

BART-to-Oakland International Airport Title VI Equity Analysis

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San Francisco Bay Area Rapid Transit District

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Section 1

Introduction

The New Service and New Fare Title VI Equity Analysis for the BART-to-Oakland International Airport Project (Project) provides an evaluation of how the Project may affect low-income and minority riders. This analysis is undertaken in connection with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin. While low-income riders are not a protected class under Title VI, the Federal Transit Administration (FTA), also requires recipients to evaluate proposed service and fare changes to determine whether low-income riders will bear a disproportionate burden of the changes. Accordingly, the FTA has adopted regulations and reporting compliance requirements for agencies that receive federal financial assistance to ensure that the programs and activities of each respective agency comply with the requirements of Title VI.¹

The purpose of this study is to analyze the effect of the new service and new fare of the Project based on the FTA's Title VI requirements and guidelines, including but not limited to, FTA Circular 4702.1B (Circular), which requires an analysis of impacts of the new service and fares on minority and low-income riders. This report determines if the new service and new fare would have a disparate impact on minority riders or place a disproportionate burden on low-income riders based on BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy).

The DI/DB Policy was developed pursuant to the Circular, following an extensive public participation process, and adopted by the BART Board of Directors on July 11, 2013. In accordance with the adopted DI/DB Policy, for new service and new fares, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the applicable difference between the proportion of Project riders that are protected and the proportion of protected systemwide riders is equal to or greater than 10%.² The Project falls under the new service and new fare guidelines as it provides service between the Coliseum BART station and the Oakland International Airport (OAK) that was not previously served by a fixed guideway system.

This report includes the following sections.

- **Public Outreach:** An overview of the public outreach efforts and feedback received for the BART-to-Oakland International Airport Project.
- **Project Description:** A description of the Project service and a summary of the existing AirBART ridership profile.
- **Methodology:** A description of the analysis undertaken to evaluate the effects of the new Project on minority and low-income riders.
- **Findings:** A detailed description of the study findings and conclusions.

¹ In October 2012, the Federal Transit Administration (FTA) issued an Advisory Circular entitled "Title VI Requirements and Guidelines for Federal Transit Administration Recipients." This Circular outlined the requirements of the Title VI reporting and reaffirmed new requirements pursuant to Executive Orders 12898 "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations" and Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency."

² Protected populations include minority and low-income populations as defined in Section 4 (Methodology).

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Section 2

Public Outreach

Pursuant to FTA Circular 4702.1B for the solicitation of public comment and consistent with BART's Public Participation Plan (2010), public outreach was conducted on the service and fares related to the start of new BART service to the Oakland International Airport. While the Project has been widely reviewed in public forums over the past ten years, a key component of the outreach was to receive input from low-income, minority and Limited English Proficient (LEP) community members. BART used established information outlets to engage stakeholders that may be affected by the new extension. Outreach events were held to provide information about the project and provide opportunity for community members and stakeholders to comment on proposed new service and fares. A comment form was used to solicit feedback on the new service and fares and to collect selected demographic data. Also, all outreach materials were available on the BART website and an on-line version of the comment form was posted on the website and included in e-mailed outreach correspondence. The following summarizes input received related to the service and fares for the new BART service to the Oakland International Airport.

See Appendix D, E, and F for detailed description of public outreach, materials and analysis.

2.2 Public Comments

More than 600 public comments were collected through the outreach events and online. Responses to the comment form were analyzed for, all respondents, Limited English Proficient (LEP) respondents, and Airport employee respondents, who received an employee comment form that noted they may receive a discount on the Project fare. A summary of the feedback received from these responses is provided in this section.

2.2.1 New Service Input

Comment cards included a space for respondents to provide general comments about the BART service to the Oakland International Airport. Respondents were asked:

"Do you have any general comments about the new BART service to Oakland International Airport (OAK)?"

Approximately 25 percent of respondents did not have any general comments. Among the remaining respondents who did provide comments, roughly 80 percent were positive and included the following illustrative comments:

- "I strongly support this new service. I am trained in the field of environmental engineering, and reducing automobile traffic will have important, positive impacts on air quality. In addition, I travel frequently by airplane, and I would choose Oakland Airport much more often if I could ride BART directly to the airport without having to ride the bus."
- "Looking forward to faster and convenient service."
- "Great idea."

- “Excited to ride it.”

The remaining 20 percent of comments were generally not supportive of the new service. Comments were related to cost concerns with the new service and the fact that AirBART currently already provides access to OAK. Lastly, a handful of comments cited safety concerns with the absence of an operator with the new system. A complete list of comments is provided in Appendix E.

2.2.2 Fare Preference Input

Included in the comment cards was a question regarding setting a potential fare structure for the new service. The question stated:

“There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?”

- *A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017.*
- *A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017.*
- *No Preference*

The comment card for Airport employees also included an introductory sentence: “Airport employees may receive a discount on the OAC fare.” A summary of the feedback is shown in Table 2-1. In general, protected (minority and low-income) riders tended to favor the fare to start at a higher cost. However, Airport employees exhibited a strong preference to have the fare start lower and rise thereafter.

Table 2-1: Respondent Fare Preference

	Minority Populations				Low-Income Populations				All Populations			
	All Survey Respondents		Airport Employees		All Survey Respondents		Airport Employees		All Survey Respondents		Airport Employees	
	%	n	%	n	%	n	%	n	%	n	%	n
Fare Preference												
Start Lower & “Ramp Up”	41.4%		45.3%		39.3%		45.7%		36.9%		45.3%	
Start Higher & “Hold Steady”	42.7%		39.1%		41.1%		25.7%		46.3%		35.9%	
No Preference	15.9%		15.6%		19.6%		28.6%		16.8%		18.8%	
Total	100.0%	232	100.0%	64	100.0%	112	100.0%	35	100.0%	624	100.0%	117

Note: Airport Employees are employees who work at or around Oakland International Airport

Respondents were also given the opportunity to provide additional comments regarding fares. Roughly half of the respondents provided comments with approximately 80 percent of those comments indicating that the proposed fares were too high; one response indicated the following: “Excited about the service! Not so excited [about] the 30% minimum increase, [and] later 100% increase. I would consider a cab or shared van if you go high.” Other comments varied and included a

desire to integrate the Clipper card into the new system and a desire to offer senior and disabled discounted fares.³

2.3 Limited English Proficient (LEP) Community Comments

Informational handouts and comment cards were translated into four languages: Spanish, Chinese, Vietnamese and Korean. In total, 22 comment cards were received from Limited English Proficient (LEP) persons (individuals who identified that they speak English “less than very well”). LEP respondents identified that the primary language spoken was Spanish.

The feedback received from these respondents was supportive of the new BART service to the Oakland Airport. Comments received included:

- “Very good idea.”
- “Excellent idea we have been waiting for these types of service.”
- “I am glad, we are waiting for it. It is necessary because it will eliminate traffic grid lock.”

When asked about fares, 14 of the 22 respondents preferred a fare that starts higher, but remains at that level for a longer period of time; two respondents preferred a fare that starts lower and rises on a regular, pre-planned basis. The other six respondents had no preference or did not respond to the fare question.

Additional outreach was conducted with BART’s Office of Civil Rights (OCR) LEP Advisory Committee. The LEP Advisory Committee consists of members of community-based organizations that serve LEP riders within the BART service area. A committee member, representing a nonprofit organization that provides health care services in the East Bay, commented, “My opinion on the fare is to go with the higher price so it will stay the same longer.”

2.4 Airport Employee Comments

More than 100 comment cards were completed by employees working at or around the Oakland International Airport. Roughly 80 percent of these respondents provided general comments which were positive and included:

- “More convenient and faster service.”
- “Great addition.”

The comment form for airport employees noted that airport employees may receive a discount on the Project fare. When asked about fares and the preference to have them start at the lower end and rise on a regular, pre-planned basis or start higher and remain at that level for a longer period of time, airport employees preferred to have the fares start lower.

Just over half of the employee responses also provided additional comments regarding fares. Roughly 70 percent of these comments expressed concerns that the fares listed on the comment card (ranging

³ Riders will be able to use the Clipper card to pay for the new service. BART offers a 62.5% discount to fares for seniors, people with disabilities, and youth ages 5 through 12; these riders will receive the same discount for Project fares.

from \$4.00 to \$6.00) are too high. Additionally, a number of comments indicated that the new system should offer discounts for OAK employees and incorporate the Clipper card.

Section 3

Project Description

The BART-to-Oakland International Airport project (the “Project”) is a 3.2 mile Automated Guideway Transit (AGT) project proposed by the San Francisco Bay Area Rapid Transit (BART) District, and will provide a rapid transit link between the Coliseum BART station and the Oakland International Airport (OAK). Currently, a fixed-route bus service, AirBART, operates between OAK and the Coliseum BART station. The Project is a new service and once it begins to operate, AirBART will cease operations. A comparison of the service levels is shown in Table 3-1.

Table 3-1 AirBART and Project Service Levels

Service Parameters	AirBART	Project
Hours of operation	5:00 AM to 12:00 AM	4:45 AM to 1:00 AM
Peak Headways	10 minutes (6:00 AM to 12:00 AM)	4.58 Minutes (8:00 AM to 8:00 PM)
Off-Peak Headways	20 minutes (5:00 AM to 6:00 AM)	9.16 Minutes (6:00 AM to 8:00 AM and 8:00 PM to 10:00 PM) 18.33 Minutes (4:45 AM to 6:00 AM and 10:00 PM to 1:00 AM)
One-Way Travel Time	17.7 minutes (includes wait time) (variable up to 29 minutes depending on traffic)	8.2 minutes (plus 2.3 minute average peak period wait time)
Vehicle Capacity (per consist)	42 Passengers plus luggage (32 seated, 10 standing)	113 passengers plus luggage (24 seated, 89 standing)
Intermodal Connection	Exit station to street level (one level down) Single file access One entry/two exit door Step up required Central Luggage	In station (one level up) Three door entry/exit (4 in future) Vehicle at platform level Luggage stays with patron
Fare and Fare Media	Separate ticketing from BART	Integrated into BART fare system, including Clipper Cards
Service Consistency	Headways and travel time vary depending on traffic conditions	Headways consistent Elevated guideway not dependent on traffic conditions

Source: BART-to-Oakland International Airport Final EIR, www.bart.gov/guide/airport/inbound_oak; Contract No 01ZK-110. Oakland International Airport Connector, vol. IIIA (Technical Provisions) 2009.

Note: AirBART Travel time includes wait time.

3.1 Project New Fare

The existing fare for the AirBART shuttle service is \$3.00. BART is considering beginning the new service at one of three fare values: (a) a \$5.00 fare, (b) a \$6.00 fare, or (c) a \$4 fare that would increase to \$5.00 and then to \$6.00 in 2017. Under options (a) and (b), the Project fare would increase by the same amount as BART’s systemwide biennial inflation-based fare increases, the next of which is scheduled for January 1, 2016. Children (12 and under), seniors (65 and over), and people with disabilities currently pay a discounted AirBART fare of \$1.00; these groups will be provided a Project

fare discounted at the current BART discount rate of 62.5% to the regular fare. OAK employees currently pay a discounted AirBART fare of \$2.00; subject to BART Board approval, a discounted fare for OAK employees will be available for the trip taken on the new service between Coliseum Station and OAK.⁴

3.2 Alternative Modes

Alternative modes between the Coliseum BART station and the Oakland International Airport include two local bus services provided by the Alameda-Contra Costa Transit District (AC Transit). The 73 route runs day and evening service between the Eastmont Transit Center and OAK and the 805 route runs late night service between downtown Oakland and OAK. The two routes together provide 24 hours of service between the Coliseum BART station and the Oakland International Airport. A comparison of the service levels are shown in Table 3-2.

There is no indication that AC Transit will discontinue providing these bus services between the Coliseum BART station and OAK when the Project begins service.

Table 3-2 Alternative Modes Service Levels

Service Parameter	AirBART (current service)	Project	AC Transit Route 73	AC Transit Route 805
Fares	\$3.00	To Be Determined	\$2.10	\$2.10
One-Way Travel Time	17.7 minutes (includes wait time) (variable up to 29 minutes depending on traffic)	8.2 minutes (plus 2.3 minute average peak period wait time)	12 minutes	12 minutes
Hours of Operation	5:00 AM to 12:00 AM	4:45 AM to 1:00 AM	5:30 AM to 12:45 AM	12:30 AM to 5:30 AM
Peak Headways	10 minutes (6:00 AM to 12:00 AM)	4.58 Minutes (8:00 AM to 8:00 PM)	15 minutes (5:30 AM to 9:00 PM)	60 minutes
Off-Peak Headways	20 minutes (5:00 AM to 6:00 AM)	9.16 Minutes (6:00 AM to 8:00 AM and 8:00 PM to 10:00 PM) 18.33 Minutes (4:45 AM to 6:00 AM and 10:00 PM to 1:00 AM)	30 minutes (9:00 PM to 12:45 AM)	60 minutes

Source: BART-to-Oakland International Airport Final EIR; <http://www.actransit.org/>.

Note: Travel Time and Headways for AC Transit Routes are subject to traffic conditions and are variable. AirBART Travel time includes wait time.

3.3 Prospective Project Ridership

When analyzing the effects of the Project service it is important to consider prospective ridership. Currently, AirBART provides service between the Coliseum Station and OAK. Because the Project service will be replacing the AirBART service, AirBART ridership can be used as a proxy to represent prospective Project ridership. BART has employed two approaches to capture this information: the first, a census-based approach to provide a broad-based view of existing as well as potential Project ridership, and a second, more targeted approach based on survey data.

⁴ As currently proposed, the employee fare would start at \$2.00 and is expected to increase by the same percentage as the systemwide inflation-based fare increases scheduled for January 1 of 2016, 2018, and 2020. A Title VI Equity Analysis will be conducted for each inflation-based systemwide fare increase which will cover the OAK employee program.

In the past year, AirBART has carried a daily ridership of approximately 1,950 passengers.⁵ An onboard AirBART ridership survey conducted in 2013 collected demographic data for AirBART riders, shown in Table 3-3.⁶

Survey results indicate that AirBART users are arriving and departing from various locations throughout the Bay Area with the majority of riders coming from San Francisco, Oakland, and Berkeley (see Figure 3-1). Among the surveyed AirBART riders, approximately 90 percent are using AirBART for a departing/arriving flight with approximately 6 percent of users going to/coming from work at or around the airport (see Table 3-4).

Table 3-3 AirBART Ridership Demographics

	All Survey Respondents		Northern California Residents	
	Percent	Sample Size	Percent	Sample Size
Gender				
Male	57.3%		53.3%	
Female	42.7%		46.7%	
Total	100.0%	1,150	100.0%	531
Age				
Under 12	0.4%		0.4%	
13-17	0.4%		0.4%	
18-24	10.1%		14.7%	
25-34	29.5%		29.3%	
35-44	17.9%		16.2%	
45-54	18.9%		17.3%	
55-64	13.7%		12.6%	
Over 65	9.2%		9.1%	
Total	100.0%	1,140	100.0%	525
Ethnicity				
White alone, non Hispanic	63.7%		50.9%	
African American alone, non Hispanic	5.8%		8.2%	
Asian or Pacific Islander alone, non Hispanic	17.8%		25.6%	
American Indian or Alaska Native alone, non Hispanic	0.4%		0.2%	
Hispanic/Latino, any race	9.6%		9.7%	
Other or Multiple Race	2.7%		5.4%	
Total	100.0%	1,104	100.0%	515
Annual Household Income				
Under \$25,000	11.0%		14.5%	
\$25,000 - \$29,999	3.4%		4.7%	
\$30,000 - \$39,999	4.3%		4.7%	
\$40,000 - \$49,999	5.9%		7.4%	
\$50,000 - \$59,999	6.0%		6.6%	
\$60,000 - \$74,999	10.3%		12.3%	
\$75,000 - \$99,999	13.2%		12.3%	
\$100,000 and over	45.9%		37.4%	
Total	100.0%	1,021	100.0%	470

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all survey questions were answered.

⁵ Port of Oakland Aviation Planning and Development Department, AirBART ticket sales between October 2012 and October 2013.

⁶ AirBART On-Board Survey Results, CDM Smith, December 2013.

Table 3-4 AirBART Ridership – Trip Purpose

	All Survey Respondents		Northern California Residents	
	Percent	Sample Size	Percent	Sample Size
Purpose of Trip				
Flight	87.5%		78.4%	
Work at (or around) airport	5.9%		11.0%	
Meeting someone at airport	2.0%		3.8%	
Conducting business at (or around) airport	1.6%		2.3%	
Pick up/drop off rental car	3.0%		4.5%	
Total	100.0%	1,146	100%	528

* Note: Due to rounding, percentages may not add to 100%.

Additionally, an assessment of ridership forecast studies was conducted. Ridership forecasts for the Project service were prepared by CDM Smith in 2005, and were updated in 2007 and 2009. These analyses used an adaptation of the Metropolitan Transportation Commission's (MTC) regional transportation model and included information based on Oakland International Airport passengers and AirBART passengers. The information from the ridership forecasting analyses provided an assessment of the geographic profile of the Project ridership (see Figure 3-2). The majority of potential future Project riders connecting from BART, came from the four counties (Alameda, San Francisco, Contra Costa, and San Mateo) served by BART.

BART-to-OAKLAND INTERNATIONAL AIRPORT TITLE VI EQUITY ANALYSIS

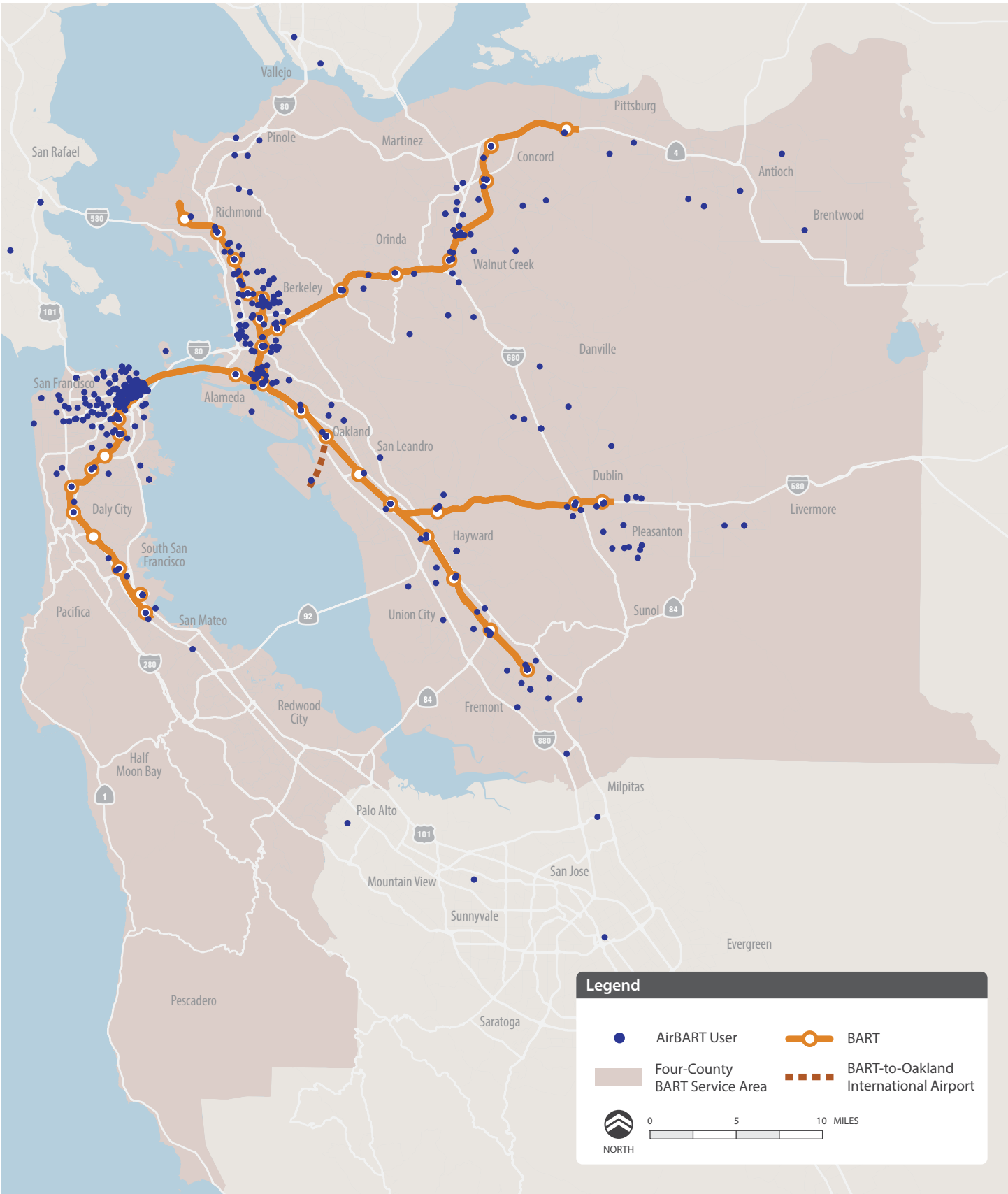


Figure 3-1
AirBART Riders

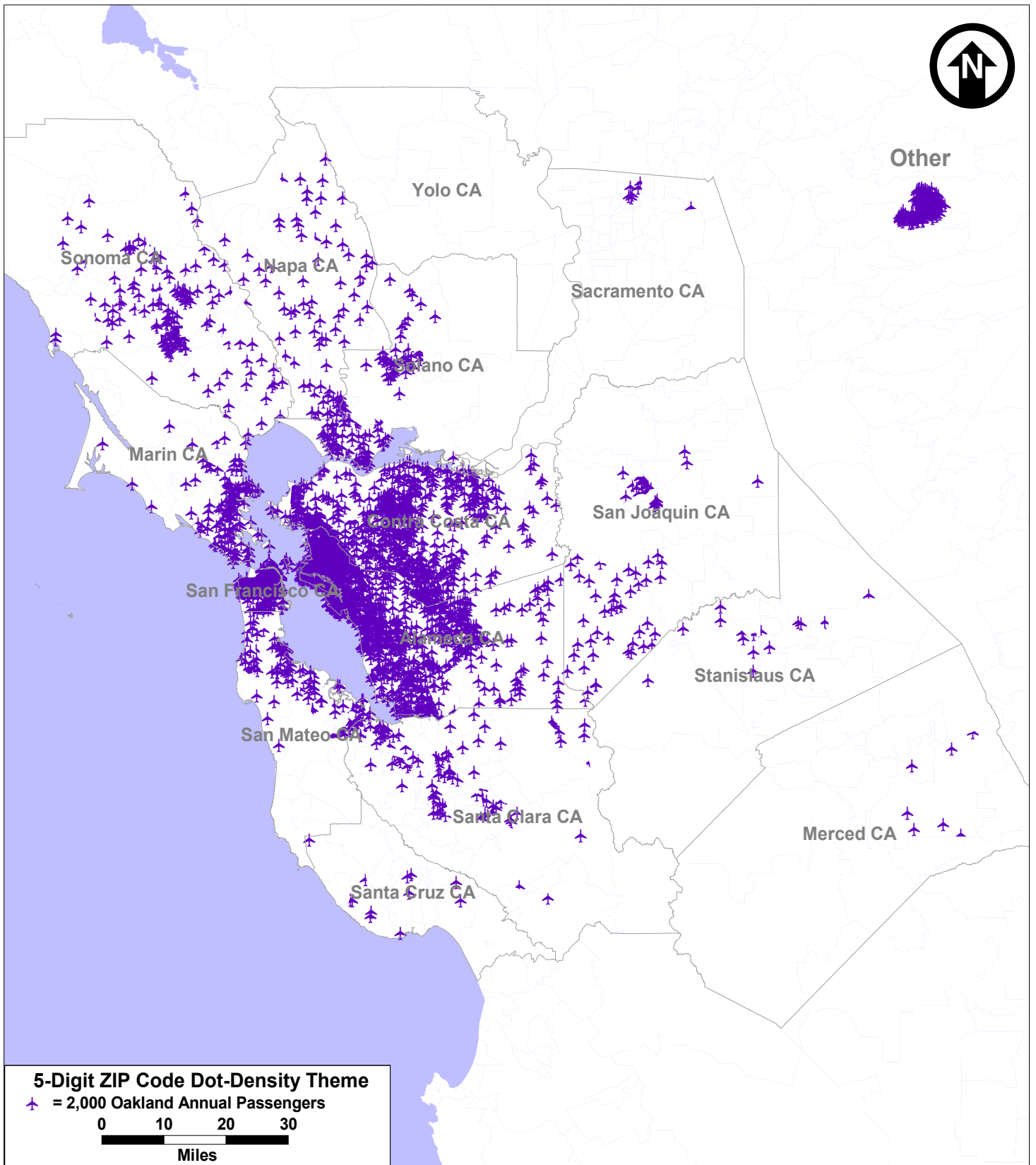


Figure 3-2
Oakland International Airport Air Passenger Catchment Area

Section 4

Methodology

The methodology used for this study analyzes the effect of the new service and new fare for the Project and determines if there will be a disparate impact on minority riders or a disproportionate burden on low-income riders.

Using the FTA Circular 4702.1B, BART staff developed major service change and fare change methodologies to conduct Title VI Equity Analysis. The FTA concurred with BART's Fare Methodology in May 2013 and BART's Service Methodology in January 2014.

In addition to BART's Title VI service and fare methodologies, BART staff developed BART's Disparate Impact and Disproportionate Burden Policy (DI/DB Policy). The Board adopted this Policy on July 11, 2013 following extensive public engagement that included staff presentations to the Title VI and Environmental Justice Advisory Committee⁷ and focus group meetings with local transportation equity advocacy groups.⁸

The methodology described in this section is consistent with the requirements of the FTA Circular and BART's DI/DB Policy. This study includes a New Fare Analysis and a Service Change Analysis.

- **New Fare Analysis:** The New Fare Analysis includes a Demographic Assessment which estimates the proportion of minority and low-income riders using the new Project and compares it to BART's systemwide minority and low-income ridership.
- **Service Change Analysis:** The Service Change Analysis includes a Demographic Assessment and Travel Time Assessment for BART's systemwide population. The Demographic Assessment employs two approaches to estimate the proportion of minority and low-income riders using the new Project and compares it to BART's systemwide minority and low-income ridership. The Travel Time Assessment for BART's systemwide population estimates the average systemwide travel times before and after the new service for protected and non-protected riders.

4.1 New Fare Analysis

4.1.1 Demographic Assessment

- **Description:** The Demographic Assessment estimates the proportion of minority and low-income riders using the new Project and compares it to BART's systemwide minority and low-income ridership.
- **Data Used:** 2013 AirBART Ridership Survey and BART's 2012 Customer Satisfaction Survey.

⁷ The Title VI/Environmental Justice Advisory Committee was also consulted and concurred regarding the use of the two-pronged demographic assessment for the service change analysis discussed in section 4.2.1

⁸ Additionally, the DI/DB Policy was posted on bart.gov and social media outlets such as Facebook and Twitter, and a corresponding webinar was available on BART TV via YouTube.

- **Requirement:** Pursuant to the Circular and as outlined in BART’s DI/DB Policy section 4 and the Fare Methodology in which FTA concurred, a demographic assessment is used to evaluate new fares.

Step 1: Identify the data source

2013 AirBART ridership survey data and BART’s 2012 Customer Satisfaction Survey data were used in this analysis.

Step 2: Determine the share of protected riders

This assessment evaluates the demographics of existing AirBART riders as a proxy to estimate the demographics of the Project riders. Because the Project service will be replacing the AirBART service, AirBART ridership can be used as a proxy to represent prospective Project ridership. Survey data collected in December 2013 from existing AirBART riders was used to determine the share of protected riders for the Project. BART’s 2012 Customer Satisfaction Survey was used to determine BART’s systemwide share of riders who are protected. Pursuant to the service and fare change methodologies outlined in the DI/DB Policy and in which FTA concurred, for new service and fares, affected riders include those who ride the new service and those who ride any existing lines whose service will change as a result of the new service. A sampling plan for the AirBART survey was used to ensure a representative sample of AirBART riders going to and from OAK during all hours of operation on weekdays and weekends was collected. This sampling plan was based on current ridership estimates for weekdays and weekends by time period. The minimum sample size was set as at least 800 valid surveys.

For purposes of analyzing the survey data, the definition of minority and low-income survey respondents is as follows.

- **Minority Definition** – Consistent with federal guidelines, BART defines minority populations as American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.
- **Low-income Definition** – BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. BART’s definition is more inclusive of low-income populations than the HHS guidelines to account for the higher living costs in the Bay Area compared to most of the rest of the United States. This definition takes into account both the household size and household income of survey respondents. The combinations of household size and income that are defined as “low-income” are as follows:

Table 4-1 Low Income Definition (Existing AirBART Ridership)

LOW INCOME	
Household Size	Household Income
1	Under \$25,000
2	Under \$30,000
3	Under \$40,000
4	Under \$50,000
5+	Under \$60,000

Step 3: Determine the share of protected riders for overall BART ridership

The 2012 Customer Satisfaction Survey was used to determine the proportion of BART's ridership that is protected.

Step 4: Apply BART's Disparate Impact and Disproportionate Burden Policy

The determination is made as to whether the difference between the Project's protected ridership share and the overall system's protected ridership share exceeds the threshold set forth in BART's Disparate Impact and Disproportionate Burden Policy. For new service and new fares, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the protected Project ridership exceeds the overall BART system's protected ridership by 10% or more.

Step 5: Alternative measures

If this assessment finds that minority riders experience disparate impacts from the proposed new fares, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed new fares only if BART can show:

- A substantial legitimate justification for the proposed new fare; and
- There are no alternatives serving the same legitimate objectives that would have a less disparate impact on minority riders.

If the assessment finds that low-income riders experience disproportionate burden from the proposed new fare, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income riders affected by the proposed new fare.

4.2 Service Change Analysis

As outlined in BART's DI/DB Policy, a demographic and travel time assessment are required for any major service change. This section describes the steps, as outlined in BART's DI/DB Policy sections 3(a) (and b), to complete the demographic and travel time assessments.

4.2.1 Demographic Assessment

- **Description:** Two approaches to the Demographic Assessment are employed⁹, Demographic Assessment-Census Data (Scenario A), Demographic Assessment- Survey Data (Scenario B). Scenario A, an approach permitted under Circular 4702.1B, estimates the proportion of minority and low-income riders using the new Project based on census data and compares it to BART's systemwide minority and low-income ridership as reflected in census data. Scenario B, which is called for in BART's DI/DB Policy and the Service Methodology, estimates the

⁹ The two-pronged approach to the Demographic Assessment finds support in FTA Circular 4702.1B. Pursuant to the Circular, when increasing service to an area currently served by the transit system, ridership survey data should be used in a service equity analysis. When proposing new service to a neighborhood or corridor not served by the transit system, census population data should be used for a service equity analysis. The dual approach was endorsed by BART's Title VI/Environmental Justice Committee.

proportion of minority and low-income riders using the new Project using survey data and compares it to BART's systemwide minority and low-income ridership as shown in survey data.

- **Data Used:** For Scenario A, 2010 Census and 2007-2011 ACS Census Tract Population, weighted by 2013 AirBART Ridership by Station. For Scenario B, 2013 AirBART Ridership Survey and BART's 2012 Customer Satisfaction Survey.
- **Requirement:** As outlined in the Circular and pursuant to BART's DI/DB Policy section 3(a) and the Major Service Change Methodology in which FTA concurred, a demographic assessment is required for any major service change.

Step 1: Identify the data source

Scenario A: For each BART station, the census tracts that generate ridership to that station are known as the station's "catchment area." Assignment of a census tract in BART's service area to a particular station was verified using the 2008 Station Profile Study data that indicated that people residing in a census tract used that station. For each census tract, the 2010 US Census and 2007-2011 ACS data supplied the number of minority, non-minority, low-income and non-low-income populations residing in that tract. The minority, non-minority, low-income and non-low-income populations for all the census tracts assigned to a station are then summed up to yield the minority, non-minority, low-income and non-low-income populations for each station. These station populations are then weighted by their share of the survey results from the 2013 AirBART Ridership in the manner discussed in Step 2.

Scenario B: 2013 AirBART Ridership Survey and BART's 2012 Customer Satisfaction Survey.

Step 2: Determine the share of protected riders

Scenario A: Under this approach the share of protected riders for the Project is estimated by taking the minority and low income share of each station's catchment area population and then multiplying those percentages by each station's share of the 2013 AirBART ridership survey responses. These products are then summed for all the stations, and the result is the Project share of protected riders. The results are illustrated in Table 4-2 below for minority riders. Note that stations which have a higher share of AirBART survey responses have their minority share weighted more highly than those with lower AirBART survey responses.

Scenario B replicates the Section 4.1.1 Demographic Assessment of New Fares and determines the share of protected riders using the 2013 AirBART Ridership Survey. It also considers the protected ridership share for any existing lines whose service will change because of the new service as described in BART's Fare Methodology, in which FTA concurred.

Table 4-2 Estimated Minority Share of the Project: Scenario A

BART Station	2010 Census Minority Share	2013 AirBART Survey Response Share	Weighted Average Calculation
Richmond	87.2%	1.3%	1.2%
El Cerrito del Norte	74.4%	1.9%	1.4%
El Cerrito Plaza	50.8%	1.5%	0.8%
North Berkeley	38.4%	1.3%	0.5%
Downtown Berkeley	49.7%	6.5%	3.2%
Ashby	54.0%	1.3%	0.7%
MacArthur	55.6%	3.1%	1.7%
19th St/Oakland	63.0%	2.5%	1.6%
12th St/Oakland	70.7%	4.2%	3.0%
Lake Merritt	73.3%	1.5%	1.1%
Fruitvale	75.0%	1.0%	0.8%
Coliseum	91.0%	1.3%	1.2%
San Leandro	76.1%	0.4%	0.3%
Bay Fair	71.2%	0.5%	0.4%
Hayward	77.6%	1.5%	1.2%
South Hayward	84.5%	0.2%	0.2%
Union City	74.0%	1.3%	1.0%
Fremont	72.8%	2.6%	1.9%
Concord	48.2%	2.0%	0.9%
Pleasant Hill	36.1%	1.5%	0.6%
Walnut Creek	28.4%	2.8%	0.8%
Lafayette	22.8%	1.2%	0.3%
Orinda	31.2%	0.8%	0.3%
Rockridge	32.5%	1.6%	0.5%
West Oakland	62.5%	0.5%	0.3%
Embarcadero	43.1%	11.8%	5.1%
Montgomery	56.7%	8.5%	4.8%
Powell	56.9%	14.8%	8.4%
Civic Center	50.4%	5.2%	2.6%
16th St/Mission	45.0%	1.5%	0.7%
24th St/Mission	53.3%	1.8%	0.9%
Glen Park	65.9%	0.3%	0.2%
Balboa Park	77.1%	0.4%	0.3%
Daly City	61.0%	0.5%	0.3%
Colma	60.6%	0.2%	0.1%
Castro Valley	50.1%	0.8%	0.4%
Dublin/Pleasanton	44.3%	3.8%	1.7%
North Concord	50.9%	0.3%	0.2%
Pittsburg/Bay Point	63.3%	1.2%	0.8%
South San Francisco	77.8%	0.0%	0.0%
San Bruno	55.7%	0.3%	0.2%
SFO	0.0%	1.1%	0.0%
Millbrae	51.1%	0.9%	0.5%
West Dublin/Pleasanton	38.3%	1.8%	0.7%
Total	59.4%	100.0%	53.7%

Step 3: Determine the share of protected riders for overall BART ridership

Scenario A uses the four-county BART service area (Alameda, Contra Costa, San Francisco, and San Mateo) 2010 Census to determine BART's overall share of minority riders. It then uses the four-county

BART service area 2007-2011 American Community Survey Census to determine BART’s overall share of low income riders.

Scenario B uses the 2012 Customer Satisfaction Survey to determine the proportion of BART’s ridership that is both minority and low income.

Step 4: Apply BART’s Disparate Impact and Disproportionate Burden Policy

The determination is made as to whether the difference between the affected populations’ protected ridership share and overall system’s protected ridership share exceeds the threshold set forth in BART’s Disparate Impact and Disproportionate Burden Policy. For this new service, “affected populations” includes ridership for the new service and also includes ridership for any existing lines whose service will change because of the new service. The share of protected riders for both the new service and the existing, affected lines will be assessed. A disparate impact to minority riders or a disproportionate burden on low-income riders would be found if the applicable difference between the affected populations’ protected ridership share and the overall BART system’s protected ridership is 10% or more.

Step 5: Alternative measures

If this assessment finds that minority riders experience disparate impacts from the proposed new service, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disproportionate impacts on minority riders, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed new Project service exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected riders.

If the assessment finds that low-income riders experience disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income riders affected by the proposed new service.

4.2.2 Travel Time Assessment for Systemwide Population

- **Description:** This assessment estimates the average systemwide travel time between the OAK and the originating/final BART stations before and after the new service.
- **Data Used:** Census tract data from 2010 Census and 2007-2011 ACS Census.
- **Requirement:** Pursuant to FTA Circular 4702.1B, when proposing new service to a neighborhood or corridor not served by the transit system, census population data should be used for a service equity analysis. See also, BART’s DI/DB Policy section 3(b).

Step 1: Identifying the data source

For this analysis BART’s systemwide definitions and thresholds for minority and low-income populations are used. Each Census tract within the study area was analyzed to determine if the

percentage of minority and low-income populations exceeded the systemwide average based on the definitions and thresholds described below (see Figure 4-1 and Figure 4-2).¹⁰

- **Minority Definition** – Consistent with federal guidelines, BART defines minority populations as American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander.
- **Low-income Definition** – BART defines the low-income populations as those who are at or below 200 percent of the poverty level established for households by the Department of Health and Human Services (HHS) poverty guidelines. This assumption is more inclusive of low-income populations, accounting for higher incomes in the Bay Area as compared to the rest of the United States. The 200 percent threshold is also consistent with the assumptions employed by the Metropolitan Transportation Commission (MTC) in its February 2009 Equity Analysis Report.

Step 2: Systemwide weighted average travel time, before and after the service change

For each BART station, the census tracts that generate ridership to that station were evaluated to determine the percentage of minority, low-income, non-minority, and non-low-income populations.¹¹ These evaluations are based on the minority and low-income thresholds described in Step 1. Average travel time is calculated from each BART station and assigned to census tracts within the catchment area of the corresponding BART station. To determine the populations affected by the new Project service, populations from the BART stations that exhibit higher ridership to the Oakland Airport are weighted more heavily. While all BART stations are included in the analysis, stations that attract a higher number of riders to the Oakland Airport receive greater weighting. Examples of the calculations conducted in this step are shown in Appendix B.

The weighted average travel time for minority and low-income riders are compared to the weighted average travel time for non-minority and non-low-income riders. The travel times are calculated for both existing and new service.

Step 3: Percentage change in travel time

The percentage change in travel time was analyzed for protected and non-protected riders. Protected riders travel times are compared to non-protected riders' travel times.

Step 4: Apply Disparate Impact and Disproportionate Burden Policy

The percent change in travel times for both protected and non-protected riders was analyzed to determine if impacts are disproportionately borne by protected riders. For new service, a disparate impact to minority riders or a disproportionate burden on low-income riders will be found if the difference between the percentage change in travel times between protected and non-protected riders is equal to or greater than 10%.

¹⁰ These criteria are based on guidance from relevant documents issued by regional and Federal agencies, including:

- FTA Circular C.702.1B, October 1, 2012.
- Metropolitan Transportation Commission, "Equity Analysis Report," February 2009.

¹¹ Census tract ridership is based on the 2008 Station Profile Survey.

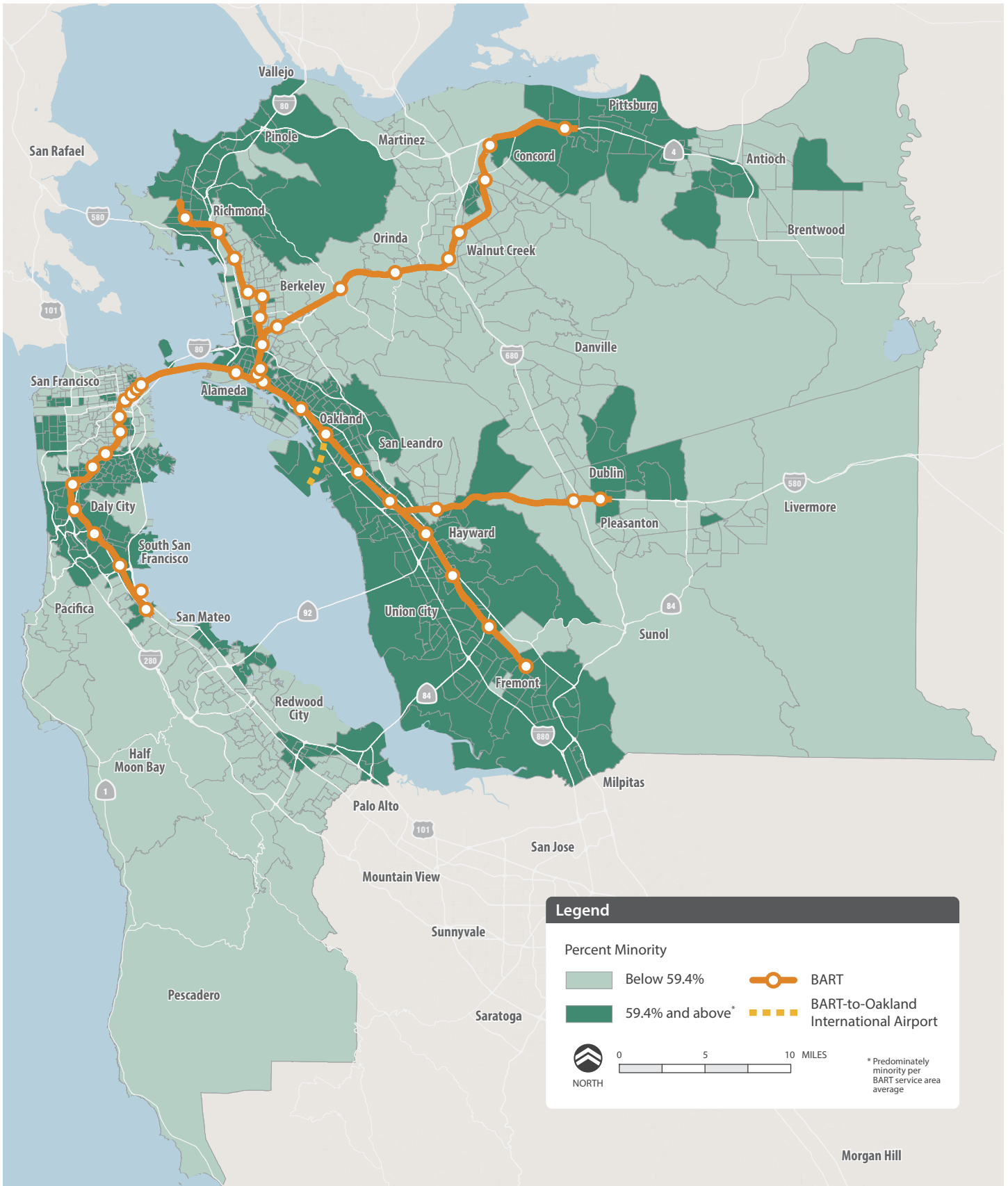
Step 5: Alternative measures

If this assessment finds that minority riders experience disparate impacts from the proposed new service, BART will take steps to avoid, minimize, or mitigate these disparate impacts. If the additional steps do not mitigate the potential disparate impacts on minority riders, pursuant to FTA Circular 4702.1B, BART may proceed with the proposed major service change only if BART can show:

- A substantial legitimate justification for the proposed new Project service exists; and
- There are no alternatives serving the same legitimate objectives that would have a less disproportionate impact on protected riders.

If this assessment finds that low-income riders experience disproportionate burden from the proposed new service, pursuant to FTA Circular 4702.1B, BART should take steps to avoid, minimize, or mitigate these impacts where practicable. BART shall also describe alternatives available to low-income riders affected by the proposed new service.

BART-to-OAKLAND INTERNATIONAL AIRPORT TITLE VI EQUITY ANALYSIS



BART-to-OAKLAND INTERNATIONAL AIRPORT TITLE VI EQUITY ANALYSIS

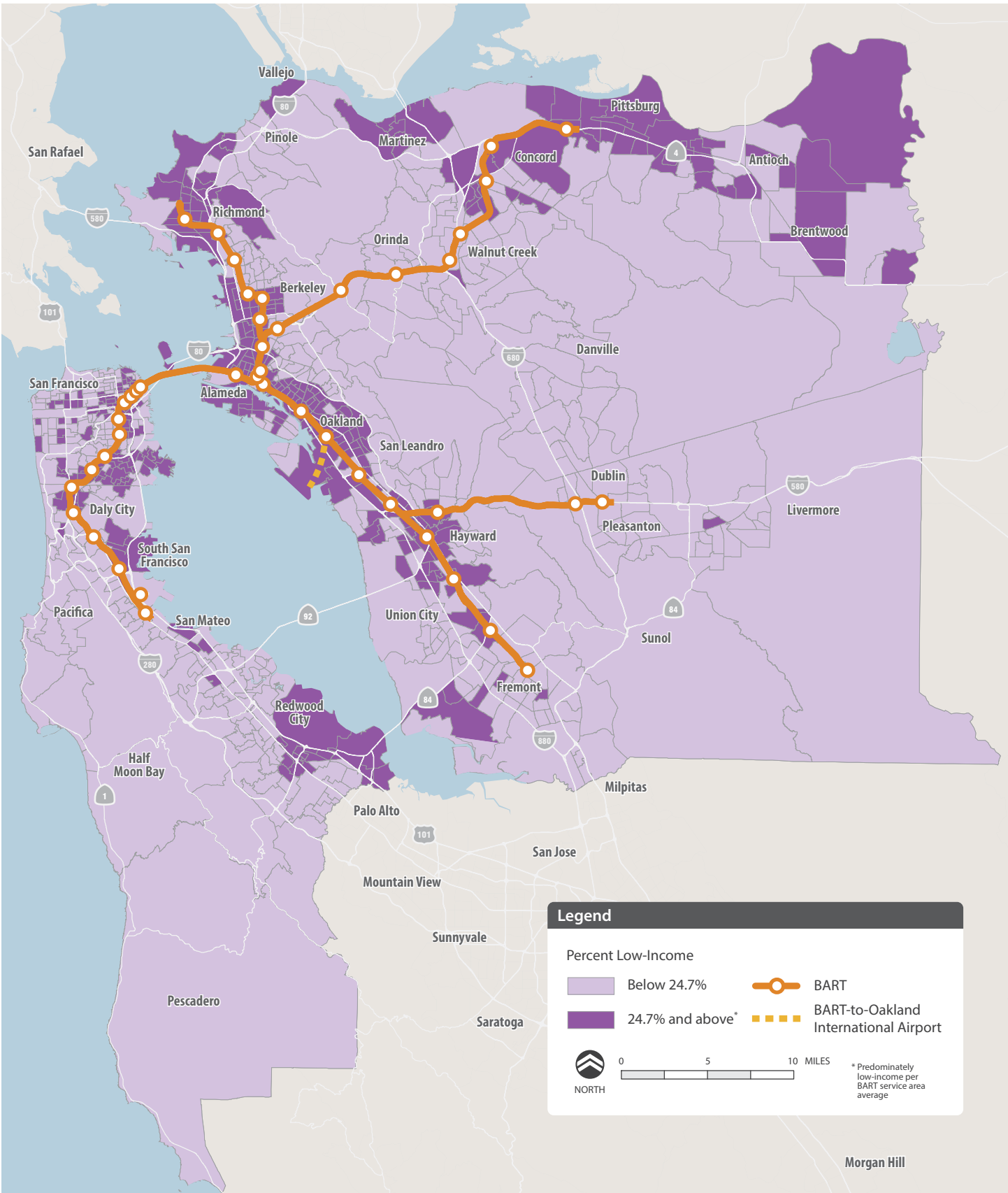


Figure 4-2
Percent Low-Income by Census Tract

Section 5

Findings

The findings presented in this section are consistent with the requirements of the Circular and BART’s DI/DB Policy. The findings from the New Fare Analysis and the Service Change Analysis indicate that Project service will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders. The New Fare Analysis reveals that the difference between the share of Project riders who are protected and the share of BART’s systemwide ridership that is protected does not exceed the applicable DI/DB Policy threshold, indicating that minority and low-income riders are not expected to be disproportionately affected by the new fare.

The Service Change Analysis finds almost equal travel time savings for protected and non-protected riders. With respect to the demographic assessment of the Service Change Analysis, the results using census data show that the Project’s level of protected ridership is substantially equivalent to the level of systemwide protected ridership and, in no event, exceeds the threshold identified in BART’s DI/DB Policy. The results of the Service Change Analysis using survey data show that protected ridership on the Project is less than the protected ridership systemwide. Consistent with the Circular and the Service Methodology, the study next examines the impact of the new service on “affected populations,” those riders for any existing lines whose service would change because of the Project. This evaluation finds that, on balance, the new service will not result in a disproportionate impact to protected riders. Moreover, the Project will provide a benefit to all riders and is part of an overall expansion effort that significantly benefits minority and low-income riders. Taking all these service-related considerations into account, the report finds that protected riders will not be disproportionately impacted by the Project service.

5.1 New Fare Analysis Findings

5.1.1 Demographic Assessment

The Demographic Assessment estimates the proportion of minority and low-income riders using the Project service, as compared to the proportion of BART’s overall ridership that is protected. This assessment evaluated the demographics of existing AirBART riders as a proxy to estimate the demographics of the Project riders to consider whether there would be disproportionately more protected riders using the new service and paying the new fare when compared to the proportion of systemwide riders that is protected. The summary of this effort is shown below in Table 5-1.

Table 5-1 Protected Share of Ridership (New Fare Analysis)

	Project Riders	BART Systemwide Riders	Percent Difference	Existing BART service to be changed*	Disproportionate Impact Test Result
Minority	36.5%	62.3%	-25.8%	No	Pass
Low-Income	17.0%	33.6%	-16.6%	No	Pass

*BART will not change service on existing BART lines.

Compared to BART’s systemwide protected ridership, there are fewer minority and low-income Project riders affected by the new fare. The share of Project ridership that is minority or low-income when compared to BART’s systemwide protected ridership does not exceed the DI/DB Policy’s 10 percent threshold: the minority ridership and low-income ridership for the Project is less than BART’s systemwide protected ridership by 25.8 percent and 16.6 percent, respectively. Since the Policy threshold is not exceeded, the finding is made that minority riders will not experience a disparate impact and low-income riders will not experience a disproportionate burden with the fares associated with the Project.

For reference purposes, two weighted average fare assessments for existing AirBART riders and BART’s systemwide riders are provided in Appendix A. These assessments evaluate the existing average fare between origin/destination BART stations and OAK using AirBART and compare the fares to three possible new Project fare levels.

5.2 Service Change Evaluation

5.2.1 Demographic Assessment

The Demographic Assessment employs two approaches, one based on a comparison of survey data and another based on a comparison of census data.

Scenario A, an assessment permitted under Circular 4702.1B, estimates the proportion of minority and low-income riders using new Project service as reflected in census data and compares it BART’s overall protected ridership as reflected in census data. This assessment looks at the census tract population weighted by AirBART ridership by station as a means to estimate the demographics of the Project ridership. The results of this assessment are shown in Table 5-2. Under this scenario, the minority and low-income ridership for the Project (53.7% and 27.4% respectively) is compared to the systemwide averages (59.4% and 24.7% respectively). The results show that the Project’s low-income ridership is slightly greater than low-income ridership systemwide and, while the minority ridership for the Project is less than the systemwide minority ridership, the difference does not exceed the threshold identified in BART’s DI/DB Policy.

Table 5-2 Protected Share of Ridership (Service Change Analysis: Census)

	Project Weighted Census Tract Population	4- County BART Service Area	Percent Difference	Existing BART service to be changed*	Disproportionate Impact Test Result
Minority	53.7%	59.4%	-5.7%	No	Pass
Low-Income	27.4%	24.7%	2.7%	No	Pass

*BART will not change service on existing BART lines.

Scenario B is an assessment called for under BART’s DI/DB Policy and the Service Methodology. This approach estimates the proportion of minority and low-income riders using new Project service, as compared to BART’s overall protected ridership based on survey data. The results of this assessment are shown in Table 5-3.

Table 5-3 Protected Share of Ridership (Service Change Analysis: Survey)

	Project Riders	BART Systemwide Riders	Percent Difference	Existing BART service to be changed*	Disproportionate Impact Test Result
Minority	36.5%	62.3%	-25.8%	No	Pass
Low-Income	17.0%	33.6%	-16.6%	No	Pass

*BART will not change service on existing BART lines.

The Demographic Assessment using the Scenario B metric shows that both minority and low-income ridership for the Project is less than the protected ridership systemwide. Under Scenario B, the minority ridership and low-income ridership for the Project is less than BART’s systemwide ridership by 25.8 percent and 16.6 percent, respectively.

In accordance with BART’s Methodology, the Demographic Assessment also examines the impact of new service on “affected populations”, which includes ridership for any existing lines whose service would change because of the new service. In the present case, the new Project will not result in any reductions or adverse changes to existing BART lines. Thus the Project does not come at the expense of existing service to minority and low-income riders.¹² On balance, when considering the share of protected riders for both new service and the existing service and the absence of any impact on existing service, protected riders will not experience a disproportionate adverse impact as a result of the Project.¹³

5.2.2 Travel Time Assessment for Systemwide Population

The Travel Time Assessment for systemwide populations estimates the average systemwide travel times before and after the service change for protected and non-protected riders. With Project service, protected and non-protected riders are expected to experience the same time savings of 14.33 minutes between their origin/destination and the OAK. The analysis shows that the average travel time for minority riders will change from 39.3 minutes to 32.1 minutes, an 18.3 percent reduction. For low-income riders it will change from 38.8 minutes to 31.6 minutes, an 18.6 percent reduction. These results are shown below in Table 5-5.

¹² An example of a disproportionate adverse impact resulting from a new service would be a situation in which: a) the new line serves predominantly non-protected riders; b) service on an existing line is reduced as a result of the new service; and c) the service reductions impact disproportionately minority and low-income lines. In such a case, additional factors (such as number of riders on each line, extent of adverse impact, etc.) would need to be considered before determining whether, on balance, a disproportionate, adverse impact exists to protected riders.

¹³ The results of the survey data analysis, standing alone without regard to the census data analysis, suffice to satisfy the Demographic Assessment requirement under the Service Methodology.

Table 5-5 Average Travel Time Comparison (Systemwide Populations)

	Average Travel Time Existing	Average Travel Time with Project	Time Difference with Project	Percent Change	Disproportionate Impact Test Result
Entire Population	40.04	32.84	-7.20	-18.0%	--
Minority Population	39.33	32.13	-7.20	-18.3%	--
Non-Minority Population	40.87	33.67	-7.20	-17.6%	--
Comparison between Minority and Non-Minority	1.54	1.54	0.00	0.7%	Pass
Low-Income Population	38.79	31.59	-7.20	-18.6%	--
Non-Low-Income Population	40.52	33.32	-7.20	-17.8%	--
Comparison between Low-Income and Non-Low-Income	1.78	1.73	0.00	0.8%	Pass

Protected and non-protected riders are anticipated to experience almost equal reduction to travel time with a percentage difference under 10% with the new Project service. Therefore, in accordance to the Circular and BART's DI/DB Policy the new Project service will not result in a disparate impact on minority riders or a disproportionate burden on low-income riders.

For reference purposes, a travel time assessment for existing AirBART riders is provided in Appendix A. This assessment estimates existing AirBART riders' travel time between the OAK and originating/final BART stations before and after the Project service.

Project Benefits

Under the analyses performed and as evidenced by the public comments received, the Project would benefit all populations, including minority and low-income communities in the surrounding areas.

Minority and low-income populations will not only have improved access to transit but will also experience travel time savings. Headways will be reduced by at least 50% (Table 3-1), and there will be enhanced service consistency due to consistent headways and the fact that the elevated guideway is not dependent on road or traffic conditions (Table 3-1). The replacement of the existing AirBART bus service will improve transit service through increased capacity, greater service reliability, and reduced travel times for all populations within the study area.

In addition, the Project provides greater convenience in fare media use as ticketing will integrate into the BART fare system and is compatible with Clipper. Comments regarding the Project from LEP customers included, "Excellent idea we have been waiting for these types of service" and "I am glad, we are waiting for it. It is necessary because it will eliminate traffic grid lock."

The Project will improve access to the numerous jobs that are located in the study area, particularly at Oakland Airport. Some Airport employees commented that the Project was a "Great addition" and that it would provide "More convenient and faster service."

Other Improvements Benefitting Protected Riders

In accordance with Circular 4702.1B, Appendix K (1)(F), if service is proposed to be increased and/or expanded and protected riders are not expected to benefit from the expansion as much as non-protected riders, the agency's plans to improve service to minority and low-income riders are to be

examined. Thus this report examines BART’s rail expansion program and the ridership served by that program.

Two of BART’s recent capital expansions, East Contra Costa BART Extension (eBART) and Warm Springs Extension (WSX) serve significant numbers of minority and low-income populations. Within the eBART study area, 59% of residents were classified as minority and 25% were classified as low-income. Within the Warm Springs Extension study area, 75% of residents were classified as minority and 20% were classified as low income. The demographics of the riderships served by these two extensions are shown in Table 5-4.

Table 5-4 Project and Systemwide Protected Share of Ridership

	BART Systemwide Riders*	BART to Warm Springs Extension (WSX)**	East Contra Costa BART Extension (eBART)***
Minority	59.4%	75%	59%
Non-Minority	40.6%	25%	41%
Low-Income	24.7%	20%	25%
Non-Low-Income	75.3%	80%	75%

*Census 2010 and 2007-2011 ACS

**Warm Springs Extension Title VI Report Figure 4-5, 2011

***eBART Title VI Service Analysis Report, Analysis for Hillcrest Avenue Station 2011

A Title VI Equity Analysis was performed for each of these two projects. The studies found that minority ridership for eBART is roughly equivalent to the systemwide level of minority ridership and that, the Warm Springs Extension, at 75% minority ridership, far exceeds BART’s systemwide average of 59.4%. The eBART extension low-income ridership (25%) slightly exceeds BART’s systemwide low-income average (24.7%). The studies also concluded that the minority and low-income populations in the study area were anticipated to experience benefits similar to non-minority and non-low-income populations. A more detailed discussion of the results of these Equity Analyses is found in Appendix G.

5.3 Overall Conclusions

In accordance with FTA Circular 4702.1B (page IV-19) and as outlined in section number 4 of BART’s DI/DB Policy and using the Fare Methodology in which FTA concurred, a fare equity analysis is required to determine whether protected Project riders when compared to protected systemwide riders are disproportionately more likely to use the new fare. As shown in Section 5.1, the finding has been made that the difference between the proportion of protected Project riders and the proportion of protected systemwide riders does not exceed the DI/DB Policy threshold of 10 percent indicating that minority and low-income riders will not experience a disparate impact or disproportionate burden under the new fare.

In accordance to FTA Circular 4702.1B and as outlined in paragraph 3 of BART’s DI/DB Policy and using the Service Methodology in which FTA concurred, any major service change must be assessed using two separate analyses, a demographic assessment and a travel time assessment. A two-pronged demographic assessment was conducted to consider how the Project service will impact protected and non-protected riders. Neither prong of the demographic assessment demonstrated a disproportionate adverse impact on protected riders. A travel time evaluation was conducted of the

average travel time with AirBART and the average travel time with the new Project service comparing protected and non-protected riders. The results of the travel time assessment show that protected and non-protected riders are anticipated to experience almost equal reductions to travel time with the Project service and will not result in a disparate impact to minority riders or disproportionate burden for low-income riders. Consistent with the FTA Circular 4702.1B, the benefits of the Project accruing to protected populations as compared to non-protected populations were assessed, as were the existence of other capital improvements that benefit protected populations.

Accordingly, the proposed Project's new service and fares will not result in a disparate impact to minority riders nor will it disproportionately burden low-income riders.

Appendix A

Additional Assessments

Weighted Average Fare Assessment for Existing AirBART Riders

Methodology

- *Description:* This assessment evaluates the existing average fare between survey respondents' origin/destination BART station and the OAK using AirBART and compares these fares to three possible new Project fare levels. The average fare costs are compared between minority and non-minority riders and low income and non-low income riders.
- *Data Used:* 2013 AirBART Ridership Survey.
- *Additional Information:* This analysis is included for reference purposes only and is not required under the Circular or BART's DI/DB Policy.

Step 1: Identifying the data source

2013 AirBART ridership survey data is assessed in this analysis. Minority and low-income survey respondents are defined as in Section 4.1.1.

Step 2: Calculate systemwide weighted average fares, for the existing and new service

The average fare was calculated for both protected and non-protected current AirBART rider survey respondents, before and after the new service, weighted by fare type (full fare, OAK employee discount, and senior/disabled/youth discount) and survey responses. For each survey response, the fare between the Coliseum BART station and the origin/destination BART station was calculated. For the existing scenario, the AirBART fare was added to the BART fare. For the fare analysis of proposed new fares the Project portion of the trip was added to the BART fare. Examples of the calculations conducted in this step are shown in Appendix C.

The following three potential Project fare levels were analyzed.

Table A-1 Project Fare Levels

	Regular	OAK Employee	Senior/Disabled/Youth (62.5% Discount)
Existing (AirBART)	\$3.00	\$2.00	\$1.00
Project Fare 1	\$4.00	\$2.00	\$1.50
Project Fare 2	\$5.00	\$2.00	\$1.88
Project Fare 3	\$6.00	\$2.00	\$2.25

Note: Existing (AirBART) Fare for Senior/Disabled/Youth does not correspond to the 62.5% discount

Step 3: Calculate percentage change in fare costs

The percentage change in fare cost was calculated for protected and non-protected riders. Protected riders fare costs were compared to non-protected riders fare costs.

Findings

The Weighted Average Fare Assessment for existing AirBART riders evaluated the existing average fare between survey respondents' origin/destination BART station and the Oakland International Airport using AirBART and compared these fares to three possible new Project fare levels. The average fare cost comparisons between protected and non-protected riders are shown below in Tables A-2 to A-4. For all three fare levels, minority and non-minority comparisons show that the difference in the percent increase for fare cost are almost the same and do not exceed 1%. For all three fare levels, low-income and non-low-income comparisons show that the differences in the percent increase for fare cost are almost the same and do not exceed 1%.

Table A-2 \$4.00 Project Average Fare Cost Comparison (Existing AirBART Ridership)

	Average Fare Existing, with AirBART	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.24	7.17	0.93	14.9%
Minority	6.16	7.06	0.90	14.6%
Non-Minority	6.29	7.23	0.94	15.0%
Comparison between Minority and Non-Minority	0.13	0.17	0.04	0.4%
Low-Income	6.03	6.91	0.88	14.6%
Non-Low-Income	6.28	7.21	0.93	14.9%
Comparison between Low-Income and Non-Low-Income	0.25	0.30	0.05	0.2%

Table A-3 \$5.00 Project Average Fare Cost Comparison (Existing AirBART Ridership)

	Average Fare Existing, with AirBART	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.24	8.09	1.85	29.6%
Minority	6.16	7.95	1.79	29.1%
Non-Minority	6.29	8.16	1.87	29.8%
Comparison between Minority and Non-Minority	0.13	0.21	0.08	0.7%
Low-Income	6.03	7.79	1.76	29.2%
Non-Low-Income	6.28	8.14	1.86	29.6%
Comparison between Low-Income and Non-Low-Income	0.25	0.35	0.10	0.4%

Table A-4 \$6.00 Project Average Fare Cost Comparison (Existing AirBART Ridership)

	Average Fare Existing	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.24	9.01	2.77	44.3%
Minority	6.16	8.85	2.68	43.6%
Non-Minority	6.29	9.10	2.80	44.6%
Comparison between Minority and Non-Minority	0.13	0.25	0.12	1.0%
Low-Income	6.03	8.67	2.64	43.8%
Non-Low-Income	6.28	9.06	2.79	44.4%
Comparison between Low-Income and Non-Low-Income	0.25	0.39	0.14	0.6%

Weighted Average Fare Assessment for Systemwide Population

Methodology

- *Description:* This assessment evaluates the systemwide weighted average fare between origin/destination BART stations and the OAK using AirBART and compares these fares to three possible new Project fare levels. The systemwide weighted average fare costs are compared between minority and non-minority riders and low-income and non-low-income riders.
- *Data Used:* Census tract data from 2010 Census and 2007-2011 ACS Census.
- *Additional Information:* Not required under the Circular, BART's DI/DB Policy or the approved Fare Methodology in which FTA concurred. This assessment is included for reference purposes only, to reflect potential new riders.

Step 1: Identifying the data source

Census tract data from 2010 Census and 2007-2011 ACS Census is assessed in this analysis. Minority and low-income thresholds are defined as in Section 4.2.2.

Step 2: Calculate systemwide weighted average fares, before and after the new service

For each BART station, the census tracts that generate ridership to that station were evaluated to determine the split of minority, low-income, non-minority, and non-low-income populations in those census tracts. These evaluations are based on the minority and low-income thresholds described in Step 1 above.

The average fare was calculated from each BART station to the Coliseum station and assigned to census tracts within the catchment area of the corresponding BART station. These average fares were calculated based on the fare types used on BART and AirBART to account for fare discounts.¹⁴ For the existing service scenario, the AirBART fare was added to the BART fare. For the fare analysis of service with the Project, the fare for the Project portion of the trip was added to the BART fare.

¹⁴ BART fare types were based on ridership by fare type as reported in BART's 2008 Station Profile Survey. AirBART fare type ticket sales are based on average sales between October 2012 and October 2013.

While all BART stations are included in the analysis, stations that attract a higher number of riders to the Oakland Airport receive greater weighting, based on the December 2013 survey responses described in Section 4.1. Examples of the calculations conducted in this step are shown in Appendix B.

The weighted average fare for all fare types for minority and low-income riders are compared to the weighted average for all fare types for non-minority and non-low-income riders, respectively. The fares are calculated for both existing and new service.

The same three potential Project fare levels from the Weighted Average Fare Assessment for Existing AirBART Ridership are also used for this analysis (see Table A-1).

Step 3: Calculate percentage change in fare

The percentage change in fare cost was calculated for protected and non-protected riders. The change in protected riders' fares is compared to the change in non-protected riders' fares.

Findings

The following findings are provided for reference purposes only. The FTA Circular and the District's DI/DB Policy require that all fare change analyses be assessed using survey data. As such, no conclusions with respect to disparate impact or disproportionate burden are based on this section. This analysis is included as a supplement to reflect potential new riders within the four-county BART service area.

This assessment estimated systemwide weighted average fare before and after the new service. The average fare cost comparisons between protected and non-protected riders are shown below in Tables A-5 to A-7 for the three potential Project fares. All Project fares (\$4.00, \$5.00, and \$6.00) maintain less than a 1% difference between protected and non-protected riders.

Table A-5 \$4.00 Project Average Fare Cost Comparison (Systemwide Populations)

	Average Fare Existing, with AirBART	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.04	6.94	0.91	15.0%
Minority	6.01	6.91	0.91	15.1%
Non-Minority	6.07	6.97	0.91	14.9%
Comparison between Minority and Non-Minority	0.06	0.06	0.00	0.2%
Low-Income	5.95	6.85	0.91	15.2%
Non-Low-Income	6.07	6.97	0.91	14.9%
Comparison between Low-Income and Non-Low-Income	0.12	0.12	0.00	0.3%

Table A-6 \$5.00 Project Average Fare Cost Comparison (Systemwide Populations)

	Average Fare Existing, with AirBART	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.04	7.84	1.80	29.9%
Minority	6.01	7.81	1.80	30.0%
Non-Minority	6.07	7.87	1.80	29.7%
Comparison between Minority and Non-Minority	0.06	0.06	0.00	0.3%
Low-Income	5.95	7.75	1.80	30.3%
Non-Low-Income	6.07	7.87	1.80	29.7%
Comparison between Low-Income and Non-Low-Income	0.12	0.12	0.00	0.6%

Table A-7 \$6.00 Project Average Fare Cost Comparison (Systemwide Populations)

	Average Fare Existing, with AirBART	Average Fare with Project	Cost Difference with Project	Percent Change
Overall	6.04	8.74	2.70	44.8%
Minority	6.01	8.71	2.70	45.0%
Non-Minority	6.07	8.77	2.70	44.6%
Comparison between Minority and Non-Minority	0.06	0.06	0.00	0.4%
Low-Income	5.95	8.65	2.70	45.5%
Non-Low-Income	6.07	8.77	2.70	44.6%
Comparison between Low-Income and Non-Low-Income	0.12	0.12	0.00	0.9%

Travel Time Assessment for Existing AirBART Riders

Methodology

- *Description:* This assessment estimates existing AirBART riders' travel time between the OAK and the originating/final BART stations before and after the new service.
- *Data Used:* 2013 AirBART Ridership Survey.
- *Additional Information:* This analysis is included for reference purposes only and is not required under the Circular or BART's DI/DB Policy. Existing AirBART riders are used as a proxy to estimate Project riders.

Step 1: Identifying the data source

2013 AirBART ridership survey data was assessed in this analysis. Minority and low-income survey respondents are defined as in Section 4.1.1.

Step 2: Systemwide weighted average travel time, before and after the new Project service

The average travel time was calculated for both protected and non-protected riders, before and after the new Project service. Travel times between the Coliseum BART station and the origin/destination BART stations were calculated and assigned to each survey response. In addition, travel times using AirBART are included in existing service, and travel times using the Project's new service are included in future service. Stations exhibiting higher ridership received a higher weighting when calculating the average travel time. The weighted average travel time was calculated for minority and non-minority and low-income and non-low-income respondents. Examples of the calculations conducted in this step are shown in Appendix C.

Step 3: Calculate percentage change in travel time

The percentage change in travel time was calculated for the protected and non-protected riders. Travel times for protected riders were then compared to the travel times for non-protected riders.

Findings

Travel Time Assessment for existing AirBART riders was conducted as a supplement. As this analysis is not required under the Circular or BART's DI/DB Policy, no conclusions with respect to a disparate impact or disproportionate burden were made. The results from this analysis are shown below in Table A-8. Protected and non-protected riders experience a percentage difference in travel time savings of less than 1%.

Table A-8 Average Travel Time Comparison (Existing AirBART Ridership)

	Average Travel Time Existing (Min)	Average Travel Time with Project (Min)	Time Difference with Project (Min)	Percent Change
Entire Population	40.42	33.22	-7.20	-17.8%
Minority Population	39.96	32.76	-7.20	-18.0%
Non-Minority Population	40.88	33.68	-7.20	-17.6%
Comparison between Minority and Non-Minority	0.92	0.92	0.0	0.4%
Low-Income Population	40.07	32.87	-7.20	-18.0%
Non-Low-Income Population	40.45	33.25	-7.20	-17.8%
Comparison between Low- Income and Non-Low-Income	0.37	0.37	0.00	0.2%

Appendix B

Systemwide Population Calculations

Appendix B: Example of step 2 calculations for Section 4.2.2 Travel Time Assessment for Systemwide Population, weighted average travel time before and after service change

Station	MINORITY POPULATION										NON-MINORITY POPULATION			
	Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
	2013 AirBART Survey Responses	2013 AirBART Survey Response Share	Minority Population	Non-Minority Population	Existing Travel Time (Min)	Project Travel Time (Min)	Weighted Minority Share	Weighted Population	AirBART Total Weighted Travel Time	Project Total Weighted Travel Time	Weighted Non-Minority Share	Weighted Population	AirBART Total Weighted Travel Time	Project Total Weighted Travel Time
			(from Step 1)	(from Step 1)			(Column B x (Column C)/(Column C + Column D))	(Column G x (Column C Total + Column D Total))	(Column H x Column E)	(Column H x Column F)	(Column B x (Column D)/(Column C + Column D))	(Column K x (Column C Total + Column D Total))	(Column L x Column E)	(Column L x Column F)
Richmond	13	1.3%	60,419	8,840	51.7	44.5	1.2%	45,304	2,342,212	2,016,024	0.2%	6,629	342,713	294,985
El Cerrito del Norte	18	1.9%	104,077	35,838	47.7	40.5	1.4%	53,489	2,551,404	2,166,286	0.5%	18,418	878,557	745,945
El Cerrito Plaza	15	1.5%	19,835	19,233	44.7	37.5	0.8%	30,423	1,359,909	1,140,863	0.8%	29,499	1,318,625	1,106,229
North Berkeley	13	1.3%	15,143	24,259	40.7	33.5	0.5%	19,959	812,336	668,630	0.8%	31,974	1,301,329	1,071,118
Downtown Berkeley	63	6.5%	21,464	21,717	38.7	31.5	3.2%	125,100	4,841,381	3,940,659	3.3%	126,574	4,898,414	3,987,081
Ashby	13	1.3%	18,585	15,800	36.7	29.5	0.7%	28,069	1,030,143	828,044	0.6%	23,864	875,791	703,973
MacArthur	30	3.1%	28,112	22,484	33.7	26.5	1.7%	66,587	2,243,989	1,764,561	1.4%	53,258	1,794,784	1,411,329
19th St/Oakland	24	2.5%	12,437	7,299	29.7	22.5	1.6%	60,416	1,794,370	1,359,371	0.9%	35,459	1,053,145	797,837
12th St/Oakland	41	4.2%	29,167	12,060	27.7	20.5	3.0%	115,876	3,209,778	2,375,468	1.2%	47,912	1,327,150	982,187
Lake Merritt	15	1.5%	25,709	9,349	24.7	17.5	1.1%	43,942	1,085,378	768,992	0.4%	15,980	394,707	279,651
Fruitvale	10	1.0%	99,356	33,146	20.7	13.5	0.8%	29,955	620,071	404,394	0.3%	9,993	206,859	134,908
Coliseum	13	1.3%	72,293	7,183	17.7	10.5	1.2%	47,239	836,129	496,009	0.1%	4,694	83,082	49,286
San Leandro	4	0.4%	58,825	18,496	20.7	13.5	0.3%	12,157	251,647	164,117	0.1%	3,822	79,125	51,603
Bay Fair	5	0.5%	79,173	32,016	24.7	17.5	0.4%	14,223	351,301	248,898	0.1%	5,751	142,060	100,650
Hayward	15	1.5%	70,416	20,327	29.2	22.0	1.2%	46,499	1,357,783	1,022,987	0.3%	13,423	391,952	295,307
South Hayward	2	0.2%	82,668	15,161	33.2	26.0	0.2%	6,751	224,148	175,538	0.0%	1,238	41,108	32,193
Union City	13	1.3%	88,302	31,042	38.2	31.0	1.0%	38,425	1,467,822	1,191,165	0.3%	13,508	516,010	418,752
Fremont	25	2.6%	113,613	42,363	43.7	36.5	1.9%	72,746	3,178,995	2,655,225	0.7%	27,125	1,185,356	990,057
Concord	19	2.0%	56,068	60,188	58.7	51.5	0.9%	36,606	2,148,772	1,885,209	1.0%	39,296	2,306,662	2,023,732
Pleasant Hill	15	1.5%	36,025	63,807	52.7	45.5	0.6%	21,623	1,139,555	983,866	1.0%	38,299	2,018,358	1,742,605
Walnut Creek	27	2.8%	32,579	81,942	50.7	43.5	0.8%	30,684	1,555,700	1,334,772	2.0%	77,176	3,912,823	3,357,155
Lafayette	12	1.2%	13,184	44,613	45.7	38.5	0.3%	10,935	499,718	420,988	1.0%	37,003	1,691,047	1,424,623
Orinda	8	0.8%	13,345	29,381	40.7	33.5	0.3%	9,982	406,261	334,392	0.6%	21,977	894,456	736,223
Rockridge	16	1.6%	14,886	30,988	35.7	28.5	0.5%	20,741	740,468	591,130	1.1%	43,176	1,541,378	1,230,512
West Oakland	5	0.5%	39,417	23,630	30.2	23.0	0.3%	12,488	377,134	287,221	0.2%	7,486	226,085	172,184
Embarcadero	114	11.8%	37,120	49,013	37.7	30.5	5.1%	196,265	7,399,176	5,986,071	6.7%	259,146	9,769,804	7,903,953
Montgomery	82	8.5%	47,305	36,078	38.7	31.5	4.8%	185,842	7,192,068	5,854,009	3.7%	141,735	5,485,125	4,464,637
Powell	144	14.8%	74,754	56,720	40.2	33.0	8.4%	327,081	13,148,674	10,793,687	6.4%	248,174	9,976,597	8,189,744
Civic Center	50	5.2%	70,289	69,174	41.7	34.5	2.6%	100,670	4,197,926	3,473,104	2.6%	99,072	4,131,295	3,417,977
16th St/Mission	15	1.5%	20,872	25,519	43.7	36.5	0.7%	26,960	1,178,157	984,044	0.9%	32,962	1,440,454	1,203,126
24th St/Mission	17	1.8%	40,729	35,691	45.7	38.5	0.9%	36,195	1,654,102	1,393,500	0.8%	31,717	1,449,481	1,221,116
Glen Park	3	0.3%	59,039	30,552	48.7	41.5	0.2%	7,898	384,613	327,750	0.1%	4,087	199,031	169,606
Balboa Park	4	0.4%	99,832	29,604	50.7	43.5	0.3%	12,325	624,857	536,120	0.1%	3,655	185,295	158,981
Daly City	5	0.5%	99,085	63,336	55.5	48.3	0.3%	12,185	676,279	588,546	0.2%	7,789	432,286	376,206
Colma	2	0.2%	49,262	32,023	62.7	55.5	0.1%	4,842	303,596	268,734	0.1%	3,148	197,355	174,693
Castro Valley	8	0.8%	23,935	23,874	28.7	21.5	0.4%	15,999	459,185	343,989	0.4%	15,959	458,028	343,122
Dublin/Pleasanton	37	3.8%	80,206	100,661	42.7	35.5	1.7%	65,547	2,798,838	2,326,903	2.1%	82,262	3,512,594	2,920,306
North Concord	3	0.3%	36,831	35,497	61.7	54.5	0.2%	6,103	376,539	332,599	0.2%	5,882	362,904	320,555
Pittsburg/Bay Point	12	1.2%	141,941	82,132	68.7	61.5	0.8%	30,367	2,086,190	1,867,550	0.5%	17,571	1,207,148	1,080,635
South San Francisco	0	0.0%	48,470	13,859	65.7	58.5	0.0%	0	0	0	0.0%	0	0	0
San Bruno	3	0.3%	35,561	28,289	69.2	62.0	0.2%	6,675	461,890	413,832	0.1%	5,310	367,437	329,206
SFO	11	1.1%	0	0	73.7	66.5	0.0%	0	0	0	0.0%	0	0	0
Millbrae	9	0.9%	106,486	101,758	75.7	68.5	0.5%	18,385	1,391,741	1,259,369	0.5%	17,569	1,329,936	1,203,443
West Dublin/Pleasanton	17	1.8%	28,031	45,193	39.7	32.5	0.7%	25,998	1,032,109	844,925	1.1%	41,914	1,664,002	1,362,218
Total	970	100.0%	2,304,848	1,570,137			53.7%	2,079,556	81,792,344	66,819,541	45.2%	1,751,486	71,590,348	58,979,649

Minority Populations	
Systemwide weighted average travel time	
AirBART	Project
= 81,792,344/2,079,556	= 66,819,541/2,079,556
= 39.33	= 32.13

Travel Time Savings	
Savings	= 7.2 Min
Percent Change	= -18.31%

Non-Minority Populations	
Systemwide weighted average travel time	
AirBART	Project
= 71,590,348/1,751,486	= 58,979,649/1,751,486
= 40.87	= 33.67

Travel Time Savings	
Savings	= 7.2 Min
Percent Change	= -17.62%

Appendix B: Example of calculations for Weighted Average Fare Assessment for Systemwide Population, weighted average fares before and after service change

Station	MINORITY POPULATION								NON-MINORITY POPULATION							
	Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
	2013 AirBART Survey Responses	2013 AirBART Survey Response Share	Minority Population	Non-Minority Population	AirBART Minority Average Fare	AirBART Non-Minority Average Fare	Project (\$4.00) Minority Average Fare	Project (\$4.00) Non-Minority Average Fare	Weighted Minority Share	Weighted Population	AirBART Total Weighted Fare	Project (\$4.00) Total Weighted Fare	Weighted Non-Minority Share	Weighted Population	AirBART Total Weighted Fare	Project (\$4.00) Total Weighted Fare
			(from Step 1)	(from Step 1)					(Column B x (Column C)/(Column C + Column D))	(Column I x (Column C Total + Column D Total))	(Column J x Column E)	(Column J x Column G)	(Column B x (Column D)/(Column C + Column D))	(Column M x (Column C Total + Column D Total))	(Column N x Column F)	(Column N x Column H)
Richmond	13	1.3%	60,419	8,840	5.91	5.87	6.82	6.78	1.2%	45,304	267,876.80	308,899.77	0.2%	6,629	38,937.29	44,939.78
El Cerrito del Norte	18	1.9%	104,077	35,838	5.69	5.66	6.60	6.57	1.4%	53,489	304,460.27	352,894.43	0.5%	18,418	104,254.69	120,932.64
El Cerrito Plaza	15	1.5%	19,825	19,233	5.56	5.53	6.47	6.44	0.8%	30,423	169,161.02	196,709.22	0.8%	29,499	163,226.06	189,937.95
North Berkeley	13	1.3%	15,143	24,259	5.23	5.23	6.13	6.13	0.5%	19,959	104,289.35	122,362.42	0.8%	31,974	167,182.24	196,134.58
Downtown Berkeley	63	6.5%	21,464	21,717	5.16	5.15	6.06	6.06	3.2%	125,100	645,151.52	758,430.46	3.3%	126,574	652,030.34	766,643.74
Ashby	13	1.3%	18,585	15,800	5.04	5.03	5.94	5.93	0.7%	28,069	141,448.82	166,865.69	0.6%	23,864	119,955.14	141,563.67
MacArthur	30	3.1%	28,112	22,484	4.86	4.86	5.76	5.77	1.7%	66,587	323,522.74	383,817.80	1.4%	53,258	258,857.71	307,082.81
19th St/Oakland	24	2.5%	12,437	7,299	4.55	4.55	5.45	5.46	1.6%	60,416	274,761.82	329,469.27	0.9%	35,459	161,451.26	193,559.94
12th St/Oakland	41	4.2%	29,167	12,060	4.53	4.47	5.43	5.37	3.0%	115,876	524,740.47	629,667.21	1.2%	47,912	213,927.16	257,311.30
Lake Merritt	15	1.5%	25,709	9,349	5.46	5.46	6.36	6.36	1.1%	43,942	200,255.77	240,043.89	0.4%	15,980	87,214.75	107,214.75
Fruitvale	10	1.0%	99,356	33,146	4.56	4.53	5.46	5.44	0.8%	29,955	136,501.61	163,626.13	0.3%	9,993	45,299.59	54,348.46
Coliseum	13	1.3%	72,293	7,183	8.03	8.00	8.93	8.91	1.2%	47,239	379,286.91	422,061.99	0.1%	4,694	37,568.55	41,818.87
San Leandro	4	0.4%	58,825	18,496	4.56	4.56	5.47	5.47	0.3%	12,157	55,455.25	66,463.33	0.1%	3,822	17,429.73	20,891.00
Bay Fair	5	0.5%	79,173	32,016	4.52	4.52	5.43	5.42	0.4%	14,223	64,343.84	77,222.58	0.1%	5,751	25,970.82	31,178.77
Hayward	15	1.5%	70,416	20,327	5.08	5.09	5.99	6.00	1.2%	46,499	236,297.46	278,402.92	0.3%	13,423	68,383.78	80,538.40
South Hayward	2	0.2%	82,668	15,161	6.53	6.51	6.43	6.42	0.2%	6,751	37,324.48	43,437.96	0.0%	1,238	6,828.70	7,949.91
Union City	13	1.3%	88,302	31,042	5.05	5.06	6.06	6.06	1.0%	38,425	232,549.40	267,343.12	0.3%	13,508	81,868.49	94,100.16
Fremont	25	2.6%	113,613	42,363	6.44	6.44	7.34	7.34	1.9%	72,746	468,267.22	534,138.99	0.7%	27,125	174,572.42	199,134.12
Concord	19	2.0%	56,068	60,188	6.75	6.73	7.66	7.63	0.9%	36,606	247,237.12	280,384.03	1.0%	39,296	299,960.31	399,960.31
Pleasant Hill	15	1.5%	36,025	63,807	6.39	6.38	7.29	7.29	0.6%	21,623	138,132.55	157,712.68	1.0%	38,299	244,250.94	279,030.89
Walnut Creek	27	2.8%	32,579	81,942	6.26	6.26	7.17	7.16	0.8%	30,684	192,151.60	219,936.50	2.0%	77,176	482,793.99	552,677.24
Lafayette	12	1.2%	13,184	44,613	5.89	5.85	6.79	6.76	0.3%	10,935	64,366.55	74,268.02	1.0%	37,003	216,556.70	250,061.29
Orinda	8	0.8%	13,345	29,381	5.54	5.52	6.44	6.42	0.3%	9,982	55,253.85	64,292.46	0.6%	21,977	121,273.72	141,173.82
Rockridge	16	1.6%	14,886	30,988	4.86	4.85	5.76	5.75	0.5%	20,741	100,752.12	119,533.57	1.1%	43,176	209,230.39	248,326.35
West Oakland	5	0.5%	39,417	23,630	4.77	4.76	5.68	5.67	0.3%	12,488	59,595.31	70,903.15	0.2%	7,486	35,671.66	42,450.51
Embarcadero	114	11.8%	37,120	49,013	6.48	6.45	7.39	7.36	5.1%	196,265	1,272,703.97	1,450,422.58	6.7%	259,146	1,672,128.47	1,906,786.48
Montgomery	82	8.5%	47,305	36,078	6.63	6.61	7.53	7.52	4.8%	185,842	1,231,880.54	1,400,161.00	3.7%	141,735	937,203.41	1,065,544.72
Powell	144	14.8%	74,754	56,720	6.45	6.48	7.36	7.39	8.4%	327,081	2,111,209.15	2,407,383.05	6.4%	248,174	1,608,685.77	1,833,408.65
Civic Center	50	5.2%	70,289	69,174	6.43	6.49	7.34	7.39	2.6%	100,670	647,321.12	738,478.09	2.6%	99,072	642,515.21	732,225.24
16th St/Mission	15	1.5%	20,872	25,519	6.78	6.75	7.66	7.66	0.7%	26,960	182,761.70	207,174.21	0.9%	32,962	222,632.87	252,480.44
24th St/Mission	17	1.8%	40,729	35,691	6.68	6.75	7.59	7.66	0.9%	36,195	241,960.14	274,734.72	0.8%	31,717	242,797.29	282,797.29
Glen Park	3	0.3%	59,039	30,552	6.86	6.85	7.76	7.76	0.2%	7,898	54,151.60	61,302.92	0.1%	4,087	28,007.50	31,708.19
Balboa Park	4	0.4%	99,832	29,604	6.78	6.89	7.69	7.80	0.3%	12,325	83,582.40	94,742.39	0.1%	3,655	25,190.35	28,499.73
Daly City	5	0.5%	99,085	63,336	7.12	7.14	8.03	8.04	0.3%	12,185	86,798.72	97,834.82	0.2%	7,789	55,588.54	62,641.46
Colma	2	0.2%	49,262	32,023	7.01	7.00	7.91	7.91	0.1%	4,842	33,930.31	38,314.81	0.1%	3,148	22,046.87	24,897.05
Castro Valley	8	0.8%	23,935	23,874	5.12	5.13	6.02	6.04	0.4%	15,999	81,902.53	96,390.14	0.4%	15,959	81,900.73	96,351.82
Dublin/Pleasanton	37	3.8%	80,206	100,661	6.37	6.36	7.28	7.26	1.7%	65,547	417,790.50	477,143.24	2.1%	82,262	523,050.65	597,539.44
North Concord	3	0.3%	36,831	35,497	6.98	6.99	7.88	7.89	0.2%	6,109	42,571.61	48,097.68	0.2%	5,882	41,094.27	46,420.23
Pittsburg/Bay Point	12	1.2%	141,941	82,132	7.46	7.50	8.37	8.40	0.8%	30,367	226,570.39	254,067.55	0.5%	17,571	131,768.50	147,679.39
South San Francisco	0	0.0%	48,470	13,859	7.19	7.19	8.09	8.09	0.0%	0	0.00	0.00	0.0%	0	0.00	0.00
San Bruno	3	0.3%	35,561	28,289	7.52	7.53	8.43	8.43	0.2%	6,675	50,214.55	56,258.54	0.1%	5,310	39,965.69	44,773.72
SFO	11	1.1%	0	0	0.00	0.00	0.00	0.00	0.0%	0	0.00	0.00	0.0%	0	0.00	0.00
Millbrae	9	0.9%	106,486	101,758	7.74	7.76	8.64	8.66	0.5%	18,385	142,256.39	158,904.06	0.5%	17,569	136,253.64	152,162.02
West Dublin/Pleasanton	17	1.8%	28,031	45,193	6.22	6.24	7.13	7.14	0.7%	25,998	161,805.73	185,346.78	1.1%	41,914	261,370.48	299,324.19
Total	970	100.0%	2,304,848	1,570,137					53.7%	2,079,556	12,492,593.20	14,375,641.67	45.2%	1,751,486	10,628,221.96	12,214,201.31

Minority Populations	
Systemwide weighted average fare cost	
AirBART	Project
= 12,492,593/2,079,556	= 14,375,641/2,079,556
= \$6.01	= \$6.91

Fare Cost Comparison	
Change	= 0.91
Percent Change	= 15.07%

Non-Minority Populations	
Systemwide weighted average fare cost	
AirBART	Project
= 10,628,221/1,751,486	= 12,214,201/1,751,486
= \$6.07	= \$6.97

Fare Cost Comparison	
Change	= 0.91
Percent Change	= 14.92%

Appendix C

Existing AirBART Ridership Calculations

Appendix C: Example of calculations for Travel Time Assessment for Existing AirBART Riders, weighted average travel time before and after service change

Station	MINORITY POPULATION				NON-MINORITY POPULATION			
	Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H
	Minority Population	Non-Minority Population	Existing Travel Time (Min)	Project Travel Time (Min)	AirBART Total Travel Time	Project Total Travel Time	AirBART Total Travel Time	Project Total Travel Time
	(from Step 1)	(from Step 1)			(Column A x Column C)	(Column A x Column D)	(Column B x Column C)	(Column B x Column D)
Richmond	6	7	51.7	44.5	310	267	362	312
El Cerrito del Norte	12	6	47.7	40.5	572	486	286	243
El Cerrito Plaza	6	9	44.7	37.5	268	225	402	338
North Berkeley	4	6	40.7	33.5	163	134	244	201
Downtown Berkeley	32	26	38.7	31.5	1,238	1,008	1,006	819
Ashby	3	9	36.7	29.5	110	89	330	266
MacArthur	13	15	33.7	26.5	438	345	506	398
19th St/Oakland	11	12	29.7	22.5	327	248	356	270
12th St/Oakland	13	24	27.7	20.5	360	267	665	492
Lake Merritt	4	11	24.7	17.5	99	70	272	193
Fruitvale	4	6	20.7	13.5	83	54	124	81
Coliseum	7	4	17.7	10.5	124	74	71	42
San Leandro	1	3	20.7	13.5	21	14	62	41
Bay Fair	4	0	24.7	17.5	99	70	0	0
Hayward	10	5	29.2	22.0	292	220	146	110
South Hayward	2	0	33.2	26.0	66	52	0	0
Union City	9	3	38.2	31.0	344	279	115	93
Fremont	18	6	43.7	36.5	787	657	262	219
Concord	2	16	58.7	51.5	117	103	939	824
Pleasant Hill	4	11	52.7	45.5	211	182	580	501
Walnut Creek	4	22	50.7	43.5	203	174	1,115	957
Lafayette	3	9	45.7	38.5	137	116	411	347
Orinda	1	7	40.7	33.5	41	34	285	235
Rockridge	1	15	35.7	28.5	36	29	536	428
West Oakland	1	4	30.2	23.0	30	23	121	92
Embarcadero	24	84	37.7	30.5	905	732	3,167	2,562
Montgomery	22	59	38.7	31.5	851	693	2,283	1,859
Powell	43	95	40.2	33.0	1,729	1,419	3,819	3,135
Civic Center	10	39	41.7	34.5	417	345	1,626	1,346
16th St/Mission	5	10	43.7	36.5	219	183	437	365
24th St/Mission	1	14	45.7	38.5	46	39	640	539
Glen Park	0	3	48.7	41.5	0	0	146	125
Balboa Park	4	0	50.7	43.5	203	174	0	0
Daly City	3	2	55.5	48.3	167	145	111	97
Colma	1	1	62.7	55.5	63	56	63	56
Castro Valley	3	4	28.7	21.5	86	65	115	86
Dublin/Pleasanton	13	21	42.7	35.5	555	462	897	746
North Concord	0	3	61.7	54.5	0	0	185	164
Pittsburg/Bay Point	7	5	68.7	61.5	481	431	344	308
South San Francisco	0	0	65.7	58.5	0	0	0	0
San Bruno	2	1	69.2	62.0	138	124	69	62
SFO	2	9	73.7	66.5	147	133	663	599
Millbrae	3	6	75.7	68.5	227	206	454	411
West Dublin/Pleasanton	3	12	39.7	32.5	119	98	476	390
Total	321	604			12,828	10,516	24,691	20,343

Minority Populations		Non-Minority Populations	
Systemwide weighted average travel time		Systemwide weighted average travel time	
AirBART	Project	AirBART	Project
= 12,828/321	= 10,516/321	= 24,691/604	= 20,343/604
= 39.96	= 32.76	= 40.88	= 33.68
Travel Time Savings		Travel Time Savings	
Savings	= 7.2 Min	Savings	= 7.2 Min
Percent Change	= -18.01%	Percent Change	= -17.61%

Appendix C: Example of calculations for Weighted Average Fare Assessment for Existing AirBART Riders, weighted average fares before and after service change

Station	MINORITY POPULATION						NON-MINORITY POPULATION			
	Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
	Minority Population	Non-Minority Population	AirBART Minority Average Fare	AirBART Non-Minority Average Fare	Project (\$4.00) Minority Average Fare	Project (\$4.00) Non-Minority Average Fare	AirBART Total Weighted Fare	Project (\$4.00) Total Weighted Fare	AirBART Total Weighted Fare	Project (\$4.00) Total Weighted Fare
(from Step 1)	(from Step 1)					(Column A x Column C)	(Column A x Column E)	(Column B x Column D)	(Column B x Column F)	
Richmond	6	7	5.29	6.01	5.87	6.94	31.74	35.24	42.10	48.60
El Cerrito del Norte	12	6	5.26	4.79	5.89	5.62	63.13	70.63	28.73	33.73
El Cerrito Plaza	6	9	5.62	4.45	6.53	5.22	33.70	39.20	40.02	47.02
North Berkeley	4	6	5.65	5.15	6.65	5.90	22.60	26.60	30.90	35.40
Downtown Berkeley	32	26	5.50	5.50	6.50	6.50	176.00	208.00	143.00	169.00
Ashby	3	9	5.02	5.13	5.68	6.07	15.05	17.05	46.15	54.65
MacArthur	13	15	5.15	4.93	6.15	5.89	66.95	79.95	73.91	88.41
19th St/Oakland	11	12	4.47	4.84	5.34	5.84	49.19	58.69	58.08	70.08
12th St/Oakland	13	24	4.85	4.80	5.85	5.80	63.05	76.05	115.24	139.24
Lake Merritt	4	11	4.85	4.65	5.85	5.56	19.40	23.40	51.19	61.19
Fruitvale	4	6	4.57	4.85	5.32	5.85	18.28	21.28	29.10	35.10
Coliseum	7	4	7.77	7.18	8.70	8.06	54.38	60.88	28.73	32.23
San Leandro	1	3	3.85	4.14	3.85	4.98	3.85	3.85	12.43	14.93
Bay Fair	4	0	4.60	--	5.35	--	18.40	21.40	0.00	0.00
Hayward	10	5	4.84	5.45	5.69	6.45	48.44	56.94	27.25	32.25
South Hayward	2	0	5.90	--	6.90	--	11.80	13.80	0.00	0.00
Union City	9	3	5.46	5.83	6.24	6.67	49.13	56.13	17.50	20.00
Fremont	18	6	6.74	6.12	7.63	7.03	121.30	137.30	36.69	42.19
Concord	2	16	7.25	6.67	8.25	7.61	14.50	16.50	106.69	121.69
Pleasant Hill	4	11	5.15	6.85	6.02	7.85	20.59	24.09	75.35	86.35
Walnut Creek	4	22	5.62	5.92	6.50	6.83	22.49	25.99	130.15	150.15
Lafayette	3	9	6.35	5.19	7.35	6.03	19.05	22.05	46.75	54.25
Orinda	1	7	6.00	4.75	7.00	5.46	6.00	7.00	33.25	38.25
Rockridge	1	15	5.20	4.84	6.20	5.78	5.20	6.20	72.63	86.63
West Oakland	1	4	5.10	5.10	6.10	6.10	5.10	6.10	20.40	24.40
Embarcadero	24	84	7.05	6.71	8.05	7.64	169.20	193.20	563.54	642.04
Montgomery	22	59	6.66	6.80	7.59	7.76	146.57	167.07	401.36	457.86
Powell	43	95	6.82	6.67	7.77	7.62	293.09	334.09	633.25	724.25
Civic Center	10	39	6.92	6.93	7.82	7.92	69.25	78.25	270.42	308.92
16th St/Mission	5	10	7.15	7.05	8.15	7.95	35.75	40.75	70.50	79.50
24th St/Mission	1	14	7.20	7.01	8.20	8.01	7.20	8.20	98.18	112.18
Glen Park	0	3	--	7.35	--	8.35	0.00	0.00	22.05	25.05
Balboa Park	4	0	7.40	--	8.40	--	29.60	33.60	0.00	0.00
Daly City	3	2	7.22	7.55	7.88	8.55	21.65	23.65	15.10	17.10
Colma	1	1	7.50	7.50	8.50	8.50	7.50	8.50	7.50	8.50
Castro Valley	3	4	5.12	3.68	5.78	4.43	15.35	17.35	14.74	17.74
Dublin/Pleasanton	13	21	6.72	6.50	7.65	7.36	87.40	99.40	136.56	154.56
North Concord	0	3	--	7.45	--	8.45	0.00	0.00	22.35	25.35
Pittsburg/Bay Point	7	5	7.66	7.95	8.38	8.95	53.65	58.65	39.75	44.75
South San Francisco	0	0	--	--	--	--	0.00	0.00	0.00	0.00
San Bruno	2	1	6.95	7.95	6.95	8.95	13.90	13.90	7.95	8.95
SFO	2	9	12.40	12.40	13.40	13.40	24.80	26.80	111.60	120.60
Millbrae	3	6	7.92	8.25	8.58	9.25	23.75	25.75	49.50	55.50
West Dublin/Pleasanton	3	12	6.65	5.75	7.65	6.66	19.95	22.95	68.96	79.96
Total	321	604					1,977.92	2,266.42	3,799.54	4,368.54

Minority Populations		Non-Minority Populations	
Systemwide weighted average fare cost		Systemwide weighted average fare cost	
AirBART	Project	AirBART	Project
= 1,977/321	= 2,266/321	= 3,799/604	= 4,368/604
= \$6.16	= \$7.06	= \$6.29	= \$7.23

Fare Cost Comparison		Fare Cost Comparison	
Change	= 0.90	Change	= 0.94
Percent Change	= 14.59%	Percent Change	= 14.98%

Appendix D

Public Participation Report

BART-to-Oakland International Airport Title VI Equity Analysis
PUBLIC PARTICIPATION REPORT

April 2014

Prepared by



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Appendix E	Outreach Publicity Materials
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Section 1

Outreach Process

1.1 Purpose

Pursuant to FTA Circular 4702.1B, BART conducted public outreach to provide information and to solicit public comment on the key service changes and new fares of the new BART to Oakland International Airport (OAK) service (the Project). While the Project has been widely reviewed in public forums over the past ten years, a key component of the outreach was to receive input from low-income, minority and Limited English Proficient (LEP) community members. BART used established information outlets to engage the stakeholders who will be directly affected by the replacement of the AirBART shuttle with the new extension. By doing so, BART ensures consistency with its Public Participation Plan (2010) as well as ensures efficiency in communication with community members. See Appendix E for a detailed description of outreach publicity materials and Appendix F for the full list of general and fare comments.

1.2 Outreach Events and Publicity

1.2.1 Outreach Events

BART hosted a series of outreach events with informational tables where staff was able to speak directly with customers currently utilizing the existing AirBART system. The public had an opportunity to read information about key service changes and new fares associated with the new extension and provide comments.

The outreach events provided customers with the following information:

- A poster-sized map of the project area and new service alignment;
- A handout with project information and facts about the major service changes and new fares associated with the new extension; and
- A comment form for customers to provide comments about the service changes and new fares and for BART to collect selected demographic data. A form specifically for OAK employees was available that noted OAK employees may receive a discount on their fares.

The outreach events were held concurrently at both the BART Coliseum Station (concourse area) and Oakland International Airport (AirBART pick-up/drop-off area). In an effort to capture the largest audience of current users, dates and times were selected based on peak travel time for users of AirBART.¹ Outreach events were held on the following dates and times:

- Monday, March 3, 2014 from 7:00 a.m. to 11:00 a.m.
- Tuesday, March 4, 2014 from 4:00 p.m. to 8:00 p.m.

¹ Peak travel time information provided by Port of Oakland AirBART operators

- Thursday, March 6, 2014 from 7:00 a.m. to 11:00 a.m.
- Friday, March 7, 2014 from 4:00 p.m. to 8:00 p.m.

Additionally, the handout and comment form described above were provided in e-mailed correspondence to the OAC e-mail subscriber list (4,900 recipients) and to more than 400 local community-based groups and civic organizations.

1.2.2 Publicity

Publicity for the outreach events was conducted through print and online media, community organizations, and existing email lists (described below). The following publicity and outreach methods were used for this project:

- Created a multilingual flyer/mailer in English, Spanish, Vietnamese, Chinese, and Korean (including reference to the availability of translation services for the meeting);
- Displayed an oversized copy of the multilingual flyer at the Coliseum Station;
- Posted a BART website announcement;
- Created and distributed a BART Passenger Bulletin in English (with standard taglines for more information in Spanish, Vietnamese, Chinese, and Korean) at all BART stations;
- Placed advertisements in local print media, including those in different languages:
 - The Oakland Post – placed on February 26, 2014 and March 5, 2014
 - El Mensajero (Spanish) – placed on February 23, 2014 and March 2, 2014
 - Sing Tao (Chinese) – placed on February 10, 2014 and February 27, 2014
 - Korean Times (Korean) – placed on February 21, 2014 and February 28, 2014
 - Viet Nam, The Daily News (Vietnamese) – placed on February 22, 2014 and March 1, 2014
- Posted an announcement on the BART Destination Sign System (DSS) at all BART stations throughout the District. DSS messaging plays systemwide four times an hour and broadcasts about 4,000 to 5,000 times a day;
- Posted an announcement on BART social media;
- Distributed electronic flyers and online comment cards to more than 400 local community-based groups and civic organizations, including:
 - BART Government and Community Relations Community-Based Organizations (CBO), databases for Alameda, Contra Costa, San Francisco, and San Mateo counties
 - Airport Area Business Association
 - Bay Area elected officials in Alameda, Contra Costa, and San Francisco Counties

- City of Oakland (multiple departments and contacts)
 - Oakland Chamber of Commerce
 - Oakland International Airport (multiple departments and contacts)
 - BART Office of Civil Rights Title VI/Environmental Justice Advisory Committee and Limited English Proficiency Advisory Committee
 - OAC Construction Management Team
- Emailed a flyer and online comment card up to three times to the OAC email subscriber list through GovDelivery, approximately 4,900 e-mail recipients are signed up to receive notifications about the Project; and
 - Recorded outreach details on the OAC Project Information Line with information on how to submit comments.

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Section 2

Public Comments

Informational handouts and comment cards were made available to the public at the public outreach events, on BART’s website, and through outreach efforts described in **Section 1**. This effort resulted in more than 600 comment card responses. There was one comment card for regular riders and one comment card specifically for Oakland International Airport (OAK) employees that noted they may receive a discount on the Project fare. Comment cards included basic demographic questions for respondents. The demographics of all respondents are shown below in Table 2-1.

Table 2-1 All Respondents Demographic Summary

	All Respondents	
	Percent	Sample Size
Gender		
Male	59.9%	
Female	40.1%	
Total	100.0%	648
Age		
Under 12	0.0%	
13-17	0.3%	
18-24	9.4%	
25-34	26.8%	
35-44	22.5%	
45-54	18.7%	
55-64	14.4%	
Over 65	8.0%	
Total	100.0%	641
Ethnicity		
White alone, non Hispanic	53.8%	
African America alone, non Hispanic	13.2%	
Asian or Pacific Islander alone, non Hispanic	13.3%	
American Indian or Alaska Native alone, non Hispanic	0.3%	
Hispanic/Latino, any race	14.2%	
Other or Multiple Race	5.2%	
Total	100.0%	600
Annual Household Income		
Under \$25,000	12.6%	
\$25,000 - \$29,000	4.8%	
\$30,000 - \$39,999	6.0%	
\$40,000 - \$49,999	6.6%	
\$50,000 - \$59,999	6.6%	
\$60,000 - \$74,999	11.9%	
\$75,000 - \$99,999	16.4%	
\$100,000 and over	35.1%	
Total	100.0%	587

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all comment card questions were answered

Responses to the comment form from regular respondents, Limited English Proficient (LEP) respondents, and Airport employee respondents were analyzed. Airport employee respondents are employees who work at or around OAK. Regular respondents are respondents who are not Airport employee respondents. A summary of the feedback received from these responses is provided in this section. A complete list of the general and fare comments is provided in Appendix B.

2.1 Regular Respondents Comments

2.1.1 Demographics

Approximately 500 comment cards received were from respondents who were not Airport employees (regular respondents). The demographics of these respondents are shown below in Table 2-2.

Table 2-2 Regular Respondents Demographic Summary

	Regular Respondents (Non LEP/Employee)	
	Percent	Sample Size
Gender		
Male	59.8%	
Female	40.2%	
Total	100.0%	518
Age		
Under 12	0.0%	
13-17	0.4%	
18-24	9.3%	
25-34	26.6%	
35-44	23.1%	
45-54	17.5%	
55-64	14.6%	
Over 65	8.5%	
Total	100.0%	515
Ethnicity		
White alone, non Hispanic	63.5%	
African America alone, non Hispanic	10.1%	
Asian or Pacific Islander alone, non Hispanic	14.2%	
American Indian or Alaska Native alone, non Hispanic	0.2%	
Hispanic/Latino, any race	5.6%	
Other or Multiple Race	6.3%	
Total	100.0%	444
Annual Household Income		
Under \$25,000	11.0%	
\$25,000 - \$29,000	4.0%	
\$30,000 - \$39,999	5.7%	
\$40,000 - \$49,999	5.1%	
\$50,000 - \$59,999	6.4%	
\$60,000 - \$74,999	12.5%	
\$75,000 - \$99,999	15.3%	
\$100,000 and over	39.9%	
Total	100.0%	471

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all comment card questions were answered

2.1.2 General Comments

Comment cards included a space for respondents to provide general comments about the BART service to the Oakland International Airport. Respondents were asked:

“Do you have any general comments about the new BART service to Oakland International Airport (OAK)?”

Approximately 25 percent of respondents did not have any general comments. Among the remaining respondents who did provide comments, roughly 80 percent were positive and included comments such as:

- “I strongly support this new service. I am trained in the field of environmental engineering, and reducing automobile traffic will have important, positive impacts on air quality. In addition, I travel frequently by airplane, and I would choose Oakland Airport much more often if I could ride BART directly to the airport without having to ride the bus.”
- “Looking forward to faster and convenient service.”
- “Great idea.”
- “Excited to ride it.”

The remaining 20 percent of comments were generally not supportive and more critical of the new service. Comments were related to cost concerns with the new service and that AirBART currently already provides access to OAK. Lastly, a handful of comments cited safety concerns with having no operator with the new system.

2.1.3 Fare Preference

Included in the comment cards was a question regarding setting a fare for the new service. The question stated:

“There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?”

- *A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017.*
- *A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017.*
- *No Preference*

For purposes of this analysis, the first option is referred to as “Ramp Up” and the second option is designated as “Hold Steady”. A summary of the feedback is shown in Table 2-3. Overall, riders favored the “Hold Steady” fare preference.

Table 2-3 Regular Respondents Fare Preference

	Minority		Non-Minority		Low-Income		Non-Low-Income	
	Percent	Sample Size	Percent	Sample Size	Percent	Sample Size	Percent	Sample Size
Fare Preference								
Start Lower & “Ramp Up”	40.4%		31.9%		36.0%		35.3%	
Start Higher & “Hold Steady”	44.0%		49.8%		48.0%		48.2%	
No Preference	15.7%		18.3%		16.0%		16.4%	
Total	100.0%	166	100.0%	295	100.0%	75	100.0%	365

Respondents were also given the opportunity to provide additional comments regarding fares. Roughly half of the respondents provided comments with approximately 80 percent of those who provided comments indicating that the proposed fares were too high; one respondent indicated the following: “Excited about the service! Not so excited [about] the 30% minimum increase, [and] later 100% increase. I would consider a cab or shared van if you go high.”

Other comments varied and included a desire to integrate the Clipper card into the new system and a desire to offer senior and disabled discounted fares.²

2.2 Limited English Proficient (LEP) Community Comments

The informational handouts and comment cards were translated into four languages: Spanish, Chinese, Vietnamese and Korean. In total, 22 comment cards were received from Limited English Proficient (LEP) persons; individuals who identified that they speak English “less than very well.” LEP respondents identified that the primary language spoken was Spanish.

The feedback received from these respondents was supportive of the new BART service to the Oakland Airport. Comments received included:

- “Very good idea.”
- “Excellent idea we have been waiting for these types of service.”
- “I am glad, we are waiting for it. It is necessary because it will eliminate traffic grid lock.”

When asked about fares, 14 of the 22 respondents preferred a fare that starts higher, but remains at that level for a longer period of time (“hold steady”); two respondents preferred a fare that starts lower and rises on a regular, pre-planned basis (“ramp up”). The other six respondents had no preference or did not respond to the fare question.

Additional outreach was conducted with BART’s Office of Civil Rights (OCR) LEP Advisory Committee. The LEP Advisory Committee consists of members of community-based organizations that serve LEP populations within the BART service area. A committee member representing La Clinica, a nonprofit organization that provides health care services in the East Bay, commented, “My opinion on the fare is to go with the higher price so it will stay the same longer.”

² Riders will be able to use the Clipper card to take the new service. BART offers a 62.5% discount to fares for seniors, people with disabilities, and youth ages 5 through 12. These riders will receive the same discount for Project fares.

2.3 Airport Employee Comments

2.3.1 Demographics

A total of 119 comment cards were completed by employees working at or around the Oakland International Airport. The demographics of these respondents are shown in Table 2-4.

Table 2-4 Airport Employee Respondents Demographic Summary

	Airport Employees (work at or around OAK)	
	Percent	Sample Size
Gender		
Male	57.1%	
Female	42.9%	
Total	100.0%	119
Age		
Under 12	0.0%	
13-17	0.0%	
18-24	9.3%	
25-34	29.7%	
35-44	20.3%	
45-54	23.7%	
55-64	11.9%	
Over 65	5.1%	
Total	100.0%	118
Ethnicity		
White alone, non Hispanic	33.0%	
African America alone, non Hispanic	30.3%	
Asian or Pacific Islander alone, non Hispanic	15.6%	
American Indian or Alaska Native alone, non Hispanic	0.9%	
Hispanic/Latino, any race	17.4%	
Other or Multiple Race	2.8%	
Total	100.0%	109
Annual Household Income		
Under \$25,000	18.9%	
\$25,000 - \$29,000	8.1%	
\$30,000 - \$39,999	7.2%	
\$40,000 - \$49,999	12.6%	
\$50,000 - \$59,999	7.2%	
\$60,000 - \$74,999	9.9%	
\$75,000 - \$99,999	21.6%	
\$100,000 and over	14.4%	
Total	100.0%	111

*Note: Due to rounding, percentages may not add to 100%; sample sizes vary between categories as not all comment card questions were answered

2.3.2 General Comments

Airport employees were given the opportunity to provide general comments about the project. Roughly 80 percent of respondents provided comments which were positive and included:

- “More convenient and faster service.”
- “Great addition.”

The remaining comments expressed concerns that the new system would be more expensive than the existing AirBART service and the effect it would have on current AirBART employees. One comment

indicated: “The additional price seems exorbitant. I ride BART from Berkeley to the Oakland Coliseum for \$2.50. It will cost double that just for the OAK leg?”

2.3.3 Fare Preference

The comment card for airport employees noted that airport employees may receive a discount for the Project fare. When asked about fares and the preference to have them start at the lower end and rise on a regular, pre-planned basis (“ramp up”) or start at a higher level and remain at that level for a longer period of time (“hold steady”), airport employees preferred to have the fares start lower (see Table 2-5).

Table 2-5 Airport Employee Respondents Fare Preference

	Minority		Non-Minority		Low-Income		Non-Low-Income	
	Percent	Sample Size	Percent	Sample Size	Percent	Sample Size	Percent	Sample Size
Fare Preference								
Start Lower & “Ramp Up”	45.3%		47.6%		45.7%		44.1%	
Start Higher & “Hold Steady”	39.1%		33.3%		25.7%		41.2%	
No Preference	15.6%		19.0%		28.6%		14.7%	
Total	100.0%	64	100.0%	42	100.0%	35	100.0%	68

Just over half of the employee responses also provided additional comments regarding fares. Roughly 70 percent of those who provided comments expressed concerns that the fares listed on the comment card (ranging from \$4.00 to \$6.00) are too high. Additionally, a number of comments indicated that the new system should offer discounts for OAK employees and incorporate the Clipper card. One respondent stated: “I hope that there will still be a discount for airport employees.”

Subject to BART Board approval, BART will be offering discount fares to OAK employees.

Appendix E

Outreach Publicity Materials

Exhibit 1.1 – Handout/Comment Form



Bay Area Rapid Transit

New BART Service Coming to Oakland International Airport

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the 3.2 mile extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover (APM) system similar to APMs at SFO and many other airports. Here are the major service differences between the existing AirBART bus and the new BART service (BART to OAK).

AVERAGE TRAVEL AND WAIT TIME

Up to 67% reduction in travel and wait time.

AirBART: 23 to 34 minutes total; includes 18 to 29 minute travel time (dependent on traffic) and average 5 minute wait time.

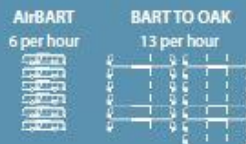
BART to OAK: 11 minutes total; includes 9 minute travel time (not dependent on traffic) and average 2 minute wait time.



FREQUENCY: VEHICLES PER HOUR

7 additional vehicles per hour.

AirBART: up to 6 buses per hour (every 10 minutes).
BART to OAK: more than 13 vehicles per hour (every 4.5 minutes).



SYSTEM CAPACITY

Increase in system capacity of more than 3 times.

AirBART can carry up to 1.2 million passengers annually while **BART to OAK** can carry 3.2 million passengers annually (expandable up to 4.9 million).



CONNECTION TO BART

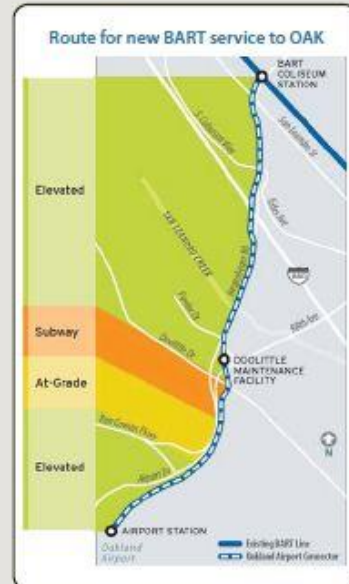
Easy connection to/from BART.

Passengers will no longer have to exit the BART station and purchase a separate ticket to get to the airport.



PROPOSED FARES FOR NEW SERVICE

A preliminary fare structure is currently being studied, and the cost to ride the new extension has not yet been determined. The fares being studied range from \$4 to \$6 (compared with \$3 AirBART service). BART is looking at different approaches of setting initial fares and timing fare increases.



Scan for more information or to provide comments
www.bart.gov/oak

Please provide comments on the back. **Over** →

Exhibit 1.2 – Handout/Comment Form

New BART Service to Oakland International Airport Comments and Feedback

1 Do you have any general comments about the new BART service to Oakland International Airport (OAK)?

2 There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?

- A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017
- A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017
- No preference

3 Do you have any other comments related to proposed fares?

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

4 Gender

- Male Female

5 Are you of Hispanic, Latino or Spanish origin?

- No Yes

6 What is your race or ethnic identification?

(Check one or more)

- White
 Black/African American
 Asian or Pacific Islander
 American Indian or Alaska Native
 Other (specify) _____

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

- No Yes → Language: _____

If yes, how well do you speak English?

- Very Well Well Not Well Not at all

8 Age

- 12 or younger 35 - 44
 13 - 17 45 - 54
 18 - 24 55 - 64
 25 - 34 65 or older

9 What is your total annual household income before taxes?

- Under \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 and over

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

- 1 2 3 4 5 6 or more

11 Do you live in Northern California?

- No, I'm visiting Yes, I live in Northern California

12 Do you work at or around the Oakland International Airport?

- No Yes

Would you like to sign up for BART to OAK email alerts? Email: _____

Please turn in completed forms to a BART representative.

For more information, or to complete this comment form online, visit www.bart.gov/oac

Exhibit 1.3 – Handout/Comment Form

New BART Service to Oakland International Airport Comments and Feedback - Airport Employees

1 Do you have any general comments about the new BART service to Oakland International Airport (OAK)?

2 Airport employees may receive a discount on the OAC fare. There are many considerations in setting fares, including: 1) recovering the cost to build and operate the service, and 2) promoting ridership on the system. BART is considering fares ranging from \$4.00 to \$6.00. Which of the following do you prefer?

- A fare that starts at the lower end, perhaps \$4.00, and rises on a regular, pre-planned basis to \$5.00 and then increases to \$6.00 in 2017
- A fare that starts higher, for example \$5.00, but remains at that level for a longer period of time, potentially through 2017
- No preference

3 Do you have any other comments related to proposed fares?

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

4 Gender

- Male Female

5 Are you of Hispanic, Latino or Spanish origin?

- No Yes

6 What is your race or ethnic identification?

(Check one or more)

- White
 Black/African American
 Asian or Pacific Islander
 American Indian or Alaska Native
 Other (specify) _____

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

- No Yes → Language: _____

If yes, how well do you speak English?

- Very Well Well Not Well Not at all

8 Age

- 12 or younger 35 - 44
 13 - 17 45 - 54
 18 - 24 55 - 64
 25 - 34 65 or older

9 What is your total annual household income before taxes?

- Under \$25,000 \$50,000 - \$59,999
 \$25,000 - \$29,999 \$60,000 - \$74,999
 \$30,000 - \$39,999 \$75,000 - \$99,999
 \$40,000 - \$49,999 \$100,000 and over

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

- 1 2 3 4 5 6 or more

11 Do you live in Northern California?

- No, I'm visiting Yes, I live in Northern California

12 Do you work at or around the Oakland International Airport?

- No Yes

Would you like to sign up for BART to OAK email alerts? Email: _____

Please turn in completed forms to a BART representative.

For more information, or to complete this comment form online, visit www.bart.gov/oac

Exhibit 2 – Public Notice



BART Service to Oakland International Airport to Begin Fall 2014 BART wants to hear from you!



BART is seeking your comments on upcoming service to the Oakland International Airport.

The San Francisco Bay Area Rapid Transit District (BART) is nearing completion of the long-awaited 3.2 mile Oakland Airport Connector extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover (APM) system similar to the APM used at SFO and many other airports. The new extension is comprised of cable-propelled vehicles that will travel primarily along the elevated guideway in the median of the Hegenberger Road business corridor. The extension is expected to open for service in Fall 2014. BART invites the public to learn more about the extension to OAK and provide comments on key service changes including replacement of the current AirBART system, fares, and shorter wait and travel times.

If you need language assistance please contact (510) 464-6752, 72 hours prior to the scheduled event. If you are unable to attend one of our out-reach events, you may still provide feedback by completing an online comment form, which will be available by 2/24/2014 at www.bart.gov/oac. For more details contact: Keonnis Taylor-Flores, OAC Community Relations Liaison, (510) 394-6176 or ktaylor@bart.gov.

Servicios del BART para OAK que comenzarán en otoño 2014 • BART quiere escuchar su opinión

El BART espera sus comentarios sobre el próximo servicio al Aeropuerto Internacional de Oakland

El Distrito de Transporte Rápido del Área de la Bahía de San Francisco (BART, Bay Area Rapid Transit) está a punto de terminar la tan esperada extensión de 3.2 millas del Conector del Aeropuerto de Oakland desde la estación Coliseum Station hasta el Aeropuerto Internacional de Oakland (OAK). La nueva conexión reemplazará al autobús de enlace de AirBART por un sistema automatizado de transporte de pasajeros (APM, automated people mover) sin conductor similar al APM utilizado en SFO y en muchos otros aeropuertos. La nueva extensión consta de vehículos propulsados por cables que viajarán principalmente a lo largo de una guía elevada en la mediana del corredor comercial de Hegenberger Road. Se estima que la extensión comenzará a prestar servicio en el otoño de 2014.

BART invita al público a obtener más información sobre la extensión al OAK y a aportar comentarios sobre cambios clave del servicio, incluido el reemplazo del sistema actual de AirBART, las tarifas y los tiempos más cortos de espera y de viaje.

Si necesita asistencia de idiomas, comuníquese 72 horas antes del evento programado al (510) 464-6752. Si no puede asistir a uno de nuestros eventos de difusión, puede proporcionarnos sus comentarios rellenoando un formulario de comentarios en línea que estará disponible el 2/24/2014 en www.bart.gov/oac. Para obtener más información, comuníquese con Keonnis Taylor-Flores, Coordinadora de relaciones comunitarias de OAC, al (510) 394-6176 o en ktaylor@bart.gov.

BART 将于 2014 年秋 开始向 OAK 通车 • BART 希望听取您的宝贵意见！

BART 希望您能就即将开通的 Oakland 国际机场方向载运服务提出宝贵意见

San Francisco Bay Area Rapid Transit District (BART) 期待已久的 3.2 英里 Oakland 国际机场连接段 (从 Coliseum 站到 Oakland 国际机场 (OAK)) 即将竣工。这条新线路将取代 AirBART 机场穿梭巴士, 采用无人驾驶行人运输系统 (APM), 与 SFO 和许多其他机场的 APM 类似。新延长线主要沿 Hegenberger Road 商业通道中段的高架轨道运行, 预计于 2014 年秋开始启用。BART 欢迎大家进一步了解 OAK 延长线, 就主要服务变更, 包括取代当前的 AirBART 系统、票价、候车时间缩短, 以及运行速度更快等等, 提出宝贵意见。

如需语言方面的协助, 请致电 (510) 464-6752, 请在预先安排的相关活动前 72 小时联系。如您未能参与我们的宣传活动, 仍然可以于 2014 年 2 月 24 日在 www.bart.gov/oac 网页上登载的在线意见表格, 提供反馈。有关详情, 请联系 OAC 社区关系联络人, Keonnis Taylor-Flores, (510) 394-6176 或 ktaylor@bart.gov。

Dịch Vụ BART đến OAK sẽ Bắt Đầu Mùa Thu 2014 • BART muốn nghe ý kiến của quý vị!

BART muốn biết ý kiến của quý vị về dịch vụ đến Phi Trường Quốc Tế Tại Oakland sắp tới

Địa Hạt Chuyển Chở Cộng Đồng Tốc Hành Vùng Vịnh San Francisco (BART) gần hoàn tất phần nối dài Đoạn Đường Nối Liên Với Phi Trường Oakland từ Trạm Coliseum đến Phi Trường Quốc Tế Oakland (OAK) dài 3.2 dặm đã chờ đợi từ lâu. Đoạn nối mới này sẽ thay thế xe buýt con thoi AirBART bằng một hệ thống chuyển người tự động, không người lái (APM) tương tự như hệ thống APM được sử dụng tại SFO và nhiều phi trường khác. Đoạn nối dài mới này gồm các xe kéo bằng dây cáp để di chuyển phần chính là theo một đường hướng dẫn trên cao ở giữa hành lang kinh doanh Hegenberger Road. Đoạn nối dài này theo dự tính sẽ bắt đầu hoạt động vào mùa Thu 2014. BART mời ông chúng tìm hiểu thêm về đoạn nối dài đến OAK và đóng góp ý kiến về những thay đổi then chốt về dịch vụ bao gồm việc thay thế hệ thống AirBART hiện thời, giá vé, và thời gian chờ đợi và di chuyển ngắn hơn.

Nếu quý vị cần trợ giúp về ngôn ngữ xin vui lòng liên lạc số điện thoại (510) 464-6752, 72 tiếng đồng hồ trước thời điểm đã xếp đặt cho dịp tổ chức. Nếu không tham dự được một trong những dịp tổ chức cho cộng đồng, quý vị vẫn có thể đóng góp ý kiến bằng cách điền vào mẫu đóng góp ý kiến trên mạng, sẽ được cung cấp từ ngày 24/2/2014 tại www.bart.gov/oac. Muốn biết thêm chi tiết xin liên lạc: Keonnis Taylor-Flores, Nhân Viên Liên Lạc Về Liên Hệ Cộng Đồng OAC, (510) 394-6176 hoặc ktaylor@bart.gov.

2014년 가을부터 OAK로 BART 운행 • BART는 여러분의 의견을 원합니다!

BART는 오올랜드 국제공항으로 연결되는 연장 노선이 곧 개통됨에 따라 여러분의 의견을 듣기를 원합니다

샌프란시스코 베이 지역 신속 수송 지구(BART)는 여러분이 오래 기다리셨던 올리시엄 역과 오올랜드 국제공항(OAK)을 연결하는 3.2마일 구간의 오올랜드 공항 노선 연장 공사가 거의 완공 단계에 들어섰다는 것을 알려 드립니다. 이 새로운 노선은 AirBART 셔틀 버스를 SFO와 다른 많은 공항들이 사용하고 있는 것과 유사한 자동 무인 경전철(APM) 시스템으로 교체할 것입니다. 이 새로운 연장 노선에서는 주로 헤겐베르거 로드(Hegenberger Road) 비즈니스 회랑의 중앙을 가로지르는 고가선로를 통해서 케이블 견인 차량이 운행됩니다. 이 연장 노선은 2014년 가을부터 운행을 시작할 예정입니다.

BART는 OAK로 노선을 연장하는 것에 대한 더 자세한 정보를 제공하고 현재 운행되고 있는 AirBART 시스템의 교체, 이용 요금, 대기 시간 단축, 운행 소요 시간을 포함하는 주요 서비스 변경에 대한 의견을 듣기 위해 여러분을 초청합니다.

언어 지원이 필요하시면 예정된 행사가 시작되기 72시간 전에 (510) 464-6752로 연락해 주십시오. 저희가 개최하는 아웃리치 행사들 중 하나에 참석할 수 없으시면 www.bart.gov/oac에서 2014년 2월 24일까지 제공하는 온라인 의견 양식을 작성하여 피드백을 제공할 수 있습니다. 더 자세한 정보를 얻기 위한 연락처: Keonnis Taylor-Flores, OAC 커뮤니티 관계 연락 담당자, (510) 394-6176 또는 ktaylor@bart.gov.

Events held at both the BART Coliseum Station Concourse Area and Oakland International Airport AirBART Pick up/Drop off Area

Los eventos se celebran tanto en el área de entrada de la estación Coliseum Station del BART, como en el punto de recogida/legada de AirBART en el Aeropuerto Internacional de Oakland.

各活动在BART Coliseum Station中央大厅和Oakland International Airport AirBART上下车地区举行。

Các dịp tổ chức đều được thực hiện tại cả hai Khu Concourse của Trạm BART tại Coliseum và Khu Đưa Đón AirBART tại Phi Trường Quốc Tế Oakland
아웃리치 행사들은 BART 콜리시엄 역 중앙 홀 구역과 오올랜드 국제공항 AirBART 승하차 구역에서 개최됩니다

Monday, March 3, 2014
7 am – 11 am

Tuesday, March 4, 2014
4 pm – 8 pm

Thursday, March 6, 2014
7 am – 11 am

Friday, March 7, 2014
4 pm – 8 pm

Exhibit 3 – BART Website Announcements and Links

The screenshot shows the BART website homepage with the following elements:

- Navigation Menu:** Stations, Schedules, Tickets, Rider Guide, News, About BART, Contact Us.
- QuickPlanner:** A form to search for schedules by station (19th St. Oakland, Embarcadero (SF)), date (2/24/2014), and time (now).
- Service Advisories:** 56 trains. No delays reported.
- Real Time Departures:** 12th St. Oakland City Center, 8:54am.
- Platform 1:** RICH 11, 13, 20 min.
- Platform 2:** DALY 1 min, FRMT 5, 20, 35 min.
- Announcements:**
 - "New to BART? Start here..." with links for Rider guide, Tickets / Clipper® Cards, Station parking, Airport service (SF/OAK), Commuter tax benefits, and Mobile options.
 - "BART replacing HVAC units for more comfortable climate on train cars"
 - "Riders urged to be watchful for signs of measles infection"
 - "BART seeks to increase public input with night Board meetings"
 - "February 22-23, some parking spaces closed at West Oakland Station"
 - "Oakland Airport Connector outreach events"
 - "Pittsburg/Bay Point track maintenance delays Saturdays in February and March"
 - "Night owls note: Why BART doesn't run 24/7"

The screenshot shows a news article on the BART website:

- Article Title:** Oakland Airport Connector outreach events
- Summary:** BART is nearing completion of the Oakland Airport Connector extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a convenient, automated people mover system. The new extension is expected to open for service in the fall of 2014.
- Outreach Event Dates and Locations:** MONDAY, MARCH 3, 2014, 7 AM – 11 AM. Locations: BART Coliseum Station, Concourse and Oakland International Airport AirBART Pick Up/Drop Off Area.
- Call to Action:** "Get BART news & service alerts" with a "CLICK TO SUBSCRIBE" button.

The screenshot shows the "About" page for the Oakland Airport Connector project:

- Page Title:** Oakland Airport Connector
- Navigation Menu:** Stations, Schedules, Tickets, Rider Guide, News, About BART, Contact Us.
- Table of Contents:**
 - Board of Directors
 - General Manager
 - Financials
 - Reports
 - History & Facts
 - Planning
 - Projects
 - BART Police
 - Police Auditor
 - Doing Business
 - Jobs
 - Website Info
- 2.21.2014:**
 - English:** BART is seeking your comments on upcoming new service to the Oakland International Airport (OAK). Provide comments about the start of new BART service to the Oakland International Airport. Online comments will be accepted February 24 through March 10, 2014. Obtain more information.
 - Spanish:** Proporcione comentarios acerca del comienzo del nuevo servicio de BART al Aeropuerto Internacional de Oakland. Los comentarios online se aceptarán desde el 24 de febrero al 10 de marzo del 2014. Obtenga más información.
 - Chinese:** 就开通过途达 奥克兰 国际机场的新 BART 服务提出意见。我们将于 2014 年 2 月 24 日至 3 月 7 日在线征询意见。欲取更多信息。
 - Vietnamese:** Xin đóng góp ý kiến về việc bắt đầu dịch vụ mới của BART đến Phi Trường Quốc Tế Oakland. Ý kiến trên mạng sẽ được tiếp nhận từ ngày 24 tháng Hai đến 10 tháng Ba, 2014. Tìm hiểu thêm chi tiết.
 - Korean:** 오물렌드 국제공항으로 연결하는 새로운 BART 서비스를 시작하는 것에 대한 의견을 들려 주십시오. 온라인으로 제공되는 의견들은 2014년 2월 24일부터 3월 10일까지 접수됩니다. 더 자세한 정보를 받으십시오.
- Event Dates and Locations:**

Events held at both the BART Coliseum Station Concourse Area and the OAK AirBART Pick Up/Drop Off Area on the dates listed below:

 - Monday, March 3, 2014**
7 am – 11 am
 - Tuesday, March 4, 2014**
4 pm – 8 pm
 - Thursday, March 6, 2014**
7 am – 11 am
 - Friday, March 7, 2014**
4 pm – 8 pm
- Also in this section:**
 - Project Overview
 - News
 - Construction Updates
 - Environmental Review
 - Quick Facts
 - DBE and Local Hiring
 - Art Program
 - Contact the Project
- Call to Action:** "Get BART news & service alerts" with a "CLICK TO SUBSCRIBE" button.



Passenger Bulletin

News of Special Interest to Our Passengers

Bay Area Rapid
Transit
300 Lakeside Drive
Oakland, CA 94612
(510) 464-6000
www.bart.gov

BART is Seeking Your Comments on Upcoming New Service to the Oakland International Airport

Dear Customer:

BART is nearing completion of the Oakland Airport Connector extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover system. The new extension is expected to open for service in the fall of 2014.

BART invites you to a series of outreach events to learn more about the extension to OAK and provide comments on key service changes, including replacement of the current AirBART system, fares, and shorter wait and travel times. The dates and locations of these events are shown below. In addition, if you are unable to attend, you may still provide feedback by completing an online comment form, which will be available by February 24, 2014 at www.bart.gov/oac.

OUTREACH EVENT DATES AND LOCATIONS

MONDAY, MARCH 3, 2014, 7 AM – 11 AM

Locations: BART Coliseum Station Concourse and Oakland International Airport AirBART Pick up/Drop off Area

TUESDAY, MARCH 4, 2014, 4 PM – 8 PM

Locations: BART Coliseum Station Concourse and Oakland International Airport AirBART Pick up/Drop off Area

THURSDAY, MARCH 6, 2014, 7 AM to 11 AM

Locations: BART Coliseum Station Concourse and Oakland International Airport AirBART Pick up/Drop off Area

FRIDAY, MARCH 7, 2014, 4 PM TO 8 PM

Locations: BART Coliseum Station Concourse and Oakland International Airport AirBART Pick up/Drop off Area

For more information please contact Keonnis Taylor-Flores, OAC Community Relations Liaison at (510) 394-6176 or ktaylor@bart.gov. If you will need language assistance at the event, please call (510) 464-6752, 72 hours prior to the day you will attend.

If you need language assistance services, please call BART's Transit Information Center at (510) 465-2278.

如果需要语言帮助服务，请拨打 BART Transit（快速交通）信息中心，电话号码为 (510) 465-2278。

통역이 필요하시면, BART 수송 정보 센터 (510) 465-2278로 전화해 주십시오.

Si necesita servicios de asistencia de idioma, llame al centro de información de tránsito del BART al (510) 465-2278.

Nếu quý vị cần các dịch vụ trợ giúp ngôn ngữ, xin gọi cho Trung Tâm Thông Tin Chuyên Chở Công Cộng của BART tại số (510) 465-2278.



BART is Seeking Your Comments on Upcoming New BART Service to the Oakland International Airport

BART is nearing completion of the new extension from the Coliseum Station to Oakland International Airport (OAK). The new link will replace the AirBART shuttle bus with a driverless, automated people mover system. The new extension is expected to open for service in Fall 2014.

BART invites the public to a series of outreach events to learn more about the extension to OAK and provide comments on key service changes, including replacement of the current AirBART system, fares, and shorter wait and travel times. The dates and locations of these events are shown below. If you are unable to attend one of our outreach events, you may still provide feedback by completing an online comment form, which will be available by February 24, 2014 at www.bart.gov/oac.

OUTREACH EVENT DATES AND LOCATIONS

Monday, March 3, 2014

7 am – 11 am

Location 1: BART Coliseum Station
Concourse

Location 2: Oakland International Airport
AirBART Pick up/Drop off Area

Tuesday, March 4, 2014

4 pm – 8 pm

Location 1: BART Coliseum Station
Concourse

Location 2: Oakland International Airport
AirBART Pick up/Drop off Area

Thursday, March 6, 2014

7 am – 11 am

Location 1: BART Coliseum Station
Concourse

Location 2: Oakland International Airport
AirBART Pick up/Drop off Area

Friday, March 7, 2014

4 pm – 8 pm

Location 1: BART Coliseum Station
Concourse

Location 2: Oakland International Airport
AirBART Pick up/Drop off Area

Contact: Keonnis Taylor-Flores, Community Relations Liaison at (510) 394-6176 or ktaylor@bart.gov. If you need language assistance please contact (510) 464-6752, 72 hours prior to the scheduled event.

Exhibit 5.2 – El Mensajero Newspaper Advertisement (Spanish)



BART está solicitando Sus Comentarios sobre el Próximo Nuevo Servicio BART para el Aeropuerto Internacional de Oakland

BART está a punto de completar la nueva ampliación de la Estación Coliseum para el Aeropuerto Internacional de Oakland (OAK). Este nuevo enlace reemplazará al autobús de enlace AirBART, con un sistema de transporte para personas automatizado sin conductor. Se espera que la nueva ampliación abra sus servicios en el otoño de 2014.

BART invita al público a una serie de eventos de difusión para obtener más información acerca de ampliación para OAK y proporcionar comentarios sobre los cambios de servicio clave, incluyendo la sustitución del actual sistema AirBART, tarifas, y esperas más cortas y tiempos de viaje. Las fechas y lugares de estos eventos se muestran a continuación. Además, si usted no puede asistir, usted puede aun proporcionar retroalimentación completando un formulario de comentarios en línea disponibles en www.bart.gov/oac.



FECHA Y HORARIOS PARA PARTICIPAR EN LOS EVENTOS

Lunes 3 de marzo de 2014	
7 am – 11 am	
Ubicación 1: Estación <u>Coliseum</u> de BART	Ubicación 2: Aeropuerto Internacional de Oakland
Concurso	Area Dejar/Recoger <u>AirBART</u>
Martes 4 de marzo 2014	
4 pm – 8 pm	
Ubicación 1: Estación <u>Coliseum</u> de BART	Ubicación 2: Aeropuerto Internacional de Oakland
Concurso	Area Dejar/Recoger <u>AirBART</u>
Jueves 6 de marzo 2014	
7 am – 11 am	
Ubicación 1: Estación <u>Coliseum</u> de BART	Ubicación 2: Oakland International Airport
Concurso	Area Dejar/Recoger <u>AirBART</u>
Viernes 7 de marzo 2014	
4 pm – 8 pm	
Ubicación 1: Estación <u>Coliseum</u> de BART	Ubicación 2: Aeropuerto Internacional de Oakland
Concurso	Area Dejar/Recoger <u>AirBART</u>

Contacto: Keonnis Taylor-Flores, Enlace de Relaciones con la Comunidad al (510) 394-6176 o al correo electrónico ktaylor@bart.gov. Si usted necesita ayuda con el idioma, por favor póngase en contacto llamando al (510) 464-6752, 72 horas antes del evento programado.

Exhibit 5.3 – Sing Tao Newspaper Advertisement (Chinese)



灣區捷運 (BART) 現正尋求公眾對全新的 屋崙國際機場新支線服務發表意見

灣區捷運連接阿拉美達縣體育館站 (Coliseum Station) 及屋崙國際機場的新支線即將完工，新支線將取代現有 AirBART 接駁巴士，改由無人駕駛自動列車提供服務。新支線可望 2014 年秋季正式通車。

灣區捷運現正邀請公眾出席一連串活動，了解這條通往屋崙國際機場的新支線服務詳情，並就取代現有 AirBART 服務、票價及縮短候車和乘車時間等重要服務改動內容提出寶貴意見。以下將列出活動舉行時間及地點。另外，如果您無法出席活動，仍可透過網站 www.bart.gov/oac 的意見表格提供意見。

新支線服務外展活動的時間及地點如下：

2014 年 3 月 3 日星期一

上午 7 時至上午 11 時

地點 1：捷運體育館站車站大廳

地點 2：屋崙國際機場 AirBART 接駁巴士上落客站

2014 年 3 月 4 日星期二

下午 4 時至晚上 8 時

地點 1：捷運體育館站車站大廳

地點 2：屋崙國際機場 AirBART 接駁巴士上落客站

2014 年 3 月 6 日星期四

上午 7 時至上午 11 時

地點 1：捷運體育館站車站大廳

地點 2：屋崙國際機場 AirBART 接駁巴士上落客站

2014 年 3 月 7 日星期五

下午 4 時至晚上 8 時

地點 1：捷運體育館站車站大廳

地點 2：屋崙國際機場 AirBART 接駁巴士上落客站

聯絡：

捷運社區關係主任 Keonnis Talyor-Flores，電話 510-394-6176 或
電郵 ktaylor@bart.gov 與聯絡。如果您需要語言協助，可在活動舉行前的 72 小時
致電 510-464-6752。

Exhibit 5.4 – Korean Times Newspaper Advertisement (Korean)



BART 는 오클랜드국제공항까지의 신규 노선 운행에 대한 여러분의 의견을 듣고자 합니다

BART 는 Coliseum 역에서부터 오클랜드국제공항(OAK)까지의 신규 연장 노선 운영을 곧 개시할 예정입니다. 이 새로운 연결 노선으로 기존의 AirBART 셔틀 버스가 운전자 없는 전자동 승객운송 시스템으로 교체됩니다. 이 노선은 2014 년 가을에 개시될 예정입니다.

BART 는 공청회를 개최하여 시민 여러분들께 OAK 까지의 연장 노선에 대해 자세한 내용을 설명하고 현재 운행되고 있는 AirBART 시스템 교체, 운행요금, 대기 시간 및 운행 시간 단축 등 주요 운행 변경사항에 대한 의견 수렴의 자리를 마련할 계획입니다. 공청회 날짜 및 장소는 아래와 같습니다. 공청회에 참석하지 못하는 시민 여러분께서는 2014 년 2 월 24 일까지 www.bart.gov/oac를 통해 온라인 의견제출 양식을 작성하여 의견을 제시할 수 있습니다.

공청회 일시 및 장소

2014 년 3 월 3 일, 월요일

7 am – 11 am

장소 1: BART Coliseum 역
중앙홀

장소 2: 오클랜드국제공항
AirBART 승하차장

2014 년 3 월 4 일, 화요일

4 pm – 8 pm

장소 1: BART Coliseum 역
중앙홀

장소 2: 오클랜드국제공항
AirBART 승하차장

2014 년 3 월 6 일, 목요일

7 am – 11 am

Location 1: BART Coliseum 역
중앙홀

Location 2: 오클랜드국제공항
AirBART 승하차장

2014 년 3 월 7 일, 금요일

4 pm – 8 pm

장소 1: BART Coliseum 역
중앙홀

장소 2: 오클랜드국제공항
AirBART 승하차장

연락처: 지역홍보부(Community Relations Liaison), Keonnis Taylor-Flores, (510) 394-6176 / ktaylor@bart.gov. 언어지원이 필요한 경우에는 공청회가 시작되기 72 시간 전까지 (510) 464-6752 로 연락하여 주십시오.

Exhibit 5.5 – Viet Nam, The Daily News (Vietnamese)



BART muốn biết ý kiến của quý vị về Dịch Vụ Mới đến Phi trường Quốc Tế Oakland.

BART sắp hoàn tất phần nối rộng từ trạm Coliseum Station đến Phi trường Quốc tế OAKLAND. Đường nối mới này sẽ thay thế các xe buýt AirBART bằng một hệ thống chuyển vận tự động không người lái. Dịch vụ mới dự trù sẽ được bắt đầu vào mùa Thu năm 2014.

BART mời công chúng tham dự những buổi thảo luận công khai để biết thêm về dịch vụ nối rộng mới này và để đóng góp ý kiến về những thay đổi dịch vụ thiết yếu bao gồm việc thay hệ thống AirBART, giá vé, thời gian chờ đợi và di chuyển ngắn hơn. Ngày giờ và địa điểm của các buổi thảo luận được ghi dưới đây. Thêm vào đó, nếu không thể tham dự được quý vị cũng có thể góp ý kiến bằng cách điền vào mẫu có trong trang mạng www.bart.gov/oac.

NGÀY GIỜ VÀ ĐỊA ĐIỂM CỦA NHỮNG BUỔI THẢO LUẬN

Thứ Hai ngày 3 tháng 3 năm 2014

7 am – 11 am

Địa điểm 1: BART Coliseum Station Concourse Địa điểm 2: Oakland International Airport AirBART Pick up/Drop off Area

Thứ Ba ngày 4 tháng 3 năm 2014

4 pm – 8 pm

Địa điểm 1: BART Coliseum Station Concourse Địa điểm 2: Oakland International Airport AirBART Pick up/Drop off Area

Thứ Năm ngày 6 tháng 3 năm 2014

7 am – 11 am

Địa điểm 1: BART Coliseum Station Concourse Địa điểm 2: Oakland International Airport AirBART Pick up/Drop off Area

Thứ Sáu ngày 7 tháng 3 năm 2014

4 pm – 8 pm

Địa điểm 1: BART Coliseum Station Concourse Địa điểm 2: Oakland International Airport AirBART Pick up/Drop off Area

Liên lạc: Keonnis Taylor-Flores, Chuyên viên Giao Tế Cộng Đồng tại số (510) 394-6176 hay ktaylor@bart.gov. Nếu cần giúp đỡ về ngôn ngữ xin gọi số (510) 464-6752 ít nhất 72 tiếng đồng hồ trước buổi thảo luận.

Exhibit 6 – BART Destination Sign System Messaging

**Share your comments
on BART's future service
to Oakland Airport.
Provide comments at
the AirBART Shuttle Stop at
Coliseum Station on
March 3 & 6, 7-11 am;
March 4 & 7, 4-8 pm**

For details:

www.bart.gov/oac or call (510) 394-6176

Appendix F

List of General and Fare Comments

Answers to Question #1:

Do you have any general comments about the new BART service to Oakland International Airport (OAK)?

Comments were transcribed precisely from comment cards and were not edited for spelling and typos.

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
1	--	Employee	Too Expensive
3	--	Employee	Time Saving seems good
4	--	Employee	Happy it's here
5	--	Employee	Good luck on this new service
6	--	Employee	The fair should be lower than\$6.00
7	--	Employee	Great idea, just not fare for Southwest passengers
8	--	Employee	I do not support the new air train simply because the bus drivers will be put out of work
9	--	Employee	Hoping it will make my daily commute to Oak Faster
10	--	Employee	Timing is not consistent
11	--	Employee	It would be nice
13	--	Employee	I am looking forward to it
15	--	Employee	Good Idea
16	--	Employee	Additional stops between the BART station and the airport would be more convenient
20	--	Employee	\$
21	--	Employee	The actual airBART is actually closer to this
22	7-Mar	Regular	Great
23	7-Mar	Regular	First time rider
24	7-Mar	Regular	No, first time
25	7-Mar	Regular	Never used BART
27	7-Mar	Regular	Don't know about it
29	7-Mar	Regular	Yes! Can't wait
30	7-Mar	Regular	Convenient. It'll be much better
31	7-Mar	Regular	No, first time
33	7-Mar	Regular	None
34	7-Mar	Regular	Looking forward
35	7-Mar	Regular	I'm happy I wont have to wait for stupid bus anymore
36	7-Mar	Regular	Glad there is service
37	7-Mar	Regular	First time rider
38	7-Mar	Regular	It's progress
39	7-Mar	Regular	Good idea
40	7-Mar	Regular	It's really needed and I can't wait for it to be done
41	7-Mar	Regular	It's about time
42	7-Mar	Regular	Good to have around
44	7-Mar	Regular	Expensive @ \$4-6
45	7-Mar	Regular	Excited! But a little-so when I see the cost

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
46	7-Mar	Regular	Open it up already!
47	7-Mar	Regular	Bar on BART, pull up bars, yoga mats, food carts live music
50	7-Mar	Regular	Hurrah!
55	7-Mar	Regular	Finally
56	7-Mar	Regular	N/A
57	7-Mar	Regular	Can't start soon enough
60	7-Mar	Regular	What are the hours of availability?
61	7-Mar	Regular	I love it! as long as we can use clipper card
63	7-Mar	Regular	It is important to have smooth ramps for luggage return trains.
65	7-Mar	Regular	Too Expensive
66	7-Mar	Regular	Yes. It is about time! AirBART always slow
68	7-Mar	Regular	Remember a lot of poor people work @ the airport and need reasonable fares
70	7-Mar	Regular	What will happen to jobs of AirBART drivers?
71	7-Mar	Regular	Glad its happening
72	7-Mar	Regular	Bart is great!
73	7-Mar	Regular	Better traffic in the future
74	7-Mar	Regular	That would be great help reduce time
75	7-Mar	Regular	ready for AirBART to be gone with new bart
79	7-Mar	Regular	Cant wait for service to start
80	7-Mar	Regular	Should be more convient
82	7-Mar	Regular	How
84	7-Mar	Regular	No
85	7-Mar	Regular	Bus drivers will lose their jobs
87	7-Mar	Regular	First time using
88	7-Mar	Regular	Like and use service
89	7-Mar	Regular	First time
90	7-Mar	Regular	It was easy to find
91	7-Mar	Regular	Easily accesible and affordable
92	7-Mar	Regular	Good idea I didn't know about this
93	7-Mar	Regular	Yes it is helpful for all of us. Just install more help for handicaps
94	7-Mar	Regular	No Comments
95	7-Mar	Regular	A good addition
96	7-Mar	Regular	Can't wait
97	7-Mar	Regular	Will be more convenient
99	7-Mar	Regular	It would be great
100	7-Mar	Regular	Usually fast lines, but doesn't fast enough

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
101	7-Mar	Regular	No
102	7-Mar	Regular	N/A
103	7-Mar	Regular	AirBart buses take too long and too full
107	7-Mar	Regular	I am excited about it
108	7-Mar	Regular	Keep the cost reasonable
109	7-Mar	Regular	Seems reasonabl
112	7-Mar	Regular	Well not really, just as long as it is on time
113	7-Mar	Regular	It will make airport travel more convenient
114	7-Mar	Regular	Don't like people who drive bus loosing job
115	7-Mar	Regular	Good Job
116	7-Mar	Regular	Open it as soon as possible
117	4-Mar	Regular	Overdue. Too expensive
118	4-Mar	Regular	Looking forward to using. Hope its efficient
119	4-Mar	Regular	I like it, much easier
120	4-Mar	Regular	Can't wait and will be big reason to use OAK
121	4-Mar	Regular	It's a good thing
123	4-Mar	Regular	The bus is inconvenient - BART to SFO is better
124	4-Mar	Regular	Excellent
125	4-Mar	Regular	Great, about time
126	4-Mar	Regular	No
127	4-Mar	Regular	Initially, quick and efficient services opposed to game day. Usually a consistent OTP, friendly service and proficient customer service
128	4-Mar	Regular	If there is a ramp next to the stairs once you arrive at the airport it will be easier to roll your bags while walking down the stairs. They have this in China (Maybe aso the carts available upon arrival to airport) Please do not put the AirBART drivers out of a job
129	4-Mar	Regular	It's a great option
131	4-Mar	Regular	Great Idea
134	4-Mar	Regular	I'm glad its finally happening
135	4-Mar	Regular	Good idea
136	4-Mar	Regular	Please have signage about the fee's inside the airport
141	4-Mar	Regular	Looking forward to easier access to BART less hassles when I visit from socal
142	4-Mar	Regular	I think it's a good way faster and cheaper than driving
144	4-Mar	Regular	I'm hoping that it will run on schedule and be more reliable than airbart buses
145	4-Mar	Regular	I think the schedule is great and the drivers are great
147	4-Mar	Regular	It's about time
148	4-Mar	Regular	When it will be great
149	4-Mar	Regular	Bus seemed fine, just no clipper card
150	4-Mar	Regular	I hope it will help the people get were they have to go
151	4-Mar	Regular	helpful
153	4-Mar	Regular	It isn't operating as yet, can't comment
154	4-Mar	Regular	This is great service and makes travel into and out of the bay area extremeley convenient

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155	4-Mar	Regular	It should include jobs for airbart employees
156	4-Mar	Regular	Will I be able to board on hegenberger road and edes ave?
157	4-Mar	Regular	I think this is great
158	4-Mar	Regular	Overpriced project with little value over airbart busses
162	4-Mar	Regular	Bart need to it homework for the low income people
163	4-Mar	Regular	I think it will be great for easy access to the airport
164	4-Mar	Regular	How easy is it to get to the airport? How much does it cost?
165	4-Mar	Regular	24 hour service to airport
166	4-Mar	Regular	What is wrong with airbart?
167	4-Mar	Regular	Sounds great, about time
169	4-Mar	Regular	Great improvement
170	4-Mar	Regular	I am glad that it has arrived. Price should be comparable to other bart distances. Not \$4 to \$6
171	4-Mar	Regular	I wish it was bart train - soon though
172	4-Mar	Regular	Yes I think it is ok, but I never been on it. But it looks cool. But I hope affordable
173	4-Mar	Regular	The bus system worked just fine and is cheaper
174	4-Mar	Regular	the cost difference between this service and the bus shuttle
175	4-Mar	Regular	I hope its on time
176	4-Mar	Regular	Its about time! And happy youre finally nearly done with the project
177	4-Mar	Regular	a lot more convenient for me
178	4-Mar	Regular	thank you its been a long time coming. Im a bit dismayed at the potential fare proposed. That seems very high to me
179	4-Mar	Regular	thanks! This is great. Now, just need to get spirit airlines to not cancel 6am flight without warning and ill fly out of oakland more regularly
180	4-Mar	Regular	Looking fwd
181	4-Mar	Regular	Doing good job
182	4-Mar	Regular	in general pretty good, there's \$ exact change can be inconvenient sometimes. Wish clipper card works for this bus as well
183	4-Mar	Regular	nice idea
184	4-Mar	Regular	Good idea
185	4-Mar	Regular	I think that the bart airport connect is a great idea
187	4-Mar	Regular	don't know much about it
189	4-Mar	Regular	noisy
190	4-Mar	Regular	I like it. I travel for business. This will be very convenient. Writing while on airbart
193	4-Mar	Regular	finish it faster
194	4-Mar	Regular	glad they are building a connector to airport
196	4-Mar	Regular	its very convenient and less money for me.
197	4-Mar	Regular	I think the train will be convenient and will increase bart traffic to the airport
199	4-Mar	Regular	great idea
201	4-Mar	Regular	I seriously think bart needs to clean up around the airport. If the want to bring new business to oakland
202	4-Mar	Regular	it would be very handy and helpful
204	4-Mar	Regular	excellent

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
205	4-Mar	Regular	what will happen to airbart bus employees?
206	4-Mar	Regular	about time! What a wonderful addition to oakland
207	4-Mar	Regular	its great!
208	4-Mar	Regular	how much does it cost, one way, roundtrip? Is airbart going to continue to run?
210	4-Mar	Regular	I love it. Now we don't have to catch BART to SF. We can go to oakland
211	4-Mar	Regular	I think its great
212	4-Mar	Regular	hope its better and more timely than airbart
213	4-Mar	Regular	it's needed. Long overdue
214	4-Mar	Regular	what is the cost after 2017? What about the homeless/crazy people? How long is the delay when it breaks down?
215	4-Mar	Regular	please PLEASE for the love of god, accept clipper!
216	4-Mar	Regular	seems nice
217	4-Mar	Regular	first time taking it, im' very impressed
218	4-Mar	Regular	direct train to oakland would be nice
219	4-Mar	Regular	do not care for disabilities at all and seniors more help please
220	4-Mar	Regular	will the service be run automatically or will it be using train operators? When will it open?
221	4-Mar	Regular	great idea
222	4-Mar	Regular	will airport fares affect the cost of bart?
223	4-Mar	Regular	it took a long time
224	4-Mar	Regular	it's going to be a great idea . Faster transportation love bart
225	4-Mar	Regular	about time. That's a good thing possible parking for those that live in bay farm island alameda
227	4-Mar	Regular	about time
228	4-Mar	Regular	I hope it is shorter in time, and what will happen to the people who drive the bus? Just doesn't seem, more just "cool"
229	4-Mar	Regular	too croweded and cram too many people on bus making it unsafe
230	4-Mar	Regular	I think its cool
231	4-Mar	Regular	looking forward to it
232	4-Mar	Regular	can't wait for the service to start - hoping it will be very reliable
234	4-Mar	Regular	I'm anticipating good trip
236	4-Mar	Regular	surprised its taken this long
237	4-Mar	Regular	Now many
240	4-Mar	Regular	I hope they don't increase the fees too much and I hope its faster than the shuttle service
241	4-Mar	Regular	been waiing for this for a long time
243	4-Mar	Regular	based on the information on the reverse side, the new BART to OAK will have great benefits
244	6-Mar	Regular	sounds great
246	6-Mar	Regular	When do I get it?
248	6-Mar	Regular	very helpful and convenient. It will be good when trains come all the way to airport. Airbart buses good, but the separate tickets have been a hassle. Would have been better to integrate them (one bart ticket and usable train a bus)
249	6-Mar	Regular	yes, make a \$5 round trip option for airbart

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250	6-Mar	Regular	love it
251	6-Mar	Regular	ya!
252	6-Mar	Regular	how come no local stop for people who want to go to 333 hegenburger and walmart
253	6-Mar	Regular	haven't seen it yet
255	6-Mar	Regular	looking forward to A to H it would/will be really convenient for me
257	6-Mar	Regular	\$5 too expensive for distance
259	6-Mar	Regular	More trains on Game days!
260	6-Mar	Regular	from san francisco - easy, fast, convenient
261	6-Mar	Regular	it's very welcomed and highly anticipated
263	6-Mar	Regular	sounds like a good idea
264	6-Mar	Regular	don't know too much about the service plans, but I'm glad to learn about it direct BART service to OAK
265	6-Mar	Regular	make connector frequent. Tie to airport. Make it easy
266	6-Mar	Regular	good service
269	6-Mar	Regular	due to cost related. Bus or shuttle service preferred
270	6-Mar	Regular	no human train operator
271	6-Mar	Regular	step your game up, with break down, keep it moving, want safety
272	6-Mar	Regular	hire good people. Like me
273	6-Mar	Regular	bus doesn't run often enough
275	6-Mar	Regular	I'm excited
276	6-Mar	Regular	I have recently gone to the east bay for work and wish to fly to OAK more. I live next to DC BART so its easy to fly from either, but SFO gets crazy sometimes
277	6-Mar	Regular	great idea! Will make travel more efficient
278	6-Mar	Regular	better than old system don't like transfer process
279	6-Mar	Regular	I like the idea of direct BART to Airport, rather than having to connect via bus
280	6-Mar	Regular	sounds great
281	6-Mar	Regular	very excited bus is extremely inefficient
282	6-Mar	Regular	looking forward to it
283	6-Mar	Regular	need to know max capacity of each train even with increased frequency
284	6-Mar	Regular	looking forward to it. I hope the transfer is easy and I hope it cuts my travel time. I also want it to make my travel time more predictable
285	6-Mar	Regular	not really, timing/service line sounds good
286	6-Mar	Regular	can't wait for it to start!
287	6-Mar	Regular	will be faster than the bus possibly. I like trains
288	6-Mar	Regular	love the idea much more convenient than the shuttle (airbart)
289	6-Mar	Regular	it would be nice to have
291	6-Mar	Regular	good idea feels like europe
293	6-Mar	Regular	I think it is very very good thing to have this service it will help our airport to grow
295	6-Mar	Regular	good idea
296	6-Mar	Regular	great idea
298	6-Mar	Regular	yah!
299	6-Mar	Regular	I am very happy it almost here

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300	6-Mar	Regular	looking forward to it
301	6-Mar	Regular	would be great to make seamless - no they transfer - a direct route to the airport
302	6-Mar	Regular	I think it's a great idea for transportation
303	6-Mar	Regular	good ideas, saves time and transferring pains
304	6-Mar	Regular	seniors and disability community current fare \$1 any increase will be a sizable increase. Two proposed scenarios below would be 300-400% increase
305	6-Mar	Regular	love it
312	6-Mar	Regular	Happy its finally going to be done
316	6-Mar	Regular	why was this not done before?
317	6-Mar	Regular	finally moving into 20th century travel in the bay area for travel to oakland airport
318	6-Mar	Regular	great addition
319	6-Mar	Regular	glad to see it
322	6-Mar	Regular	I am disabled so anything to make the ease and speed of transport is a huge help
323	6-Mar	Regular	hope it will be more convenient but still needs to be the same price as airbarts
324	6-Mar	Regular	think its good
326	6-Mar	Regular	seems like a good idea - faster easier access
328	6-Mar	Regular	that will be fantastic and very needed
329	6-Mar	Regular	sounds great
330	6-Mar	Regular	it will be good not to face stairs with luggage - an easier transition
332	6-Mar	Regular	glad to hear it
333	6-Mar	Regular	love the idea and have been waiting
334	6-Mar	Regular	great idea/ new development
335	6-Mar	Regular	looking forward to the direct connection @ the airport
336	6-Mar	Regular	can't wait
337	6-Mar	Regular	finish it soon. Bus too slow. Inconvenient. Allow for same bart ticketing. New ticket too much hassle
339	6-Mar	Regular	no I'm looking forward to use it
340	6-Mar	Regular	credit card is a big issue - you should allow
341	6-Mar	Regular	looking forward to it
344	6-Mar	Regular	no traffic sounds nice
345	6-Mar	Regular	hope we can use the clipper card
346	6-Mar	Regular	don't like the shuttle from coliseum to OAK. Long lines, long drives, uncertain frequency
347	6-Mar	Regular	my memory of the debate was that the cost /passenger was quite high for construction. I probably would have not built it given the cost/benefit analysis
348	6-Mar	Regular	make it easy, not harder like connect
349	6-Mar	Regular	about time!
350	6-Mar	Regular	why can't it be one service
351	6-Mar	Regular	fair is high relative to the majority of the BART network fares
352	6-Mar	Regular	it's about time
353	6-Mar	Regular	will seniors get a reduced rate. Can we use our clipper card?
354	6-Mar	Regular	I like being able to use a clipper card

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355	6-Mar	Regular	very much looking forward to the service. I only take flights during daylight because of the shuttle/safety. I would consider evening flights at OAK with new bart to Oakland instead of choosing SFO. Using clipper card will be very appreciated on new train
357	6-Mar	Regular	to slow, very inefficient
358	6-Mar	Regular	convenient
359	3-Mar	Regular	great. Glad to see it
360	3-Mar	Regular	how safe will it be if an earthquake occurs?
362	3-Mar	Regular	this is my first time trying it. Ticketing ws confusing for me and I ended up overpaying by \$3
363	3-Mar	Regular	it should be faster. It looks like Jaba the hugs sail barge from return of the jedi
364	3-Mar	Regular	it's about time! Excellent idea
366	3-Mar	Regular	This new service will be much more convenient
367	3-Mar	Regular	As long as public is satisfied no problems
368	3-Mar	Regular	hurry it up and get it running - overdue
369	3-Mar	Regular	hurry!
376	3-Mar	Regular	why don't the stairs go directly into the terminal? Poor design to cross traffic and be exposed to weather
377	3-Mar	Regular	Please hurry. Can't wait for this to be completed
378	3-Mar	Regular	will be much faster than bus, and hopefully faster
379	3-Mar	Regular	very excited about this new connection
381	3-Mar	Regular	Let's roll as soon as practical
382	3-Mar	Regular	sooner its done, the better
383	3-Mar	Regular	should be easy to get from it to southwest terminal and to the BART platform without interfrance
387	3-Mar	Regular	could be more efficient
388	3-Mar	Regular	about time! A world class airport would have BART giving into the airport not forming people to get off one mode and trans and onto another
391	3-Mar	Regular	great idea
392	3-Mar	Regular	please make it cheaper
393	3-Mar	Regular	won't charge more than \$2
394	3-Mar	Regular	I look forward to the extension
395	3-Mar	Regular	I am not convinced the expense of building this sytem is worth the small extra convenience
396	3-Mar	Regular	seems better - hard to get to rental car. Sometimes with shuttles
397	3-Mar	Regular	can't wait - hope it is as reliable as airBART
398	3-Mar	Regular	much needed
399	3-Mar	Regular	plan to use the service would be nice to see more ground related and walkable development around @ coliseum along airport line
400	3-Mar	Regular	long needed
403	3-Mar	Regular	It's needed. Many other cities have this very same structure. Its very convenient
404	3-Mar	Regular	look forward to it
405	3-Mar	Regular	will the new airbart connect be earthquake safe? Is there anything being done about the pigeon problem? How many trips is the airbart connector expected to make daily?
406	3-Mar	Regular	it's a very useful move

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408	3-Mar	Regular	will improve line to downtown
409	3-Mar	Regular	can't come soon enough
413	3-Mar	Regular	can't wait. Hope the connections at the airport and the bart station are easy. Hope the wait time and available seats are better
414	3-Mar	Regular	much needed connectivity
415	3-Mar	Regular	needed. This old system (bus to airport) to much time waiting. Delay in travel time will kep to improve timely arrival and decrease traffic issues
416	3-Mar	Regular	I think its an excellent idea to extend BART service to OAK it will decrease the amount of cars/buses on the roads which is environmentally beneficial
417	3-Mar	Regular	it's ok to have more access
418	3-Mar	Regular	looks cool! I just hope airbart employees are offered a position in this new system and aren't out of jobs
420	3-Mar	Regular	good idea
421	3-Mar	Regular	it is faster and less time
422	3-Mar	Regular	I think it is a great service for oakland
423	3-Mar	Regular	I don't know if the raise in price will be worth the investment. If more people took the airbart then it would be a good idea
424	3-Mar	Regular	I think it's a good idea unless prices go up
427	3-Mar	Regular	it is a great convenient idea
428	3-Mar	Regular	the bus
429	3-Mar	Regular	very dependable
430	3-Mar	Regular	this is necessary please proceed
431	3-Mar	Regular	needs to happen soon! Bus is getting old
433	3-Mar	Regular	curbside delivery would be ideal
435	3-Mar	Regular	timed connections is when BART 20 min headways? Does control center know where train is for connector
436	3-Mar	Regular	good idea
438	3-Mar	Regular	getting rid of airbart buses will cut down on emissions. I hope the drivers will have a job to replace the ones they have. It will stop the pan handling in the station with peddlers
439	3-Mar	Regular	very smart
440	3-Mar	Regular	I think you can drop the frequency a bit. The # of traveller and airbart frequency seems to generally work well except for holidays. It would be ideal if there is no up and down town to move from bart to bart to oak
441	3-Mar	Regular	the prices is higher than the bus. For payment it is better the clipper could be used
442	3-Mar	Regular	sounds like a convenient addition
443	3-Mar	Regular	like it
444	3-Mar	Regular	great option compared to current airbart delays
445	3-Mar	Regular	keep fare at \$4-5. no more
446	3-Mar	Regular	exciting. I always fly to OAK instead of SFO. This makes it even better
450	3-Mar	Regular	seems like a great idea
454	3-Mar	Regular	when will it open?
455	3-Mar	Regular	good call
456	3-Mar	Regular	glad its finally happening
459	3-Mar	Regular	like the concept not double the price while is proposed 4-6 dollars

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460	3-Mar	Regular	I fly weekly so this will factor into flying in/out of SFO, where similar service is free
461	3-Mar	Regular	yes. The sooner the better
462	3-Mar	Regular	I have had no troubles with the service. I don't think you need 13 shuttles/hr all day long. Does less shuttles mean less \$\$?
463	3-Mar	Regular	I am looking forward to it opening
464	3-Mar	Regular	I hope the service is coordinated with the BART trains coming in to oakland and that walking time will be reduced
465	3-Mar	Regular	excited about the service! Not so excited @ the 30% minimum increase, later 100% increase. I would consider a cab or shared van if you go high
466	3-Mar	Regular	never ridden
468	3-Mar	Regular	as a weekly airbart rider, I am excited about the convenience, but not looking forward to a fare that may be 2x the current rate
469	3-Mar	Regular	can't wait for it to open
470	3-Mar	Regular	same price as airbart
472	3-Mar	Regular	a welcome change for transit
475	3-Mar	Regular	fits good
476	3-Mar	Regular	looking forward to it
477	3-Mar	Regular	sounds good!
478	3-Mar	Regular	great!
479	3-Mar	Regular	great news, much needed
480	3-Mar	Regular	anything to make it easier would be good
481	3-Mar	Regular	direct connection is initially attractive. But I have experienced very convenient and affordable be airbart seems reasonable at \$3 per . How close to airlines will passengesr be dropped off?
482	7-Mar	Regular	Thank new service will be great
484	7-Mar	Regular	how soon will it be ready
485	7-Mar	Regular	replacing the shuttle will be great. More likely to get OAK
486	7-Mar	Regular	it has made going to the airport easier, but they can be crowed and somewhat infrequent
487	7-Mar	Regular	like that it will not have operator/labor costs
488	7-Mar	Regular	excited to have this option - hope that OAK airfares don't rise too much as a result of more efficient travel
489	7-Mar	Regular	clean up the urine on the platform regularly. Men pee on the vertical structures at the ends of the platform. People walk in or lean on the urine-soaked floor and walls and track it into the trains
491	7-Mar	Regular	sounds like a well thought out plan, and a good idea
493	7-Mar	Regular	it will be a much needed improvement
494	7-Mar	Regular	convenient to people
495	7-Mar	Regular	appreciate BART services
498	7-Mar	Regular	first timer
499	7-Mar	Regular	it's cool
500	7-Mar	Regular	will help with transportation in the bay area
501	7-Mar	Regular	it's about time
502	7-Mar	Regular	what I know of the project sounds great
503	7-Mar	Regular	make it cheap

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505	7-Mar	Regular	monorail is good, \$\$ important
507	7-Mar	Regular	nope - first time taking it
508	7-Mar	Regular	no but it's a good idea
509	7-Mar	Regular	great idea
511	7-Mar	Regular	I think it's a great idea but I hope it doesn't affect the free parking at the coliseum
513	7-Mar	Regular	seems great very excited as its frequent from here
514	7-Mar	Regular	love it
516	7-Mar	Regular	I think it will be great for oakland as it will bring jobs and opportunities for residents in oakland
517	7-Mar	Regular	it will be more helpful for BART OAK then AirBART
518	7-Mar	Regular	I like the inexpensive bus, but expect the train to be a smoother ride
519	7-Mar	Regular	no do not live in oakland
520	7-Mar	Regular	it's about time. Pleased to have additional convenience
521	7-Mar	Regular	very happy to have it! But still bitter about the strike. And I'm keeping the pen!
522	7-Mar	Regular	fantastic - I travel on business often
523	7-Mar	Regular	sounds good but only take it once a year or so
524	7-Mar	Regular	this is a phenomenal project. Great investment in infrastructure
525	7-Mar	Regular	new? I thought the train would be new
527	7-Mar	Regular	I think that the bus to bart shuttle should be used a different way. Just don't stop it because of the BART train use the bus elsewhere
528	7-Mar	Regular	I think it will make it easier to caught you flights
529	7-Mar	Regular	Yes
530	7-Mar	Regular	much needed
531	7-Mar	Regular	looking forward to using it
532	7-Mar	Regular	why is there extra fare fee to transfer? I think there should be a transfer discount since we had to pay for BART already
534	7-Mar	Regular	I think it's so awesome!
535	7-Mar	Regular	good idea
536	7-Mar	Regular	to hard purchasing ticket
537	7-Mar	Regular	I think that in the long run it will be good
539	7-Mar	Regular	sounds great. Airbart is trash
540	7-Mar	Regular	great, can't wait
541	7-Mar	Regular	I feel that bart air drivers will be laid off and don't like that
542	7-Mar	Regular	keep it \$3
543	7-Mar	Regular	its been a long time coming and overdue
544	7-Mar	Regular	can't wait for it to get online. Bus service too inefficient
545	7-Mar	Regular	the current system is pretty lousy. So I'm looking forward to an impvement
546	7-Mar	Regular	much needed service/mode
547	7-Mar	Regular	about time
548	7-Mar	Regular	awesome. But I'd rather ride for free like other airports or ride bus for \$3
549	7-Mar	Regular	would probably result in an increased usage of other BART lines mostly through commuters without vehicles and tourism

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550	7-Mar	Regular	need improvements - but I guess that's what this is all about. My first use of oakland airBART. Hope my trip to oakland airBART will include BART to OAK
551	7-Mar	Regular	great!
552	7-Mar	Regular	no not familiar with it
554	7-Mar	Regular	bart is one of the most dysfunctional public transportation operations in the nation. Your strike says it all. The new BART service to OAK is long overdue. At least it sounds like it will function smoothly - unlike the rest of the filthy overpriced cars
559	7-Mar	Regular	not a huge fan of the bus
560	7-Mar	Regular	do it soon
561	7-Mar	Regular	I think its great and will create more activity for oakland airport
562	7-Mar	Regular	optimistic
563	7-Mar	Regular	it will be a welcome service
564	7-Mar	Regular	keep up the good work
565	7-Mar	Regular	good to have a new way to get to the airport faster
566	Online	Regular	Your informational flyer is misleading in that the travel time using the AirBart is not as long as you say it is. You do use the words "up to", but it is still misleading. Driving times from Coliseum to OAK are 7 minutes. AC Transit's # 73 is scheduled to take 13 with stops. Airbart takes 18? Bart's website says 15. Use the average time as a comparison
567	Online	Regular	Yes please don't let the bad neighborhood that surrounds it become it, please keep it clean and keep lots of police to patrol it!
568	Online	Regular	What was wrong with the bus?
569	Online	Regular	What are the advantages or benefits to the environment with the new Bart connector? How is this addition going to benefit oakland international and the community in a long term?
570	Online	Regular	Very supportive of BART service from Coliseum BART to OAK for many reasons. All airports in major metro areas should be connected to a convenient and efficient form of public transit to and from the airport. I do not know for certain; however, I would suspect that also improving public transit access to and from OAK would also encourage more utilization of the OAK airport as a point of departure and arrival from the Bay Area. As a former Oakland resident and someone who loves this city, I would love to see and extension increase the utilization of the airport and potentially benefit the economic well being of the city. I
571	Online	Regular	Very excited, will probably use Oakland Airport more often because of it
572	Online	Regular	This is a great addition to the transportation infrastructure of Oakland and the Bay region!
573	Online	Regular	There is nothing convenient about the current BART to OAK setup. Getting off in the scary part of town to take a bus to the airport is wretched. I try my best to fly out of SFO or get a lift to the Oakland airport rather than use the inconvenient system currently in place.
574	Online	Regular	The service needs to be frequent and low cost for passengers to get used to taking the service. If not, then customers will go with the convenience of \$8 daily parking at Park N Fly and other surrounding services.
575	Online	Regular	The project should be opened as soon as possible; however, the service should not be priced as a premium service or people will not use the new service and they will not use BART to get to the new service.

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576	Online	Regular	<p>The fare should be based on standard BART fare pricing rules (per-mile). For example, Fremont to Coliseum is currently \$3.85. Adding 3.2 more miles to that trip should not double the fare.</p> <p>And normal fare discounts for children and seniors should still apply.</p>
577	Online	Regular	<p>The fare should be based on standard BART fare pricing rules (e.g. per-mile). For example, Fremont to Coliseum is currently 3.85. Adding 3.2 more miles to that trip should not double the fare.</p>
578	Online	Regular	<p>The cost of this expensive project should be borne by airport passengers, not other BART riders and not airport employees.</p>
579	Online	Regular	<p>The brochure misrepresents current bus travel time. It is not 18 minutes on the low end. Normal travel time is 12 minutes.</p> <p>For the new service, if the trains will run every 4.5 minutes, connections with BART trains during evening and weekend hours should not be an issue, but in general all service should operate so that riders can avoid missing BART trains during evening and weekend hours, when BART trains run only every 20 minutes.</p>
580	Online	Regular	<p>The additional price seems exorbitant. I ride BART from Berkeley to the Oakland Coliseum for \$2.50. It will cost double that just for the OAK leg?!</p>
581	Online	Regular	<p>Thank You BART & Mayor Quan and All working to move this project forward! The East Oakland Community desperately needed a real boost of government confidence and inspiration, and moving this project forward did just that! Now add to that a Majic Johnson Theatre Complex & a Starbucks and I'll get them to the voting booths by the bud loads! :-)</p>
582	Online	Regular	<p>Sounds fantastic - hope it works!</p>
583	Online	Regular	<p>Should have gone with the rapid bus line, which would have been much more affordable and still provided the same service.</p>
584	Online	Regular	<p>Please prioritize the development of the intermediate station at Doolittle Drive. The Hegenberger corridor needs better transit access.</p> <p>Also, I hope that AirBART is being designed so that the OAC turnstiles are located at the Oakland Airport station, not at the Coliseum station. OAC should be within the BART fare control area.</p>
585	Online	Regular	<p>Please get the blue line extended beyond Daly City to SFO, thus providing:</p> <ol style="list-style-type: none"> 1. One-seat BART ride between SFO and OAC; 2. Twice the frequency between SFO and downtown San Francisco; 3. Direct BART service from the Central Valley and Tri-Valley to both major airports.
586	Online	Regular	<p>Much needed</p>
587	Online	Regular	<p>Make very sure we don't have to walk in the rain across the parking lot from the stop to the terminal. From what I've seen of the design while it is being built it sure looks like a driving rain storm will soak the passengers along this walk.</p>
588	Online	Regular	<p>Love the idea. It's a consistent schedule, you don't hit traffic.</p>
589	Online	Regular	<p>Love it! Will use it often. Having an inconvenient connector was the reason I always choose SFO over OAK.</p>
590	Online	Regular	<p>Looking forward to doing a trip to Hawaii without needing a car and just simply using my Clipper Card...</p>
591	Online	Regular	<p>Long time coming!</p>
592	Online	Regular	<p>Is this the only outreach you plan to do on fare issues? Excited about the service but high fares could make this an unattractive option.</p>

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
593	Online	Regular	Integration with Clipper Card is overdue and essential- without it, it is very confusing to encourage visitors to use such a disjointed system.
594	Online	Regular	I'm very pleased this is nearing completion! This will be a huge influence in my decision to fly out of OAK vs SFO.
595	Online	Regular	I'm pleased that BART will now connect directly to the Oakland International Airport. This is a significant step toward the ultimate goal of the full integration of the BAY Area's many transit systems.
596	Online	Regular	I'm excited to see the new service start soon! Hopefully, this will encourage growth in service at OAK and make flying from the East Bay even easier.
597	Online	Regular	I'm excited for it. My only concern is that it takes quite a long time to get from station to station.
598	Online	Regular	I'm excited for it to open, but I'm worried the proposed fare pricing will restrict the participation - it may be a limiting factor for people.
599	Online	Regular	I'm concerned that apparently no provisions are being made for evacuating passengers from a train in case it derails, gets stuck, etc. Of course we know those trains can't derail or get stuck, any more than the Titanic could sink.
600	Online	Regular	I wish we could keep the AirBART bus service instead.
601	Online	Regular	I wish it were in revenue service now.
602	Online	Regular	I will miss the convenient bus shuttle to BART and frankly dread the cost of new, unnecessary service. The bus provided jobs for wonderful drivers who were always helpful and courteous. We have a zillion better uses for the money you spent.
603	Online	Regular	I will definitely use it instead of relying on getting to OAK via car, from Walnut Creek.
604	Online	Regular	I travel to SF a lot and being able to have BART service from OAK is very convenient and welcome since I only fly into OAK every time. Having to take the shuttle is just one more step in the long commute that is better off gone, in my opinion, or used for other routes of transport.
605	Online	Regular	I thought the bus was fine, myself; but I understand others' preference for a connector train
606	Online	Regular	I think this is a tremendous waste of money. What about the businesses along the route of the buses? You say this will create jobs, probably temporary jobs, but you will also kill jobs. As we saw from the derailment this weekend, money needs to be funneled into repairing the tracks and other infrastructure. Fix what we have first.
607	Online	Regular	I think it's great that BART is finally going to the airport
608	Online	Regular	I think it's fantastic! If there's one thing that's kept me from flying OAK more often, it's the slow, unreliable AirBART service. Looking forward to the OAC!
609	Online	Regular	I think it's a great example of how BART should be focusing on capital improvements in its existing service area to serve its existing ridership base
610	Online	Regular	I think it's a good & more efficient plan that will help decrease travel & wait time, as well as traffic on roads & congestion at the Coliseum station.
611	Online	Regular	I think it is wonderful. I hope it helps increase usage of OAK and leads it an increase in the number of destinations served by the carriers that use OAK.
612	Online	Regular	I think it is wonderful that BART has been forward thinking in terms of customer needs and technological advancements. I prefer to fly via OAK airport but found the bus transport system to be unreliable and a bit stressful. I hope this new BART service works out.

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
613	Online	Regular	I strongly support this new service. I am trained in the field of environmental engineering, and reducing automobile traffic will have important, positive impacts on air quality. In addition, I travel frequently by airplane, and I would choose Oakland airport much more often if I could ride BART directly to the airport without having to ride the bus.
614	Online	Regular	I love it! - I hope it remains a clean and safe environment.
615	Online	Regular	I love it no more driving to the airport from my home in Martinez can take Bart to go see family.
616	Online	Regular	I like trains, but my god, what a waste of money that could have been spent on something more useful. AirBART always worked just fine for me.
617	Online	Regular	I hope this service delivers great value to air travelers in the East Bay.
618	Online	Regular	<p>I have several concerns which are not answered by the published materials. Because the public events are concentrated in only one week, and I'm out-of-state during that time, I can only glean info about the OAC system from the sketchy materials.</p> <p>1) Intermodal accessibility: While the Coliseum BART connection looks positive, I cannot determine the situation facing the passenger at the OAK station. Keep in mind that the biggest access failure facing BART systemwide is the complete unreliability of escalator operation. With many passengers using OAC having some luggage, reliably functioning escalators are essential at all stations of this system, including at OAK.</p> <p>3) Capacity. Commendably, more total frequency and systemwide lift is planned for OAC, but there must be adequate westbound capacity at the times of high BART-to-APM transfers. For example, if 85 passengers arrive at Coliseum station for the next APM to OAK, will they fit on that next APM, or will there be excessive crowding and waiting for one or more future trips before they can be accommodated? This will determine adequacy of the design of this connector.</p> <p>3) OAC personnel assistance and emergency procedures. Since these APMs will be driverless, it is imperative that well-signed emergency procedures be in place to bring proper assistance promptly to riders in the case of an emergency or urgent situation (mechanical failure, fire, medical emergency, law violation emergency). What will these procedures be? How will they be communicated to a multi-lingual audience, and what recurrent drills and responses from emergency and maintenance personnel will be implemented? None of this is mentioned in the written briefing but these are critical issues, which hopefully will have the attention of BART and the CPUC and which will be widely available well prior to start of revenue service.</p> <p>4) Rider assistance. Since many customers will be unfamiliar with the APM, particularly at the OAK terminus, what personnel or other services will be provided? Note that EWR (Newark Airport APM system does provide service personnel to assist those entering at high-volume intermodal ports, such as the Amtrak/PATH/NJ Transit station connection with EWR's APM.)</p> <p>5) Fares. The choices of Q. 2 are simply inadequate. No case has been made for the institution of fares higher than now charged by OAK AirBart. Moreover, to the extent that all on-line labor costs are avoided, except for mechanical and emergency and police services, a lower fare basis than AirBart could be expected. Before any fare level higher than AirBART can be proposed, there must be cost justification for them. Note that most all airport APMs are without any extra cost to the rider, such as LAS, MCO, DEN, IAD, SFO (which extends outside terminal areas and to off-airport sites such as car-rental) and EWR if transferring from AMTRAK. Thus BART has the burden to establish that any fares other than a minimal one, are justified, with appropriate reductions for children, seniors, and disabled. Commendably, BART has chosen to integrate familiar fare media for justified fares.</p>
619	Online	Regular	I have security concerns riding on an unmanned train.
620	Online	Regular	I have been looking forward to this for years.

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
621	Online	Regular	I can't wait to use it. I am much closer to OAK, but choose SFO departures because of the convenience of BART to SFO. Will the service be from MacArthur to OAK or from Coliseum to OAK? The website talks of both a connector from MacArthur and an extension from Coliseum. Which is it?
622	Online	Regular	I can't wait to see and experience this new service! I've been witnessing the progress from BART in my daily commute and it makes me more excited to make OAK my preferred airport. It is a great step in the right direction which could only be matched by the new BART cars coming online in 2017. I really like that there will be more regular and dependable service and that I'll be able to use a Clipper card to transfer from the BART platform. Excellent!
623	Online	Regular	I am very excited for this new service. The sooner it can open the better!!
624	Online	Regular	I am very disappointed at the all the agencies involved not adding additional stops on the route. This would have reduce traffic greatly on the Hegenberger corridor.
625	Online	Regular	I am excited to try the new shuttle. I am proud that this project is almost completed.
626	Online	Regular	Great Job BART!
627	Online	Regular	Good to hear that passengers do not have to exit the BART station and that travel is more integrated. Are there plans for more buses within Oakland to service the Coliseum BART station -that would help flow of travelers to the connection point.
628	Online	Regular	Good project but it should run frequently and be cheap
629	Online	Regular	Glad it's finished.
630	Online	Regular	Fare machines at Oakland Airport should vend Clipper Cards, and add value inside the paid area with a credit or debit card. When people think of Oakland, they shouldn't remember missing their flight because they didn't have a \$5 bill, or losing their BART ticket because they had two other fare media to carry.
631	Online	Regular	Does ridership justify the 13 trains per hour to OAK? That's quite frequent. I wouldn't mind waiting 5 to 7 minutes for a train. \$5 seems a lot for the fare. If don't need to run trains that frequently, may be able to decrease fares down to \$3 or \$4.
632	Online	Regular	Decades overdue to connect BART to OAK.
633	Online	Regular	As a tourist, I am a new user of BART services. Every year I come to San Francisco area for about 2 to 3 weeks. I spend 4 months in the States travelling. I use Public Transportation very much while visiting in the Cities. I use to stay at the Travelodge San Francisco Airport North every year. I used to take bus transportation San Mateo but it was very long to reach SF downtown and return. Now I moved on this side to be near Oakland International Airport. My stay is for few weeks at the Motel 6 on Edes Avenue Oakland. I am not driving to go in SF, I use your services to go to Embarcadero/SF and return. I like your services very much. Lots of people are using your services too. Last Friday at 06:00pm Embarcadero/SF was more than full of people. The demand is there. People need fast travel service I guess!
651	--	LEP Responses	I think you can drop the frequency a little bit. The # of traveller and airbart frequency seems to generallt work except for holidays. It would be ideal if there is no up and down to move from BART to Bart to OAK.

Response ID	Outreach Event Date (2014)	Survey Type (Regular or Employee)	Answer to Question #1
652	--	LEP Responses	Seems like a great idea
653	--	LEP Responses	It's okay that it's a lot faster and less time
654	--	LEP Responses	It is a little bit better if the cost is less expensive because sometimes people don't know that it is difficult to earn \$8.50 per hour
655	--	LEP Responses	Due to cost related to bus or shuttle service preferable
656	--	LEP Responses	Sounds like a good idea
657	--	LEP Responses	This is something that we have been waiting for
658	--	LEP Responses	Perfect idea is necessary
659	--	LEP Responses	Need it very good
660	--	LEP Responses	Very good idea
661	--	LEP Responses	Excellent idea we have been waiting for these type of service
662	--	LEP Responses	It's okay, it is needed to ease the congested freeways we would have better service
663	--	LEP Responses	Excellent idea! It is very necessary
664	--	LEP Responses	I'm glad we are waiting for it. It is necessary because it will eliminate traffic grid lock
665	--	LEP Responses	Very beneficial and excellent. It's going to help with a faster service and help traffic gridlock

Answers to Question #3:

Do you have any other comments related to proposed fares?

Comments were transcribed precisely from comment cards and were not edited for spelling and typos.

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
5	--	Employee	Why can't it be \$2.00?
6	--	Employee	I don't have an idea
9	--	Employee	Discounts for Oak employees who choose BART for their daily commute
10	--	Employee	Looking forward for better commute
11	--	Employee	No
15	--	Employee	Should be combined with BART fare from origin.
16	--	Employee	stretch the fees
17	--	Employee	I think since there is only one stop, the price should reflect the cost of only going one stop
20	--	Employee	AirBART is \$2 a trip
21	--	Employee	6\$ makes it too expensive
22	7-Mar	Regular	No
24	7-Mar	Regular	No
25	7-Mar	Regular	None
27	7-Mar	Regular	5.00 is an easy bill
30	7-Mar	Regular	If it's more than 3 I'll fly from San Francisco
31	7-Mar	Regular	That seems real high consider how cheap parking is
32	7-Mar	Regular	Why does it cost so much?
33	7-Mar	Regular	None
35	7-Mar	Regular	It should take Clipper
36	7-Mar	Regular	Only cost about \$3.25 to get from Seattle to downtown
37	7-Mar	Regular	N/A
38	7-Mar	Regular	Ok to keep them in same inflation
39	7-Mar	Regular	Seems high
40	7-Mar	Regular	It is important that the total ride cost remains lower
44	7-Mar	Regular	Senior Rate?
45	7-Mar	Regular	Neither seems great
47	7-Mar	Regular	Nah Blood
48	7-Mar	Regular	Senior Discount
50	7-Mar	Regular	Whatever the market will bear
52	7-Mar	Regular	Make payment in other than cash possible
55	7-Mar	Regular	Still sounds too high

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
56	7-Mar	Regular	N/A
59	7-Mar	Regular	Options to buy easily on card
60	7-Mar	Regular	Fare is expensive
61	7-Mar	Regular	just clipper card
62	7-Mar	Regular	seem a bit expensive
68	7-Mar	Regular	What bout senior discount? What about airline employee discount?
71	7-Mar	Regular	it's a valuable service
72	7-Mar	Regular	Bart is getting a little steep
73	7-Mar	Regular	I'm not sure
74	7-Mar	Regular	would be better if cheaper
75	7-Mar	Regular	Lower= more riders
84	7-Mar	Regular	No
85	7-Mar	Regular	No
86	7-Mar	Regular	Keep them consistent
87	7-Mar	Regular	Don't raise prices at first rate
90	7-Mar	Regular	Nope
91	7-Mar	Regular	Keep them consistent
92	7-Mar	Regular	High but still cheaper than other forms
93	7-Mar	Regular	Fares helpful if they stay current
94	7-Mar	Regular	Might take away jobs
95	7-Mar	Regular	Construction is inconvenience
100	7-Mar	Regular	clipper cards please
102	7-Mar	Regular	N/A
104	7-Mar	Regular	Whatever it takes for efficient public transportation
107	7-Mar	Regular	Both options are reasonable
108	7-Mar	Regular	\$4.00 is too high
109	7-Mar	Regular	Creates jobs
111	7-Mar	Regular	Oakland has a fare charge
112	7-Mar	Regular	No
115	7-Mar	Regular	No
116	7-Mar	Regular	One way only fare
117	4-Mar	Regular	Have you traveled anywhere besides Oakland? We can do better and more affordable public transportation than \$6 to a BART station - it should cost no more than \$3 all the way home
118	4-Mar	Regular	Cheaper than a cab

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
123	4-Mar	Regular	Use same BART ticket process - Don't require a separate ticket to ride
124	4-Mar	Regular	\$4-5 would be acceptable. FIRST WEEK MAKE IT FREE
127	4-Mar	Regular	fare hikes are a nuisance, a flat rate upon the start of service would be convenient especially for daily commuters to and from OAK. Having the BART service of BART to OAK eliminate the extra need of purchasing a BART ticket, but can be used without
129	4-Mar	Regular	Assuming it is one way, it is more than AirBART which is \$3.00
131	4-Mar	Regular	\$5.00 seems reasonable vs other cities AirBART (JFK)
137	4-Mar	Regular	Keep fares low/discounted for airport workers who use it to get to work
140	4-Mar	Regular	If you will have 3-4x the number of passengers why does the fare need to be higher than AirBART?
141	4-Mar	Regular	Seems high given BART fare from coliseum station to Fremont is currently \$3.85 each way
142	4-Mar	Regular	It costs what it should for convenient traveling
145	4-Mar	Regular	I think the fare is faire
146	4-Mar	Regular	Makes me nervous
149	4-Mar	Regular	graduated rate for seniors or kids
150	4-Mar	Regular	I should not be so high
151	4-Mar	Regular	around fare should important to keep ridership up
153	4-Mar	Regular	Keep the current price of \$3.00. proposed fare is too high. Use car rental fees to pay for the new BART service. New service is not needed. How much in time can be saved going bus to train?
155	4-Mar	Regular	Same as AirBART \$3.00. Yes, the people should not have to pay for the construction of this shuttle. The fare should be fair 3 dollars.
156	4-Mar	Regular	Why so high?
159	4-Mar	Regular	let it be part of my clipper cart - just another bart ride
163	4-Mar	Regular	its needed but I don't want to pay more
164	4-Mar	Regular	Why does it have to raise so much?
166	4-Mar	Regular	BART is awesome I wish we had something similar in boulder
167	4-Mar	Regular	Consistency. Airtrain in NYC is \$5, keep it there and keep happy consistent customers. Take cash and bart card
169	4-Mar	Regular	Price is too high - what about senior fare? \$3 mx
170	4-Mar	Regular	Fares are insignificant to overall travel expenses, however, the cost should not be bourne solely on riders.
171	4-Mar	Regular	bus cheaper than parking and driving. \$5.00 is a LOT
173	4-Mar	Regular	it would be nice to keep the same as the bus
175	4-Mar	Regular	should be cheaper for one way trips
176	4-Mar	Regular	\$2.00 fare seems about right
177	4-Mar	Regular	no
180	4-Mar	Regular	just what is right
181	4-Mar	Regular	lesser is better
183	4-Mar	Regular	fine
184	4-Mar	Regular	seniors free
185	4-Mar	Regular	yes the airport shuttle is only #3, I would prefer that amount. Because I may just take the busy, which is even less than either!

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
187	4-Mar	Regular	as long as seats are plastic and easy to clean
191	4-Mar	Regular	Seems like a bit too high considering the lower cost to SFO. An additional \$5 will move me to take more sfo flights. The \$3 airbart seems fair
193	4-Mar	Regular	\$4 to \$6 seems high for such a short ride. But I guess this has to pay for the tracks
197	4-Mar	Regular	Personally it will not change my ridership as I'm reimbursed by my work. But it may discourage low-income/student riders
198	4-Mar	Regular	should be same as bus or \$4
204	4-Mar	Regular	keep it low
205	4-Mar	Regular	do not make it high
206	4-Mar	Regular	How late will it run? Also it would be a great benefit to many if BART kept running until 2AM on Friday and Saturday nights
207	4-Mar	Regular	Treat employees better. Don't waste \$ on anniversary events. Lower the fares and stay open 24/7
209	4-Mar	Regular	Keep price at \$3-5
214	4-Mar	Regular	Put a cap on the fares! Don't reach SFO airbart Prices! Wait you pay to enter the gate which is #2 something plus you pay another \$4-6 to get on the bart to oak? That's \$\$ to get Oak that's too much
216	4-Mar	Regular	Richard is a nice guy
217	4-Mar	Regular	Any way you look at it. Its cheap, and a good value relative to other ways to the airport
218	4-Mar	Regular	NYC's airride is pretty high, but everyone still uses it out of JFK. A lot of people take cab from LGA bc there is no direct train, but there is a bus
219	4-Mar	Regular	keep price small
223	4-Mar	Regular	odd that its higher (or about to be) than \$4 differential charged to SFO passengers
224	4-Mar	Regular	prices should be reduced instead of increased
225	4-Mar	Regular	very expensive option. Would be nice if it was less expensive so that others can use for daily transit. Special risk for everyday commuters
228	4-Mar	Regular	\$3 now, look to find benefit to the \$1-\$3 increase should be cheaper to operate. Why do customers need to pay off BART's long term investment?
232	4-Mar	Regular	realizing the costs of construction, etc. having a reasonably set fare will encourage more people to use the service rather than driving to/from OAK - please keep fares as reasonable as possible
233	4-Mar	Regular	fare too expensive! Please consider adding a lower based fare included in ticket price for those headed to the airport
236	4-Mar	Regular	seems excessive given that I can travel from pleasant hill and montgomery for \$5
239	4-Mar	Regular	Thanks there should be subsidized lower fares for children students and seniors
242	4-Mar	Regular	unless the service runs quickly or more frequently than airbart, fares should be no higher than airbart's
243	4-Mar	Regular	do a careful assessment to determine recovery cost. Start there and leave it there. We don't like constant (any) increases
250	6-Mar	Regular	seems reasonable
252	6-Mar	Regular	need to be like \$3.50 or something
253	6-Mar	Regular	it's high
254	6-Mar	Regular	no higher than \$6 initially
255	6-Mar	Regular	with ride sharing seems like uber and lyft its important that fares are kept as low as possible to retain riders as the mindset of sec/convenience vs price is changing
256	6-Mar	Regular	seems high compared to SFO
259	6-Mar	Regular	seems reasonable/appreciate being asked
261	6-Mar	Regular	keep it at \$5 until 2014 sounds good

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
262	6-Mar	Regular	fares appear reasonable
268	6-Mar	Regular	I don't understand why it is so high \$4-7 premium for airport service seems really high
270	6-Mar	Regular	will there be a clipper card senior discount
271	6-Mar	Regular	Under \$4 until you do what. Didn't work? Right?
272	6-Mar	Regular	keep down so more people come in
273	6-Mar	Regular	Guaranteed faster travel time
275	6-Mar	Regular	the cheaper the better
276	6-Mar	Regular	It's a shame they have to exist. BART to SFO only tacks on \$4. why does a less prominent airport cost more?
277	6-Mar	Regular	Make it fair. This will be a busy link
278	6-Mar	Regular	Only that I hope we don't need separate transactions to get to airport
279	6-Mar	Regular	A higher rate that remains steady for longer seems more idea. I feel raising prices at a quicker rate might upset people who will have the expectation that prices should be low.
280	6-Mar	Regular	High airbart or BART to OAK fees are ok with me. People who fly can afford to pay more. Let this leg subsidize the rest of the system
281	6-Mar	Regular	Shouldn't be much more than current bus fare
283	6-Mar	Regular	Market considerations - in competition with other shuttle services?
284	6-Mar	Regular	\$4-6 is too high. I expect it to be just a 1-station addition to my regular BART fare as if I were continuing to union city
287	6-Mar	Regular	No not from me
288	6-Mar	Regular	Keep it as low as possible (of course) people could always take the bus. Try not to make it much more costly than airbart
291	6-Mar	Regular	too high
297	6-Mar	Regular	realistically should be a steady \$4 when you offer a service already for \$3. increasing is going to irritate customers
299	6-Mar	Regular	\$3 to same folk to bus would be better. So more can afford
300	6-Mar	Regular	please don't make it too expensive or you will lose potential riders
301	6-Mar	Regular	fine with me if it is convenient - fast
304	6-Mar	Regular	looking forward
306	6-Mar	Regular	increase in fare is less acceptable when service decrease or is
310	6-Mar	Regular	too high may as well catch a cab for a much quicker ride
315	6-Mar	Regular	Proposed fares are too expensive. Not just for me but for many people. Keep fare at \$3. reward people for not driving
317	6-Mar	Regular	start at \$3 - removing pollution cost of drivers cost of fuel for gas - stop gauging the citizens or they will not use it
319	6-Mar	Regular	too high
320	6-Mar	Regular	the cheaper the better
321	6-Mar	Regular	I'd rather pay \$3 and take airbart instead of paying more. Get the airport to subsidize the cost
322	6-Mar	Regular	lower rates for sr's and disabled
323	6-Mar	Regular	fare should start at \$3 to be fair
326	6-Mar	Regular	keep it affordable - the shuttle is \$3 - should not be a lot more
330	6-Mar	Regular	why fares?there are none for SFO. We need to get rid of BART unions in order to keep fares down. No public employee needs a union - already have too many politicians and paid too much

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
332	6-Mar	Regular	seems steep compared to sfo
337	6-Mar	Regular	keep them affordable more than five is high
338	6-Mar	Regular	I rather the fare be consistent
339	6-Mar	Regular	I wish the fare could start at \$3, but I understand this is a new system, new technology, etc. I do prefer a higher starting fare that remains the same
345	6-Mar	Regular	N
346	6-Mar	Regular	seems high considering I take bart to embarcadero for \$3 to \$4
349	6-Mar	Regular	fares should be related to actual costs!
352	6-Mar	Regular	aren't you using gov't allotted funds. If you stop shooting people and read union contracts. Might have more money.
355	6-Mar	Regular	lower the better - BART is already so expensive as it is
357	6-Mar	Regular	none
359	3-Mar	Regular	start at \$2. rise to \$3
360	3-Mar	Regular	it should be free
361	3-Mar	Regular	better to start at a single proposed fare, people will gladly pay for the added convenience
363	3-Mar	Regular	start off at \$2 then within a year raise to \$3
364	3-Mar	Regular	should not be separate from BART ticket. Ie if I can go in to downtown SF should be one price from OAK to my destination
366	3-Mar	Regular	both are fair proposals. I took a taxi last week from BART coliseum to OAK airport for \$18
367	3-Mar	Regular	as long as it doesn't exceed to \$10
368	3-Mar	Regular	reasonable
369	3-Mar	Regular	too expensive
370	3-Mar	Regular	I feel that since AC transit will have more ridership for b/w 73 to airport
376	3-Mar	Regular	its too high already for the bus. The current \$3 for the bus is already almost as much as my fare from walnut creel. Why should it be so high?
377	3-Mar	Regular	let me pay with clipper card, no more cash!
378	3-Mar	Regular	less than \$6. seems high considering distance
379	3-Mar	Regular	the increase over airbart seems fairly significant, but as soon as the cost stays below supershuttle type options this would still be a better option
381	3-Mar	Regular	no. get as many users as possible first. High number of users may prevent fare increase
382	3-Mar	Regular	keep them low
388	3-Mar	Regular	making it more costly than the current bus is already a push, no more than \$4.00. Make up the rest by docking the pay of the pathetic union strikers. Has to work with clipper
392	3-Mar	Regular	please make it cheaper
393	3-Mar	Regular	neither. Both stupid ideas make throughout the system to recoup costs for the investment
394	3-Mar	Regular	a frequent trip pars would be good. Perhaps a ride 4 get 1 free type pass
395	3-Mar	Regular	seems slightly expensive but I would use the system. My choice of airports (SF or OAK) depends on fares and times of flight. Not ground treatment. The new service won't make much difference to me
398	3-Mar	Regular	keep fare affordable and don't use this as an opportunity
399	3-Mar	Regular	Is the system integrated with other BART ticketing? It would be good to be able to purchase before and not at the coliseum
403	3-Mar	Regular	\$6 is too high even in 2017. I would likely make other arrangements

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
404	3-Mar	Regular	will there be a reduce rate for 65 or older?
405	3-Mar	Regular	I believe that a higher fare will be best. Will oakland airport employees receive discounts for riding airbart?
406	3-Mar	Regular	not yet
409	3-Mar	Regular	single fare from point of origin to OAK
410	3-Mar	Regular	where does the fare get me? To the city? Just to coliseum?
412	3-Mar	Regular	A 40%-100% increase seems ridiculous
413	3-Mar	Regular	prove it works, then gradually raise fares
414	3-Mar	Regular	anything more than \$3 is expensive as currently mindset is \$3. Maybe adjust few cents on other routes. But keep it \$3 or less
415	3-Mar	Regular	should be one flat fee from whatever stop you depart from
416	3-Mar	Regular	I feel that fares should remain as low as possible for as long as possible to allow more riders access
423	3-Mar	Regular	prices that raise deter new customers
424	3-Mar	Regular	\$5 or \$6 or even \$4 is expensive. Might as well keep the bus
428	3-Mar	Regular	how about \$3
429	3-Mar	Regular	no it seems fair
435	3-Mar	Regular	\$3, ac transit only \$2. cheaper to ride ac transit line #58. fruitvale to san leandro BART only \$1.85. why should I pay at least double base fare for ride train/shuttle line?
437	3-Mar	Regular	why is it gonna be so high? It was \$2
438	3-Mar	Regular	even in 2017 doesn't raise it to \$10. that's outrageous. People will take an alternative
441	3-Mar	Regular	please try to keep the fare
443	3-Mar	Regular	seem ok
444	3-Mar	Regular	times and costs should be comparable to getting to SFO
446	3-Mar	Regular	it's still a bargain compared with a taxi
447	3-Mar	Regular	we already pay so much for parking and ticket fare, would really prefer no increases
450	3-Mar	Regular	once the cost of building the service is covered. Shouldn't prices actually stay constant or in fact, drop? It's driverless. Probably more merly efficient. It would help if we had estimates for when cost of building would be covered. Or 2019, etc
454	3-Mar	Regular	keep at \$3
459	3-Mar	Regular	I ride airbart/bart to oak 4-6 times a month
461	3-Mar	Regular	please take clipper if possible
462	3-Mar	Regular	build what you can afford
464	3-Mar	Regular	\$4 is a fair price considering the bus is \$3. hope the frequency is higher than the buses
465	3-Mar	Regular	I'd rather you get some discount when transferring from BART. Make the tickets operate like clipper/bart so these out of towners aren't trying to make exact change. Also you realize I can get to SFO for <\$10 from berkeley. You want almost half for just coliseum to OAK? I'd rather you keep \$3, or make it \$3 if you transfer from BART. I'm opposed to this price gouging.
468	3-Mar	Regular	the fare seems pretty high. It seems like it should be offset by revenue from other public transit (taxes /tolls). BART operates on a surplus, and no fare is that high for such a short distance.
472	3-Mar	Regular	promote ridership by operating safely, efficiently, and use strategic marketing to keep costs down and fares low please
480	3-Mar	Regular	consistency of fare structure seems critical, especially for non-english speakers
481	3-Mar	Regular	keep fare rate, affordable for all bART fares throughout the entire system. Seem to continue to rise, 2013 strike was extremely in convenient and unwanted to riders.

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
482	7-Mar	Regular	keep it reasonable and consistent
487	7-Mar	Regular	too high for \$/mile. Should be free to encourage general BART use-increase the rates for BART, but not trip to airport (included)
488	7-Mar	Regular	please keep it affordable, 5-ish seems fair
489	7-Mar	Regular	if your increase the fare, consider cleaning the stations more frequently
492	7-Mar	Regular	if you can't have change \$5 makes it easier. Frequent rider card
493	7-Mar	Regular	the fare should be the same as the bus
495	7-Mar	Regular	as long as its cheaper than gas
501	7-Mar	Regular	it helps if it stays the same so I can remember how much it costs
502	7-Mar	Regular	how will you compete with the AC transit buses that go to the airport?
503	7-Mar	Regular	make it safer
508	7-Mar	Regular	just bart
510	7-Mar	Regular	do not right now
514	7-Mar	Regular	be upfront with pricing
517	7-Mar	Regular	well I think it should be the same of the AC transit bus adult 225 round trip and transfer and 125 for kids
518	7-Mar	Regular	charge \$3 from 8-5p \$5 after or before
520	7-Mar	Regular	be careful don't mess this one up don't get greedy
521	7-Mar	Regular	if its more than the current \$3 for airBART. I'd rather keep AirBART. The distance should dictate fares, not destination. You gouge us enough and provide crap, unreliable service
524	7-Mar	Regular	keep it at \$3
525	7-Mar	Regular	keep it at \$5 until 2020
526	7-Mar	Regular	keep it low as possible for if this was at the beginning of all plans the fare needs to stay low
527	7-Mar	Regular	the fare should be stable and @ a fare rate for the working class
528	7-Mar	Regular	none at this time
530	7-Mar	Regular	this has no mention of the discounted fares
531	7-Mar	Regular	where does the money go?
532	7-Mar	Regular	please look above #1
536	7-Mar	Regular	I think this will be a good idea or have a card that is rechargeable with certain amounts
538	7-Mar	Regular	\$6 is a bit steep for the received service considering that the service will be operatorless
539	7-Mar	Regular	please don't let it eat our BART cards
541	7-Mar	Regular	I think it's a very high price for a very short distance. I'd rather take the 98 bus
542	7-Mar	Regular	make it cheap. Inexpensive, \$3 itself is a lot for frequent commuters
543	7-Mar	Regular	too expensive for servers and students
544	7-Mar	Regular	a bit high SF station boost was \$3
545	7-Mar	Regular	as long as its better thought out than having to wait in line to change a bigger bill into a single-use ticket and an obscene amount of coins holding everyone else up behind you in line. To wait in line for a bus. How is this still in place?
546	7-Mar	Regular	fare ranging 4-7 are reasonable
547	7-Mar	Regular	paying twice - once for BART and once for the train will feel odd. Whatever it takes to build early ridership
548	7-Mar	Regular	why is there a fare?
549	7-Mar	Regular	it's always easier to keep a price level constant, does not result in large fluctuation of

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
			revenue or change in demand for tickets, however if first choice is considered should be justified with "inflation"
551	7-Mar	Regular	cheap prop 13 again!
554	7-Mar	Regular	obviously something lower long-term
556	7-Mar	Regular	should be free for airport workers. #23 bus should continue to provide service
558	7-Mar	Regular	or cheaper?
560	7-Mar	Regular	start low. Make this economically reliable for lower income users. Hopefully allowing a paradigm shift in how people get to the airport (less cars/taxis)
562	7-Mar	Regular	ensure the fare is only paid once (ie. Not once for BART and then once for the airport connector)
565	7-Mar	Regular	keep it simple - set one price
566	Online	Regular	When a couple or a family decides to travel, bart fares quickly escalate. A family of 3 travelling to OAK from Rockridge costs \$2.20 + \$5 *3 = 21.60. Outdoor parking at Espresso (long-term on Doolittle) costs as little as \$7/day. A family of two or three will find driving more attractive for most trip lengths.
567	Online	Regular	You have got to be kidding me!! That is precisely why I won't take Bart to work, believe it or not it's still cheaper for me to ride my car to work than to take Bart, what you all should be doing is having a flat rate through out the entire system much like other transit systems through out the world.
569	Online	Regular	No
570	Online	Regular	I have opted for the higher fare, because I would prefer to deal with the higher fare up front and for BART to have the capital up front to pay off the expense of the project. As well, I would guess that ridership doesn't like frequent fare hikes. As well, it would be good to evaluate the expense just the actual operation and maintenance of the connector after all capital expense for initial construction are paid off, since it is largely a separate spur operation on a single purpose track with single purpose cars and no conductor personnel costs.
571	Online	Regular	The convenience of the train compared to bus would probably make me blind to paying more, especially if the service was more often
574	Online	Regular	The flyer states that the APM will be similar to transports at other airports, such as SFO. It is important to note that these services are heavily used due to it being a FREE service. The suggestion of a \$4 to \$7 cost when off-site parking at OAK is about \$8 per day will result in many travelers driving and parking at off-site parking locations. If there needs to be a fare, then BART should consider initiating the service at the same cost of AIR BART, then raising the fare to \$4 in 2016 and \$5 in 2018. If BART doesn't overprice the connector, then BART will see an increase in ridership to the Coliseum station which will increase revenues. I believe that it would be a big mistake to overprice the new connector and have poor ridership. BART needs to be able to brag about how popular this service is with high ridership, rather than getting bad press when the trains are running empty after the huge initial investment.
575	Online	Regular	The \$4 and \$5 options are too high. If the line is to be considered successful, the price of the fare should be the same or lower than the current AirBart fare. Empty trains due to a premium fare will not show the line as being a success, and will not increase the ridership on the BART main lines. The project is discussed as similar to the SFO connector; however, that connector is successful since the ride is free!
576	Online	Regular	\$3 for the current AirBART bus is bad enough, but perhaps justified by the high operating costs of low-capacity buses with human drivers. \$4-6 for just a few miles on an unmanned, automated, low-speed cable car is way out of line. Remember, this is on top of the normal BART fare to the Coliseum transfer station. Especially for a family traveling to the airport, a surcharge of several dollars is prohibitive. For question #2, my answer is none of the above. The cost to build should be more than offset by the lower operating costs and higher ridership. You should be asking how much LOWER the fare should be compared to the inefficient AirBART.

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
577	Online	Regular	\$3 for the current AirBART bus is bad enough, but perhaps justified by the high operating costs of low-capacity buses with human drivers. \$4-6 for just a few miles on an unmanned, automated, low-speed cable car is way out of line. Remember, this is on top of the normal BART fare to the Coliseum transfer station.
578	Online	Regular	A fare of at least \$6 for airline passenger who use the OAC and no more than \$3 for airport workers who use the OAC will be necessary to repay the debt on this project (which I opposed when it was first proposed because it is much less cost-effective than a short-headway bus-rapid-transit alternative).
581	Online	Regular	With the possible end to some much needed government resources our East Oakland residents will be hit the hardest! So please when hiring for job's, please don't forget the residents living but 1 block from this wonderful Oakland Airport Connector. We need help to!#:-)
582	Online	Regular	A low initial fare will encourage more people to try it, and hopefully they will like it and keep coming back.
583	Online	Regular	\$6 is much too high -- currently the cost of AirBART is \$3. One of the reasons I like to use OAK is because it costs much less to get there via BART than SFO. Don't make the price so high that you make it most cost effective for a family to take a cab than take the BART!
585	Online	Regular	A fare that starts at about \$2.00 and lasts indefinitely.
586	Online	Regular	Price stability with minimum increases is the most important.
587	Online	Regular	Make sure I can use my clipper card to pay this fare.
588	Online	Regular	You shouldn't be charging anything for the APM. SFO doesn't charge for theirs. Or, have one ticket, a roundtrip fare, for \$5. You're going to charge an amount each way? That's crazy.
589	Online	Regular	Should start at a higher fare for a longer period of time. Cheaper fare and gradual increases will create anxiety and the perception that BART is mismanaging funds. Stable fares will create the perception of stable management of funds.
590	Online	Regular	Time truly is money saved when people don't have to worry about accidents on the road to OAK. Hegenberger Rd can be a real mess at times...
592	Online	Regular	I would prefer that the fare stays as low as possible. Why do you start at \$4.00 and why is the fare scheduled to go up so quickly? Is this what happened at SFO as well?
593	Online	Regular	The AC Transit fare is \$2.10- for employees who work at the airport and others who are lower income, that is manageable, but \$6 is not. Please start the fares at the lowest possible rate, promoting ridership, which in the long run will help recover the cost.
594	Online	Regular	Could the fares be based on time of day? (e.g., higher fares during peak hours.)
595	Online	Regular	To be blunt, I think the proposed fare, even at the low end of \$4, is obscenely high. I think the trip should cost no more than a regular AC Transit bus ride. I would much prefer to see a lower fare structure with the required additional revenue raised through a combination of increased gas taxes, hotel taxes and airline ticket surcharges.
596	Online	Regular	Please make sure it's competitive with the fare to SFO. The higher range of the fares you're considering make it almost as expensive to get to OAK as to SFO, even though OAK is much closer. Also, keep in mind that AC Transit still has Line 73 serving the airport for Coliseum that (with transfer) only costs \$1.85.
597	Online	Regular	Ideally they would be lower, though I understand the need to recoup costs.
598	Online	Regular	This seems ridiculously high, especially considering 1) the current fare is \$3, and 2) there are not going to be drivers for the new connector that you have to pay.
599	Online	Regular	If the system proves to be a lemon and need constant fixing, will the fares eventually be more than the price of plane tickets?
600	Online	Regular	I want the fare to start higher, at \$6 like BART said it would be earlier. BART needs to collect enough fares to pay for the service so it doesn't burden the existing system that so many of us depend on.
601	Online	Regular	If possible start the fare at \$3.00 one way like AirBART bus fare for at least 12 to 14 months then increase the fare \$4.00 one way.
602	Online	Regular	A Senior Fare similar to bus...\$0.50 ... or will I be paying ten times that?
604	Online	Regular	One of the good things about the bay area and their public transportation is that it's

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
			affordable. I think it's key to keep it that way.
605	Online	Regular	I'd rather not have to front it, since I was fine with the \$3 bus
606	Online	Regular	That's a lot of money for a fare. It might be better to just take ACTransit.
607	Online	Regular	Will Senior citizen get a discount?
609	Online	Regular	It should be free to the user- covered by the airport
610	Online	Regular	Smaller increments when increasing it (less than \$1 each time).
611	Online	Regular	Maximize ridership, not revenue, until using the tram becomes so ingrained that prices can safely be increased without losing riders.
612	Online	Regular	I really would prefer stable fares for longer periods of time. However, I want to ensure that there is some sort of "contract" that fares will remain that way for x period. Sometimes what is proposed or promised to riders in the beginning do not hold water after months of service. I understand the need to recoup losses but please also understand that wages are currently stagnant. I will gladly pay what is fair given that I have the means to do so.
614	Online	Regular	\$2 (or same as AirBart \$3) - if you're not operating that system and you've shortened the travel and wait time, doubled the number of vehicles per hour and tripled the capacity - all that should equate to savings.
615	Online	Regular	no! ok If I can save money on gas.
617	Online	Regular	At \$4 per person, this service is comparable in cost to a cab split three ways. At \$6 per person x 3 pax, the cab is cheaper. This seems like a tenuous value proposition at best.
618	Online	Regular	Please see my point 5) discussion to Q.1.
619	Online	Regular	Still too expensive for such a short ride.
620	Online	Regular	If you claim that you need a higher fare to recover the build cost (which seems odd, honestly - wasn't the build cost part of existing fare revenues, and partly funded by local, state and federal grants?), then are you going to REDUCE the rate once the build cost has been recouped? Because I bet the answer is no. You might consider building good will by recovering your build costs over a longer period, rather than doubling the current cost to get from the BART station to the airport, and driving people to alternatives like the local bus service already available.
621	Online	Regular	I am a senior and hope there will be a senior fare as there is now for AirBART. I propose \$5.00 for regular passengers and \$2.00 for seniors, level at least to 2017. Can I still use my Clipper card for the connection to OAK?
622	Online	Regular	I expected the fare to be higher, but I hope that the 'sting' of the higher fare can be quickly be realized and marketed in a way that ameliorates the potentially negative feedback. I think that a long-term fare of \$4 would be excellent, so raising it for the first few years then dropping it would be more preferable to me.
623	Online	Regular	I hope that there will still be a discount for airport employees.
625	Online	Regular	Please keep fares as low as possible for as long as possible.
626	Online	Regular	Go!
627	Online	Regular	Can you integrate the fare with the Oakland Bus system?
628	Online	Regular	Exorbitant for such a short ride. Charge extra for parking to cover the cost!
629	Online	Regular	Should be on par with SFO charge.
630	Online	Regular	Special airport fares should only be charged for riders entering or exiting at Oakland Airport. Fares for the future infill station at Doolittle Drive should be calculated using the standard base fare plus distance travelled formula.
632	Online	Regular	Perhaps time based fares? More expensive at rush hours and lower at off peak times?
633	Online	Regular	No more comments related to related to proposed fares.
634	Online	Regular	Those prices are much too high! Currently you can get on the airbart for \$2, or take AC Transit for \$1.50. I don't see how you could possibly charge \$4-6 for a couple minute trip at most and a couple of miles. That is more than going underneath the bay, which doesn't make any sense. For that expensive, no one is going to use the line.... most people will keep driving to the airport. It should be \$2 or less if you actually want to promote ridership.

Response ID	Outreach Event Date	Survey Type (Regular or Employee)	Answer to Question #3
635	Online	Regular	Senior/disabled fares?
636	Online	Regular	Please keep fares in sync with airport parking fees. Our preferred way to get to the airport, for instance, is to buy an airport parking pass at BART and then take BART--in part because we want to minimize driving, but largely because it is less expensive than a cab or airport parking. The minute it is cheaper to pay for the airport parking or cab instead, though, that's what we'll do. So--please keep current airport daily rates (and current BART long-term daily rates), as well as average cab fares from East Bay locations, in mind when setting fares to ensure ridership doesn't take a huge hit.
637	Online	Regular	If AirBART, a union/government operation, operates at \$3 per fare, won't private carriers be able to undercut OAC's price, significantly, thereby thwarting many of the goals of OAC? My wife and I have paid only \$45, total, for the much longer trip from OAK to Berkeley, with the carrier having no fare on the return to OAK.
638	Online	Regular	[I already responded to this survey, once, but wanted to add this comment. I won't respond to anything else a second time.] Private operators have been willing to take me between OAK and Berkeley for \$25, plus \$15 each for additional riders. So, I have ridden alone, before, and the driver returned empty. If you could operate AirBART for \$3 per passenger, on government/union wages and benefits, aren't private operators going to undercut the new price, and defeat many of your purposes?
639	Online	Regular	I think the OAC is a boondoggle that is the most amazing example of bureaucratic inertia I have ever seen. Everyone has been pushing for a "world class" access for our "world class city" but \$4-7 for such a short ride is embarrassing.
640	Online	Regular	I dont like the sound of a one time fare payment. What if I have to pick someone up? I have to pay twice for my ride!
641	Online	Regular	AC transit is \$2.25 to the airport. The fare you are proposing is double that. Why not recover costs by increasing the fees for parking, and rewarding those people who take transit or Airbart for decreasing their carbon footprint.
652	--	LEP Responses	Once the cost of building service is covered, shouldn't prices actually stay consistent or in fact drop? It's dirverless probably more energy efficient it would help if we had estimates for when cost of building would be covered, i.e. 2019 etc.
653	--	LEP Responses	No, its okay
654	--	LEP Responses	If it is necessary to pay well for the service than that's okay. Sometimes even though some people want to pay, they can't pay the cost since there isn't any money.
657	--	LEP Responses	No is good it long as it reamains for awhile
658	--	LEP Responses	Wonderful sercice been needed
659	--	LEP Responses	it seems fare
660	--	LEP Responses	Prefer to start the higher fare
661	--	LEP Responses	let's get it going
663	--	LEP Responses	To not carry change, let it be like that

Appendix G

BART Rail Expansion Projects

East Contra Costa BART Extension (eBART)¹⁵

The proposed eBART service was evaluated in a Title VI Equity Analysis in 2011. The following five indicators were assessed: 1) span of service and service levels, 2) travel time, 3) travel cost, 4) access, and 5) station amenities. These indicators were calculated for all populations. The minority and low-income indicators were then compared with the non-minority and non-low-income indicators.

The analysis focused on the four-county BART service area. Within this study area, 59% of residents were classified as minority and 25% were classified as low-income. The methodology for conducting the minority evaluation was consistent with that of previous BART equity analyses. The methodology for conducting the low-income evaluation was consistent with that of previous BART equity analyses and with FTA guidance.

The following chart details the ridership demographics at the Pittsburg/Bay Point BART station:

Rider Demographics at the Pittsburg/Bay Point BART Station	
Ethnicity	
White alone, Non-Hispanic	27%
Black alone, Non-Hispanic	22%
Asian alone, Non-Hispanic	25%
American Indian alone, Non-Hispanic	<1%
Other or Multiple Race, Non-Hispanic	5%
Hispanic, any race	21%
Total Minority	73%
Annual Household Income	
Under \$50,000	28%
\$50,000 - \$100,000	40%
\$100,000+	32%

Source: 2008 BART Station Profile Survey – Pittsburg/Bay Point BART Station

The study found that the eBART extension would provide increased levels of access for all population groups living within the catchment area. For example, with the eBART extension, the low-income population living within 5 miles of a BART station would increase from 0.3% to 60%, and the minority population living within 5 miles of a BART station would increase from 0.5% to 66%. These results

¹⁵ Information obtained from the eBART Title VI Service Impacts Analysis Report, Analysis for Hillcrest Avenue Station report (2011).

indicated that low-income and minority populations would have improved access to transit through the eBART extension.

The results of the analysis also indicated that minority and low-income populations in the study area were anticipated to experience similar benefits to non-minority and non-low-income populations. These protected populations would experience time savings with eBART. The study concluded that the eBART project would have no disproportionate or adverse effect on the protected populations.

Warm Springs Extension (WSX)¹⁶

The 2011 equity analysis found that the WSX travel time savings were equivalent for all populations: low-income, non-low-income, minority and non-minority. All population groups had improved access to BART.

The analysis focused on a study area comprised of 52 census tracts in southern Alameda County and northern Santa Clara County, primarily to the south of the proposed Warm Springs BART Station. Within this study area, 75% of residents were classified as minority and 20% were classified as low income. The methodology for conducting this evaluation was consistent with that of previous BART equity analyses and with FTA guidance.

The following chart details the ridership demographics at the Fremont BART station:¹⁷

Rider Demographics at the Fremont BART Station	
Ethnicity	
White alone, Non-Hispanic	30%
Black alone, Non-Hispanic	5%
Asian alone, Non-Hispanic	54%
American Indian alone, Non-Hispanic	<1%
Other or Multiple Race, Non-Hispanic	2%
Hispanic, any race	9%
Total Minority	70%
Annual Household Income	
Under \$50,000	15%
\$50,000 - \$100,000	37%
\$100,000+	48%

Source: 2008 BART Station Profile Survey – Fremont BART Station

The analysis found that the WSX would bring BART closer to a greater number of minority and low-income populations than the current Fremont Station. With the addition of the Warm Springs Station, approximately 28% low-income residents (an increase from 17%) and 39% minorities (an increase from 21%) would have access within 5 miles to a BART station.

¹⁶ Information (with the exception of the Rider Demographics at the Fremont BART Station chart) obtained from the Warm Springs Extension Project Title VI Equity Analysis report (2011).

¹⁷ This chart is separate from the Warm Springs Extension Project Title VI Equity Analysis report (2011).

Travel time savings were equivalent for all populations – minority, non-minority, low-income non-low-income. Accordingly, minority and low-income populations would enjoy equal, if not slightly greater, benefits from the WSX than non-minority and non-low-income populations, and no disproportionately high and adverse impacts were found for any protected population.