

Baseball is back! Take BART out to the ballgame



The smell of the grass, the crack of the bat and the familiar “boop, boop” of a BART train mean all the excitement of Major League Baseball is back in the Bay Area.

The 2007 season is sure to be a good one: the A's are looking to return to the playoffs, Barry Zito took a Transbay Tube trip to join the Giants and the All-Star game will be played at AT&T Park this summer.

Make your run to the ballpark as easy as possible—take BART to the game! Getting to the Coliseum for A's games is simple, just exit at

Coliseum Station to avoid traffic and parking hassles. For Giants games at AT&T Park, take BART to Embarcadero or Montgomery stations and walk or transfer to Muni Metro T-third line, or specially marked ballpark trains.

Plan your BART trip using bart.gov's handy online QuickPlanner.

A's Double Play Wednesdays

Forget about high gas prices, get low hot dog prices!

Every A's Wednesday home game* is a Double Play Wednesday brought to you by BART. Purchase Plaza Outfield and Plaza Reserved game tickets for just \$2! Hot dogs are just \$1! Call 510/762-BALL and get your tickets today!

Upcoming Double Play Wednesdays:

Wed. April 18, 12:35 vs Los Angeles

Wed. April 25, 7:05 vs Seattle

Wed. May 16, 7:05 vs Kansas City

Wed. May 30, 12:35 vs Texas

Wed. June 20, 12:35 vs Cincinnati

*Excluding Wed., June 6 vs Boston

A's Upcoming Schedule

Fri. April 13, 7:05 vs New York

Sat. April 14, 6:05 vs New York

Sun. April 15, 1:05 vs New York

Tues. April 17, 7:05 vs LA Angels

Wed. April 18, 12:35 vs LA Angels

Giants Upcoming Schedule

Wed. April 18, 7:15 vs St. Louis

Thurs. April 19, 12:35 vs St. Louis

Fri. April 20, 7:15 vs Arizona

Sat. April 21, 1:05 vs Arizona

Sun. April 22, 1:05 vs Arizona

Customers continue to give BART high marks

Eighty-five percent of BART riders say they are satisfied with BART service, according to the most recent customer satisfaction survey.

According to the survey, 93 percent of riders also say they would recommend BART to friends or out-of-town guests. Sixty-seven percent of riders consider BART a good value for the money.

Every two years, BART commissions an independent survey, asking riders how they feel about everything from train service and on-time performance to ticket vending machines. The most recent survey was completed in the fall of 2006. More than 6,000 randomly-selected riders participated.



Lucky rider headed to Hawaii



BART Rider Candace Tucker is headed to Maui after winning the Grand Prize in the BART Customer Satisfaction Survey Sweepstakes. Tucker was chosen at random to receive the prize, donated by Aloha Airlines and Castle Resorts and Hotels.

Customers are automatically entered in the sweepstakes when they return their Customer Satisfaction Survey forms. Your next chance to win is the fall of 2008.

FROM THE GENERAL MANAGER

Behind the Customer Satisfaction Survey numbers

The results of BART's biennial Customer Satisfaction Survey are in, and once again BART riders had good things to say. Overall customer satisfaction remained steady at 85 percent.

Maintaining high customer satisfaction is vital to BART. Most of our customers, 78 percent, ride BART because they choose to, not because they have to. Given this competitive environment, BART works diligently to provide the safe, comfortable and efficient service you have come to rely on.

BART also uses the Customer Satisfaction Survey results to identify areas that need improvement. In the most recent survey you told us cleanliness has become an issue and, rest assured, we heard you loud and clear. We have already begun adjusting budget priorities to respond to your concerns.

The Customer Satisfaction Survey is an important communication tool for BART and our riders. Thanks for letting us know your opinions, and, most importantly, thank you for the continued opportunity to serve you.

Thomas E. Margro, General Manager

Alonzo King's LINES Ballet in performance with the Shaolin Monks

Yerba Buena Center for the Arts
700 Howard St. at Third Street, San Francisco
www.linesballet.org or 415/978-2787

BART: Powell or Montgomery

April 13-22: The dancers of LINES Ballet and the Shaolin monks of China create a synthesis of Eastern and Western classical forms, blending ballet and martial arts.



Alphabet Soup:

Selections from the Schmulowitz Collection of Wit and Humor
San Francisco Public Library, Skylight Gallery
100 Larkin St. near Grove and Market
www.sfppl.org **BART: Civic Center**

Through June 30: Some of the most gifted writers of the past two centuries wrote and illustrated alphabet books. Artistic alphabets, as well as many eccentric/obscure alphabet books, are presented here for the enjoyment of the child in all of us.

10th annual Glen Park Festival

Diamond Street, Glen Park, San Francisco
www.glenparkfestival.com

BART: Glen Park

Sunday, April 29, 10 a.m.-5 p.m.: A day of entertainment, music, dancing, and good food in a lively little San Francisco neighborhood. The day promotes neighborhood restaurants and artists and craftspeople, both from Glen Park and well beyond. The festival raises money for children's programs based in Glen Park.

The Music Man

Diablo Light Opera Company
Leshner Center for the Arts
1601 Civic Drive, Walnut Creek
www.dloc.org or 925/943-7469
BART: Walnut Creek



Through May 5: The beloved family musical about a silver-tongued hustler and his 76 trombones.

Trumpet Supergroup

The Jazzschool, 2087 Addison St., Berkeley
www.jazzschool.com or 510/845-5373
BART: Downtown Berkeley

Sunday, April 22, 4:30 p.m.: Five of Northern California's most accomplished trumpet players, and the world renowned Marcus Shelby Trio, team up to celebrate jazz trumpet on the highest level. A mix of exciting fanfares, classical influences, original compositions, and burning straight ahead jazz featuring trumpeters Dave Scott, Mark Inouye, Mario Guarneri, Mike Olmos and Erik Jekabson.

Tools as Art: The Hechinger Collection

San Francisco Museum of Craft + Design
550 Sutter St. www.sfmcd.org or 415/773-0303
BART: Powell, three-block walk

April 27-June 10: Hammers, saws, wrenches, buckets of paint and other staples of the archetypal American hardware store are transformed into works of contemporary art. The works were collected by John Hechinger Sr. scion of a chain of hardware stores founded by his father in 1911. The collection encompasses paintings, sculptures, drawings, prints, photographs and folk art, primarily post-World War II.

Question of the Month



I have some friends flying into SFO and connecting with another flight. They have a long layover and would like to take BART into SF for a few hours without their bags. Is there a place where they can store luggage?

Baggage storage is exclusively available at the SFO Airport Travel Agency, located on the Departures/Ticketing Level of the International Terminal, near the security checkpoint for Boarding Area G. Rates are \$3 to \$10 for normal suitcases and bags and \$10 to \$12 for oversize pieces. The Airport Travel Agency is open daily from 7:00 a.m. to 11:00 p.m. For more information, please call 650/877-0422.

BART's Lost and Found tracking goes online

No matter how carefully you check for your belongings before getting off a BART train, there's always the possibility you might drop your gloves or keys, or leave an umbrella behind.

Now, there's a fast and easy way for you to try to get your lost belongings back. Just visit www.bart.gov/lostandfound to report items you've lost in the BART system.

Fill out the online form and provide as much detail as you can when describing your item. A return email will confirm receipt of your claim.

BART Lost and Found representatives will contact you only when they find your item. It may take up to three weeks for us to match your item, retrieve it and contact you. If we don't contact you within four weeks, unfortunately it means we couldn't recover your item.

Celebrate Cinco de Mayo with BART

BART is the best way to get to the best Cinco de Mayo events!

Avoid traffic and parking hassles by taking BART to the Fruitvale Festival and Parade Saturday, May 5 on International Blvd. between 33rd and 40th Avenues from 10 a.m. to 5 p.m. Exit BART at Fruitvale Station and you'll be right in the middle of the action.

This is a traditional celebration that attracts an ethnically diverse, family-oriented audience. Last year's attendance exceeded over 100,000 and an even bigger crowd is expected this year!

The Fruitvale festival will feature entertainment, 200 vendors, plenty of food, children's activities and arts & crafts. For details, contact the Cinco de Mayo hotline at 510/536-6084, or visit oaklandcincodemayo.com.

Or, take BART to the 16th Street Mission station for San Francisco's Cinco de Mayo Festival at Mission Dolores Park from 11 a.m. to 5 p.m. Bring your picnic basket and blanket for relaxing afternoon in the park with music, dance, arts & crafts, children's activities, and more. Visit sfcincodemayo.com for more information.



Don't forget to plan your trip using bart.gov's easy-to-use online QuickPlanner.

