrow and not too cushy. I love the colors but the bright green may get dirty faster. It will need more maintenance.
4596	The seats in the back of the car need to be a bit away from each wall so you can grip them.
2273	The seats look a little small, but other than that its great as in appearance. You should look into having Wi-Fi on the cars and a side note: the (staff person) is really hot.
1177	The seats look and feel comfortable. A+
2930	The seats make me wonder how clean they are. NYC subway seats seem cleaner.
1549	The seats make noise while sitting and getting up. The leg space between side and along side is less.
5057	The seats near the door -space restriction.
2098	The seats need to be wider. Most adults will be over lapping shoulders.
3851	The seats need to fold up if two wheelchairs need to pass each other. I like two colors to show priority seating. However would like a color besides green – maybe a cream? I know it will show dirt but so will lime green. And at least I can tell what BART "fluid" is on the seat, maybe just make the bottom white lol.
4682	The seats seem closer together. Beautiful design. I like it a lot. Could have been more "Jetsons-g" but still pretty cool.

Appendix A

Survey Data: Verbatims

3972	The seats seem cool, but those seats are going to get ripped. The cost to replace seats like that? Also, the floor to ceiling pole is great if it's just people. It will be a major obstacle for bikes thus creating a more chaotic problem. Only two bike racks? I feel people get creative now to fit more than just 2. People friendly, not bike friendly.
820	The seats seem easier to clean but I would prefer no foam!
8864	The seats seem less padded and less comfortable than the current vinyl seats.
2838	The seats seem like they could still get dirty. Prefer plastic seats - easy to clean.
6819	The seats seem slightly less comfortable than the current seats, but they are not uncomfortable. On screen ads could be used to lower fare prices.
4909	The seats seemed a little shallow so it felt more like herding than sitting. Not sure regarding the neon yellow. Love the new windows and the 3-in-1 pole! Love having digital updated signs!
7244	The seats seemed pretty uncomfortable! And I did notice the aisles seemed wider as well. Overall, I like the new car. I'm hoping the digital screens will be able to provide location of the train in the system as well as highlight other transit connections where appropriate (i.e. Muni connections, Geary, and airport).
1060	The seats should be plastic. People pee, poop, and vomit on those seats. They must be able to clean!
8802	The seats should be stainless steel for easier cleaning and less vandalizing.
3663	The seats squeakkind of darkvery few seats
1143	The seats that are connected w/ the back o the wall do not allow you to sit all the way straight and comfortable. Maybe they can be moved forward to prevent the slant of the Bart wall interfering w/ one's head.
3163	The seats very comfortable but the color easily get dirty. The bike rack excellent people will not hold it anymore. The floor very good not will get smelly. The lighting very bright good for my eye sight. Overall rating excellent. The hand rails- the pole perfect good for short people.
5624	The seats were comfortable but didn't have a head rest, so my head was always on plastic. The color scheme was nice, but blue and green seats don't fit with gray. Maybe try silver, or another color. The exterior appearance was not as good as the original because it was sleek and graceful white. Now it's dull, gray, and make square. Otherwise, this was an awesome train.
4749	The seats were creaky and fairly hard. Other than that everything is great! I love the bike rack!
3342	The seats were not as soft, and I think the bike rack could be made so they take up less space. Everything else is great.
9101	The seats were too close together.
8771	The seats weren't as comfortable.
1278	The seats will be slashed and destroyed by hooligans.
6775	The seats will likely get slashed w/ that fabric.
7180	The seats would probably be hard to clean by the stitches. Also bikes are too close to each other and could be a source of injuries when people are rushing out.
4453	The pole system is great and accessible for young kids.
7435	The seats; the built-in cushion at the top of the seat back forces me to slump. Not comfortable. I'd prefer a flat seat back without any punching.
5556	The signage on the outside of the train could be better. Often it's hard to see the signs on the station platform. Also, the line color should be used to illuminate the side of the car on t he inside and outside. I'm thinking like a strip of LEDs running the length of the train. I don't have a problem with the center but it seems a little unnecessary. Does it need to be 50000 shiny. It's distracting in the light with the sun shining.
8928	The signs aren't quite big enough. Also, some of them should be higher for peak commute times. And please put fire extinguisher sign on the door closer to the extinguisher. Make it BIGGER.
20010	The signs over the end-of-car doors scrolled a bit too slowly for my liking; the seats were a bit too brightly colored.
5696	The single greatest improvement is the lack of germ-encrusted seat upholstery. Why was this not implemented sooner?
9246	The sits are smaller, and need side rail – saw a big guy sitting at the back and occupying 1 and ½ sit.
5602	The smaller seats are a real shame. Losing the comforts of home like cloth, seats and carpeting make BART feel more like a sterile bus. I'll be much less likely to pay \$8 round-trip for this cheapened experience. Also, I hope the video screens never show advertising or at least keep it community-friendly.
3433	The three pole floor to ceiling pole is my favorite. I like the neon color seats; more colorful!
7047	The three standing pole is better than a one standing pole. More people can hold onto the pole. Three bike rack looks a lot cleaner and neater than the mockup at MacArthur. Digital Screens are great if they are going to tell you at what station you are.
5951	The three-bar floor-to-ceiling bar near the doors is a great idea! Add more bars throughout the cars as space allows. Lighting appears okay but during the day it was difficult to establish effectiveness. It would be convenient to have lighted signs visible throughout the car that would indicate the upcoming/current station.
20007	The three-bike set-up will take away needed standing room when trains fill up on the way to San Francisco. Please keep or further modify the commute hour bike rules to avoid the inevitable...
5448	The top poles are higher – therefore very hard to reach. Already in current Bart I see people struggling to reach them. Also Bart needs to run all night long.
7325	The train appeared roomy, the bike rack was cool.
13	The train car model is modern; seems comfortable. I like it very much and hope to have good service.
5964	The train doesn't look very aerodynamic, but it's comfy.
6172	The train is beautiful, colorful, and inviting. Looks awesome!! Very excited.
5698	The train is great! Just more seats would be great.
3075	The train is just unexplainably fantastic, awesome!
2105	The train is very nice and well built.
2659	The train looks great new; however, with age it will slow heavily. I love the exterior decal work, but it will peel quickly. Flawless interior layout, well done. The seats are still but will provide support unlike the current seats. There still needs to be more space between the seat and wall because trash is always wedged in there. Love the bike rack. Floor is dark and non-porous, great! The screens are good but very dim. I like the bright color scheme, gives it a clean look. Nicely lit but I would like to see some colored accent lights, like blue on the roof of the windows.
1616	The train looks great. The layout is beautiful but a bit too short. Seats are comfortable but hard. The material looks very washable. The bike rack is a little cramped. I can reach any part of the pole and I am 5 feet tall! The floor is too hard. I always want to know where I am and when I will get there. The colors are very eerie. The lighting almost hit my head!
6780	The train looks very nice. Long overdue. Can't wait to go to work on one.
15051	The train model is good. Thank you. (spanish)
776	The train needs more seats.
7187	The train seems to have fewer seats than the current trains. It would be good to note whether the new trains have similar seating or less seating (more) than current trains. Bike rack takes up a lot of space.
3157	The train was really good. It's good that the seats the right material.
6312	The train was very nice.
5903	The trains are an upgrade and look more modern. My main concern are seats because the train is sparse. Most people commute from the suburbs and standing for 45 minutes continuously in the existing cars already. BART extends deep into the suburbs so most people have long commuters and it would be nice if it was a comfortable ride. Also, the seats that face the side of the train has no arm rests and if the train stopped suddenly, would people fall off?
8834	The trains are OK. There are less seats when trains are crowded it be very hard to hold on. The seats in the current train seat more people.
2202	The trains look awesome.
9170	The trains need MORE seats! Especially seats in rows such that when seated the back of another seat is in front of you. For those of us with 45 minute plus commutes, riding without a seat is terrible.
3390	The trains need more seats. The support poles are very restricting. If I'm sitting down with a small child, I have to now worry about a pole in between our seats. The design looks very sheek but not very practical. The seats are too small. I will not sit down next to someone when their ass is hanging over onto my seat. The bike rack is difficult to use. Its more important to be practical than cute. Get your (expetive removed) together BART. Use the BART car money to clean up the dilapidated stations that are disgusting. Safety not cuteness.
2158	The trains remain too new!

Appendix A

Survey Data: Verbatims

1346	The trains seem smaller/narrower and it might be an issue if the trains are full capacity. I'm short so the handles toward the middle are a bit high. Overall it's a very sleek design but wish the interior be a bit bigger/spacious. Also if more commuter trains are added to the Fremont line especially with the new Warm Springs BART extension being built.
4136	The triple floor to ceiling pole is excellent :)
15107	The truth is that it's a very innovative design that will make our city modern and respected - an excellent new BART. Congratulations. (spanish)
6097	The upside-down gutters for the door track look odd.
795	The vertical pole with 3 vertical sections is a liability! Broken arms and wrists will happen.The yellow seat covers will stain quickly.
15084	The whole car was made very well - very comfortable and spacious also for the incapacitated ones to put a few rails so that they support themselves for the bicycles very good thank you. (Spanish)
1362	The whole thing looks very good. The new changes seem like they will really make a difference.
3191	The worst part of Bart is when people play their music. Can there be Volume Gauges that Bart can use to see if a section of the train is too loud? They can then contact Bart PD to ticket the individual.
7112	The yellow seats are going to get filthy and dingy-looking.
4083	The yellow/chartreuse seats and some wall colors are terrible. Blue is OK. Would be better if passengers could travel between cab cars. It could be an emergency exit through the cab into the next car as it is currently. Whatever is changed, if nothing else, the noise level must be reduced considerably. The bombardier cars on Caltrain are a good example.
6473	There appear to be fewer seats. When your commute is nearly one hour, you do not want to stand the whole way. The blue is fine. The lime green is annoying. Cars appear to be much smaller.
4733	There appears to be a short of seating and lack of enough handicap seating. When I ride, there is a few people who need seating. Overall looks good! Congrats.
2135	There appears to be less seating for people in favor of stuffing people in standing.
6195	There appears to be less seats available. It seems like although it feels more spacious that during commute from hours there will be less opportunities for people who require seats to be able to find one.
6156	There are a lot less seats. For someone like me that relies on a seat because of physical problems, it looks like I most likely will not get a seat. I get on at Walnut Creek and Embarcadero which are very crowded when I get on now. I am disappointed that there aren't more seats on the new cars.
2808	There are fewer seats than the older cars.
2329	There are future more TEST try. People care seem trying.
7408	There are less seats than before more seats for people who ride long.
4894	There are NO SEATS!! - I ride for 35 min and want a seat. You have to fit more seats in a car. This is crazy!! Take out bike rack and put in seats!!
5621	There are not enough poles. Put an arch in the divided poles. The poles near the seats should be angled out (not in) You need to pay more attention to the needs of short people, people with balance issues. Eventually these cars will become crowded (not enough seats) and it's better to have good places to hold on than 1 - 2 more seats - Madrid and Barcelona trains are good models.
4840	There are not enough seats! Period! Only those people getting on at the end of the line will get a seat. That means we will stand for 30+ min. With all the delays etc. it can easily be over 45 min standing. I think it is terrible to reduce the number of seats. I will drive if you decrease seats!
9125	There are not enough seats. The trains do not currently have enough seats and the new trains have even less. There are more doors which in creases the chance of more trains going out of service. Plastic seats are less comfortable. There are more bike sections. Why not have just one train for bikes only instead of merging people and bikes together on one train.
6982	There are not enough seats. This new design means that most passenger will have to stand for 30-60 minutes. I usually work on BART but I won't be able to do this standing! Have any of the designers even sudden BART. This design in typical of BART. It doesn't consider the passenger (and taxpayer) first.
5916	There are not enough windows (could lead to car sickness). Chairs too short for taller people.
2405	There are too few seats. Today often passengers do not stand for seniors or handicapped people - with more seats I would have better opportunity to obtain one.
765	There are too little seats for people that might need it. In addition what about people with luggage there is not enough room for those people.
1670	There are very good but need back seat higher.
4913	There aren't enough seats. Even if you run the trains more often. Less people will have a place to sit. I would hate to ride from Balboa Park to Pittsburg with no seating during rush hour.
6419	There aren't enough seats. The chartreuse seats will be dirty/ugly quickly. The floor is slippery. These cars are a step backward.
3406	There aren't very many seats, which means more people will stand, but there doesn't seem like there's enough handle/bars for people to hold onto (like in the middle of the aisle) I'm sure there will be people standing there on a busy day.
7299	There could be more seats maybe. I wish the windows were bigger!!
4884	There doesn't appear enough room for airport travelers. Space between sheet is limited i.e. left room and letting others jut.
6243	There doesn't seem to be a lot of seating. Also the floor-to-ceiling pole seems like it might get in the way of bikes etc. And will everyone be able to reach it for keeping balance in a really full car? The seats could be more comfortable.
8782	There doesn't seem to be much change to the cars. But the new cars will be very welcome. However, the vinyl upholstery on the seat look cheap and extremely vulnerable to tears.
3706	There don't seem to be enough seats overall. Also many seats seem to be side facing rather than front or back facing. It is always hard to get seats already (especially front facing ones) on Bart cars so I wouldn't want new cars with fewer seats.
5967	There have always been issues with congestion at the doors. People don't move to the center to make room for other passengers for fear of missing their exit. The current placement of the floor-to-ceiling pole seems like it will increase this problem. More seats would also be nice.
1678	There is much less seating on new train. I travel 2 hours per day via bart (one hour each way) I usually get a seat now. I am worried I will be standing more often.
2228	There is not a comfortable place to rest your head. You need something softer to rest your head on and not a bar. The old/current trains are better for resting your head.
7378	There is not enough seating for wheelchair passengers!!!
7420	There is not enough space on the car
7053	There is only one pole in the middle. Short person like me can't only use the pole but if the train is pack can't find anything to hold on. Of course I can't reach the hand strap above my head. Just need to add more pole. Too many homeless people occupy the seat. Not one seat but two! Also need more 10 car train instead of 8 car in the peak hour of commute.
2598	There may be problems removing the bike nearest the wall when multiple bikes are present.
4327	There might not be enough poles for short people such as myself to hold onto.
2965	There need to be outlets to charge your phone like megabus or built bus!!
1125	There need to be signs above every exit door announcing the station upon arrival. Having between cars is not enough.
2379	There needs to be different seat colors.
3718	There needs to be more seats added onto the train. Bart already has issues of crowds and lack of seats, this issue will only increase with the new design. Please, as someone who commutes everyday for school more seats are necessary.
5382	There needs to be more seats to fit more people. It would be nice to have more bike racks.
4689	There seems to be fewer seats...
4134	There seems to be inefficient use of space. Maybe not every car should have bike racks.
3324	There seems to be less seating and less room on seats and between seats.
2743	There seems to be less seats and the "L" shape of the seats setting doesn't seem comfortable at all.
6231	There seems to be less seats, but I like the fact that people can have bike racks. The bikes are currently falling on people. This is a great feature.
3904	There seems to be less wheelchair space! We actually need more. The seems to be less seating in general. Comfort is important. People have long rides on BART - though standing holds more people - seating is absolutely necessary! I fear it will be obsolete by the time the full fleet arrives. These train only go as fast as the current ones, which are already slow in comparison to newer models. Imagine how slow it will seem in only 20 years.

Appendix A

Survey Data: Verbatims

5243	There seems to be too few seats.
881	There should be a "bike only car" very chaotic if not.
5024	There should be a ramp at the exit so the folks in wheelchair don't have to use the same ramp both ways. Didn't notice any digital display so can't comment on that. I've seen the door entrance poles on other systems where they only come down from the ceiling and don't block so much of the floor.
9065	There should be more room for passengers with luggage going to SFO.
7340	There should be more seating in cars. Plus, the seats are too narrow.
3460	There should be more seats on the train. What is the average trip for commute-time riders? I would assume its more than a few stops. I have taken trains in other major metropolitan areas and there are way more seats. I love not having cloth seats. More clean! However, now you have to keep the cars clean and create a culture of train cleanliness.
4091	There should be more seats. By adding the bike rack and bigger seats you have less seating for individuals a lot of disabled people, elderly people, children and pregnant women ride BART and need available seats.
2485	There should be more space between the seats facing diagonally to each other.
4957	There should be more than 3 spaces for bikes, and not all types of bikes (e.g., larger/irregularly shaped ones) will fit in the racks – though the rack design works well for most. Consider keeping a generic, open space for extra bikes and luggage, as with current trains. Do not like the neon green much – should evaluate other accent colors. Perhaps a series of color schemes would be nice.
3050	There should be outlets, seat belts and that's it. But by far the new Bart design is wonderful.
908	There shouldn't be seats jutting into the aisle. Should only have seats along the walls. Bike holders don't look like it will hold nicely. We should just have dedicated cars that have racks.
5574	There will be predictable problems if ridership increases and there are fewer seats.
3655	There's a pole right by the door that could be a possible obstruction.
655.11	There's hardly any seats. As an older person, you seem to be prioritizing bikes over people. One or 2 per train would be ok- but if this is what all calls will look like- no!
3364	There's nothing to dislike about this train. It's awesome!
1115	These are beautiful trains. The center triple rail pole is a good idea, however the placement may cause injuries. The rush-hour- pack-em-in may cause people to be slammed up against this rail. This is a California Phenomena. -People are reluctant to go to deep into the train, and letting folks disembark. Tightening that threshold could intensify the problem. Many more bikes are occupying this space too. The testing will help us. Thank you.
4455	These are better than the old ones.
2616	These bright, shiny new cars are all very well and good, but the won't stay that way for long without police enforcement. Ever since the Oscar Grant debacle, BPD has been standing at parade rest because BART admin won't back up any BPD enforcement action. Homeless ride the trains all day because "it's their civil right," taking up multiple seats. Different-colored upholstery won't do the trick. I hate my commute a little more every day.
3017	These cars need more seats! The cars are definitely cheaper. So if this saves money or increases revenues, Bart needs to extend its hours and frequency. What kind of future should we expect when Bart only looks "nicer", but nothing else gets better?
35	These new trains look great. Been riding every day for 11 years. Can't wait.
6641	These plastic seats won't last long! Anyone can cut the plastic so they would have to be resurfaced after you need more durable surfaces.
6668	They additional leg room is great; makes it much more comfortable for tall people. Middle bar in entry way very helpful.
7201	They are made out of vinyl which is not an environmentally sound material. I do not want this material in public transportation even if it cleans 'well' (re: seats)
15089	They have good illumination of space. There's space to put strollers. Digital screens excellent.
3246	They look Nice, I hope that with new car, the trains are less packed, Its a nightmare going to SF from the Eastbay. Maybe more trains from the Eastbay since I'm sure 70% or more trains from the Bay Area. Also for all I know, I can be sitting on a paint bucket instead of fancy seats to keep cost lower. The Bart Rates keeps increasing + parking Its a shame, because I am starting to consider driving instead of pay ing so much with so many delays and strikes
720	They need more seats!
7310	They need to redesign the interior
7462	They will get vandalized the second the new train passes through Oakland. They should have scratch proof protectors on them!
1804	They're a lot smaller than normal trains but they're really well designed and will be easier to maintain and clean.
4331	Things I'd like to see:1. Doors that don't jam.2. Racks/shelves above the seats for luggage.3. The screen/map should show an ETA for each stop on the line.4. More seats! (I commute into SF from North Berkeley and often have to stand the whole way).5. More poles, less overhead straps (uncomfortable to reach up).I like the colors (modern) seats, bike holders, screens.
2219	Think its great! No more strikes!
1579	Think there are less seats wrong way to go! Bike rack great! I bike to work.
5684	This BART looks very amazing, I think it will be so much better to take BART over here to Great Mall instead of a bus.
5865	This car doesn't seem to be much aero-dynamic.
1047	This car is a vast and long overdue improvement over the current fleet.
1272	This car looks more tiny, modern
7125	This car seems geared toward more bike accommodation and fewer seats. A very beautiful "cattle car," as more passengers will be standing up during trips and negate the comfort aspect of taking BART.
6049	This design is excellent overall. I'm looking forward to 2017.
1745	This entire proposal was a lousy one before and remains lousy. Funds we commuters pay could be better used. Trust me – our faith in this system is gone. Sad.
3610	This feels like Bart 1.5 not Bart 2.0.
6417	This floor is likely to be slippery and unsafe. In the wet weather – or with spilled drinks (increasingly common). Additionally, I hope that BART stations will be cleaned of the layers of black dirt and grime – including the ceilings. This would improve immeasurably the entire BART experience. Note also the incredibly dirty macramé hanging in the Embarcadero Station.
6490	This is a 200% improvement!
2231	This is a good transformation of the train.
946	This is a huge improvement-as shows what we're (illegible) works/not. Over the last 30 years. I like the center pole, though it's (illegible) cause congestion. When bikes/luggage/wheelchairs are (illegible) or exiting a crowded car. Dedicated bike accommodation is a huge (illegible). I like this design, but have question about its longevity/durability.
787	This is a nice improvement, but not at the expense of price hikes. Bart station improvements should take precedents as well: city stations always stall, escalators always broken.
5952	This is a well designed car for overall use. The main problem might be a limited number of seats. While this is good for commute times, which I respect as necessary, at the same time for non-commuter riders like me, having enough seats would be a benefit.
1627	This is amazing I ride bart everyday and I'm eleven and short so those middle poles are amazing.

Appendix A

Survey Data: Verbatims

	This is an atrocious attempt to spend vast amounts of tax and fare dollars to replace functional cars with a design that will be physically less comfortable (because of the hard, non-upholstered seats), noisier (because the hard floor and seat surfaces reflect more occupant noise) And at least as crowded. Freeze this project now. Either give the the existing fleet a deep rebuild (it's doable), or re-bid the contract with the following criteria: 1. The trains should be 'articulated' allowing free movement between cars with no doors. Toronto's great new subway cars adopted this feature (from the Paris metro) and it eliminates any incentive to crowd door wells. Crowding solved! 2. Fewer 2-up front-facing seat pairs. Most seating should be sideways benches – this is the only way to coax standees out of door wells. (Toronto does this, too.) 3. Softer, more plush seats, and carpets. The current hard-surface cars reflect dramatically more rider noise. 4. Designated “quiet cars” - no phone calls, boom boxes, yelling, or crying. 5. Brighter lighting. Again, Toronto's new fleet is a model – they're spacious and lit up like jewelry stores. 6. A friendlier exterior appearance. The model is really forbidding – the cold slate metal (which will instantly scratch) and frumpy cowling look like Darth Vader. The front and rear corners will collect grunge. Again, look at Toronto's cars: A corrugated – metal shell is fairly friendly and resists scratching and defacement. 7. The poles are evidently too wide for wheelchairs. 8. The front and rear “dot-matrix” displays will show too little information, too slowly. 9. The bike racks are welcome, but disorderly cyclists (I am a cyclist) will never obey the very subtle “Front” versus
5161	“rear” tire requests. Instead, you want a design that assumes rowdy cyclists will attempt to place 3 pairs of handle bars side-by-side. Just listen to me! Thanks.
5106	This is awesome. I wish it could come out sooner (the floors might get really dirty)
4231	This is going to be harder for older folks to accept. Less seating. But they get priority for seats anyway. They're just grumpy-pants. Great job, BART!
	This is simply wonderful, only I wish the windows were larger. I also wish the bike racks were green or blue. I wish it could come out sooner! Yay! This is
4599	wonderful (as said before).
	This look like a fun house in Seattle – not good for serious commutes. Too few seats. Discriminatory to non-bicyclists. I can only hope I don't have to commute
5086	daily by the time these are in service.
	This looks great! I travel on BART a lot. The floor to ceiling poles will make it much easier for shorter people and passengers stuck away from the overhead
3376	straps when the cars are crowded. The layout has a greater feeling of openness, and I love the bike racks.
15114	This model is much better than all the trains, especially better than the ones I've ridden in NY. (spanish)
	This new car is only a slight improvement from the current cars. There is not enough seating and the color scheme is a bit dull for my taste. IT would be great if
4324	there were current ads about SF events inside.
7148	This seems like a huge undertaking, and while it definitely doesn't seem like a step backwards, I'm a little underwhelmed.
	This should have been done along time ago regardless of income or whatever. The rider should be the most important thought period. Comfort quality etc.
3752	without the rider you have no BART system. Another thing more bathrooms on each station is a thought? Don't you think
	This test should've been done with crowds to emulate commute conditions. Cloth handles need to be longer. Very pleased with pole between seats - help
	getting up and being stable. Seats extremely comfortable, happy with vinyl seats and pads. Floor - when it gets wet from rain, will it be slippery? Bike rack -
4517	BART provides 3 bike rack where that area could be used for wheelchairs really. Did not notice screens. Intercom and manual handle are in more accessible
	areas. Brighter color for center pole and color should be longer on pole for children.
2996	This train car is awesome! I can't wait to board it in three years!
	THIS train does look great in general, with a few adjustments that the train could make. As long as BART does not take up too much space in terms of the
5851	interior of the train like the poles and stuff, it does look great so far from my POV.
1580	This train looks 100xs Better than the old one. This actually makes me want to ride Bart.
	This was designed for people with narrow shoulders, a lot of people have wide shoulders, what were you thinking. I had to sit leaning over in some of the
1784	seats, the advice I got, was to find another seat, I am assuming that person has never ridden BART.
1641	This was needed for long time.
2436	This will be excellent and very presentable.
	Though there are fewer seats, there is enough room to stand comfortably. Digital display will help alleviate confusion. Pole is an excellent idea. Luggage space is
2374	a very good idea.
6839	Thre is not enough seating.
	Three doors means fewer seats which will result in even more people having to stand from SF to Concord. That's not a good result. How would you like to
6843	stand 45-50 minutes on a long and jerky ride everyday?
	Three pole is bad for handicap people. Maybe only have one pole for per train. The colors for the seats should be gold and red or silver and black not blue and
3134	yellow.
5965	Three sets of doors = excellent.
1273	Ticket price very expensive.
5506	Time will tell...
2282	Tired of sitting next to man who insist or rubbing against me. Some divider would be great. Smell - homeless!??
2949	To be determined- how easy will they be graffiti proof?
1192	To be honest I really like the new maps and destination screen.
3332	To many bike racks and not enough handicap space.
8920	To me every was excellent.
	To me it seemed very good, excellent modern since it is a mode heavily used by the public and especially because we have many tourists of other countries
15075	and it is important to make a good impression about this means of transportation is safe, quick, thank you. Very good. (spanish)
892	To small in length.
4033	Too bad you picked Seattle Seahawks colors. Lame!
2851	Too bright- bad colors. Seats aren't comfortable on bottom.
2879	Too bright inside, the blue/green color of the seats.
3976	Too close to Seahawks colors!!!!
3979	Too colorful!
2950	Too colorful.
1779	Too cramped and where do you place service dogs.
6362	Too few seats – hanging hand grips still not low enough. Bike rack takes up too much space.
	Too few seats – it's 1+ hour to travel to San Francisco that's a long time to stand when number of seats are reduced. Too much space for bike – too little for
1826	people with luggage/strollers.
	Too few seats (does the board actually ride BART?) As it is people will fight for and deny elderly and disabled seats - and the new cars have fewer seats -
1384	REALLY! Put a bike car on with lots of bike racks and few seats like ACE Train.
6153	Too few seats signage on disabled seats needs to be more visable.
3408	TOO FEW SEATS! Terrible! We pay a lot to commute on BART. Those of us with 50 minutes commutes do not want to stand!
4127	Too few seats, too much space reserved for bikes and not enough sitting room. Also the lights aren't as bright as they are now!
4016	Too few seats.
5371	Too few seats.
	Too few seats. BART tells us to remain seated until the train comes to a complete stop, now it wants more doors and fewer seats for the passengers. BART is
9150	contradicting itself.
6874	Too few seats. If you have a long ride, you're screwed! ADD MORE SEATS!!
2395	Too few seats. Reducing the number of seats is a concern.
1215	Too many bikes for crowded cars. Green is a very unfortunate shade.
	Too many bikes on BART now! The bike people don't stay out of crowded trains, they take bikes on escalators, scratch people with wires, get oil on other
5256	people's clothes. Make 1 bike car and leave it at that.
4972	Too many crackheads yo!
	Too many people to see inside. Need to roll wheelchair forward – can't do it with pole I travel during rush hour – pole a real problem. Can it see how I will get
4518	off and on. TV too high to read (font too small!) also glare.
	Too many seats taken out. Too much room for the bikes/ design. Too few hand straps. I rarely get a seat now- pretty sure I will never get a seat. Positive - pole
7260	in the middle.

Appendix A

Survey Data: Verbatims

4405	Too many spots for bikes. 2 electric wheelchairs – one large scooter cannot ride in the same train together. I work for the Center for Independent Living. We do travel training for consumers with disabilities, including people in electric wheelchairs. They wouldn't be able to ride in the same train. Remove the large pole from the interior.
3272	Too much bike space!
4222	Too much focus on perfecting commute times – perhaps a commute/non-commute configuration since seats are modular – I love the floor pole and different colors for handicapped seating – I strongly dislike the removal of the fourplex seats! How about just one? Please? I like talking with people, this would help accommodate families with lots of luggage that doesn't fit under the seats, or heavy set people who won't be able to sit in many of the thinner seats – love the digital screens – they could be larger to make them easier to see from across the car – How about adding some pattern or color contrast on the floors? I still like the idea of windows in the roof like Amtrak's observation cars so people can get more sunshine, which has numerous health benefits.
5520	Too much neon/bright seat colors. Light colored seats also discolor easily or acquire unsightly stains.
3733	Too much open space unused. Could have added more seats. New seats are uncomfortable.
6338	Too much room for bikes and not enough for riders. Seats are very small.
3645	Too much room for bikes. Not enough seats.
2846	Too much space for bikes. People come first.
2168	Too small all over, will be destroyed by graffiti/markers/holes by sharp instruments.
2002	Too small!! (Spacing)
2005	Too small, not enough seats.
3446	Too small, seat, room, breakable, way less room.
6803	Too small, too much bike space. The existing system needs to be cleaned up, the facilities and cars are filthy!!!
3499	Too small?? Seems that the older one was bigger with more seats!!
5446	Top pole and handle straps are too tall. Bart needs to run all night.
7059	Track noise is the biggest problem I see. Otherwise service is pretty good. Stations are extremely dirty and poorly maintained.
5853	Train car is updated
1633	Train cars need more seats.
4908	Train exterior has great shape and colors. I like the interior layout but I think you could fit more seats at the end of cars. Seats are comfortable enough but not as much as the old cars' ones. Seats feel cleaner than the old ones. Great bike rack design, but will bikes fall on tight turns/sudden stops? Floor-to-ceiling pole convenient. Signs display too much info. Yellow seats good idea, lighting functional and elegant.
8886	Train is awesome bro.
6022	Train looks similar in exterior to today's train. Needs a more modern look.
2801	Train needs more seats! The seats do not look like they are easier to clean or keep clean.
2394	Train needs more seats!!!
777	Train seems to be able to keep clean outside, seat were hard. Bikes racks were accommodating and efficient.
1130	Train should be bigger. More seating should be added.
3657	Train was awesome.
5902	Train/car needs more seating. More seats/maybe the car shown can be used in addition to cars with more seats.
4138	Trains are already too crowded commute hours. Where will frequently of service be increased to compensate? Why are the downtown stations not closed during shut down evening hours to keys homeless from destroying escalator operations on a repeated basis?
738	Trains are excellent. I can't wait for them to be online! Very excited.
2704	Trains are very crowded already during commute hours. New cars and more per train are needed now!
6379	Trains looks more modernized and also roomy yet still retains similar exterior appearance like the old train. Space for bike rack is accommodating. The digital screen is helpful to show current station and upcoming stations. Good job.
4401	Tri pole may be OK. Used on other systems. Not see it in use with wheelchair area. BART should keep an open mind about removing or keep poles after implementation.
5043	Triple floor-ceiling pole is excellent! Signage – long BART's great weakness – is better, but still has much room for improvement. More! Bigger!
4366	Tripod if someone is visually impaired walking in the may run into the pole and get injured.
4501	Tripod is gonna cause problems boarding and off-boarding. Too few wheelchair spots.
4511	Tripod pole is a serious access problem. The other poles are a good addition.
4454	Tripod-hard to get around the pole easily. Have problems now with getting on. Blind people may not know it's there. Feels that it doesn't comply with ADA guidelines. Not enough room especially when you come in from getting to the wheelchair space.
5842	Try a Warriors color scheme - keep the BART blue, but lose the Seahawks Green!
2475	Try to accommodate mountain bike tire width.
4444	TV screens have too much glare. Seats are nice but will tear easily? Need to check with DCARA.org on testing of hearing loop. Need hard of hearing to be involved.
6666	TV screens like overseas examples.
4725	Two bike racks on each train would be better, or have one handicap and one bike and one combination (bike and wheelchair)
4693	Two favorite features: Floor-to-ceiling pole. Have experienced these in Toronto and Vancouver. Please keep these. Third door each side. Decreasing dwell time is critical in commute hour people moving.
3306	Two or 1 just 1-over size person cannot be seated comfortable. I'm medium and I didn't feel comfortable, I felt tight.
9176	Two things: first of all, the bike racks in the model did not look like the racks in the pictures online. The racks in the model were pairs of round rods, while the pictures have shown pockets with short bars. (Refer to the website). There is no concern with this, but I thought I'd note the difference. Second, I like everything about the seats except the comfort level. They are fine as they are, but I expected more padding like the current seats. I came from Davis to see this! I am an Oakland native.
8630	Ugly seat colors – Seattle Seahawk colors.
6372	Ultimately may not be enough bike space. Love the bike rack and glad it was incorporated. However, once it's full where to excess bikes go? Need to consider one back car with much less seats! More bike space. This also keeps bikes separated from those who are bike unfriendly. Overall design is modern and clearly shows that public opinion was considered.
4514	Underneath seats I have concerns at safety of my service dog. Not enough room for him to fit under seat completely to protect his paws and tail.
7447	Understand brighter colors look nicer but I'm a believer in low maintenance. Color choice that does not show dirt right away- example burgundy, dark or forest green- not necessarily that combination.
7339	Underwhelmed. Didn't seem to be enough seats. What if more than 3 bikes? Need more than 4 car trains! Yay no cloth seats! Yay no rugs!
5623	Unfortunate to lose so much seating. Wish trains were built in USA. Bike racks very nice.
4886	Uniform seating color scheme to all blue or by line color designation. Bike rack seems fair but limited if car is packed.
2313	Unlike last time at Fremont station, I saw improvements in lighting, digital screens and addition of bike racks.
6330	Unreliable/overcrowded/BART stations are also dirty/unsafe.
621	Unsure about lighting under ground (tunnels)(bay). Concerned with Blind and Deaf Community - unsure of any of their continuing concerns. Good effort to meet needs in emergencies. [Have dry run for deaf and blind?] IN FACT!
2968	Unsure as to how many bikes can fit in the car...do they have to be secured in the bike racks?
4893	Unsure if the floor to ceiling pole will get in the way. Good to have something to balance against, but accessibility. Map is a little small on the amp. Great bike racks.
9066	Unsure of maintainability of "H" if graffitied or damaged. Concerns of long/more standing and standing persons for long rides.
6684	Unsure of usefulness of floor-to-ceiling pole.
618	Upgrade better improved old read study it start Early? Think ahead do make planning what year 2017 not yet 2014. Ballgames event fans will go education and business suburban area quiet neighborhood cities Busy area do better go ahead.
5935	US Flag backwards. Blue may fade.
4184	Utility plugs! Silicon valley?? Noise canceling.
4746	Vast improvement, but unfortunate that windows are so much smaller.

Appendix A

Survey Data: Verbatims

4008	Vertical pole may obstruct traffic.
4330	Vertical pole presents an obstacle. Diagonal bracing should be higher to allow tall people to get underneath. Recommend: Wrapping elevated horizontal bar @ doorways. Braille train number indicator at intercom.
1173	Very nice
7409	Very amazing work! Finally better comfy seats. I won't hurt my back any more. Thanks
5776	Very attractive - colors bright - seats are great with excellent back support. Having three doors per car more convenient with disembarking car.
7013	Very attractive design. Nice take on easily cleaned seats.
2119	Very attractive, looking forward to them coming into service.
6291	Very awesome design. It remind me of Paris metro with poles in the center of the car.
5989	Very bad design. You had to try very hard to mess this up. BART forgot why they were world class. Get ready for bad reviews/decline in ridership.
6269	Very beautiful we love it so much.
6333	Very comfortable seats. 3 doors will be great!
9161	Very comfortable.
1523	Very concerned with number of seats being too less. Long distance commuters cannot be standing.
6906	Very cool upgrade. The bike racks may prove difficult to access during busy commute time, but people will figure it out.
953	Very excited by the new bicycle area with extra bike capacity. Very comfortable seats. Great colors. The central pole near the doors, for addition standee hand holds, is a major improvement. I have no criticisms-can't wait to see these built and running.
1031	Very excited! Thanks for all your hard work
2779	Very excited.
7402	Very excited, can you attend out to Santa Clara University
3521	Very expensive.. Ticket price very very expensive.
5229	Very few seats. Can't see the screens where you are standing right in front of them.
1986	Very few seats. Moore seating is needed.
1394	Very few seats. No enough seating area.
1382	Very good
7182	Very good
812	Very good change; not sure I agree with the pole.
2032	Very good improvement I like a lot the new look.
5278	Very good legroom. Best screens I've ever seen. Poles very nice.
5066	Very good like the new Bart. Excellent. Very comfortable.
7386	Very good love it.
4115	Very good overall. Wi-Fi would be awesome.
1878	Very good the seats can get cleaned and we can see it for ourself.
3583	Very good!
15087	Very good, pretty and comfortable for all (Spanish)
6251	Very good.
15095	Very good. And the train is practical. More space. The screens are visible. The BART is very good. Thank you so much for concern about the community. Excellent.
4340	Very happy to see the digital readout signs for the next station. They might be better a little larger. I like the 3-bar post at the door. Very nice for short people.
5013	Very hot
6366	Very impressed good job! Can't wait until they're up and running.
4930	Very impressed.
701	Very impressed. Like the bike rack room and the way it accommodates people standing.
3617	Very impressive. Feels clean and bright.
6371	Very less seating. The seats which face each other is great for kids and family. They seem to be not in the new model.
2519	Very less seats.
6653	Very less seting capacity. Need more seats.
9052	Very limited seating! It appears the overhead hand rails are higher – too high. Electric wheelchairs will have difficulty maneuvering around the floor pole. Looking forward to better A/C.
4800	Very little room for leg space floor may need better “grip” from sliding. Less seats.
2462	Very low height. I am tall and felt cramped.
1207	Very modern and it has a lot of space inside. Would be great if the new model runs more quiet.
9179	Very modern appearance – nice choice of colors. Seats smaller but comfortable. Love the 3rd door!
5811	Very modern I like it - comfortable seats very neat. Everything is cool.
5834	Very modern look will enjoy riding in new BART trains.
6523	Very modern looking. Looks nice!
5770	Very modern, I like it.
8958	Very nice – I like the bike racks, poles and color coded seats.
6731	Very nice – love the floor-to-ceiling pole. Glad the external stainless-steel exterior is being kept. Hope they're quieter! Not crazy about the lime green. It may look dated very quickly.
3726	Very nice and about time.
9073	Very nice and colorful.
3195	Very nice and spacious.
7393	Very nice Bart is very helpful. Thank you.
1640	Very nice can't wait to ride the new Bart train. Congrats!!
1078	Very nice Design
3736	Very nice design, consider adding more bike racks. Love to see some music system with light music inside.
3888	Very nice design. Love the monitor on the inside seems like it would hold less people though.
7461	Very nice exterior and colors.
2729	Very nice improvement.
4581	Very nice looking. Like seat style and many design aspects. Good LED display, visual. Unable to evaluate automated auditory announcements as yet. Feel floor to ceiling pole obstructs wheelchair users and folks who use walkers from a clear and safe access – narrows area to maneuver into wheelchair space. Do not like only one wheelchair space per doorway/entrance. Feel single seat across should be a folding priority seat that can accommodate another wheelchair user.
5030	Very nice of BART to share the future with the community.
3269	Very nice the look of exterior and the interior with the digital screen gets a new and more sophisticated look.
6151	Very nice to see your new car very nice future fleet.
1093	Very nice train good material on the seats. This will make it feel more sanitary
3142	Very nice train, can't wait to ride.
9029	Very nice train. Good!
5802	Very nice upgrades
3147	Very nice!
7381	Very nice!
9131	Very nice!
3329	Very nice! It's beautiful! Fancy!
6358	Very nice! So happy to see new BART trains.

Appendix A

Survey Data: Verbatims

3161	Very nice! Will be interested to see the bike rack in action. Hard to judge some of mess factors based on appearance (i.e.. Ease of cleaning) alone, and during the day (lighting).
1902	Very nice!!!
2560	Very nice, bring it forward from 2017!
4107	Very nice, comfortable. Excellent.
5092	Very nice, do not like color scheme of seats. Seats a little uncomfortable. Floor to ceiling pole very nice.
7401	Very nice, fresh, modern. I like the pale good for kids + shevy people. Would like mine bike space
1152	Very nice, very future like. Nice improvement from our shuttles now.
9	Very nice.
1132	Very nice.
1169	Very nice.
2523	Very nice.
3987	Very nice.
6265	Very nice.
6624	Very nice. Can't wait to have a ride. The future ride the BART coming 2015-2017.
3806	Very nice. I like the bike rack and clean floors. I'm tired of getting hit in the head with the straps.
1886	Very nice. I like the colors and has more space.
1534	Very nice. Love it.
9026	Very nice/ lots of leg room.
3224	Very nice-looking!
5817	Very pleased with the new design. Looking forward on riding the new car BART model in 2017. I especially like the live TV feature that's included on the car model.
10	Very pleased. Especially with the electronic signage and audio announcement (I was told). I hope it will be easier to navigate between cars.
15106	Very pretty, good design. (Spanish)
5631	Very roomy and good clean condition
758	Very roomy, more room for standing. Good bike rack.
1518	Very same. Could be above better.
2496	Very sleek design. Love the bike space.
4901	Very sleek, like the new look.
4918	Very sleek, very clean. Not sure about the color schemes on the seats but otherwise very cool and something I would want to ride.
6940	Very uncomfortable for tall riders. Center of train is only locale where we can stand. 6'4" to 6'7" poses a discomfort if stand on sides.
4656	Very very nice more than words!
4824	Very welcomed improvements. Tastefully done.
4798	Vinyl seating may not be as hygienic as plastic?
938	Vision impaired (partially sighted) - concerned about padding and not about colored stripe, padding is more important. Lighting is too much like other systems like muni. LED individual seats? Direct lighting.
3758	Visual aids are essential to the people with hearing loss. Nice to see that the display will show the next destination/station since we have to really by looking outside of the window to find out which station is. Whenever something bad happens on track, it would be nice to see the announcement/warning info to appear on videos or confirmed of what to do if it happens, it would help a lot, especially we can't hear the announcement giving out the instruction what to do.
6974	Visually appealing, seats relatively comfortable. I like the current newer seats with squishy padding and wipeable fabric. The digital screens are awesome!
9245	Voice announcements electronic or garbled. Now train operators usually hard to understand.
6910	Wait to see how easy to use bike racks. Overall, very nice exterior/interior.
1175	Want more seats and Wi-Fi
4005	Want more seats. Screens too small but nice display. Add exterior light indicators for friction brakes to aid in coupling in yards – so you don't have to step across.
5894	Want thing I can say its excellent and good.
1569	Want to hear more on the E-Trains.
5626	Want to make sure final color selection (on windows tint, upholstery and flooring) does NOT yield to drabness (as with current trains). Bike accommodation does not look adequate to ever increasing use of bikes. Very grateful that you held this.
4814	Want voice or audio on digital screens to help blind people. Worried about the poles and wheelchairs getting into car.
9260	Was actually pretty skeptical of the new cars. Now that I have actually gotten a visual, I am pretty pleased with the new look and feel of the new trains. I just hope BART stays true to their word of running more trains and more frequently.
757	Was concerned with durability and washability of seats just screams tag me. I'm 6'7 tall head room was ok. Space between seats still a little tight.
1703	Was not too happy to see that there were more bike racks than space for wheel chairs. I work with a disabled program and we really rely on anywhere from 1-2 wheelchairs with the group. This new plan would really have to separate the wheelchairs.
4985	Was the person who picked the colors blind? Why a pole in middle of entrance? Get rid of it!
1524	Waste of tax payers money. Please resolve your labor situation before spending money.
9146	Way better now what we have now but seems average to some other trains I've been in different country.
5061	Way better than older trains.
1823	Way better. Like the new signs. No panhandling and loud music.
2318	Way too small for the # of passengers that we see each day.
4058	Way too small, limited seating, too crowded to stand.
2181	We been waiting for new trains!
1244	We can learn a lot from overseas subway systems. A lot of the new features I saw on Asian systems.
6070	We can't have Seahawks colors in the Bay Area!
5391	We can't wait!
665	We hope they come soon! I am worried about the bikes taking so much space, when trains can be so crowded
5310	We like the color coded seating. The center handhold column is a nice touch. The digital screen looks great, but I'm concerned with when it breaks.
1675	We like the multihandle pole in the middle of the open area.
5647	We live in a high tech environment and its good to see high tech in our lives. Thank u.
3170	We need amber alerts
667	We need it before 2017.
2033	We need more rail miles out here.
3990	We need more seats. I understand this is not a full train. The straps can be lowered for shorter people. Will police be monitoring with advanced cameras – there is lots of criminal activity and sleeping homeless on the trains today.
8688	We need more technology on the train. Like the one on Spain, Japan, China checks those trains and then we talk.
7174	We need riding BART rules up!
2953	We need to be more helpful for people in wheelchairs.
3821	We need to have cars for only bikes and luggage. Bike racks look good, but on a full, commuter car there is not enough room to maneuver.
2899	We need to run Bart "24 hours"! There's a lot of wages going up, I gives more work and hours for workers all over the Bay.
6351	We need trains like this and thank you for taking care of us.
1657	We need wifi the better connect (please). Announcement for deaf/hearing impaired.
5273	We should chat. <R's name>
5997	We think the BART car should have bathrooms (5 year old)
3186	Well designed

Appendix A

Survey Data: Verbatims

785	Well done!
3855	Well done! Don't let these 49ers partisans push you around!
6207	Well done. Can't wait.
8842	Well laid out. Good amount of room to maneuver in a busy car.
7283	We'll loose seats so there will fewer places for seniors to sit.
2891	Well the seats feel good but I'm worried about their durability.
4690	Well thought out! Looks durable and cleaning should be easier. Are doors ADA?
3829	Well with the signs I can see kids writing and scratching them up other than that the seats I can also see people cutting them up?!
8711	Well, I like the way how the car look and the interior.
3093	We're having already a problem with train cars getting crowded. This model will make the situation worse.
3530	What a dramatic change we really need it. Very modern I am very happy this is happening.
984	What about large people?? The seats seem to be small structure.
3652	What are the procedures/cleaning replacement of seats when vandalism or graffiti happens? Since the color scheme of the seats are light in color, any "Sharpe" marker will leave marks on the seats. Is there cameras in the train? Security changes?
8895	What are you thinking removing seats?! Have you ever ridden your own trains in the morning?! Poor planning. People will be miserable.
3377	What good are digital screens when there going to be the first things tagged.
4633	What happen to seating position for facing each other? It a must have for family or deaf people need to chatting face to face.
6863	What happened to the three-door trains
3005	What if the electrical panel malfunctions?
1772	What is being done about the homeless sleeping inside BART? How is the new design affecting those who disobey the rules? Been riding BART for than 15 years now and the condition of people playing loud music without headsets, and more homeless people taking 2 seats to sleep on is getting worse and worse every day. Will there be security walking through the cars? How are these issues addressed?
1085	What is the average # of bikes on any given BART train during peak commute hours?
3992	What is the life of digital screens considering these will be longer term assets? What is the projected replacement schedule for those screens. It seems have visual equipment is useful but if there may be a more low tech version that will last longer (see Hong Kong's MTA system).
6673	What jumped out to me, above all other things, was the design of the bike racks and a missed opportunity. By orienting them vertically, rather than horizontally as they are, you could open up more room for seats, standing or for more bike racks. This is done in the light rail cars in use on the Hiawatha line in Minneapolis-St. Paul. Otherwise, it looks like the bike capacity isn't really improved over the current design of the fleet.
1851	What times can one bring bikes on BART.
6589	What's fair increase gonna b!
1773	What's going to prevent people from cutting seats with knives like they have done on trains now. Workers and management are over paid!!!
6316	What's with the Seahawk colors? Please stop striking your are killing public transit for my people. We pay so much and get so little. I really hate BART and want a decent system like DC, Chicago, NYC, even Portland or Boston beats us.
2179	Wheelchair access not wide enough. Chairs could use more cushion, riders who travel long distance.
8653	Wheelchair access? Rack seems over in general and not effective. Why no 4 seats facing each other?
4904	Wheelchair lift – 750 pounds?! Right lighting desired.
4519	Wheelchair or lower vision should have a strip when they cross the threshold. Use of phone should be accessible for all disabilities. How do deaf get help or first aid?
9218	Wheelchair space – narrow.
5321	Wheelchair users so did not try the seats. Floor-to-ceiling pole is the only thing I don't like. It's about 5 PM and the crowd is moderate; the pole is an obstruction on a crowded car. I take BART to and from my job at peak hours, the pole is really going to be a problem when we are packed in like sardines! Otherwise, looks fine. Good work.
3952	Wheelchair was a little tight to fit through.
5773	Wheelchairs by floor poles could be a problem. Lot less seating.
3247	Wheelchairs have immediate entrance/exit. Poles help w/ young people who are shorter, etc. Wonderful. Love the bike rack!
5459	Wheelchairs may have hard time moving around poles.
4435	When demonstrating the new car, turn the air conditioning system on. I sat down in front of an attendant, who I had to interrupt because I could sit there even 15 seconds it was so hot and miserable. I expressed my discomfort to attendant he did not write it down and basically avoided listening. I left immediately! The lighting seemed inadequate.
6352	When fluids spill (drinks, wine) on the floor they tend to spread all our then having a slight grade in the floor would be nice to keep those fluids away from center of the floor.
5972	When I see Bart car I love it all chair good and nice the track its good they will not disturb the people in the train.
2432	When will it go to Livermore. It needs to go there before it goes to San Jose.
2084	Where are the homeless going to sleep.
825	Where are the rails for the seats, design too open. Seat design very uncomfortable.
1974	Where are the rest of the seats. Not enough. Fix that please.
4169	Where are the seats? Need more seats.
6674	Where are the seats? Standing an hour will be a real drag.
4869	Where are the seats? You are not providing enough passenger seating. Who wants to standing up for an hour, coming from Concord to Civic Center. Get rid of the bikes. Give them the last car, nothing but bikes. We need more seating!!!!
2335	Where do I sit? Not enough seating.
2039	Where the hell are the seats? Being crammed onto these cars riding from SF to Bay Point will be unacceptable and I will quit riding BART when that happens. There are WAY too few seats on this car. Idiots that designed it should be forced to ride on it along with a hundred of the typical SF bum who doesn't shower for a week.
5575	Where'd all the seats go? Should take a lesson from Caltrain: A special car for bikes, no interference with riders. And I'm a bike rider. Why the pole in the middle? Will there be more cars/more frequent trains to make up for the lack of seats?
5560	While I like the floor-to-ceiling pole idea, there needs to be a design that allows for the pole AND also allows for disabled riders to enter and exit the cars easily.
2245	While nothing is completely 100% the work on the car is definitely a major improvement than what is currently in use today. I would definitely use these brand new cars when they come out.
5479	While the exterior design is pleasant enough, it doesn't really standout very much. I loved the original concept of an LED that match the color of the line.
850	While the layout does provide a little more standing room, there are fewer seats and provides added congestion issue also. I love technology so the digital screens and signs look great!
5174	Why not eliminate the tripod pole in one position on each car so that wheelchair riders know there's one unobstructed place for them, but standees have a hand hold in two areas of each car? The digital screens are a great idea – but small, difficult to read from any distance.
7041	Why aren't the digital screens touch screen for transit info? Seems like a good way to get info out.
845	Why can't bike rack be available in last two cars. You can add more rack, less seating but larger standing room. Current configuration with bike is silly for all trains.
2341	Why did they make poles in the middle of the train?
3932	Why do 3 bikes fit space that could be used for 6 commuters? Will there be published rules of use by bicyclists - who are already insensitive to overcrowded cars?
8908	Why does every BART stop at the Concord garage all of the times
4095	Why don't have 49er colors
3144	Why have any bike racks if commuters cannot bring bikes on Bart? Will these trains be subsidized by riders? Taxpayers? Both? Will labor be blamed for costs related to poor design, poor manufacturer?
6403	Why have any cushioned seating? Hard seats like Muni would be easiest to clean, right?

Appendix A

Survey Data: Verbatims

4627	Why not just use bench seating across the whole train? Get rid of seats that don't face center of train. Offset doors or opposite sides of train.
1048	Why not plastic seats? These "cushioned" meg will be easily damaged. How easy will it be to utilize inner most bike slot when other slots in use? Many bike commuters with racks, panniers, etc.
2323	Why not put all seats side way so you can put more people? Stainless steel seats will be a lot easier to clean and last longer. Put separation in between so people can sleep on it. Separation will slide off the seat if you sleep there (SEE HARD COPY FOR ILLUSTRATION).
613	Why not seats all along the sides rather than train style?
6783	Why on earth would BART sport the Seattle Seahawks colors? Also center pole in front of doors is hard to navigate for wheelchairs if any people are standing.
4731	Why the disability sign exclude pregnant women. The current one has pregnant women on it.
5963	Why the neon green disability seat? Maybe a different shade of blue?
5097	Why the poles? In the way! Reduced seating capacity than existing trains (even though this is only half a car) What if you have more than 3 bikes? Seems not a flexible design and poor use of space?
1201	Why these colors? Those are Seahawk colors.
3022	Why would Bart color scheme be the color of the Seahawks? What happens if we lose to them again? Those seats will be trashed.
2829	Why would I care about the new screens. Seating will make me slide off. Not able to sleep because you will feel the stop and go. More people will be pushing into others to get on.
5443	Wide doors are excellent; having 3 doors will allow more people to fit on cars because you can fill up the middle of the train more easily; nice color coordination; Route – maps and current location could be more even more intuitive by making the current location and current route stand out even more.
2905	Wider aisle and extra set of doors.
7049	Wider aisles=great! Hope the real car does not have mirrored walls. More doors=great!
6308	Width of seat should be wider.
3659	Wi-Fi
2343	Wifi and plugs would be great!
2772	Wi-fi can be excellent. Cleanliness. Needs to be cleaned.
4753	Wi-Fi on BART please.
2837	Wi-fi onboard!
5618	Wi-fi option.
1855	Wifi please!
6962	Wi-Fi please!!!
2573	Wi-fi would be great...great job! Looking forward to riding one!!
2713	Wifi yes!
737	Wi-Fi? Ever to be?
762	Will be good to be able to ride in when is working. Overall great! And can you make sure it's sound proof because it hurts my ears when I get on the old ones.
7471	Will be very glad to see the mobile reporting app up and running.
5398	Will bikes also be allowed in other area? We commute with child on bike and not sure if this will fit in bike area but love it otherwise! As long as they will be allowed in other parts of car if needed, seems fine.
3293	Will commute trains have a bar car?
2876	Will enjoy the digital display, letting us know of train delays or other items. Also digital display informing us of what stop we're at.
6306	Will Fremont – San Jose what year Millbrae to all universities, Community Colleges, students or ball game football new Levi Stadium, Santa Clara or Giants, Raiders, A's, Warrior, I do use it better trains wait no problems.
2489	Will it be noisy?
7106	Will not prevent the union from striking.
5672	Will the BART rate increase due to the renovation? Hope it's reasonable. No more BART delay except of for incident weather?
4860	Will the cars be any quieter? Will the windows be sealed better? Cold air rushing in. I like that the black straps don't hit my head. Color scheme is just fine – you can't please everyone – but what is the color story? Why were those chosen? If there will be announcements – can they be clearer?
5314	Will the digital maps have a “you are here” indicator, please!?
2880	Will the fares go up because of the new trains? How will the digital screens and signs be handled, by whom?
5180	Will the ride be smooth? When accelerating and slowing especially? How many passengers fit into the old cars compared to new ones? Space for large suitcases on way to airport? Small kids in strollers?
3177	Will the seats get easily punctured with tools, pens, etc.? Love the digital screens. Seems like it could be tight for folks in wheelchairs to move out of a crowded train. Bike racks great.
1841	Will there be more bike spaces – like Caltrain has a bike only car per train?
4032	Will there have mor seats available for seniors area for strollers
6597	Will these trains have brakes
1131	Will they have toilets?
6475	Will wait until the real train is in operation.
2928	Will work great with 3 doors for load/off load but loss of capacity needs to be addressed infrequency and number of trains/cars.
2106	Will you have electrical outlets for charging.
6095	Will you please put some signs for people that is on/walkers?
9077	Window shades needed! Too sunny during the summer. Sun comes straight in the windows and makes for a very uncomfortable experience. Needs more seats paying riders should not have to stand. The rep said there will be more train running but I will believe it when I see it. Folding bikes make more sense for commuting (I know you can't win on this issue)
5020	Window that contains destination sign needs to not be tinted at the very top.
9003	Windows need to be added to last row of seats. Floor to ceiling pole in between side seats need to be removed (standing passengers have potential to fall on seated passengers) Screens that display announcement from BART operators (i.e. police action, medical emergency) More seats need to be added.
5090	Wipeable seats – good for children and drunks, must we all have them? Underwhelmed by color scheme. Overall design is not beautiful – maybe nothing beautiful can be afforded. Like the displays.
6747	Wipes on each car would be nice! Is the train wi-fi? Enhanced horn?
1441	Wish more height seats.
1342	Wish more seats than standing spots.
3183	Wish that there were will two sets of doors and more seats on the half car model. The pole in middle seems very sturdy...like, very much, the digital read out of the next Daly City, etc., train at Fruitvale station with good lighting...not sure what lighting may seem at night, about 5 PM now.
3540	Wish the seat capacity would have been reduced...
9266	Wish there could be more seats!
4952	Wish there were more seats!
3117	Wish there were more seats.
9156	Wish there's a USB port to charge.
8954	Wish they'd be ready before I retire!
729	Wish we could fit more bikes on racks inside. Can we try to get bikes not touching window/wall? Good space for standing seems like too few seats though can some cars have more seats and others more standing space? Great job, can't wait!
6672	Wish you had more seats instead of fewer!
9160	With an aging population in the work force, fewer and more narrow seats don't make a lot of sense to me. It seems like, to make it more accessible to small interest groups the ride will be more uncomfortable to the rest of us w/ more people standing.
2725	With bike, will it be enough space for other commuters? The design (exterior) look old (not modern)

Appendix A

Survey Data: Verbatims

8694	With the greens it would make everything better in case anyone arrives they missed their stop!!! It is very helpful with the screens and LED signs also.
5016	With the pole there is not enough room for scooters and wheelchairs to turn around and properly exit and enter. This can be done with an empty area around door, but the people and pole on a moderately busy train will be very chaotic and source of ongoing frustration. Also, reducing wheelchair space to one per door is a BAD IDEA – we travel in pairs or groups too! Clearing: Depends on cleaning products used. Ventilation: Need very good filters (carbon and particulate) to keep air clean. Lumbar shape does not work for all backs.
2312	Wonder who well seats will hold up to the abuse they are sure to get. Like the bold colors. Hope they are easy to clean!
4409	Wonderful – can't wait until the new cars arrive – much needed – and long deterred.
4931	Wonderful upgrade! I ride BART 5 days a week or more!
7405	Wonderful upgrades, not liking the mirrored surface it will be covered with fingerprints & gum
6931	Wonderful! Beautiful! Clean! Lovely.
861	Wonderful! Bike racks and fitting more standing room are key. Oh – and the “way finders” screens are long over-due. Welcome to the 20th century BART.
7404	Wonderful! Finally new trains
8974	Won't know about layout until I ride a new car in commute hour. Dislike bikes being on commute trains. No idea how train seats clean up.
6035	Worried about lack of seating. Love the extra door.
5549	Worried about not enough seating.
37	Worried about those computer screens and if it would be more costly to be fixed, cause I feel as if they'll get broken. I think there's not enough seats, cause the morning rush.
9074	Worried the floor will become slippery. Concerned about narrowed seats. The bright yellow chairs hurt my eyes. Can't really tell about lighting, it's a bright day.
4160	Worry about slippery floor surface, space between a wheelchair and seats. If wheelchair in train car, no room for passengers to sit in seats behind it.
2289	Would be great to have a pointed nose. The green is too bright/perhaps blue and light blue. Bigger size font for BART police phone number include train car number.
1264	Would be great to have a Wi-Fi!
2799	Would be great to have free wi-fi in the new trains.
4118	Would be nice if seats are larger/wider seems narrower than existing BART trains. Thanks!
7349	Would be nice if there were more seats. But overall, it looks good!
6068	Would be nice to accommodate more bikes on the racks. Otherwise, the new designs are really nice!
3073	Would be useful to have horizontal grab bar in wheelchair area to assist with positioning.
7014	Would definitely be beneficial to have a designated “companion” chair for those with wheelchair users. Secure flooring for wheelchair users (i.e. breaking aids)
9196	Would have liked to seen more seats! Ride from Concord and I don't want to stand for an hour into SF!!! Don't take away seats! Otherwise, looks great!
6570	Would have preferred more seats. Seating is very much enjoyed on my 45 minute ride.
2416	Would highly recommend bars between seats that make it harder to lay down across two seats!
4384	Would it be nice to have generic station code so passenger will know how many stops are next (ex U10 to U50 is 5 stations ahead instead of remember names) On board Wifi? Seat color code is not necessary in case the train need to change line of service (it can adopt any line if train is available). PA system (?) should be demo also – should utilize upper part for small luggage bike rack face up (overhead) for safety.
5507	Would like a separate bicycle car.
2227	Would like display of train location, would like at end of car not on the side, people (tall) block it.
6197	Would like more hand straps from cross poles over head. Not enough for people under SF.
1941	Would like more seating. Maybe the facing chairs would allow for that.
3100	Would like more seats- ESP for disable & senior citizens. Really liked the rest. Don't remember digital screens & signs
2068	Would like to have seen arm rests.
5033	Would like to see 4 wheelchair spaces on the train.
2865	Would like to see more trains like this.
5042	Would like to see the stops on digital screen.
8673	Would like Wi-Fi to be reliable throughout the BART system especially in the transbay tunnel. I like the digital next stop signs and good ideas.
4717	Would love to see BART go to a bike car at the end of each train – all hours. Need faster, efficient way to clear cars and lean them clean inside. More trains needed for Richmond live weekends, nights. More coordination of trains Pittsburg to Richmond.
6295	Would love to see bigger digital screen
4273	Would prefer BART spent money so that Civic Center station doesn't smell like urine and feces. New train not a great use of money, maybe? Will new train be quieter in the tunnel?
6340	Would prefer more seats so I don't always have to stand up; these cars have fewer seats than the old ones.
1183	Would prefer more seats, standing room is great, but what about long-distance riders?
6925	Would prefer non cloth handles from the ceiling. Many trains in other cities have easy to clean metal handles. The cloth handles seem very dirty.
3033	Would prefer not losing seats, but they feel comfy.
4020	Would prefer that there were more seats. However I understand there will be more cars running on tracks. I hope that will be the case. People will believe that the screens are touch enabled they are almost too believable to not be.
7263	Would still prefer hard plastic seats so they can just be hosed down after people get sick willing to sacrifice comfort for cleaner. Rack does not hold as many bikes as I see get piled in. Pole not so good for handicap. Needs notice of seating for expecting moms in addition to seniors, etc. Straps too high still.
7071	Would use colors that would last time better.
6670	Wouldn't liked wider seats! Like floor-to-ceiling pole at present hard to get a grip during rush if you're standing near door. Digital map is okay but still would like a large printed map like at present; anticipate digital screens going out of service from time to time. A horizontal blue stripe across exterior would be nice.
1039	Wow! Could the bike rack take away more space? Can the bike rack “convert” into a seat? Floor to ceiling poles seem like more of an obstacle than an improvement. Seats are a little firm for 60+ minute rides.
3174	Wow. World class transit of the future!
5799	Wrong color seats.
5752	Wrote "It will" and then pen ran out of ink.
2800	Yay LEDs! The pole seems like it would make people need to stand in a very close bunch near the doors. I think luggage may become a hazard when the doors open/shut. The blue seats look nice, but the green are a little bright. I feel like the seats that are important/reserved should be the brighter ones.
1587	Yay!!
1202	Yay, bike racks!
8881	Yeah I don't really like the floor to ceiling pole. It does look cool but I believe that it would make it much harder to let people in with wheelchairs, walkers, strollers and luggage. Plus also it'll make less people able to fit. The whole overall design is cool, I really like the colors of the digital screen displays. The seats are awesome too.
4257	Yellow highlight color does not clearly designate priority seating.
6423	Yellow is too bright.
5297	Yellow seats will get dirty easily – too bright as well. Digital screens are very cluttered – too much text hard to see when seated.

Appendix A

Survey Data: Verbatims

5614	Yellow seems like it will get dirty. Seats near doors should fold up to create greater capacity during rush hours (like Paris) Bike racks are a waste of room – in fact bikes are becoming a big problem during commute hours on train – should be banned on certain lines during peak commute. We need these cars now! I have missed the train 3 times in last month because the car was too full and I couldn't get on – yet the train had only 8 cars – we need more cars!
1952	Yellow/green seats should be "red". 10 car trains will have less seating capacity – need to have more trains closer together. Like multi camera location. Like multi doors – need to remark platform. Should be able to walk between cars. Eliminate pole at doorway, it is in the way.
2261	Yellow?!? I guess we'll all wake up before we reach work in the AM! Prefer mono-chrome - all blue? Digital screens + signs - I don't think the expense is necessary + there will be an increase in maintenance fees on those vs posters. But they look impressive. I like a little more cushion.
2154	Yes everything is excellent.
3648	Yes, we're accustomed to lots of seats. For long distances, its tough to stand, especially when it gets tight. The wide open areas will have too few hand holds, I believe. Should also have old-fashioned maps on the wall in case the screens break. Finally blue is the standard color for seniors/disabled. The seats should be blue, not Seahawks green. Make the senior/disabled seats the non-blue color. Also, no Seahawks green. Go Niners!
6952	You (BART) Raised BART fees and you're putting new BART cars out with less seats??? What were you thinking?! Signed-BART rider for too long
1256	You can make more money by installing digital screens for advertising. Stop paper printing and increase advertising ILLEGIBLE.
970	You could put more floor to ceiling pole maybe 2 more per car its always packed in the AM and PM (rush hour) seats I'd recommend stick w/ one color maybe just blue and add more cushion not seat maybe memory foam.
3942	You did it. It's about time. Thank you.
4676	You did not take into consideration people who are fat, large, drunks, people on drugs, no deodorant, people who in general stink when it gets hot, or a hot car the smell and sitting so close to these folk will be a serious issue. Some one put poles in at the door apparently people who have never been into a car just as the door is closing or just trying to get in. Strollers, wheelchairs, walkers – smack dab in the middle at the door. How dumb!!! So typically for people who do not use public transportation.
3149	You didn't ask if I ride Bart. You didn't ask if I intend to ride Bart. It's designed to cram as many people as possible into each car. Put in more seats and run more cars. The screens suck, I can't read them. The floor is too slippery.
5715	You found a seat that is both cushiony and easy to clean. Great! It's difficult to provide both at the same time, so congratulations for doing so. But I marked you down on seat comfort because the back is WAY too short. I'm 6'0", and the hard upper part is right at my shoulder blades. Ouch! The digital sign that lists next stop moves too slowly - yes, you don't want it to move too quickly, but you went too far the other way. Also, it's very difficult to judge lighting when it's so sunny out here - I'd want to see it again at night.
3378	You guys are very helpful and safe.
6787	You guys did fantastic job designing! I will look forward to ride on new BART. Good luck.
6975	You need more displays, at least one in the middle of the car besides two at the ends. You should have the display show the stops that are coming up not just the next one. More maps throughout the car. People in the middle can't see the maps.
6866	You need more lighting. The bike racks are in a good place but I think you need 4 and not three bike spaces. I love the cleaning ease. Seats should be a bit wider.
4612	You need more regular seats; bike racks need to be up to add more seats. Paint job is ugly and unsustainable is versus stainless current cars – floor to ceiling pole needs to go – color scheme an insult to your fans – bad bad design will result in ADA suits which Bart losing in the past.
1733	You need more seats – long ride. Standing from SF – REALLY??
4094	You need more seats, they are long train rides and I would rather have more seats than standing room.
4648	You need more seats.
678	You need more signage for what stops are coming like NYC subway. There is a lack of space for luggage, need more space reference the New Haven Line in NY. There should be more vertical poles to hang onto.
7004	You need side benches, like in the NY subway, to accommodate more riders.
3114	You need to get rid of the Seattle Seahawks color . Could make them red and gold 49ers colors all other aspects are good! Please lose color scheme.
947	You need to put the bikes on designated cars and increase the seating.
6046	You need way more seats! I ride into the city everyday from Concord. I don't want to stand all the time! :(Otherwise they look gorgeous!
4489	You seem to care more about bikers than walkers!! 1. hate the yellow color. 2. Not enough seats. And the two wide seem shorter from wall to center. Please, many of us are older, use BART to get to medical facilities, can't stand for long periods. I realize you can fit more people standing than sitting but this will turn every ride into a cattle car, not just rush hour cattle cars. 3. You don't mention it, but I can remember when BART was quiet. Now worse than a 747 on runway.
3991	You should be able to fit more than 3 bikes. Lighting is an improvement, could be nicer for riding.
1261	You should change the shape of the train. Needs to be modern and futuristic. Bigger windows/multi-levels. More commuter friendly. Brighter lights! Computer games!!
6728	You should have done away with the bike racks and make half a car for bikes. Hopefully your service improves.
6091	You should have one car for bicycles, perhaps a different color if its position changes.
4294	You should not let bikes on during rush hour.
1108	You should of bought joined through cars instead of individual ones. You will run 10 cars and 5 car trains all the time anyway. Train should be driverless as well
5046	Your designers have done a great job! These cars will be a pleasure to use. Can't wait! Poles are well placed. Love the poles. Very helpful both for sitting and getting up.
7200	Your ticket agents are constantly looking at cell phones. For \$100,000 per year, they could at least be watching for gate jumpers, people eating, etc.