Senate Select Committee on Bay Area Public Transit
Ridership Recovery – Reforms to Improve Rider Experience
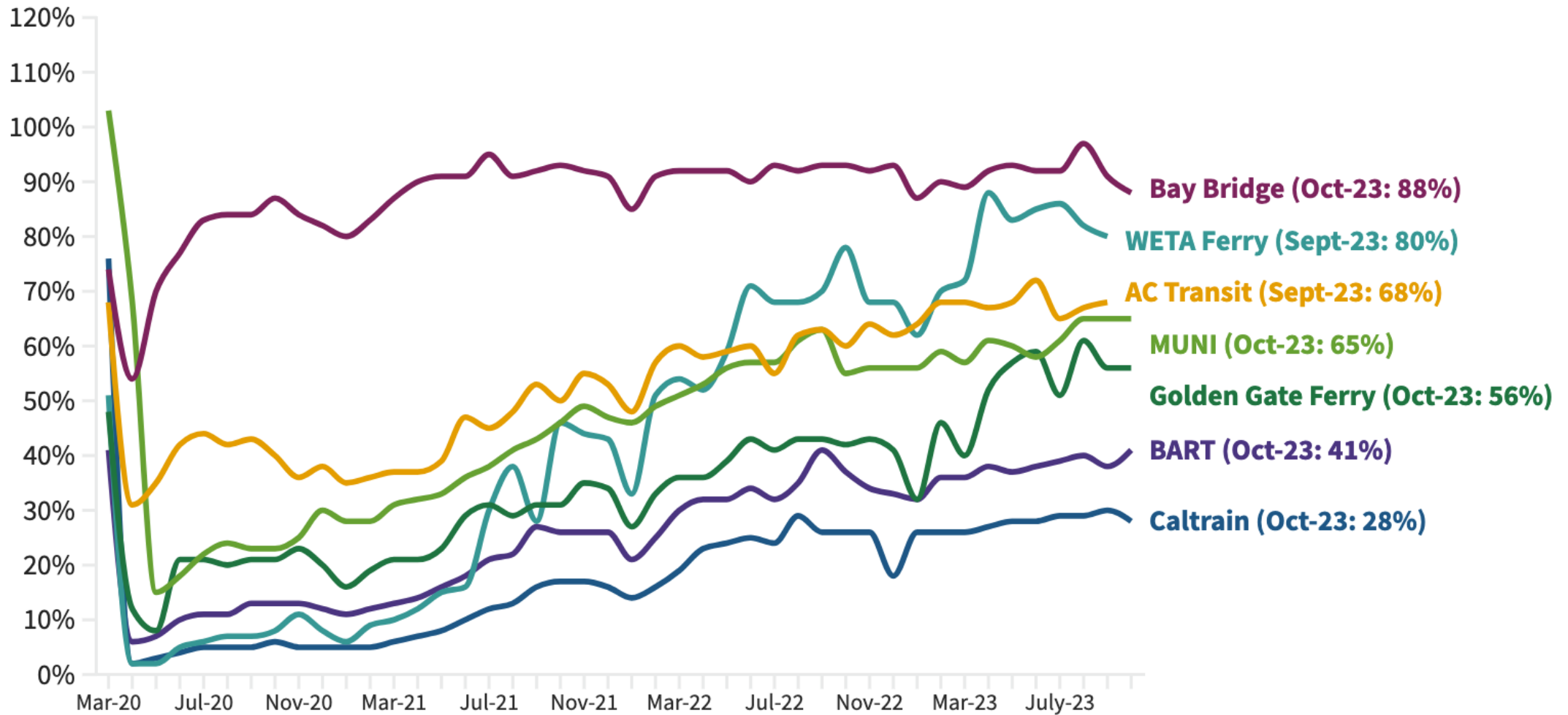
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Traffic v. Transit Relative to 2019

Data source: SFMTA, Bay Area Toll Authority, BART, WETA, AC Transit • Analysis: Bay Area Council Economic Institute

Safety & Cleanliness Top Priorities

Reasons For Not Riding BART

Concerns about safety, fear, and cleanliness, are the top-cited reasons not to ride BART more often.

What is the main thing that keeps you from riding BART more often than you are now, if anything? *(open-ended question, responses coded for analysis)*

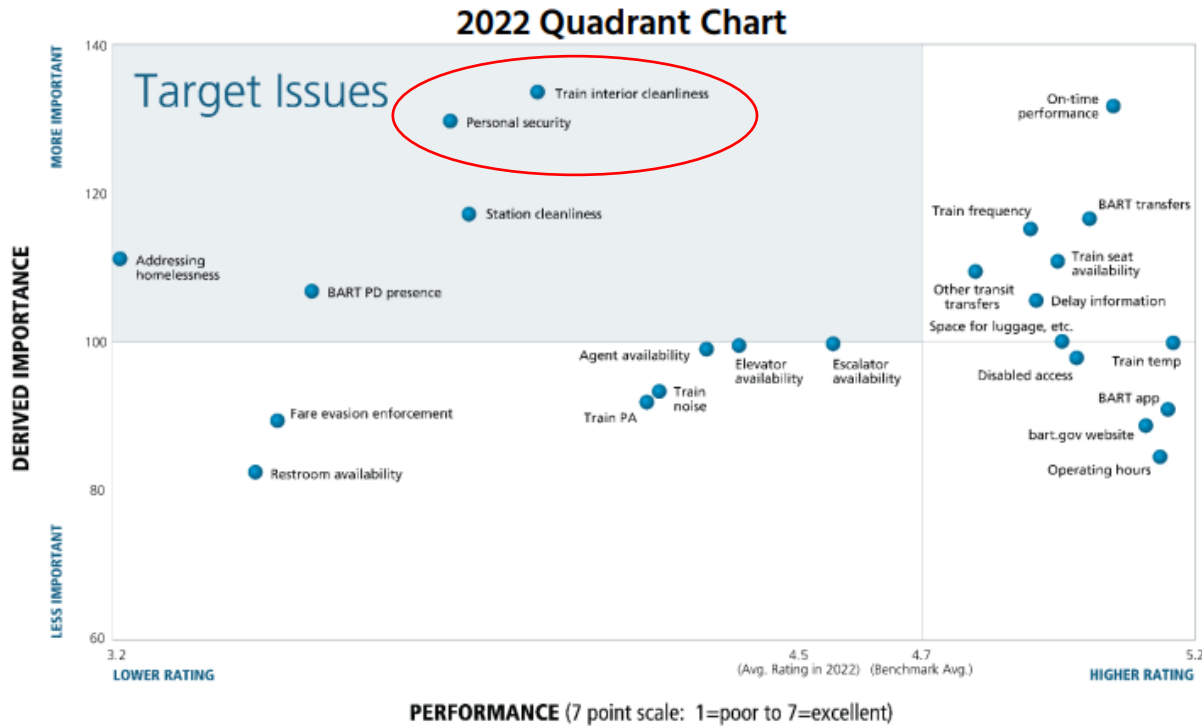| Response	%
Safety concerns/Dangerous/Lack of security/Fear	22%
No need/No commute/Retired/Don't go to SF	16%
Convenience/Frequency/Reliability/Time/Schedule	9%
Dirty/Cleanliness concerns/Disgusting/COVID-19	9%
Crime/Fare evaders	8%
Own a car/Use other transportation/Muni rider	6%
Location/Station too far away/Distance/Limited reach	6%
Price/Too expensive/Cost	5%
Homeless	4%
Work from home/Remote work	3%
Bad service/Old infrastructure/Disability/Mismanagement	2%
Drugs/Mentally ill passengers	2%

45% cite safety concerns, fear, or cleanliness

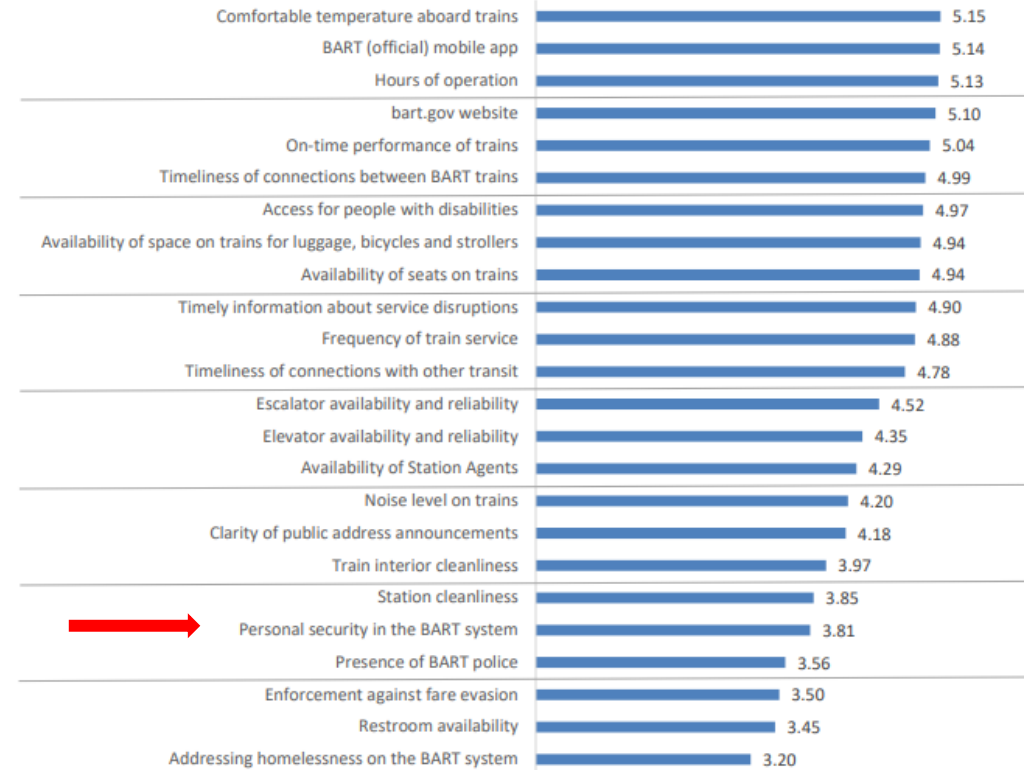**19% cite lack of a commute or working from home**

Source: Bay Area Council BART Poll, May 2023

Safety & Cleanliness Top Priorities

2022 Quadrant Chart

PERFORMANCE (7 point scale: 1=poor to 7=excellent)

2022 RATINGS OF SPECIFIC SERVICE ATTRIBUTES

Average (Mean) Rating (7-point scale)

Attribute	Rating
Comfortable temperature aboard trains	5.15
BART (official) mobile app	5.14
Hours of operation	5.13
bart.gov website	5.10
On-time performance of trains	5.04
Timeliness of connections between BART trains	4.99
Access for people with disabilities	4.97
Availability of space on trains for luggage, bicycles and strollers	4.94
Availability of seats on trains	4.94
Timely information about service disruptions	4.90
Frequency of train service	4.88
Timeliness of connections with other transit	4.78
Escalator availability and reliability	4.52
Elevator availability and reliability	4.35
Availability of Station Agents	4.29
Noise level on trains	4.20
Clarity of public address announcements	4.18
Train interior cleanliness	3.97
Station cleanliness	3.85
Personal security in the BART system	3.81
Presence of BART police	3.56
Enforcement against fare evasion	3.50
Restroom availability	3.45
Addressing homelessness on the BART system	3.20

Source: 2022 BART Customer Satisfaction Survey
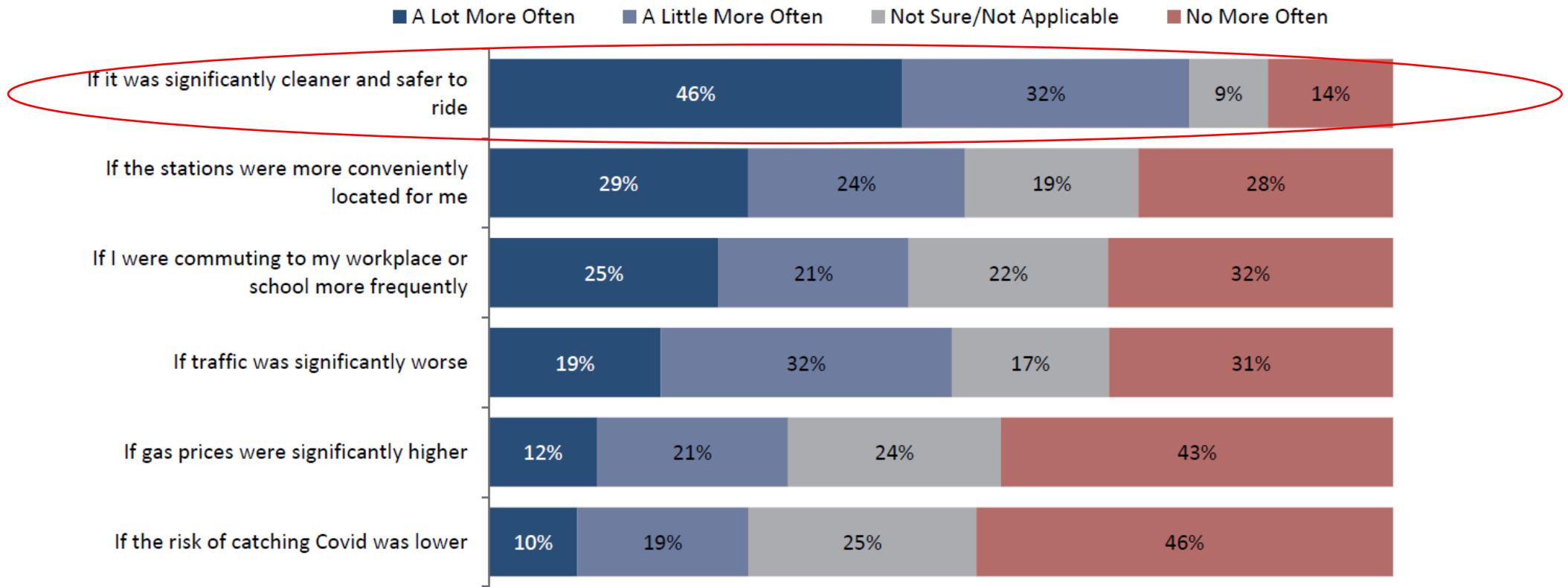
Priorities for BART

Cleanliness, ejecting violators, adding more police, and improving lighting are seen as high priorities for BART.

	7 - Very High Priority	6	5	Total Priority
Making sure restrooms are clean, working, and open at all BART stations	55%	16%	14%	85%
Cleaning BART train cars, seats, and stations more frequently	53%	22%	15%	90%
Ejecting people from the system who violate BART's Passenger Code of Conduct	49%	14%	15%	79%
Adding more uniformed, armed BART police officers on trains and in stations	42%	15%	16%	73%
Improving lighting in and around stations and BART parking lots	42%	18%	17%	78%
Expanding BART to service more parts of the Bay Area	40%	17%	15%	73%
Reducing fares for low-income residents	36%	14%	16%	65%

Source: Bay Area Council BART Poll, May 2023

BART Responding to Riders

-60%

Reduction in police incidents

-40%

Reduction in train disruptions due to BPD incidents

Average Weekday Ridership on BART

168,487

93,890

Source: Bay Area Rapid Transit (BART) Analysis: Bay Area Council Economic Institute
Note: Weekday ridership excludes Saturday and Sunday.
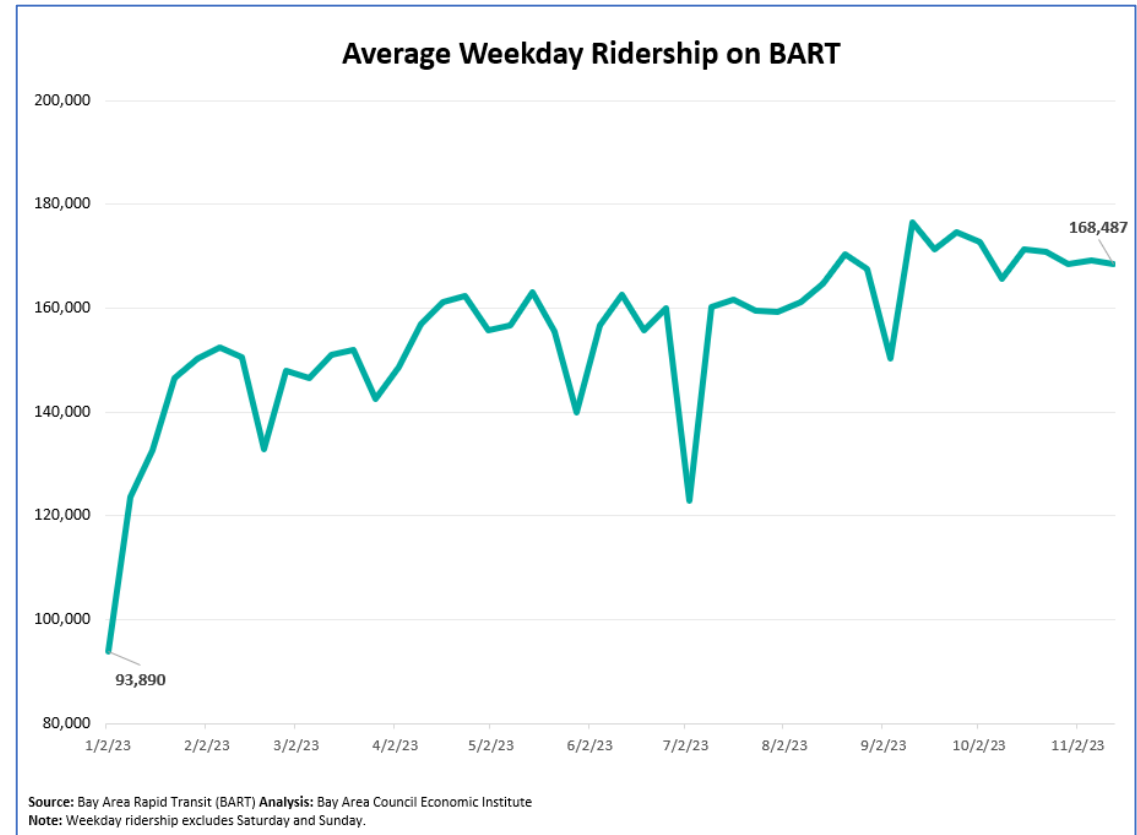
Source: BART Safe & Clean Plan, Quarterly Performance Report FY24 Q1

Actions to Restore Voter Confidence

- Continue to build on progress to improve safety, cleanliness, comfort of transit rider experience

- Maintain service levels for commuters

- Commit to implementing Blue Ribbon Task Force recommendations quickly to create a more connected, efficient, and user-friendly system

- Identify opportunities to cut costs without cutting service

Thank you

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