

## Appendix C: Public Participation Survey Results

A total of 1,380 surveys were submitted. Results received are detailed below.

**Question 1: How important are each of the following in your decision to attend a meeting to discuss BART-related issues?**

	Very Important	% of Total*	Somewhat Important	% of Total*	Not Important	% of Total*	No Answer
Topics of interest that affect me directly	637	81%	125	16%	29	3%	791
Co-sponsored by a familiar community-based organization	416	55%	223	30%	115	15%	754
Childcare provided during the meeting	356	46%	180	24%	232	30%	768
Refreshments served	663	59%	253	23%	204	18%	1120
Convenient time and location of meeting	784	78%	199	20%	25	2%	1008
Translation services available	441	59%	93	12%	219	29%	753

**\*Note:** for Question 1, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

### Any other ways to make it easier for you to attend?

- 6 am meetings or at a BART station
- After 7 pm
- An online meeting (webinar) would be ideal
- At a BART-able location
- Available via webex with video would be nice
- Better communication about these meetings. I was not aware of the meetings until it was too late.
- Close to BART, disability accessible, alternative formats of handouts available
- Close to my home
- Close to public transportation. Not during typical work hours.
- Communicate events in advance in overt way
- Evening meetings near BART
- Free transportation from BART (Repeated by two respondents)
- Have meeting closer to BART stations
- In Public Library close to where I live
- In San Francisco
- Keep meeting short and to the point.
- Knowing when and where the meeting will be
- Knowing when these meetings are, I didnt know about the Tenderloin meeting.
- Live online video feed
- Live stream on computer, with ability to make public comment via computer
- Locations close to a BART station
- More publicity
- Near a BART station with free parking available
- Near transit
- Nearby
- On a Saturday
- On-line access
- Online forum
- Online video
- Please have a place with better parking
- Plenty of advance notice
- Position of the meeting's speaker
- Provide free transportation. Can't budget extra trips
- Public transport available
- Respect comments, follow up with actions
- Schedule them during outside of work hours.
- Shuttle service
- That the meeting location is safe for all of us.
- That they talk about the price for children to take Bart because it's really expensive in comparison to other cities.
- Time in my life
- Virtual - online
- Web conference the meetings
- Webchat
- Webex, teleconference, etc
- Weekend

\*Note: for both Questions 2 and 3, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

**Question 2.** When would you prefer to attend a meeting? *(select only one)*

	No. selected	% of Total*
During business hours (8:00 am to 5:00 pm)	130	10%
Evenings (6:00 pm to 9:00 pm)	484	39%
Weekends	643	51%
No answer given	123	N/A

**Question 3.** What is the best way to notify you about an upcoming meeting or event? *(select only one)*

	No. selected	% of Total*
Email notice	255	20%
Postcard or letter in mail	549	44%
Ad in newspaper	25	2%
BART’s website	97	8%
Announcement from community group (religious, political, etc.)	113	9%
Telephone	173	14%
Multiple choices made	1	0%
Other	37	3%
No answer given	130	N/A

**Specific newspapers identified:**

- Argus
- Day / Journal News
- Mo Magazine (Vietnamese)
- World’s Journal (identified on Chinese survey)
- Daily Review (identified by Spanish speaker)
- Chinese newspapers (China Press, Sing Tao)
- Times Magazine (Vietnamese?)
- East Bay Viet Newspaper

**Other notification methods specified:**

- Advertisement on BART (specified by 2 respondents)
- Also on BART + local buses
- Announcements and involvement with the MCP community events
- At BART stations
- Banner at station
- BART advertisement and community outreach
- Facebook
- Flyers around community
- Flyers at stations (specified by 2 respondents)
- Flyers door-to-door
- From BART employee
- Material @ BART station "take one" and/or platform signs
- Notification in and around BART station
- Pass out flyers on BART
- Postings on neighborhood store's windows
- Put in the BART seat
- Signs in your stations
- Social Media (FB Twitter) (specified by 2 respondents)
- Special flyers on BART monthly announcement
- Telephone in Nepali (specified by 2 respondents whose preferred primary language is Nepali)
- Text msg
- The flyers on BART worked well
- TV (specified by 7 respondents)
- TV Radio (specified by 3 respondents)
- Twitter (3)

\*Note: for both Questions 4 and 5, the “% of Total” represents the percentage of all survey respondents who selected a specific method.

Question 4. Which of the following methods would help you express your views on specific issues at meetings? (select one or more)

	No. selected	% of Total*
Translated written material in my preferred language	391	28%
Translator at the meeting	600	43%
Large group discussion	327	24%
Small group discussion	355	26%
One-on-one discussion	109	8%
Electronic voting	155	11%
Voting by questionnaire (written survey)	303	22%
Show-of-hands voting	220	16%
Other	21	2%

**Methods specified and comments under “Other:”**

- Choices would depend on the size of the meeting
- Comment cards
- Don't like email
- Each person allowed to speak
- English
- Facilitates discussion - problem solving groups
- Interaction with commissioner
- Mail
- Nothing
- Powerpoint
- Preview the agenda
- Question and answer format
- Speaking talking stick
- The option to do it in my own language
- Time on agenda for audience feedback
- Vote by mail
- What are we voting on?
- When can voting ever be relevant?

Question 5. What are the best ways to present detailed material to you for a meeting? (select one or more)

	No. selected	% of Total*
Information online for review before meeting	587	43%
Online video to watch before meeting	179	13%
Live presentation at meeting	521	38%
Tabletop display to look at before/during meeting	174	13%
Printed material to look at before/during meeting	354	26%
Map, chart or other visual aids at meeting	260	19%
Other	28	2%

**Other presentation methods specified:**

- 511.org
- A staff member that's been identified as the contact person to talk with for questions/clarifications
- Accessible materials
- All material translated
- Braille and large print
- Conversation w/ BART director
- Electronic documents
- Email with information
- In advance email
- Information BART station
- Interactive dialogs
- Mail
- Mailed info before meeting
- Mail survey
- Microphone to help with being able to listen
- Multimedia
- Power point
- Someone to talk to in my language
- Topic on email
- TV
- Webinars

**Question 6. In addition to a meeting, how likely would you be to use the following to express your views on BART-related issues?**

	<b>Very Likely</b>	<b>% of Total*</b>	<b>Somewhat Likely</b>	<b>% of Total*</b>	<b>Not Likely</b>	<b>% of Total*</b>	<b>No Answer</b>
Online survey	347	57%	175	29%	84	14%	774
Online discussion	178	33%	193	36%	171	31%	838
Comments by email	290	50%	187	32%	108	18%	795
Mail-back survey	348	53%	212	32%	99	15%	721
Focus group	417	58%	191	26%	112	16%	660
Write letter	434	54%	169	21%	203	25%	574
Phone comment line	86	33%	70	27%	102	40%	1,122

**\*Note: for Question 6, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”**

**Any other suggestions to help you express your views?**

- Civil disobedience
- Claycord.com
- Do I have a vote? BART and any public transportation is the future so I want it as in expensive as possible so people will use. It also needs to be user friendly and of course safe. I have been taking BART for years even though I have a car.
- Email
- I would like a "meet your BART supervisor" on a regular basis
- If officials would listen to my suggestions.
- I've submitted comments in the past, but never received any acknowledgement that they were received, much less considered.
- Let me know whether and when my view points lead to any direct action
- Only if it matters
- Pay for focus groups
- Public meeting
- Regular meetings with BART board members in the district
- Social media: Facebook, Twitter
- Suggestion box at stations
- Text msg?
- There should always be more than one option available for participation (especially for those who do not have easy internet access).

**Question 7. BART would like to keep you informed of how your comments influence our decisions. What is the best way to inform you of BART’s actions after meetings? (select only one)**

	No. selected	% of Total*
Email	283	33%
Regular mail	769	63%
BART website	116	10%
Other	54	4%
Multiple choices made	1	0%
No answer given	157	N/A

**\*Note: for Question 7, the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”**

**Methods specified under “Other:”**

- Advertisements (specified by 2 respondents)
- Bulletins/newsletter
- Community meetings (specified by 3 respondents)
- Discuss
- Facebook
- Facebook twitter
- Factor
- HCP
- In and around bart stations
- In person
- Lao family (Burmese-Karenni lang.)
- Materials in Vietnamese
- Meeting
- Newspaper (specified by 4 respondents)
- Phone (specified by 13 respondents)
- Phone in nepali (specified by 2 respondents)
- Postcard on local sites (local publicity)
- Postings on store windows
- Public meeting
- Regular public participation, direct democracy
- School
- Social media
- Telephone w/ interpreter (Lao)
- The news
- Transit flyer
- TV (specified by 7 respondents)
- TV Radio (specified by 4 respondents)
- Twitter
- Twitter Link to BART website
- Valencia Garden (specified by 2 Spanish-speaking respondents)

**Question 8. What type(s), if any, of community-based organizations do you participate in?**  
(select one or more)

	No. selected	% of Total*
Religious	703	51%
Political	145	11%
Environmental	197	14%
Urban/regional planning	136	10%
Other	211	15%

**\*Note:** for Question 8, the “% of Total” represents the percentage of all survey respondents who identified a specific type of community-based organization as one they participate in.

**Types of CBOs specified under “Other:”**

- AA (specified by 2 respondents)
- Affordable housing
- Art + cultural
- B.O.S.S.
- BART
- Bayview Hunters Point YMCA
- Business (specified by 4 respondents)
- Business-community econ. development
- CAA & VVPA (identified on Chinese survey)
- Caterers and restaurants
- CBO
- Chamber of Commerce
- Child care
- Chinese language school
- Clinic
- Community (specified by 3 respondents)
- Community based YMCA
- Community org (specified by 20 respondents)
- Cultural (specified by 2 respondents)
- Day program for adults /w disabilities
- Dien Hong Vietnamese Community Association
- Dien Hong Senior Association (specified by 5 respondents)
- Disability groups, arts group
- Disabled community
- EDIA - SPCA
- Educational
- Family Connections
- FORDECUSA
- Genesis
- HCP
- Hispanic Chamber of Commerce, Alameda County
- Historic preservation scouting
- Historical
- Indian Health Center
- Indian Health Center San Jose
- Inter Tribal Friendship House
- International Friendship House (specified by 17 respondents)
- Labor center
- Labor union
- Lao family (specified by 6 respondents)
- Local school, K-12 (specified by 2 respondents)
- Monument Community Partnership (specified by 32 respondents)
- MCP school
- Mental health community
- Monument Crisis Center
- Museums
- Musical toastmasters
- Native (specified by 3 respondents)
- Native American or American Indian (specified by 9 respondents)
- Native American community in Bay Area (2)
- Native youth support
- Neighborhood policing (specified by NCPC respondents)
- Neighborhood watch meeting (specified by 3 respondents)
- Non profit charities
- Non profit/disability/blindness
- Non-profit (specified by 2 respondents)
- Not relevant
- Organizations that support the deaf community
- Public ones
- Recreational bicycle club
- Richmond Main Street
- School (specified by 4 respondents)
- Senior Activities Center (481 O’Farrell)
- Service providers
- SF Chinatown Renters Association
- Shell mound preservation, shell mound walken
- Social seniors
- Social service, Social services CBO
- Sports teams
- Transit flyer
- Union
- Veterans
- Volunteer
- YMCA (specified by 2 respondents)
- Youth services

\*Note: for Questions 9, 10, and 11 the “% of Total” columns represent the percentage of those who answered the question who gave that particular answer; it does not include the “no answers.”

Question 9. How often, if at all, do you usually ride BART? *(select only one)*

	No. selected	% of Total*
Never	39	3%
Less than once a month	285	23%
1 – 3 days a month	343	28%
1 – 2 days a week	205	17%
3 days a week or more	351	29%
No answer given	157	N/A

Question 10. What is the total annual income of your household before taxes? *(select only one)*

	No. selected	% of Total*
Under \$25,000	756	66%
\$25,000 - \$40,000	134	12%
\$41,000 - \$75,000	127	11%
Over \$75,000	123	11%
No answer given	240	N/A

Question 11. In which language do you prefer to communicate? *(select only one)*

	No. selected	% of Total
English	452	37%
Spanish	194	16%
Chinese	67	5%
Korean	3	0%
Tagalog	5	1%
Russian	1	0%
Vietnamese	408	33%
Other	101	8%
Multiple choices made	1	0%
No answer given	148	N/A

**Languages specified under “Other:”**

Arabic	1
Burmese	12
Burmese-Arakan	1
Burmese-Karenni	19
Cambodian	3
Karenni	6
Lao	5
Nepali	24
Portuguese	1
Thai	3
Unspecified	2

**Second languages specified:** English/Nepali (specified by 2 respondents)

**Question 12. What is your race or ethnic identification?**

Notes: The survey passed out at meetings specified "select only one;" the online survey specified "select one or more." The majority of respondents specified only one race or ethnic identification. \* For Question 12, the "% of Total" columns represent the percentage of those who answered the question who gave that particular answer; it does not include the "no answers."

	No. selected	% of Total
American Indian or Alaska Native	101	8%
Asian or Pacific Islander	576	48%
Black/African American	60	5%
Spanish, Hispanic or Latino	230	19%
White	124	10%
Other (specified, see list below)	96	8%
Other (unspecified)	7	0%
Combination of two or more race or ethnic identifications specified	20	2%
No answer given	161	N/A

**Race or ethnic identifications specified under "Other:"**

- American (1)
- Arabic (1)
- Asian Indian (1)
- Bhutanese (22)
- Burmese (11)
- Burmese-Arakan (1)
- Burmese-Karenni (24)
- Chicano/Yaqui (1)
- Eurasian (1)
- European descent (1)
- Filipino (1)
- Filipino/Portuguese/Chinese (1)
- Iranian (1)
- Karenni (1)
- Lao (1)
- Latino white (1)
- Mexican (9)
- Mixed (2)
- Not relevant (1)
- Not stated (1)
- Nothing that you care 4 (1)
- Pennsylvania Dutch (1)
- Vietnamese (10)

**Comments:**

- "Spanish, Hispanic or Latino" is not a race. (Comment from survey in Spanish)



Number of surveys filled out in each language:

	No. filled out	% of total
English	588	51%
Spanish	175	15%
Chinese	41	4%
Vietnamese	321	28%
Tagalog	1	0%
Russian	1	0%
Laotian	21	2%
Cambodian	6	0%
Korean	0	0%
Online	226	N/A

\*Note: The “% of Total” column represents the percentage of the hard copy surveys that were available to be counted; it does not include the “online” number. The survey was available online in six languages, but tallies of the online did not call out which language a survey was completed in.