Final Report

BART Station Profile Study

Office of External Affairs
August 1999

ACKNOWLEDGEMENT

The advice and support of staff from many units at BART were required to organize and accomplish this study. It was performed under joint sponsorship of the following BART Departments:

Customer Access Department
Customer and Performance Research
Marketing Department
Planning, Research & Development Department
Real Estate Department

Station Profile Study
Table of Contents

I. Introduction

The BART Station Profile Study provides a snapshot of the customer market at each individual BART station. This market information is drawn from last Fall's comprehensive survey of randomly selected BART customers. The purpose of this effort is to better understand customers' current travel needs and to anticipate their future requirements.

Many changes have occurred in the region during the seven year interval since BART's last Station Profile Study was conducted, and more changes are forecast. The region continues to grow in population and diversity. With the growth in population, traffic congestion is increasing as well. The Association of Bay Area Governments (ABAG) report Trends & Challenges predicts that the region's population will grow from 6.4 million in 1995 to 7.8 million in 2020: a 22% increase. The elderly population is experiencing a particularly rapid growth, with the number of people 65 or over expected to nearly double during this period.

Forecasts also show increased numbers of people working past retirement age, while others work at more than one job. A development with potential long-term implications for BART is the advent of more widespread use of telecommuting for work. Another major change is the growing ethnic diversity of the region. All of these transformations have influenced, and will continue to affect, the profile of BART customers.

In addition to regional shifts, many changes have occurred within the BART service area since 1992. These changes which affect riders and their use of the system include:
- System expansion: five new stations and a new line.
- Ridership growth from 255,000 trips on a typical day in 1992 to 285,000 today. Fares increases totaling 45% during the 1995-1997 period.
- Policies enacted to facilitate use of BART among persons with disabilities and bicyclists.
- An ambitious renovation program to upgrade aging stations and trains.

The 1998 Station Profile is the largest survey ever conducted of BART riders. Over 40,000 BART weekday customers returned questionnaires during the survey. These questionnaires contain detailed data on demographics, travel behavior, customer attitudes about BART, and awareness of BART improvements. Comparing these data to a similar study performed in 1992 provides insight on changes in the BART market since that time.

The current study was conducted between September 29 - October 29, 1998. Self-administered questionnaires were distributed by professional interviewers to randomly selected customers as they entered the BART system. The survey was conducted on Tuesdays, Wednesdays and Thursdays between 4:00 am and 12 midnight. Customers could deposit questionnaires in collection boxes located at BART stations or mail the survey forms to BART postage paid. In total, 40,887 useable questionnaires were returned and processed out of the 97,376 which were distributed. This represents an overall return rate of 42 percent.

Introduction (continued)

Specific steps were taken to ensure that all passengers randomly selected to participate in this survey were able to do so. Spanish and Chinese language questionnaires were made available to customers who needed them. Additionally, customers who had a disability which prevented them from completing the self-administered questionnaire were given a card with a toll free number that they could call to participate in the study by phone. These cards were typeset in large print English, Spanish and Chinese, as well as Braille.

Field work and data processing were conducted by the San Francisco firm of Corey, Canapary & Galanis Research (CC&G). Analysis and interpretation of the data were handled jointly by BART's Customer & Performance Research Department and CC&G.

The Executive Summary section of this report highlights major findings. Systemwide findings are shown graphically in the Systemwide Results section and in tabular form in Appendix A. Results for each of BART's 39 stations are shown in the Station Specific Results section of the report. Appendices to the report contain additional statistical breakouts, include survey questionnaires from 1998 and 1992, and provide methodological and statistical documentation.

II. Executive Summary

The 1998 BART Station Profile Study provides insight into the BART market. A major objective of the study is to provide travel pattern and demographic data that can be used to track changes from the last BART Station Profile Study, which was conducted in 1992. The results will be used to evaluate current and future services offered by BART to its customers.

The following general themes emerge from a review of survey results.

➢   BART customers reflect a broad regional population which has been growing in number and increasing in diversity. BART customers' household incomes are increasing in tandem with the Bay Area economy. Technological changes are also affecting the region, and BART customers report a high use of technological innovations such as email, the internet, and telecommuting.

➢   Several million Bay Area residents take BART each year, often for occasional travel to events, shopping, or visiting friends and family. On a typical weekday, though, most of BART's 285,000 customers are regular riders who use BART to commute to work. Many commuters choose BART over driving a car due to traffic congestion and parking costs at downtown worksites.

➢   BART's success in competing with the automobile is built on providing transit services that meet the riders needs. The vast majority of BART customers say they are satisfied with BART services.

A more detailed list of significant findings follows:

- Most riders are happy with the services provided by BART, with over three-quarters indicating they are satisfied.

- BART serves a wide range of customers. A majority (57%) are female, while 43% are male. Most (61%) are 35 years of age and older. Six in ten classify themselves as White, twenty-one percent Asian/Pacific Islanders, fourteen percent Black, and twelve percent Hispanic. One quarter (25%) of the passengers are from households with total annual incomes of $30,000 or less; a third (33%) from households with incomes between $30,001 and $60,000, and over four in ten (43%) from households with incomes of $60,001 or more. Nine percent indicate that they have a disability.

- A majority of BART riders are computer literate, with sixty-three percent using e-mail and fifty-eight percent visiting Internet sites during the prior week.

- Changes in regional demographics are driving similar changes in the BART customer market. The composition of BART ridership, however, differs from the population of the overall region. Relative to regional demographics reported by the Association of Bay Area Governments, BART customers are more likely to be female, they tend to be older, and they represent a greater ethnic diversity than the population of the region.

- **The composition of the customer market served by each station is unique**. Selected highlights based on "home" station follow:

> Greatest gender disparity: Coliseum Station with 68% female and 32% male.
> Highest percent of riders sixty-five years of age or older: Lafayette with 10%.
> Highest proportion of household incomes over $100,000: Orinda at 48%.
> Highest percent of customers riding BART 6-7 days a week: 24th Street at 31%.

- BART operates in a competitive environment. Over half (57%) indicate that a car, truck, van or motorcycle was available for their trip.

> The major reasons for using BART rather than driving are traffic congestion (37%) and the inconvenience of parking (28%). Other less important reasons include cost savings (11%), environmental concerns (8%), and comfort of BART (8%).

> Some customers indicate that they now have non-traditional work arrangements. This was most evident at Rockridge Station, with 22% working at home or telecommuting at least once a week. Consistent with this fact is the finding that Rockridge customers also register a high use of e-mail (78%).

- During peak periods, BART is used mainly for the work commute. Most AM Peak riders are coming to BART from home (96%) and are going from BART to work (87%). Conversely, most PM Peak riders are coming from work (78%) and heading home (82%).

> Off Peak customers are less homogeneous. Thirty-six percent are travelling from home, generally to work or school destinations, while fifty-two percent are returning to their homes from work, school and other activities.

- The automobile continues to be the major access mode <u>from home to BART,</u> with about half (49%) using a car to get to BART. Incidence of automobile access to BART is highest among AM Peak riders, particularly those making Transbay trips. Access modes vary greatly by station. Some eighty-nine percent of the customers at the Dublin/Pleasanton and Orinda stations use a car to travel from their homes to BART, while at 16th Street/Mission and Powell only six percent use cars.

> Among those who park at BART, 79% percent park in the BART lot, while 21% percent park off-site (mostly free of charge). Over seventy percent of those who pay for offsite parking pay less than $5 a day.

> About one in four (26%) walk from home to BART, 23% ride the bus or other transit and 3% bicycle.

- The average distance traveled by customers walking to their BART station from home was 0.43 miles. Average home-to-BART distance for those driving was 3.82 miles and average home-to-BART distance for those using transit was 2.59 miles. For customers coming from work to BART, the average distances were: 0.24 miles for those walking and

2.10 miles for those taking transit. Note that these distances are "as the crow flies", i.e. the distance along a straight line connecting the trip origin locations to the BART stations.

- Overall, two in three customers (67%) walk from BART to their <u>non-home destinations</u> (work, shopping, school, etc.). This represents a decline from 1992 when seventy-two percent indicated they walked. Corresponding increases are recorded for bus/transit, bicycle and car.

> Shuttle services are picking up an increased load of the non-home end transit connections from BART, up from 6% in 1992 to 20% in 1998.

- Almost forty percent of BART's weekday customers live in Alameda county (39%). Twenty-six percent live in San Francisco, twenty-four percent in Contra Costa, and eight percent in San Mateo County. Only three percent live in other counties. (See maps in Section III for a detailed illustration of this information)

- BART commuters typically travel to worksites in San Francisco (66%), Oakland (13%), and Berkeley (6%). To a lesser extent, BART serves outlying destinations such as the Oakland and San Francisco Airports, Hacienda Business Park, and downtown Walnut Creek.

- Most weekday trips (72%) are made by customers who ride BART five or more days a week. Balboa Park registers the highest frequency ridership, with 87% using BART five or more days per week.

- Over half of the riders have been BART customers for over five years. The longest rider tenure is noted at West Oakland with 71% riding BART for five years or more. By contrast, Dublin/Pleasanton station, which opened in 1997, recorded the lowest percentage (38%) for this category.

> BART has been successful in attracting new customers with about one in six indicating that they have been riding BART for less than a year.

- Less than one in four (23%) of the AM Peak riders surveyed had to stand because seating was unavailable, down from twenty-eight percent in 1992.

- Employers subsidize BART tickets for 13% of the riders, up from 8% in 1992. More than seven in ten of these employers (71%) provide a subsidy of over $25 a month.

<u>Summary</u>
> Consistent ridership growth over the past few years is testament to BART's success in meeting the needs of the diverse profile of riders described in this Report. As the opening of a BART link to the San Francisco International Airport approaches, and as the region becomes increasingly diverse, BART will continue to strive to satisfy the needs of all its riders.

III. Systemwide Results:
Selected Charts and Maps

List of Charts and Maps
III Systemwide Results – Selected Charts and Maps

CHARTS

Page #		Question #
1	Trip origin	3
2	Trip destination	7
3	Access mode	2
4	Egress mode	6
5	Demographics	
5	Gender	18
5	Age	19
5	Race or ethnic identification	17
5	Total household income	20
6	Length of time riding BART	15
7	Frequency of riding BART	13
8	Seating availability	9, 9a
9	Satisfaction with BART	21
10	Reasons for selecting BART over car	12a
11	Awareness of BART upgrades/services	22a

MAPS

The following maps are contained in a separate PDF file

	Question #
Weekday home origin locations of BART riders	3, 4
Weekday work origin locations of BART riders	3, 4
Weekday am extended peak auto access origins of BART riders	2, 4
Weekday am extended peak transit access origins of BART riders	2, 4

Trip Origin

- Trip origins have changed little since 1992.
- AM Peak period riders come mainly from home, PM Peak mainly from work, and Off Peak riders are mixed.

Trip Origin
1992 vs. 1998

■ 1992 Total □ 1998 Total

	Home	Work	School	Other
1992 Total	48	38	6	8
1998 Total	49	37	5	9

Trip Origin
1998 By Time Period

■ Home □ Work ■ School □ Other

	Home	Work	School	Other
Total	49	37	5	9
AM Peak	96	2	*	2
PM Peak	12	78	5	5
Off Peak	36	37	11	16

* less than 0.5%
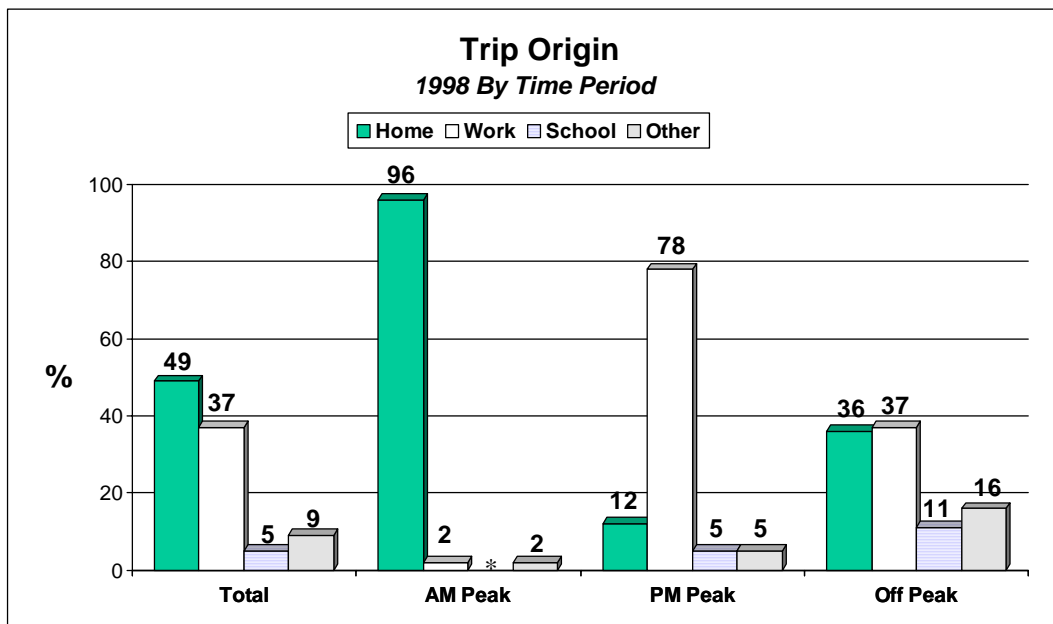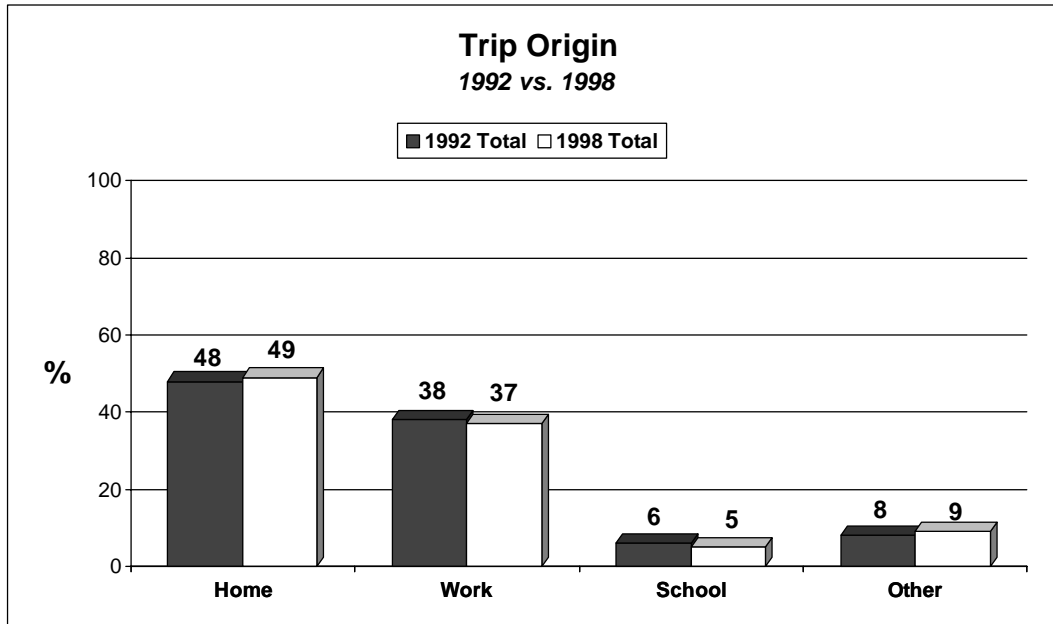
Trip Destination

- BART is used mainly for the work commute.
- Those traveling for other purposes, such as school, personal business, social/recreation, etc., are concentrated more in the Off-Peak time period.

Trip Destination
1992 vs. 1998

■ 1992 Total □ 1998 Total

	Home	Work	School	Other
1992 Total	42	39	6	13
1998 Total	44	40	6	10

Trip Destination
1998 By Time Period

■ Home □ Work ■ School □ Other

	Total	AM Peak	PM Peak	Off Peak
Home	44	2	82	52
Work	40	87	5	23
School	6	7	4	7
Other	10	4	9	18
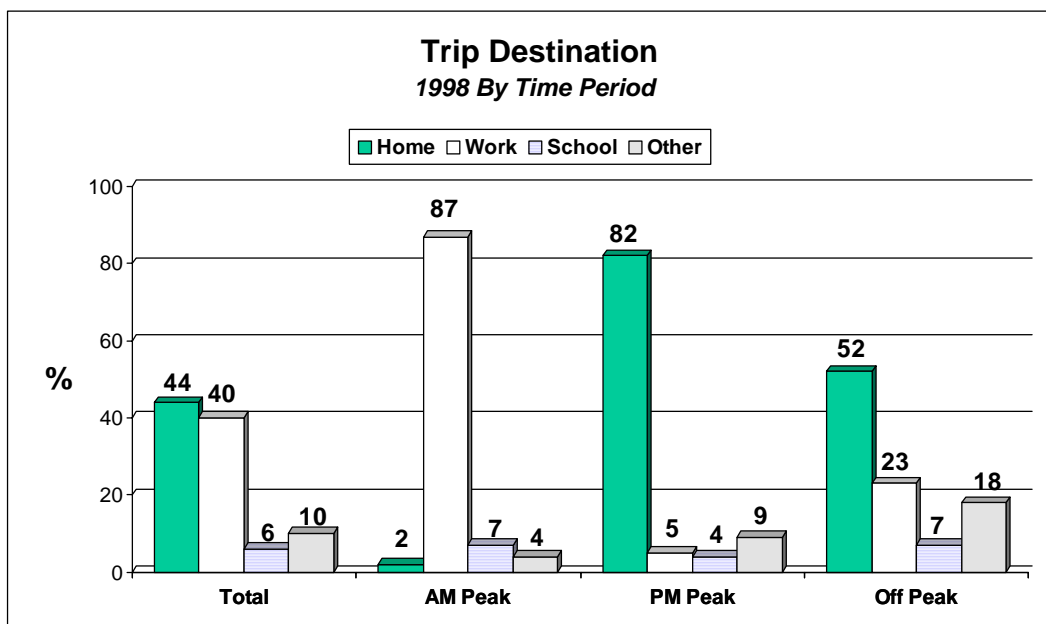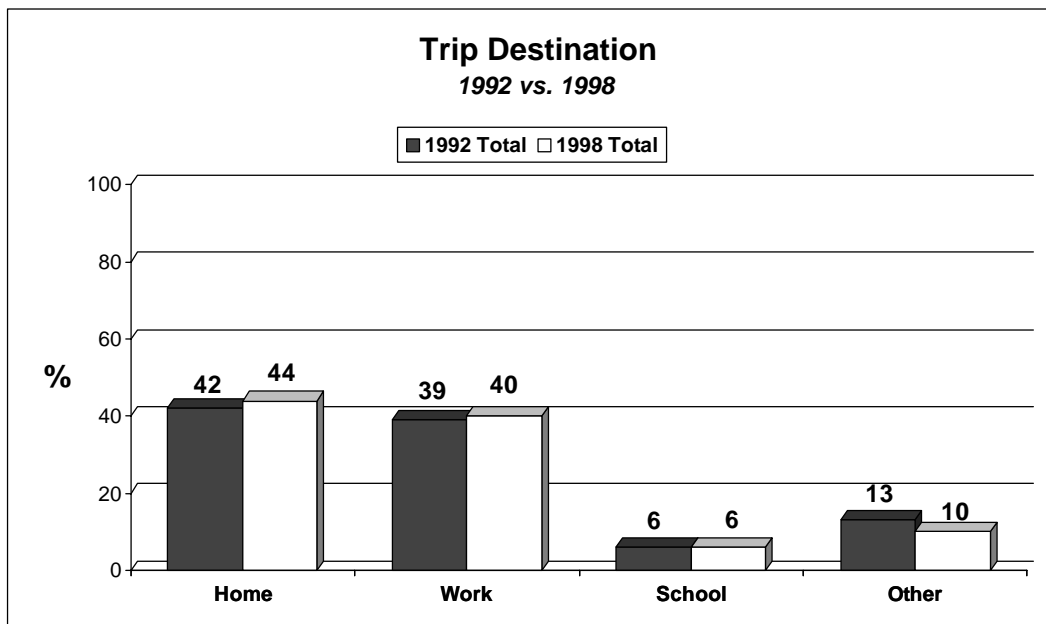
Access Mode

- The automobile continues to be the major access mode from home to BART.
- Incidence of using the automobile to get to BART is highest among AM Peak riders (55%).
- Note that the lower percentages of walkers and bicyclists in 1992 may have been due to rainy conditions during the AM Peak and midday survey periods.

Access Mode to BART (from Home Origin)
1992 vs. 1998

■ 1992 Total □ 1998 Total

	Car	Walk	Transit	Bicycle
1992	49	24	25	1
1998	49	26	23	3

Access Mode to BART (from Home Origin)
1998 By Time Period

■ Car □ Walk □ Transit □ Bicycle

	Car	Walk	Transit	Bicycle
Total	49	26	23	3
AM Peak	55	22	20	2
PM Peak	36	32	29	3
Off Peak	34	34	28	4
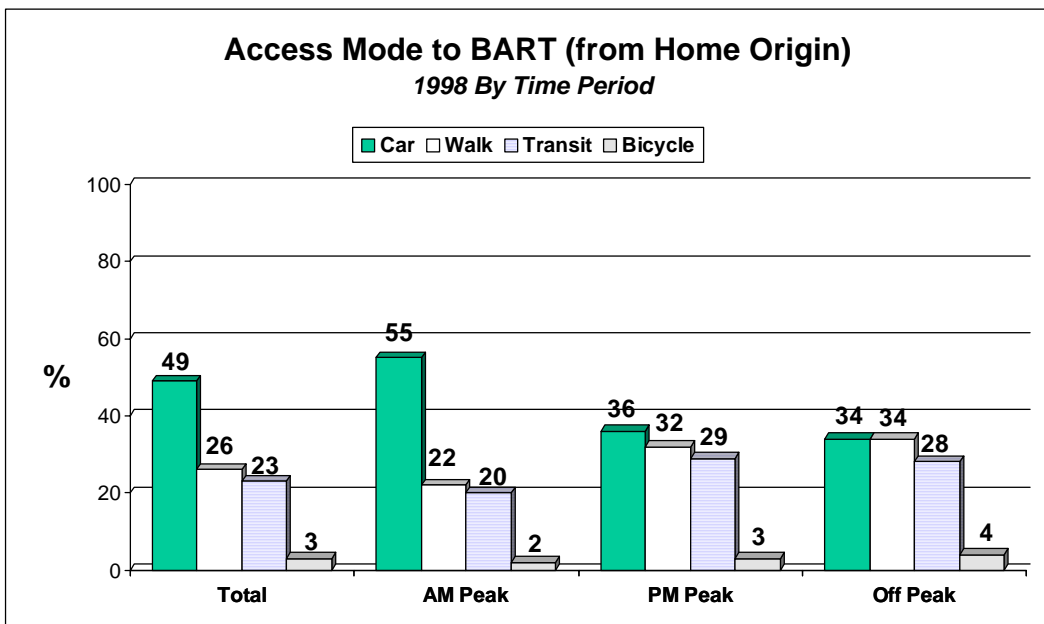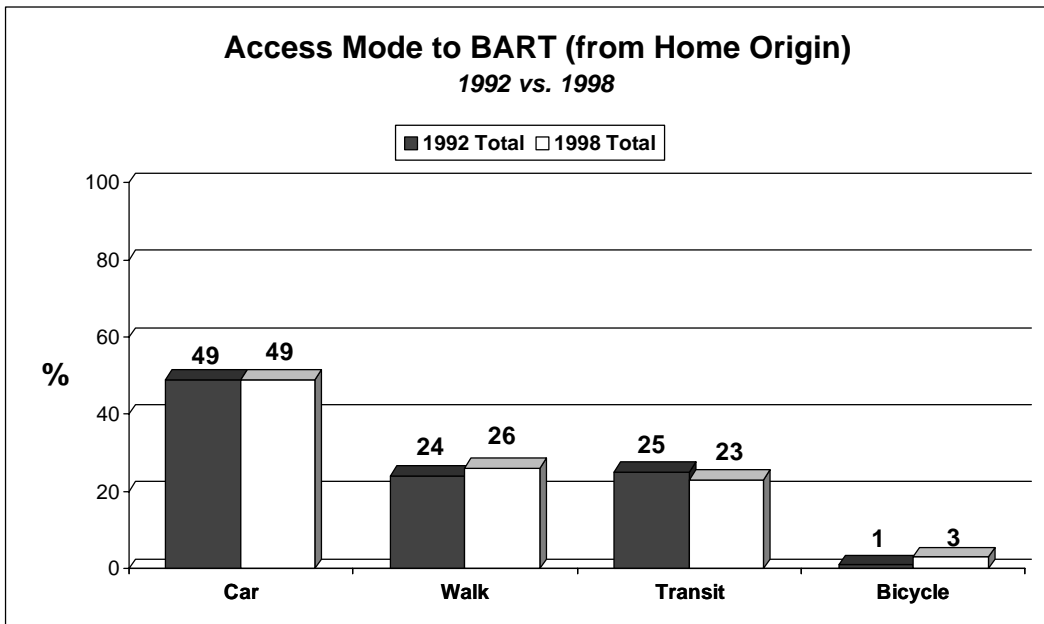
Egress Mode

• Walking continues to be the major egress mode for riders exiting BART for non-home destinations.

• About one in five rode transit, almost one in ten rode in a car, and two percent rode a bicycle.

Egress Mode from BART (to Non-Home Destination)
1992 vs. 1998

■ 1992 Total □ 1998 Total

Mode	1992	1998
Car	7	9
Walk	72	67
Transit	20	22
Bicycle	1	2

Egress Mode from BART (to Non-Home Destination)
1998 By Time Period

■ Car □ Walk ■ Transit □ Bicycle

	Car	Walk	Transit	Bicycle
Total	9	67	22	2
AM Peak	5	72	21	1
PM Peak	23	53	22	2
Off Peak	11	62	24	3
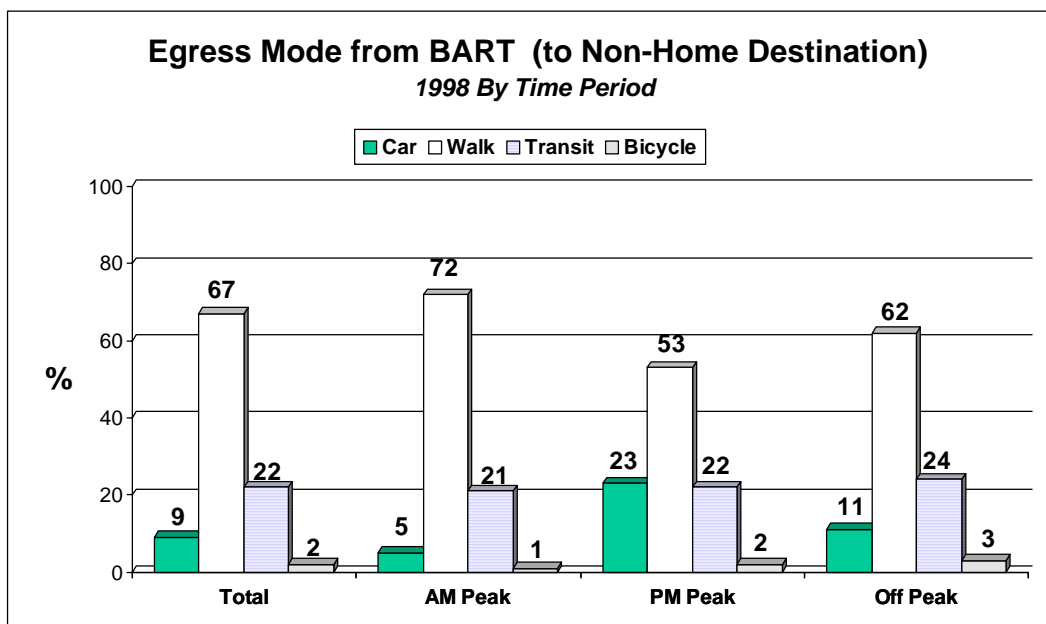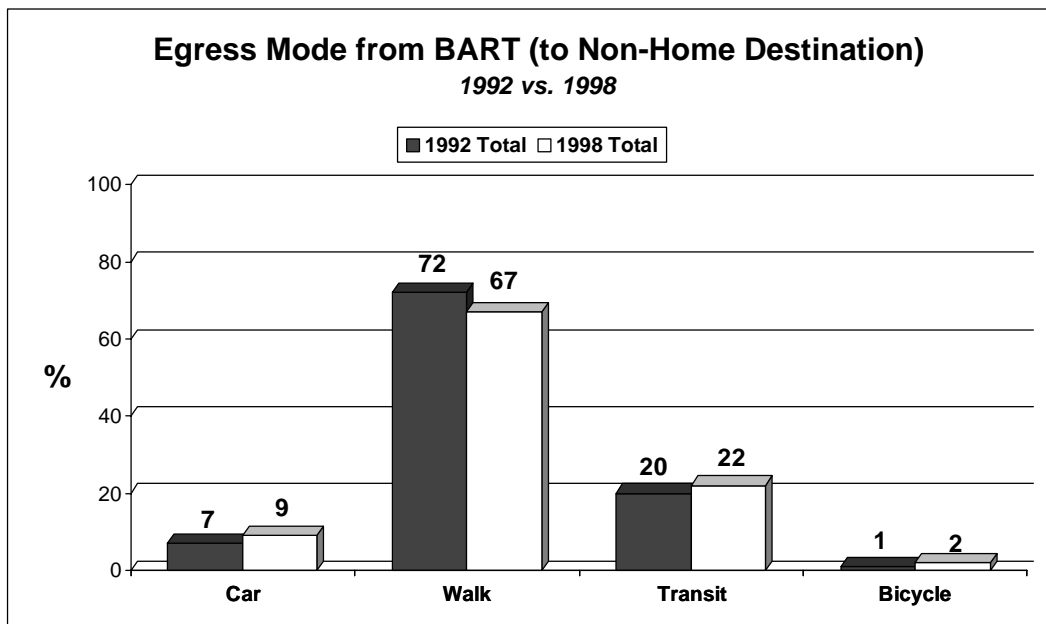
Demographics

- The customer profile tends to be more affluent and slightly older compared to 1992.
- Relative to the 1992 survey results, the current results indicate that BART carries an increased proportion of women and people of Asian/Pacific Islander descent.

1992

1998

Gender

Female 55%

45% **Male**

Female 57%

43% **Male**

Age

1992		1998	
Under 12	1%	Under 12	*
13 - 17	2%	13 - 17	1%
18 - 24	11%	18 - 24	11%
25 - 34	30%	25 - 34	26%
35 - 44	30%	35 - 44	27%
45 - 64	23%	45 - 64	30%
65+	3%	65+	4%

Ethnicity

1992		1998	
White	63%	White	60%
Black	14%	Black	14%
Asian	17%	Asian	21%
Native Amer.	1%	Native Amer.	2%
Other	5%	Other	6%
Hispanic	11%	Hispanic	12%

Household Income

1992		1998	
$15k or less	12%	$15k or less	10%
$15 - $30k	19%	$15 - $30k	15%
$30 - 45k	21%	$30 - 45k	17%
$45 - 60k	18%	$45 - 60k	16%
$60 - $75k	12%	$60 - $75k	13%
$75k +	19%	$75k +	30%
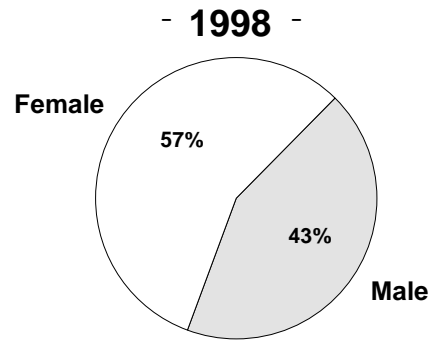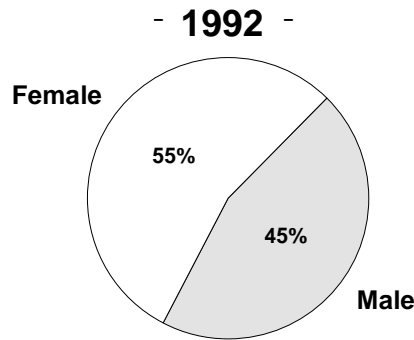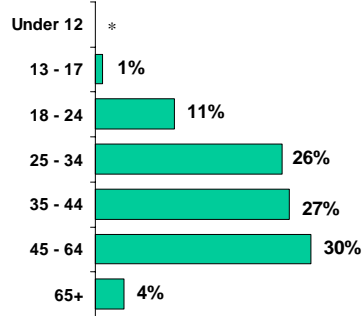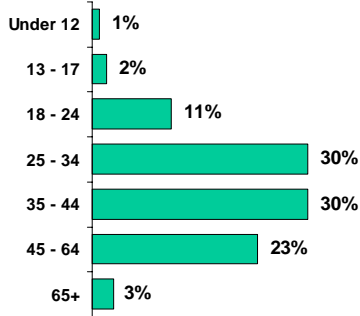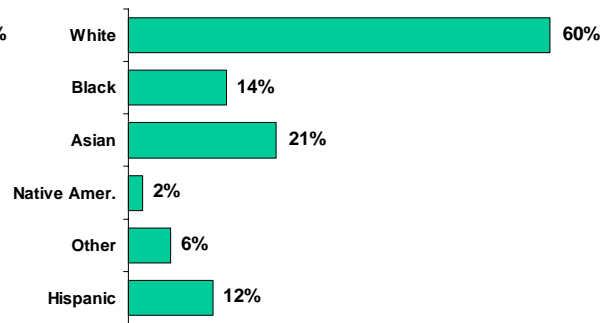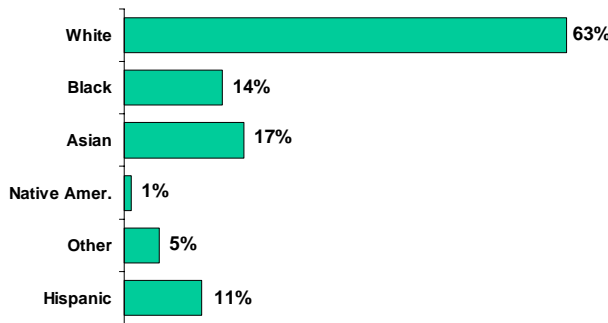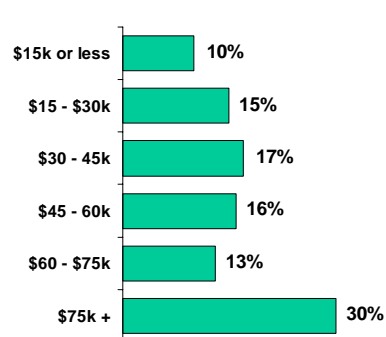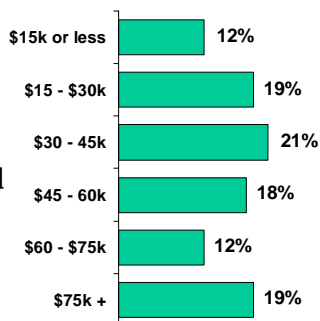
* less than 0.5%

Length of Time Riding BART

- BART has been successful in continuing to attract new customers, with over one in six customers new within the last year.
- The majority of customers have been riding BART for over five years.

Length of Time Riding BART
1992 vs. 1998

■ 1992 Total ☐ 1998 Total

Category	1992 Total	1998 Total
< 6 months	11	10
6 mo. - 1 yr.	6	5
1 - 2 yr.	16	14
3 - 5 yr.	18	15
> 5 years	49	56
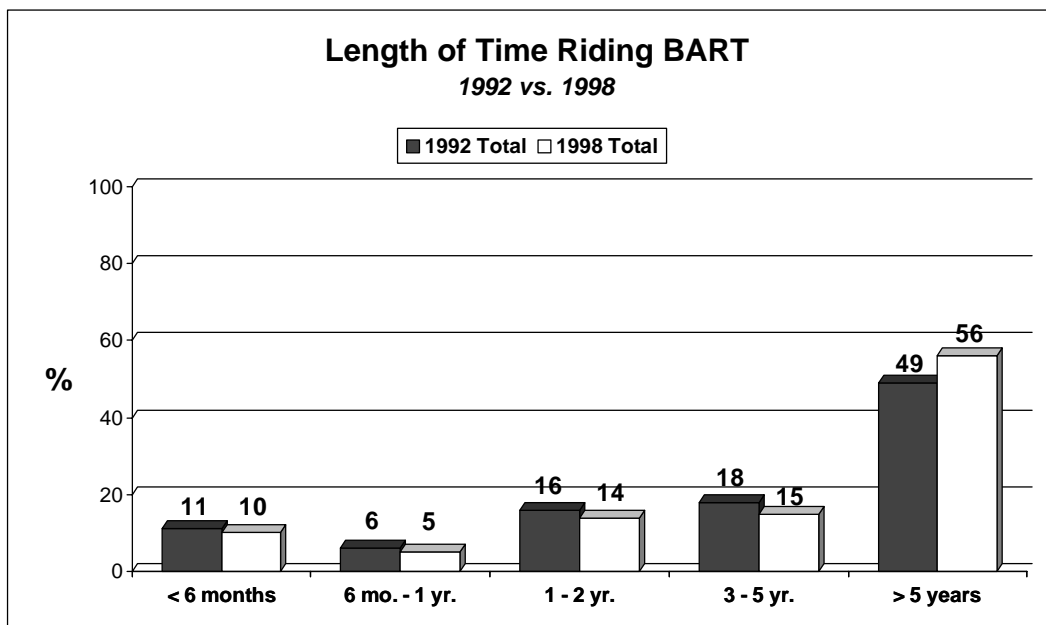
Frequency of Riding BART

- Most weekday customers ride BART five or more days a week.
- As would be expected, Off Peak riders use the system less frequently than Peak period riders.

Frequency of Riding BART
1998 Total

Frequency of Riding BART
1998 By Time Period
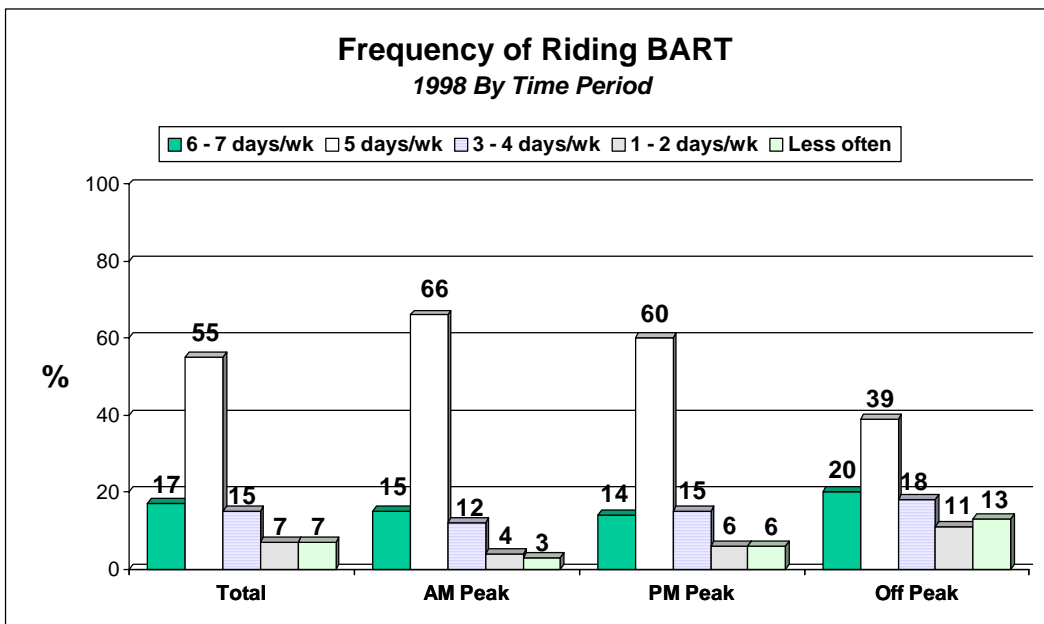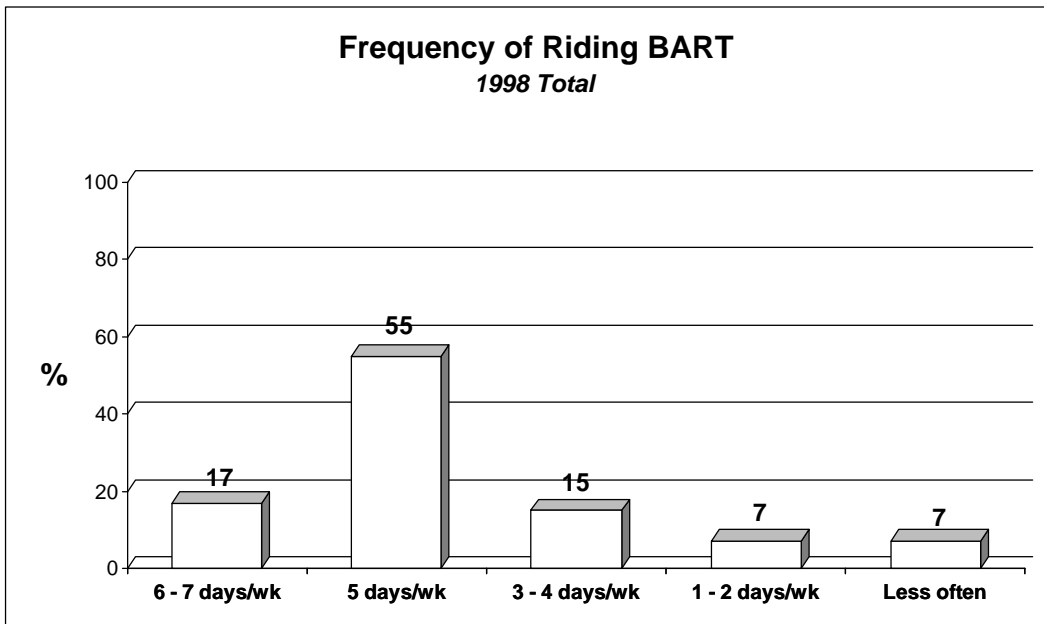
Seating Availability

- BART Peak Period customers report significant improvement in seating availability since 1992.

AM Peak ®

Stood on Train (AM Peak)
1992 vs. 1998

	whole trip	most of trip	part of trip

1992 Total: 28% — (14%), (8%), (6%)
1998 Total: 23% — (13%), (5%), (5%)

PM Peak ®

Stood on Train (PM Peak)
1992 vs. 1998

	whole trip	most of trip	part of trip

1992 Total: 33% — (14%), (13%), (7%)
1998 Total: 21% — (8%), (8%), (5%)
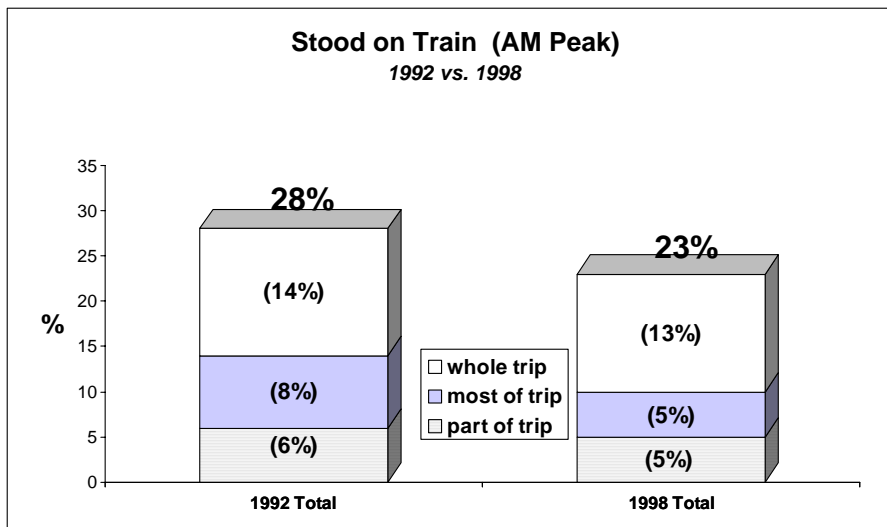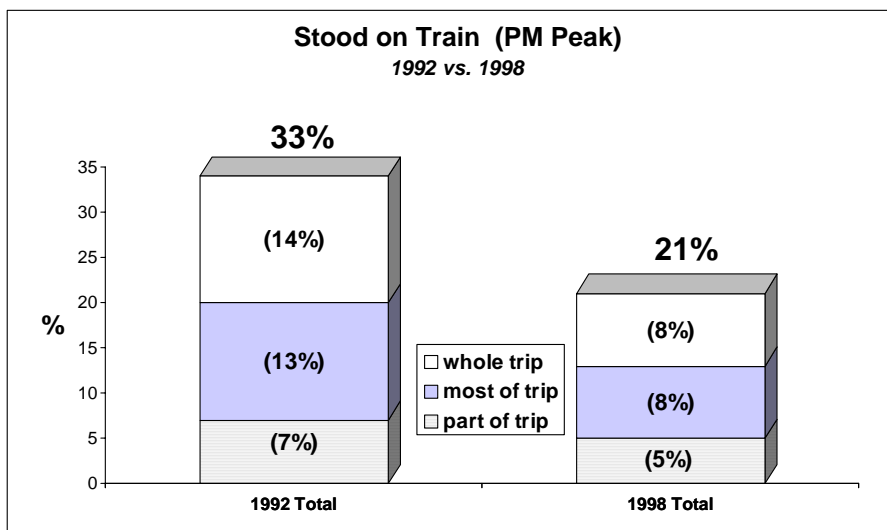
Satisfaction With BART

• Most riders express overall satisfaction with the services provided by BART.
• Off-Peak riders tend to be more satisfied than those traveling the BART system during peak hours.

Satisfaction With BART
1998 Total

Category	%
Very Satisfied	32
Somewhat Satisfied	45
Neutral	11
Somewhat Dissatisfied	9
Very Dissatisfied	2

Satisfaction With BART
1998 By Time Period

Total ☐ AM Peak ☐ PM Peak ☐ Off Peak

Category	Total	AM Peak	PM Peak	Off Peak
Very Satisfied	32	30	29	37
Somewhat Satisfied	45	46	47	43
Neutral	11	12	11	11
Somewhat Dissatisfied	9	10	11	7
Very Dissatisfied	2	3	2	2

Reasons Selecting BART Over Car

- Over half (57%) of the survey participants indicated that a car, truck, van or motorcycle was available for the trip. This represents an increase since 1992 when 50% indicated a vehicle was available.
- Traffic congestion and parking are by far the major reasons for selecting BART over driving.

Reasons Selecting BART Over Car
1992 vs. 1998 - Total

Reason	1992 Total	1998 Total
Traffic congestion	35%	37%
Inconvenience parking	24%	28%
Cost savings	16%	11%
Environmental concerns	10%	8%
Comfort of BART	9%	8%
Safety / Security	2%	2%
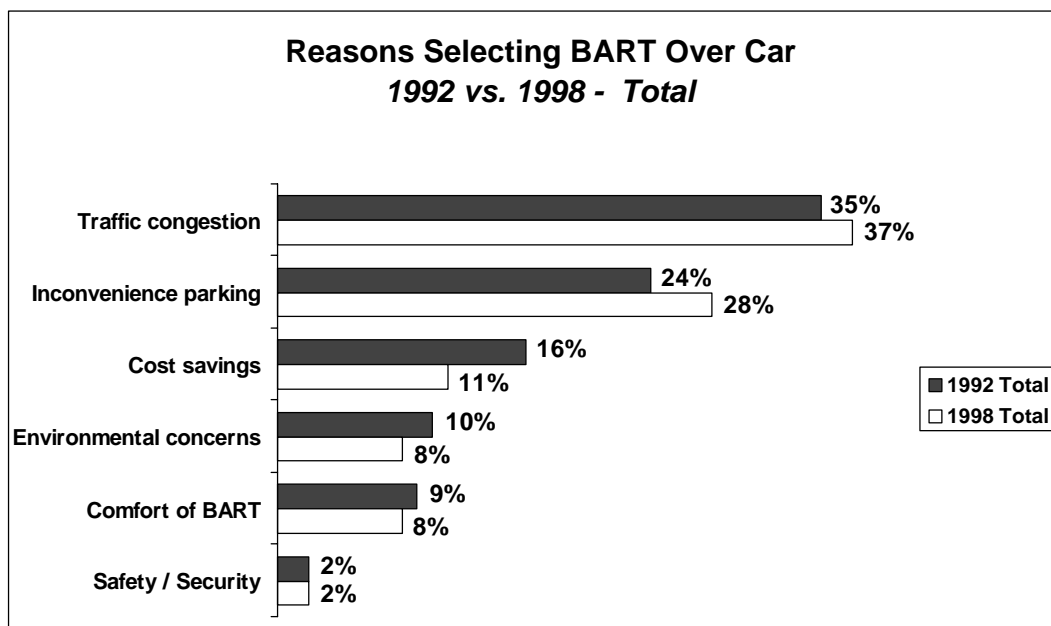
Awareness of BART Upgrades/Services

- The majority of respondents are aware of: Offsite ticket sales, 911 emergency call boxes, renovated escalators, renovated train car interiors, and the BART Times newsletter.
- The BART Events Hotline has a relatively low awareness level.

Awareness of BART Upgrades/Services
1998 Total

Category	Percentage
Offsite ticket sales	61%
911 call boxes	57%
Renovated escalators	57%
Renovated train car interiors	55%
BART Times newsletter	55%
Parking lot lighting	42%
Renovated stations	40%
Renovated elevators	35%
BART Pool parking	33%
BART web site	27%
BART events hotline	16%
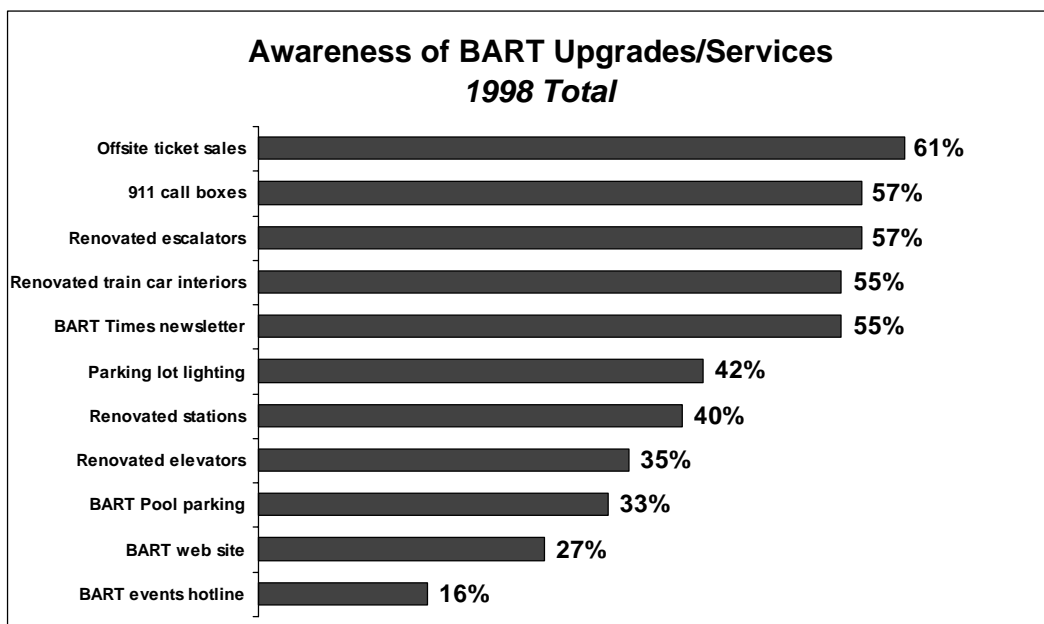
IV. Station Specific Results

The following tables depict the individual <u>home</u> origin markets for each of BART's thirty-nine stations. Included also are tables which present data for seven downtown/central business district stations based on <u>non-home</u> origin points. The non-home locations include work, school, recreation, entertainment, personal business, and other origin points.

<u>**NOTE: Maps containing home and non-home origin locations for customers at stations are presented in a separate PDF file**</u>

Station abbreviations used on the following maps:

12th Street, Oakland/City Center	12	Glen Park	GP
16th Street & Mission	16	Hayward	HY
19th Street, Oakland	19	Lafayette	LF
24th Street & Mission	24	Lake Merritt	LM
Ashby	AS	MacArthur	MA
Balboa Park	BP	Montgomery	MT
Bay Fair	BF	North Berkeley	NB
Castro Valley	CV	North Concord/Martinez	NC
Civic Center	CC	Orinda	OR
Coliseum/Oakland Airport	CL	Pittsburg/Bay Point	PB
Colma	CM	Pleasant Hill	PH
Concord	CN	Powell Street	PL
Daly City	DC	Richmond	RM
Downtown Berkeley	BK	Rockridge	RR
Dublin/Pleasanton	DP	San Leandro	SL
El Cerrito Del Norte	EN	South Hayward	SH
El Cerrto Plaza	EP	Union City	UC
Embarcadero	EM	Walnut Creek	WC
Fremont	FM	West Oakland	WO
Fruitvale	FV		

Percents shown on the following tables may not total 100% due to rounding or multiple responses (as noted).

12ᵗʰ Street/Oakland City Center Station Profile

Persons Entering 12ᵗʰ Street Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

	Walk Only	Bus/Transit	Car	Bicycle	Other
	29%	46%	24%	1%	0%

They are distinguished by:

Age:
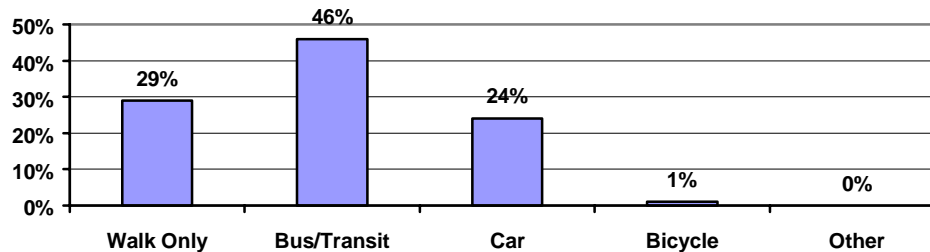
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	18%	50%	29%	3%

Gender:

Male	Female
47%	53%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
49%	28%	15%	8%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
39%	32%	26%	3%	4%	9%

They are traveling to:

Work	69%
School	12%
Shopping	5%
Other	15%

Other factors:

73%	Use BART 5 or more days per week
42%	Have a car available to make their BART trips
9%	Employer pays all or part of BART ticket cost
19%	Work at home/telecommute*
9%	Casual carpool*
44%	Use the Internet*

*At least once in the week prior to the survey.

16th Street & Mission Station Profile

Persons Entering 16th Street Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
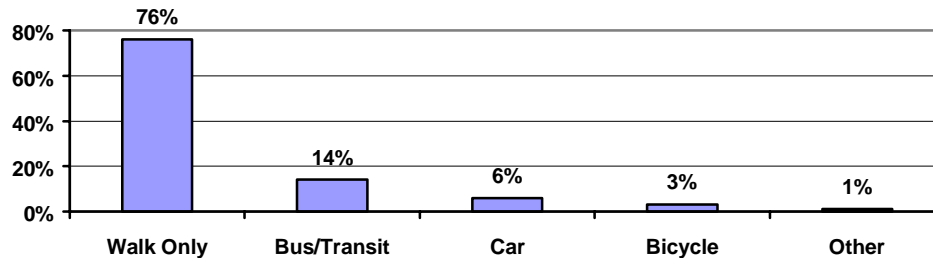
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	9%	70%	19%	1%

Gender:

Male	Female
48%	52%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
36%	35%	21%	8%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
81%	5%	9%	1%	6%	16%

They are traveling to:

Work	70%
School	14%
Shopping	1%
Other	14%

Other factors:

77%	Use BART 5 or more days per week
36%	Have a car available to make their BART trips
10%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
7%	Casual carpool*
60%	Use the Internet*

*At least once in the week prior to the survey.

19th Street/Oakland Station Profile

Persons Entering 19th Street Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
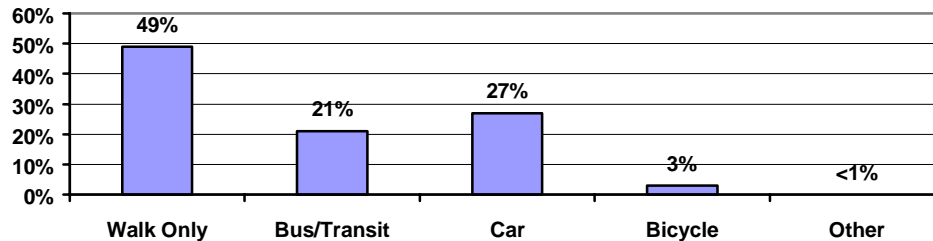
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	15%	56%	23%	4%

Gender:

Male	Female
39%	61%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
41%	33%	15%	11%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
47%	33%	14%	3%	5%	11%

They are traveling to:

Work	68%
School	14%
Shopping	3%
Other	16%

Other factors:

72%	Use BART 5 or more days per week
48%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
14%	Work at home/telecommute*
11%	Casual carpool*
54%	Use the Internet*

*At least once in the week prior to the survey.

24th Street & Mission Station Profile

Persons Entering 24th Street Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
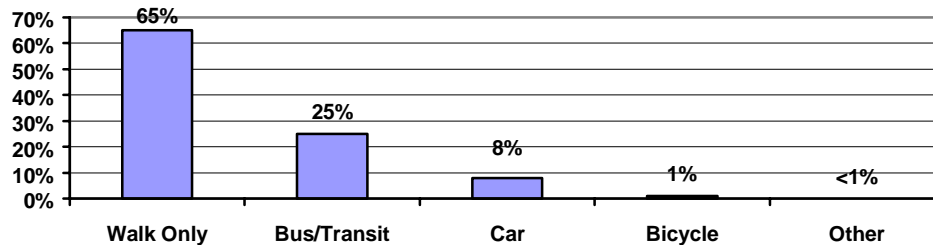
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	12%	63%	22%	2%

Gender:

Male	Female
43%	57%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
35%	33%	22%	10%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
78%	5%	11%	2%	7%	23%

They are traveling to:

Work	74%
School	12%
Shopping	1%
Other	13%

Other factors:

78%	Use BART 5 or more days per week
42%	Have a car available to make their BART trips
10%	Employer pays all or part of BART ticket cost
18%	Work at home/telecommute*
5%	Casual carpool*
60%	Use the Internet*

*At least once in the week prior to the survey.

Ashby Station Profile

Persons Entering Ashby Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
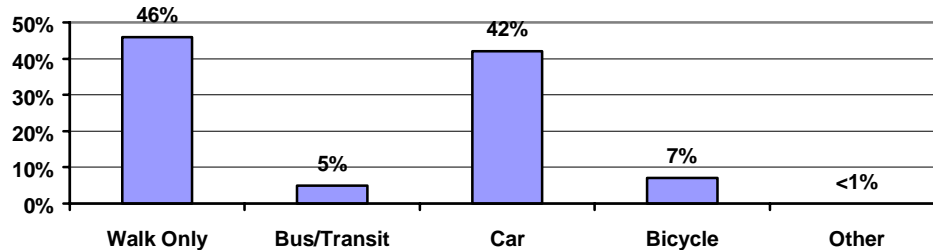
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	19%	54%	23%	2%

Gender:

Male	Female
41%	59%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
36%	33%	22%	9%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
61%	21%	12%	2%	7%	10%

They are traveling to:

Work	71%
School	14%
Shopping	1%
Other	14%

Other factors:

| 68%	Use BART 5 or more days per week
56%	Have a car available to make their BART trips
9%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
9%	Casual carpool*
58%	Use the Internet*

     *At least once in the week prior to the survey.

Balboa Park Station Profile

Persons Entering Balboa Park Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
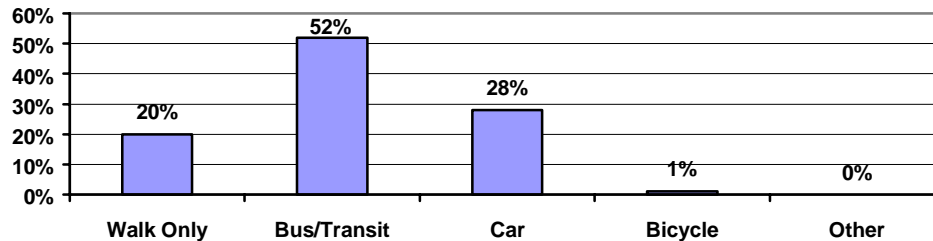
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	12%	53%	31%	3%

Gender:

Male	Female
33%	67%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
28%	39%	25%	7%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
31%	13%	50%	1%	6%	20%

They are traveling to:

Work	86%
School	5%
Shopping	1%
Other	8%

Other factors:

87%	Use BART 5 or more days per week
50%	Have a car available to make their BART trips
10%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
3%	Casual carpool*
46%	Use the Internet*

*At least once in the week prior to the survey.

Bay Fair Station Profile

Persons Entering Bay Fair Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
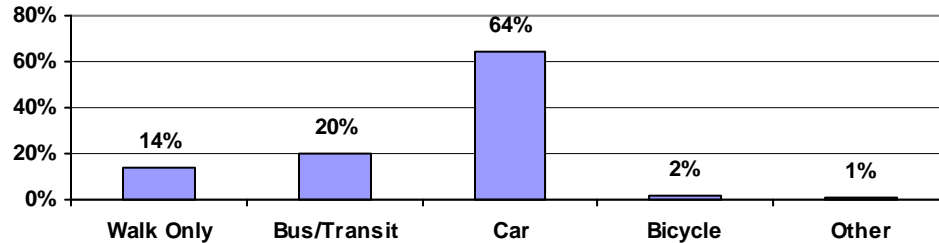
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	12%	52%	33%	3%

Gender:

Male	Female
36%	64%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
26%	36%	28%	10%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
49%	23%	24%	2%	5%	15%

They are traveling to:

Work	78%
School	8%
Shopping	2%
Other	12%

Other factors:

77%	Use BART 5 or more days per week
67%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
6%	Casual carpool*
46%	Use the Internet*

*At least once in the week prior to the survey.

Castro Valley Station Profile

Persons Entering Castro Valley Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
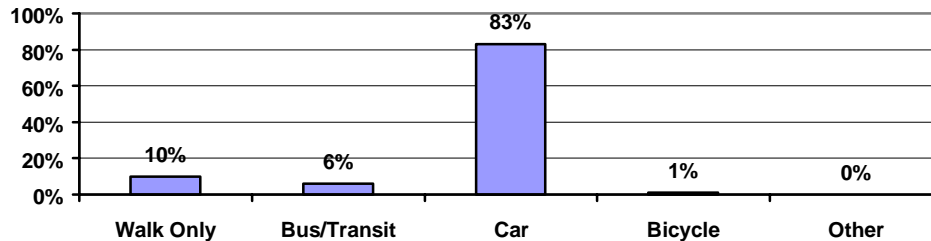
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	8%	48%	39%	4%

Gender:

Male	Female
38%	62%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
11%	28%	34%	26%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
68%	9%	21%	2%	2%	8%

They are traveling to:

Work	78%
School	6%
Shopping	1%
Other	16%

Other factors:

68%	Use BART 5 or more days per week
75%	Have a car available to make their BART trips
14%	Employer pays all or part of BART ticket cost
15%	Work at home/telecommute*
6%	Casual carpool*
62%	Use the Internet*

*At least once in the week prior to the survey.

Civic Center Station Profile

Persons Entering Civic Center Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
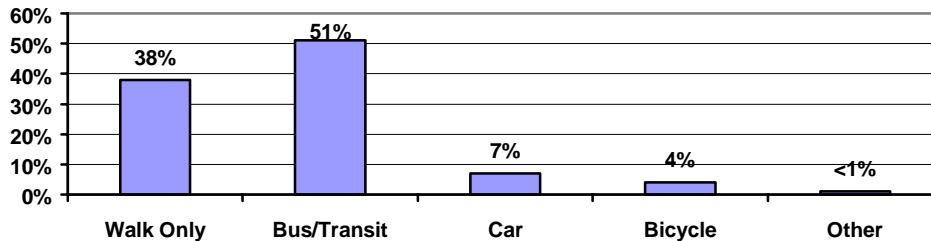
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	14%	57%	24%	5%

Gender:

Male	Female
56%	45%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
42%	33%	18%	7%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
64%	11%	18%	3%	9%	11%

They are traveling to:

Work	63%
School	19%
Shopping	1%
Other	17%

Other factors:

67%	Use BART 5 or more days per week
40%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
5%	Casual carpool*
52%	Use the Internet*

*At least once in the week prior to the survey.

Coliseum/Oakland Airport Station Profile

Persons Entering Coliseum Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
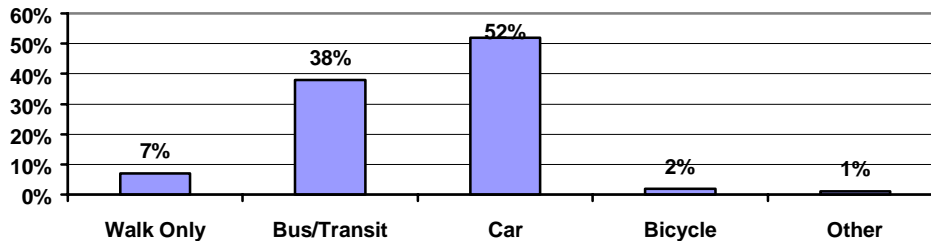
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	19%	50%	28%	1%

Gender:

Male	Female
32%	68%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
42%	36%	15%	7%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
15%	78%	3%	1%	3%	9%

They are traveling to:

Work	76%
School	11%
Shopping	2%
Other	11%

Other factors:

|	
80%	Use BART 5 or more days per week
54%	Have a car available to make their BART trips
11%	Employer pays all or part of BART ticket cost
15%	Work at home/telecommute*
7%	Casual carpool*
36%	Use the Internet*

*At least once in the week prior to the survey.

Colma Station Profile

Persons Entering Colma Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
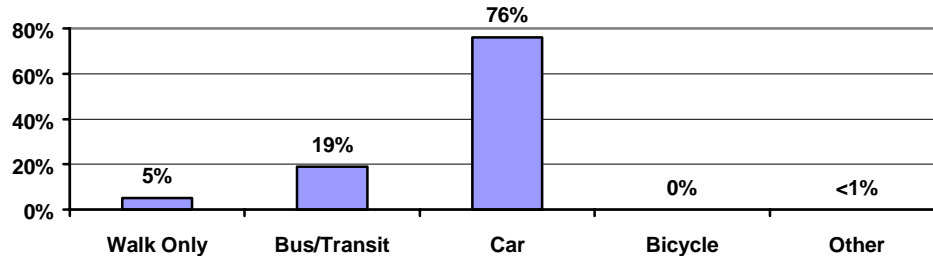
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	9%	53%	35%	3%

Gender:

Male	Female
36%	64%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
15%	34%	35%	17%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
51%	4%	40%	1%	5%	15%

They are traveling to:

Work	84%
School	7%
Shopping	1%
Other	9%

Other factors:

|	
80%	Use BART 5 or more days per week
73%	Have a car available to make their BART trips
15%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
6%	Casual carpool*
58%	Use the Internet*

*At least once in the week prior to the survey.

Concord Station Profile

Persons Entering Concord Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
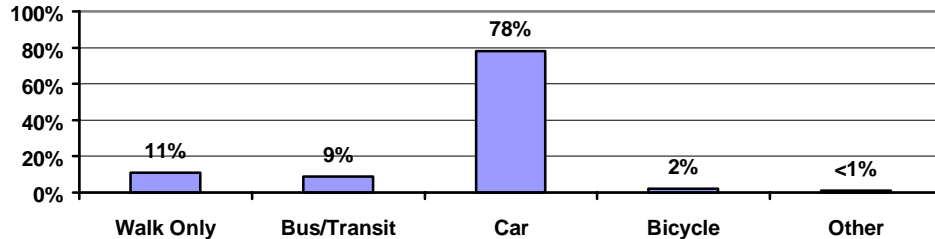
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	8%	48%	39%	3%

Gender:

Male	Female
47%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
16%	35%	32%	17%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
74%	5%	17%	2%	5%	15%

They are traveling to:

Work	85%
School	4%
Shopping	1%
Other	10%

Other factors:

77%	Use BART 5 or more days per week
71%	Have a car available to make their BART trips
15%	Employer pays all or part of BART ticket cost
10%	Work at home/telecommute*
4%	Casual carpool*
56%	Use the Internet*

*At least once in the week prior to the survey.

Daly City Station Profile

Persons Entering Daly City Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
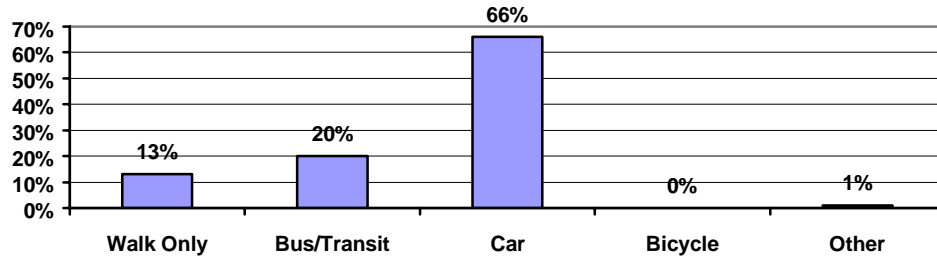
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	12%	50%	32%	6%

Gender:

Male	Female
38%	62%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
20%	38%	31%	12%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
44%	7%	45%	1%	6%	16%

They are traveling to:

Work	81%
School	5%
Shopping	1%
Other	13%

Other factors:

|	
73%	Use BART 5 or more days per week
70%	Have a car available to make their BART trips
14%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
6%	Casual carpool*
50%	Use the Internet*

*At least once in the week prior to the survey.

Downtown Berkeley Station Profile

Persons Entering Downtown Berkeley Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
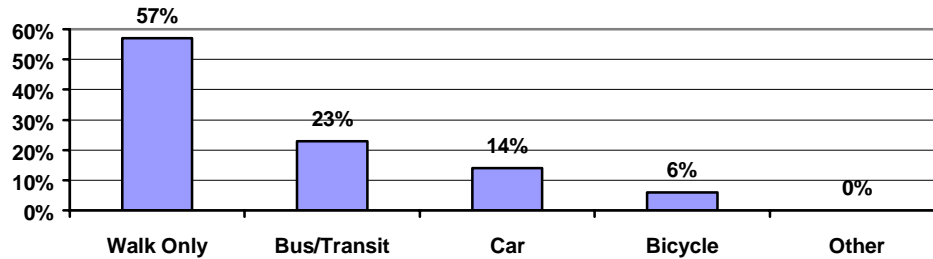
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	25%	49%	20%	4%

Gender:

Male	Female
53%	47%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
42%	32%	18%	9%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
67%	11%	19%	1%	5%	8%

They are traveling to:

Work	60%
School	16%
Shopping	2%
Other	21%

Other factors:

| 67%	Use BART 5 or more days per week
43%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
18%	Work at home/telecommute*
9%	Casual carpool*
65%	Use the Internet*

*At least once in the week prior to the survey.

Dublin/Pleasanton Station Profile

Persons Entering Dublin/Pleasanton Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
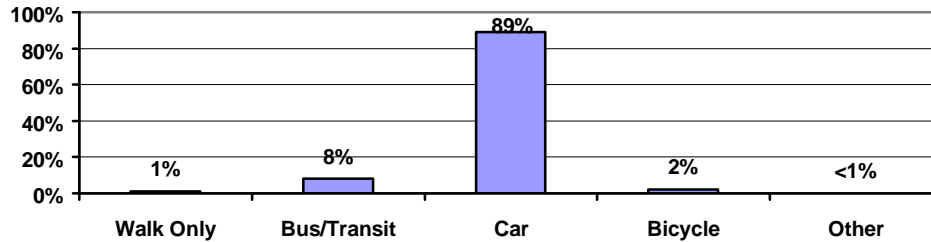
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	5%	55%	37%	3%

Gender:

Male	Female
48%	52%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
7%	25%	37%	32%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
78%	5%	13%	1%	3%	9%

They are traveling to:

Work	80%
School	6%
Shopping	1%
Other	13%

Other factors:

64%	Use BART 5 or more days per week
85%	Have a car available to make their BART trips
16%	Employer pays all or part of BART ticket cost
16%	Work at home/telecommute*
6%	Casual carpool*
65%	Use the Internet*

*At least once in the week prior to the survey.

El Cerrito Del Norte Station Profile

Persons Entering El Cerrito Del Norte Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
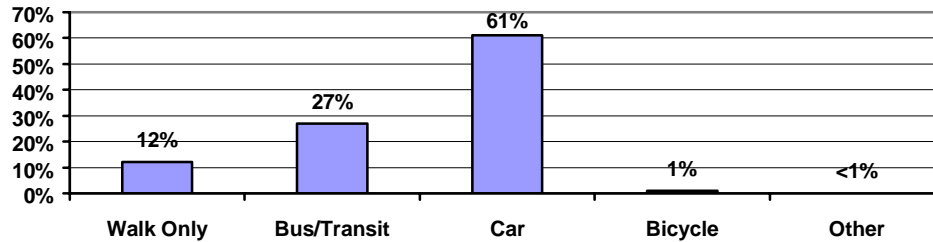
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	11%	46%	39%	4%

Gender:

Male	Female
39%	62%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
24%	35%	30%	11%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
48%	27%	22%	2%	4%	11%

They are traveling to:

Work	77%
School	9%
Shopping	1%
Other	13%

Other factors:

| 76%	Use BART 5 or more days per week
71%	Have a car available to make their BART trips
17%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
10%	Casual carpool*
49%	Use the Internet*

*At least once in the week prior to the survey.

El Cerrito Plaza Station Profile

Persons Entering El Cerrito Plaza Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
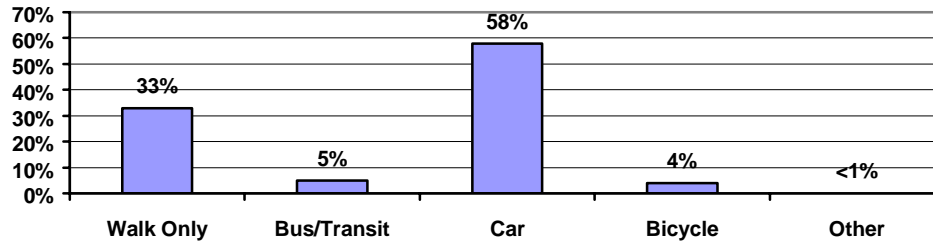
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	10%	50%	32%	8%

Gender:

Male	Female
40%	60%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
21%	34%	30%	15%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
69%	10%	18%	1%	4%	9%

They are traveling to:

Work	69%
School	12%
Shopping	1%
Other	18%

Other factors:

|	
66%	Use BART 5 or more days per week
71%	Have a car available to make their BART trips
18%	Employer pays all or part of BART ticket cost
15%	Work at home/telecommute*
5%	Casual carpool*
66%	Use the Internet*

*At least once in the week prior to the survey.

Embarcadero Station Profile

Persons Entering Embarcadero Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
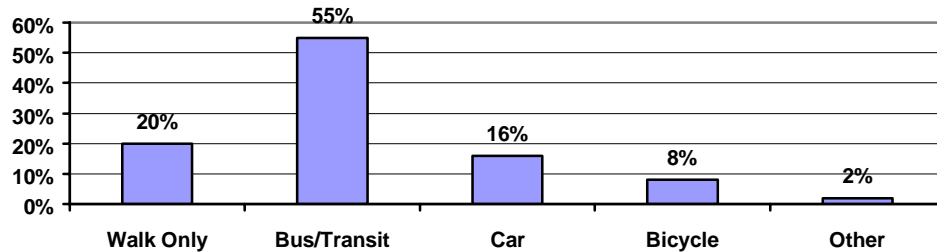
Under 18	18 to 24	25 to 44	45 to 64	65 and over
3%	4%	57%	31%	6%

Gender:

Male	Female
46%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
21%	34%	27%	18%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
75%	9%	13%	2%	6%	8%

They are traveling to:

Work	62%
School	9%
Shopping	4%
Other	25%

Other factors:

58%	Use BART 5 or more days per week
46%	Have a car available to make their BART trips
15%	Employer pays all or part of BART ticket cost
16%	Work at home/telecommute*
9%	Casual carpool*
59%	Use the Internet*

*At least once in the week prior to the survey.

Fremont Station Profile

Persons Entering Fremont Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
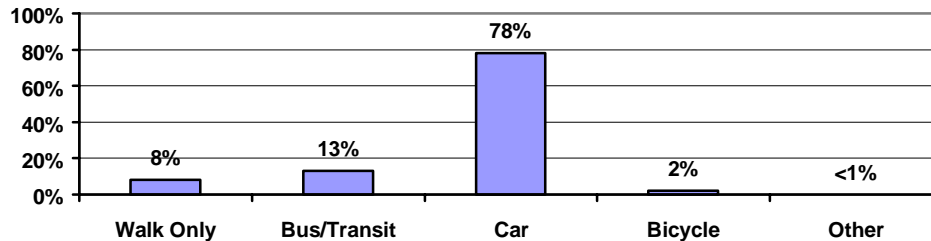
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	9%	54%	30%	7%

Gender:

Male	Female
46%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
16%	25%	37%	22%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
52%	7%	37%	2%	4%	9%

They are traveling to:

Work	73%
School	10%
Shopping	1%
Other	17%

Other factors:

67%	Use BART 5 or more days per week
77%	Have a car available to make their BART trips
17%	Employer pays all or part of BART ticket cost
15%	Work at home/telecommute*
7%	Casual carpool*
61%	Use the Internet*

*At least once in the week prior to the survey.

Fruitvale Station Profile

Persons Entering Fruitvale Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
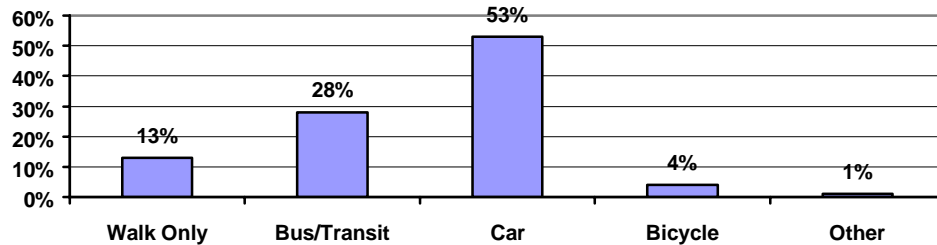
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	16%	54%	25%	3%

Gender:

Male	Female
40%	60%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
38%	36%	18%	8%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
44%	31%	19%	3%	8%	16%

They are traveling to:

Work	75%
School	9%
Shopping	2%
Other	15%

Other factors:

75%	Use BART 5 or more days per week
56%	Have a car available to make their BART trips
11%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
8%	Casual carpool*
46%	Use the Internet*

*At least once in the week prior to the survey.

Glen Park Station Profile

Persons Entering Glen Park Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
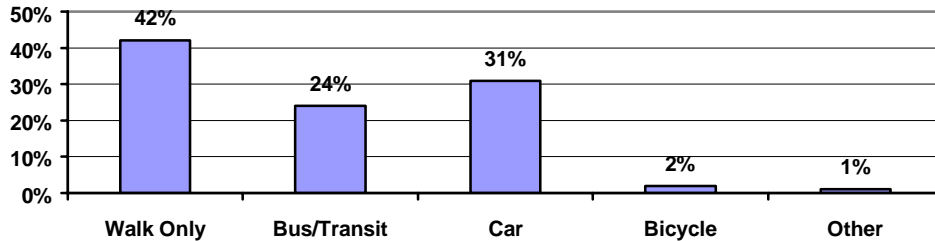
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	7%	54%	33%	6%

Gender:

Male	Female
45%	55%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
20%	36%	27%	17%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
61%	8%	25%	3%	5%	14%

They are traveling to:

Work	80%
School	5%
Shopping	3%
Other	13%

Other factors:

|	
80%	Use BART 5 or more days per week
62%	Have a car available to make their BART trips
17%	Employer pays all or part of BART ticket cost
18%	Work at home/telecommute*
5%	Casual carpool*
62%	Use the Internet*

*At least once in the week prior to the survey.

Hayward Station Profile

Persons Entering Hayward Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
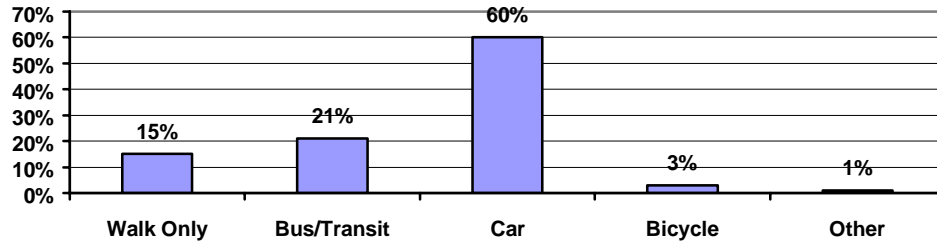
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	9%	52%	35%	4%

Gender:

Male	Female
46%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
23%	43%	22%	12%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
51%	22%	24%	1%	4%	16%

They are traveling to:

|	
Work	76%
School	7%
Shopping	2%
Other	15%

Other factors:

78%	Use BART 5 or more days per week
59%	Have a car available to make their BART trips
16%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
5%	Casual carpool*
47%	Use the Internet*

*At least once in the week prior to the survey.

Lafayette Station Profile

Persons Entering Lafayette Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

	Walk Only	Bus/Transit	Car	Bicycle	Other
	7%	5%	86%	2%	<1%

They are distinguished by:

Age:
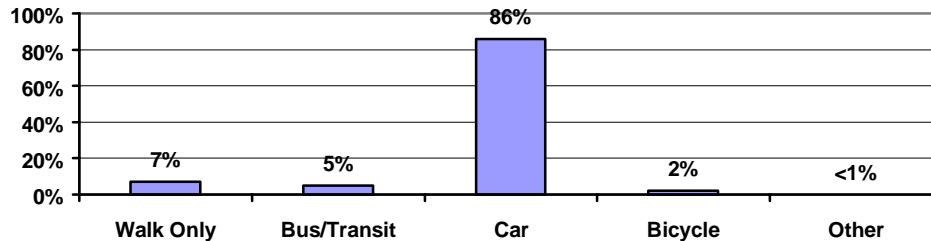
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	4%	49%	37%	10%

Gender:

Male	Female
52%	48%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
4%	19%	31%	47%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
87%	1%	10%	1%	2%	7%

They are traveling to:

Work	82%
School	4%
Shopping	1%
Other	14%

Other factors:

68%	Use BART 5 or more days per week
85%	Have a car available to make their BART trips
14%	Employer pays all or part of BART ticket cost
15%	Work at home/telecommute*
8%	Casual carpool*
72%	Use the Internet*

*At least once in the week prior to the survey.

Lake Merritt Station Profile

Persons Entering Lake Merritt Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
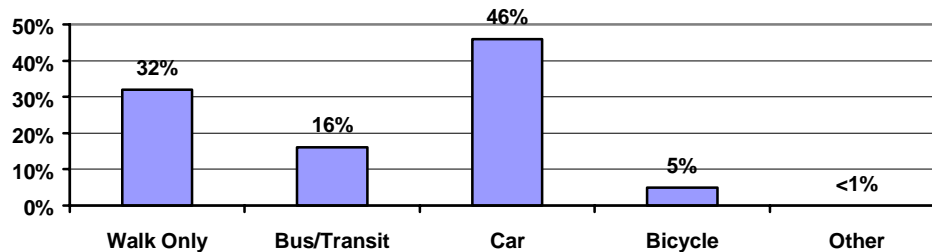
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	17%	59%	21%	3%

Gender:

Male	Female
48%	53%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
37%	38%	17%	8%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
38%	25%	30%	3%	7%	11%

They are traveling to:

Work	70%
School	15%
Shopping	2%
Other	13%

Other factors:

| 75%	Use BART 5 or more days per week
58%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
20%	Work at home/telecommute*
7%	Casual carpool*
54%	Use the Internet*

*At least once in the week prior to the survey.

MacArthur Station Profile

Persons Entering MacArthur Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
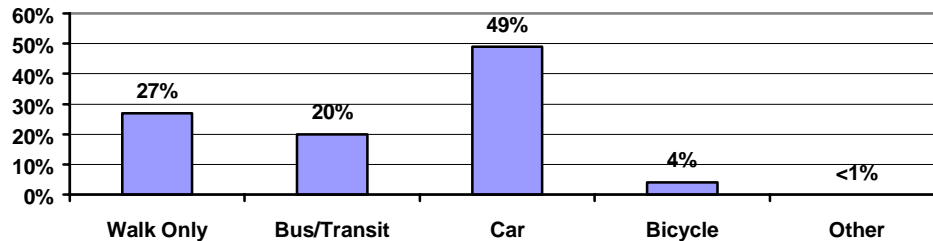
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	14%	56%	27%	3%

Gender:

Male	Female
38%	62%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
36%	34%	19%	11%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
55%	29%	10%	1%	7%	8%

They are traveling to:

Work	71%
School	11%
Shopping	1%
Other	16%

Other factors:

68%	Use BART 5 or more days per week
60%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
19%	Work at home/telecommute*
10%	Casual carpool*
60%	Use the Internet*

*At least once in the week prior to the survey.

Montgomery Street Station Profile

Persons Entering Montgomery Street Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
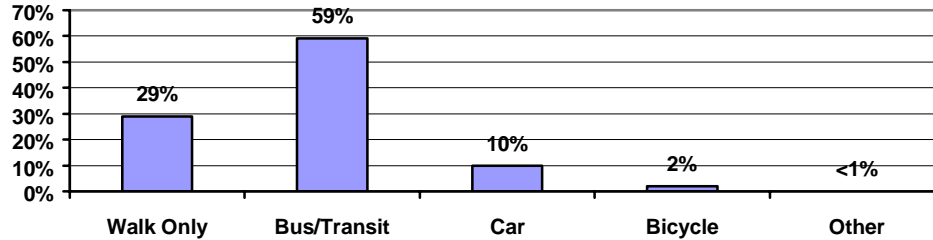
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	6%	54%	36%	4%

Gender:

Male	Female
54%	46%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
29%	31%	24%	16%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
65%	10%	20%	1%	5%	9%

They are traveling to:

Work	59%
School	10%
Shopping	1%
Other	30%

Other factors:

67%	Use BART 5 or more days per week
45%	Have a car available to make their BART trips
15%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
11%	Casual carpool*
56%	Use the Internet*

*At least once in the week prior to the survey.

North Berkeley Station Profile

Persons Entering North Berkeley Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
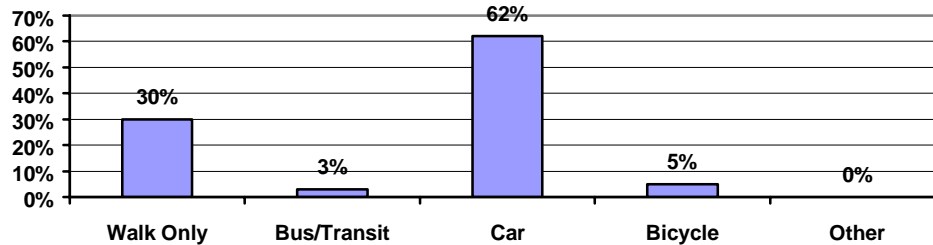
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	9%	51%	33%	7%

Gender:

Male	Female
43%	57%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
19%	30%	28%	23%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
75%	7%	13%	2%	5%	7%

They are traveling to:

Work	71%
School	8%
Shopping	3%
Other	18%

Other factors:

58%	Use BART 5 or more days per week
71%	Have a car available to make their BART trips
12%	Employer pays all or part of BART ticket cost
19%	Work at home/telecommute*
10%	Casual carpool*
65%	Use the Internet*

*At least once in the week prior to the survey.

North Concord/Martinez Station Profile

Persons Entering North Concord/Martinez Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
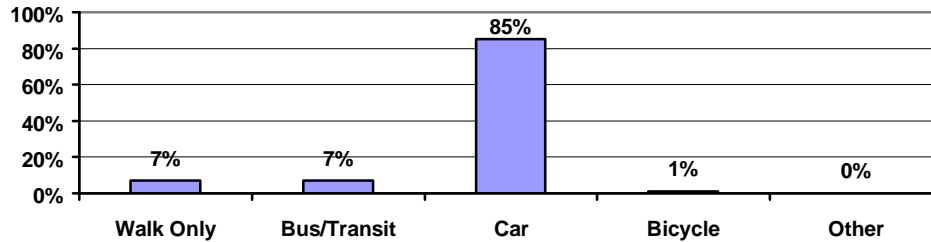
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	8%	53%	36%	2%

Gender:

Male	Female
42%	58%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
11%	32%	44%	13%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
75%	9%	12%	1%	5%	12%

They are traveling to:

Work	82%
School	6%
Shopping	2%
Other	10%

Other factors:

|	
72%	Use BART 5 or more days per week
81%	Have a car available to make their BART trips
16%	Employer pays all or part of BART ticket cost
12%	Work at home/telecommute*
6%	Casual carpool*
64%	Use the Internet*

*At least once in the week prior to the survey.

Orinda Station Profile

Persons Entering Orinda Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
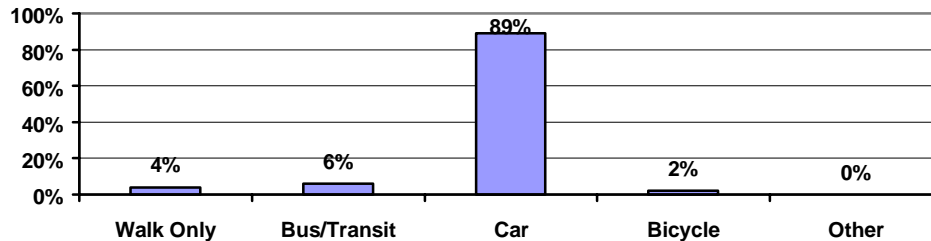
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	4%	38%	51%	7%

Gender:

Male	Female
51%	49%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
5%	16%	31%	48%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
81%	3%	14%	1%	3%	6%

They are traveling to:

Work	85%
School	3%
Shopping	1%
Other	11%

Other factors:

67%	Use BART 5 or more days per week
84%	Have a car available to make their BART trips
14%	Employer pays all or part of BART ticket cost
16%	Work at home/telecommute*
9%	Casual carpool*
69%	Use the Internet*

      *At least once in the week prior to the survey.

Pittsburg/Bay Point Station Profile

Persons Entering Pittsburg/Bay Point Station Faregates Who Started Trips From Their Homes

The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
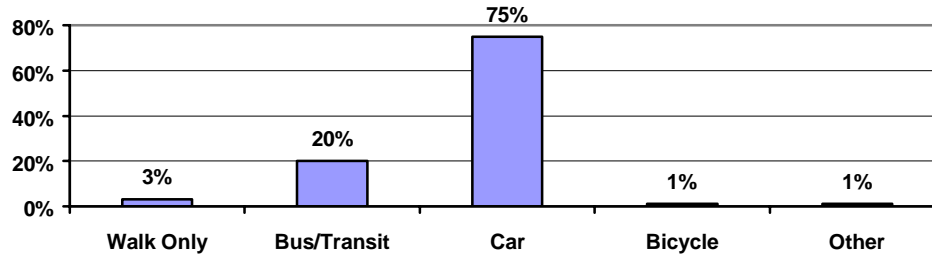
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	10%	51%	35%	3%

Gender:

Male	Female
42%	58%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
22%	33%	35%	10%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
56%	23%	16%	2%	8%	20%

They are traveling to:

Work	82%
School	5%
Shopping	1%
Other	12%

Other factors:

77%	Use BART 5 or more days per week
70%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
14%	Work at home/telecommute*
6%	Casual carpool*
47%	Use the Internet*

*At least once in the week prior to the survey.

Pleasant Hill Station Profile

Persons Entering Pleasant Hill Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
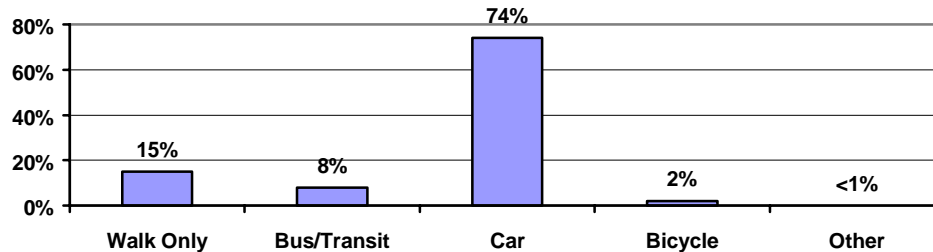
Under 18	18 to 24	25 to 44	45 to 64	65 and over
<1%	5%	48%	43%	3%

Gender:

Male	Female
47%	53%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
8%	28%	37%	28%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
80%	3%	15%	1%	3%	8%

They are traveling to:

Work	86%
School	4%
Shopping	1%
Other	9%

Other factors:

81%	Use BART 5 or more days per week
78%	Have a car available to make their BART trips
16%	Employer pays all or part of BART ticket cost
12%	Work at home/telecommute*
4%	Casual carpool*
69%	Use the Internet*

*At least once in the week prior to the survey.

# Powell Street Station Profile

Persons Entering Powell Street Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:

Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	24%	46%	21%	9%

Gender:

Male	Female
46%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
46%	30%	18%	6%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
53%	7%	36%	<1%	5%	10%

They are traveling to:

Work	44%
School	28%
Shopping	3%
Other	26%

Other factors:

58%	Use BART 5 or more days per week
24%	Have a car available to make their BART trips
10%	Employer pays all or part of BART ticket cost
21%	Work at home/telecommute*
9%	Casual carpool*
55%	Use the Internet*

*At least once in the week prior to the survey.

Richmond Station Profile

Persons Entering Richmond Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
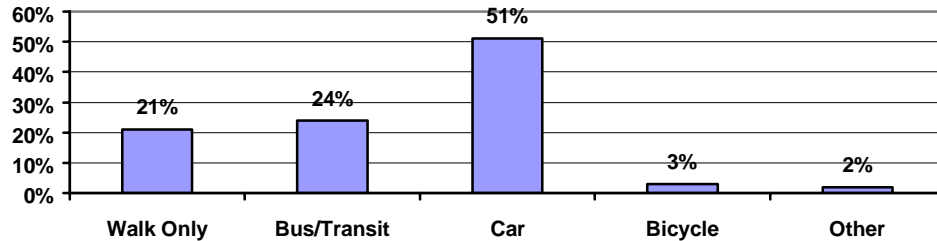
Under 18	18 to 24	25 to 44	45 to 64	65 and over
4%	12%	50%	30%	4%

Gender:

Male	Female
37%	63%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
39%	41%	16%	4%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
30%	55%	11%	1%	6%	19%

They are traveling to:

Work	75%
School	11%
Shopping	<1%
Other	13%

Other factors:

| 78%	Use BART 5 or more days per week
53%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
14%	Work at home/telecommute*
6%	Casual carpool*
38%	Use the Internet*

*At least once in the week prior to the survey.

Rockridge Station Profile

Persons Entering Rockridge Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
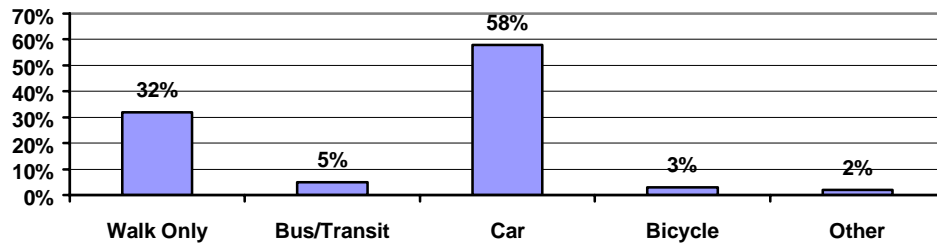
Under 18	18 to 24	25 to 44	45 to 64	65 and over
<1%	7%	54%	33%	5%

Gender:

Male	Female
41%	59%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
17%	27%	28%	28%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
79%	6%	11%	1%	5%	9%

They are traveling to:

Work	75%
School	7%
Shopping	2%
Other	16%

Other factors:

65%	Use BART 5 or more days per week
78%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
22%	Work at home/telecommute*
12%	Casual carpool*
72%	Use the Internet*

*At least once in the week prior to the survey.

San Leandro Station Profile

Persons Entering San Leandro Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
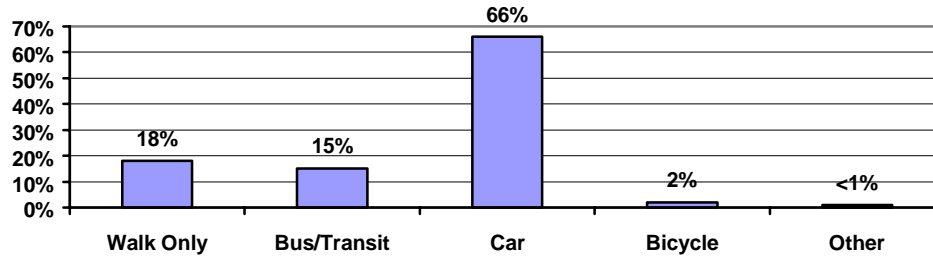
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	7%	49%	37%	7%

Gender:

Male	Female
38%	63%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
21%	40%	29%	11%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
53%	23%	20%	1%	4%	12%

They are traveling to:

Work	74%
School	7%
Shopping	2%
Other	17%

Other factors:

|	
76%	Use BART 5 or more days per week
67%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
4%	Casual carpool*
46%	Use the Internet*

*At least once in the week prior to the survey.

South Hayward Station Profile

Persons Entering South Hayward Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
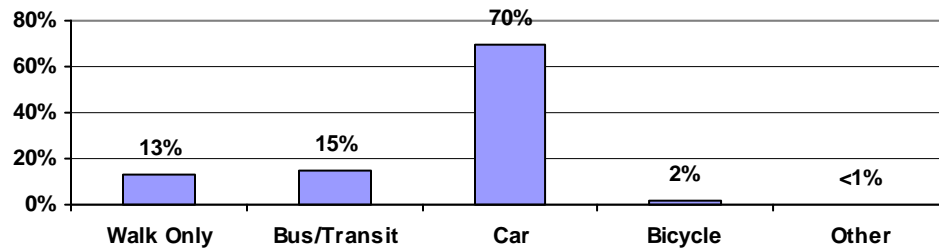
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	12%	47%	32%	8%

Gender:

Male	Female
36%	64%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
26%	37%	28%	9%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
38%	15%	43%	1%	5%	18%

They are traveling to:

Work	73%
School	10%
Shopping	2%
Other	16%

Other factors:

75%	Use BART 5 or more days per week
67%	Have a car available to make their BART trips
14%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
6%	Casual carpool*
42%	Use the Internet*

*At least once in the week prior to the survey.

Union City Station Profile

Persons Entering Union City Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
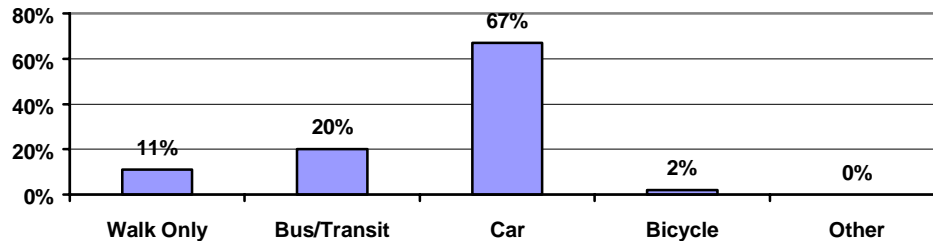
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	8%	48%	38%	5%

Gender:

Male	Female
39%	61%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
16%	31%	37%	16%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
40%	9%	48%	2%	4%	11%

They are traveling to:

Work	77%
School	10%
Shopping	1%
Other	12%

Other factors:

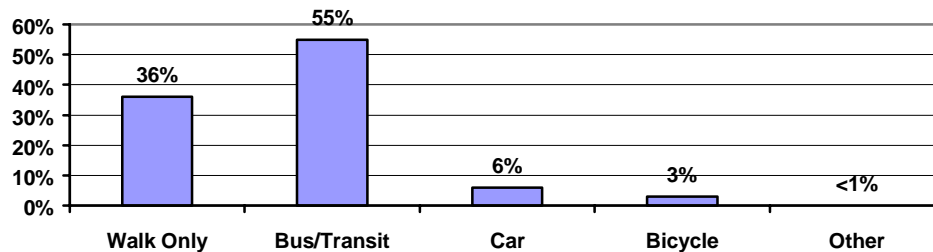|	
74%	Use BART 5 or more days per week
69%	Have a car available to make their BART trips
13%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
7%	Casual carpool*
57%	Use the Internet*

*At least once in the week prior to the survey.

Walnut Creek Station Profile

Persons Entering Walnut Creek Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
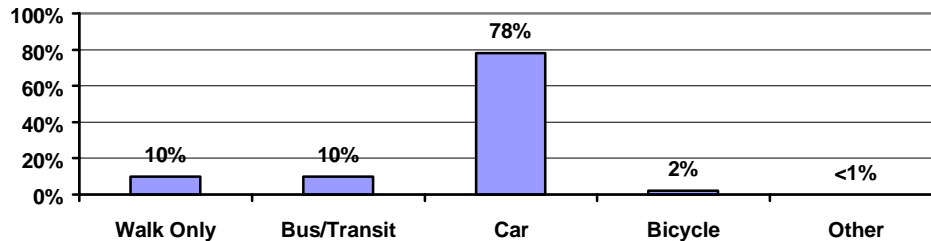
Under 18	18 to 24	25 to 44	45 to 64	65 and over
0%	5%	50%	38%	7%

Gender:

Male	Female
50%	50%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
9%	25%	31%	35%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
82%	2%	13%	2%	3%	6%

They are traveling to:

Work	82%
School	4%
Shopping	1%
Other	13%

Other factors:

|	
73%	Use BART 5 or more days per week
80%	Have a car available to make their BART trips
15%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
5%	Casual carpool*
66%	Use the Internet*

*At least once in the week prior to the survey.

West Oakland Station Profile

Persons Entering West Oakland Station Faregates Who Started Trips From Their Homes
The home locations for customers entering faregates are plotted on maps presented in a separate
PDF file.

These customers travel to the station from their homes by:

They are distinguished by:

Age:
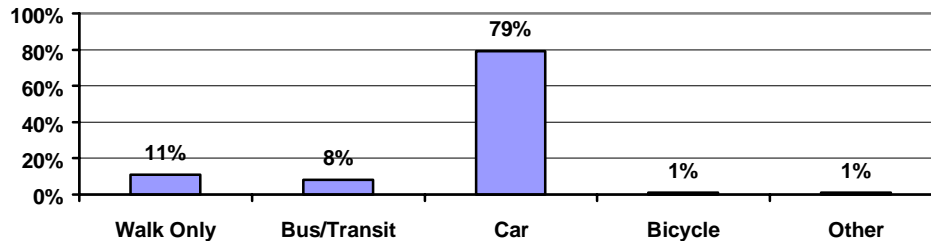
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	10%	57%	31%	1%

Gender:

Male	Female
35%	65%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
23%	32%	24%	21%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
40%	48%	9%	2%	4%	7%

They are traveling to:

Work	81%
School	4%
Shopping	1%
Other	14%

Other factors:

80%	Use BART 5 or more days per week
75%	Have a car available to make their BART trips
11%	Employer pays all or part of BART ticket cost
16%	Work at home/telecommute*
9%	Casual carpool*
57%	Use the Internet*

*At least once in the week prior to the survey.

12th Street/Oakland City Center Station Profile

Persons Entering 12th Street Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
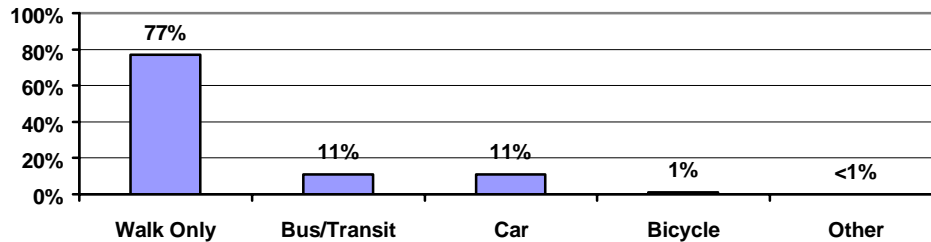
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	4%	54%	38%	3%

Gender:

Male	Female
46%	55%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
12%	31%	35%	21%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
58%	18%	21%	1%	4%	9%

They are traveling to:

Home	80%
Work	8%
School	2%
Shopping	2%
Other	9%

Other factors:

70%	Use BART 5 or more days per week
63%	Have a car available to make their BART trips
24%	Employer pays all or part of BART ticket cost
10%	Work at home/telecommute*
7%	Casual carpool*
66%	Use the Internet*

     *At least once in the week prior to the survey.

19th Street/Oakland Station Profile

Persons Entering the 19th Street Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
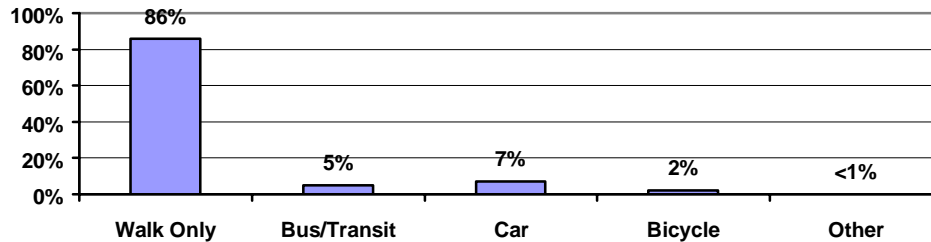
Under 18	18 to 24	25 to 44	45 to 64	65 and over
<1%	4%	54%	39%	2%

Gender:

Male	Female
47%	53%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
12%	33%	35%	20%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
66%	11%	18%	2%	5%	8%

They are traveling to:

Home	83%
Work	8%
School	1%
Shopping	1%
Other	6%

Other factors:

|	
72%	Use BART 5 or more days per week
62%	Have a car available to make their BART trips
34%	Employer pays all or part of BART ticket cost
11%	Work at home/telecommute*
7%	Casual carpool*
65%	Use the Internet*

*At least once in the week prior to the survey.

Civic Center Station Profile

Persons Entering the Civic Center Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
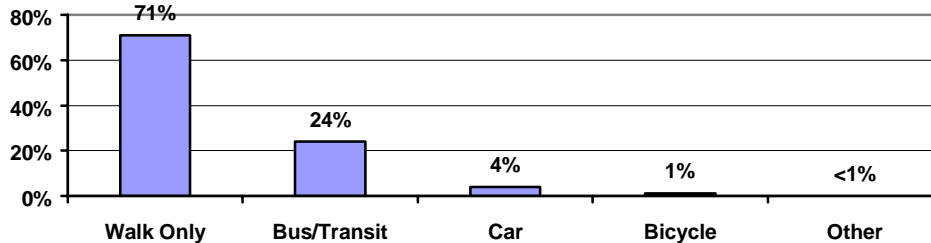
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	6%	53%	35%	5%

Gender:

Male	Female
45%	55%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
18%	36%	29%	18%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
61%	14%	20%	2%	6%	11%

They are traveling to:

Home	85%
Work	6%
School	2%
Shopping	<1%
Other	6%

Other factors:

69%	Use BART 5 or more days per week
59%	Have a car available to make their BART trips
17%	Employer pays all or part of BART ticket cost
17%	Work at home/telecommute*
9%	Casual carpool*
59%	Use the Internet*

*At least once in the week prior to the survey.

Downtown Berkeley Station Profile

Persons Entering the Downtown Berkeley Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
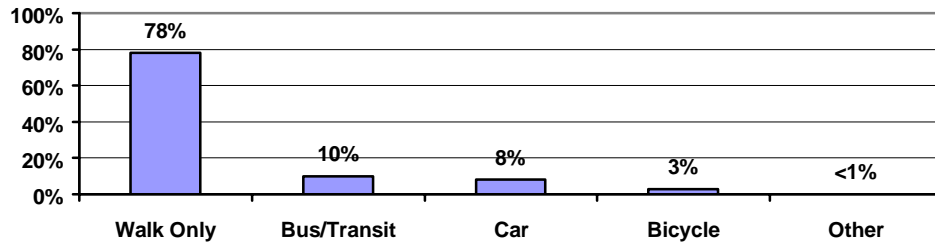
Under 18	18 to 24	25 to 44	45 to 64	65 and over
2%	27%	50%	18%	3%

Gender:

Male	Female
46%	54%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
34%	33%	23%	10%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
63%	10%	22%	2%	7%	12%

They are traveling to:

Home	81%
Work	7%
School	1%
Shopping	2%
Other	9%

Other factors:

|	
64%	Use BART 5 or more days per week
52%	Have a car available to make their BART trips
19%	Employer pays all or part of BART ticket cost
22%	Work at home/telecommute*
9%	Casual carpool*
75%	Use the Internet*

*At least once in the week prior to the survey.

Embarcadero Station Profile

Persons Entering Embarcadero Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
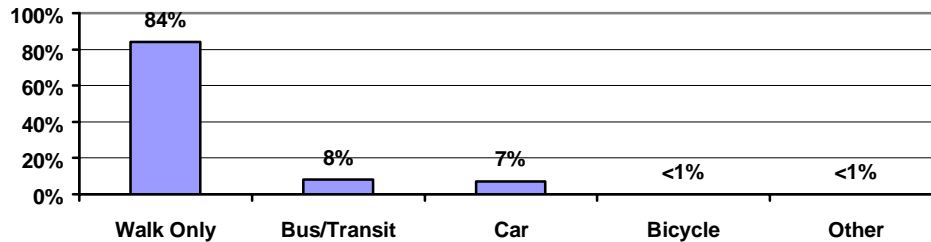
Under 18	18 to 24	25 to 44	45 to 64	65 and over
<1%	6%	59%	33%	2%

Gender:

Male	Female
41%	59%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
9%	28%	37%	27%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
69%	7%	21%	1%	5%	11%

They are traveling to:

Home	88%
Work	3%
School	2%
Shopping	1%
Other	7%

Other factors:

79%	Use BART 5 or more days per week
63%	Have a car available to make their BART trips
16%	Employer pays all or part of BART ticket cost
13%	Work at home/telecommute*
11%	Casual carpool*
71%	Use the Internet*

     *At least once in the week prior to the survey.

Montgomery Street Station Profile

Persons Entering Montgomery Street Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
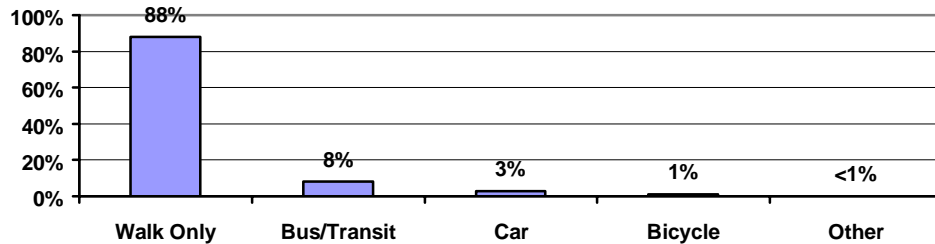
Under 18	18 to 24	25 to 44	45 to 64	65 and over
<1%	8%	60%	31%	2%

Gender:

Male	Female
39%	61%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
14%	30%	30%	26%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
67%	9%	21%	1%	4%	10%

They are traveling to:

Home	90%
Work	3%
School	1%
Shopping	1%
Other	5%

Other factors:

|	
76%	Use BART 5 or more days per week
65%	Have a car available to make their BART trips
11%	Employer pays all or part of BART ticket cost
14%	Work at home/telecommute*
12%	Casual carpool*
68%	Use the Internet*

*At least once in the week prior to the survey.

Powell Street Station Profile

Persons Entering Powell Street Station Faregates Who Started Trips From Non-Home Origin Points

The non-home locations for customers entering faregates are plotted on maps presented in a separate PDF file.

These customers travel to the station by:

They are distinguished by:

Age:
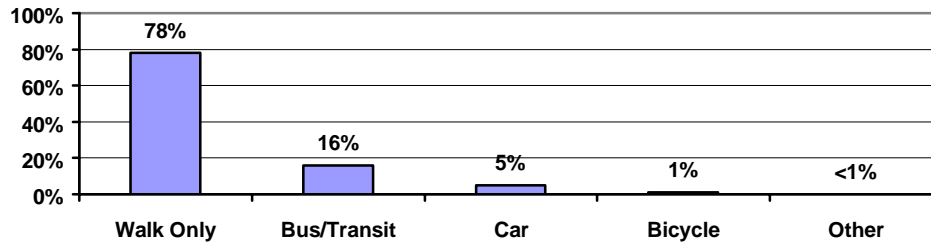
Under 18	18 to 24	25 to 44	45 to 64	65 and over
1%	10%	54%	30%	4%

Gender:

Male	Female
40%	60%

Total Household Income:

$30,000 or Less	$30,001 to $60,000	$60,001 to $100,000	Over $100,000
20%	35%	28%	17%

Ethnicity (Multiple Response)**:**

White	Black	Asian or Pacific Islander	Native American /Eskimo	Other	Hispanic
60%	11%	26%	1%	6%	12%

They are traveling to:

Home	88%
Work	4%
School	2%
Shopping	1%
Other	5%

Other factors:

64%	Use BART 5 or more days per week
56%	Have a car available to make their BART trips
8%	Employer pays all or part of BART ticket cost
18%	Work at home/telecommute*
12%	Casual carpool*
54%	Use the Internet*
	*At least once in the week prior to the survey.

Appendix A.1: Detailed Tables

Note: Percentage statistics are reported in whole numbers. Percentages of 0.5% and above were rounded up. Columns may not add exactly to 100% due to rounding. A footnote is included in the few instances where multiple responses were accepted.

Percentages should be read vertically (down).

List of Tables
Systemwide Results

DETAILED TABLES

TABLE 1

ORIGIN TYPE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
Home	95	97	93	95	93	96	94	96
Work	2	2	2	2	2	2	2	2
School	1	*	1	*	2	1	1	*
Medical/Dental	*	*	*	*	*	*	*	*
Shopping	*	*	*	*	*	*	*	*
Hotel	*	*	*	*	*	*	*	*
Other	2	1	4	2	3	1	3	2
PM PEAK								
Home	6	8	13	14	12	15	9	12
Work	85	83	71	72	79	74	80	78
School	4	4	9	7	3	4	5	5
Medical/Dental	1	1	1	2	1	1	1	1
Shopping	1	1	1	1	1	1	1	1
Hotel	*	*	*	*	*		*	*
Other	3	3	5	4	4	5	4	4
OFF PEAK								
Home	30	33	37	42	33	35	33	36
Work	46	43	29	30	36	33	38	37
School	8	8	18	12	14	13	13	11
Medical/Dental	2	2	2	3	2	1	2	2
Shopping	1	2	2	1	3	4	2	2
Hotel	1	1	1	*	1	1	1	1
Other	12	12	11	12	11	14	11	12
TOTAL								
Home	47	48	51	52	49	49	48	49
Work	42	40	31	33	36	35	38	37
School	4	4	10	7	7	6	6	5
Medical/Dental	1	1	1	1	1	1	1	1
Shopping	1	1	1	1	1	2	1	1
Hotel	*	*	*	*	*	*	*	*
Other	5	6	6	6	6	7	6	6

* less than 0.5%

TABLE 2

ACCESS MODE TO BART FROM	Transbay		East Bay		West Bay		Total	
HOME ORIGIN	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AM PEAK								
Walked all the way to BART	12	15	23	23	33	35	20	22
Taxi	*	*	*	*	*	*	*	*
Motorcycle/moped	*	*		*	*	*	*	*
Bicycle	1	2	1	4	*	*	1	2
Car	68	70	50	49	33	33	55	55
Bus / other transit	19	13	26	23	33	31	24	20
PM PEAK								
Walked all the way to BART	26	22	33	25	47	46	35	32
Taxi		1		1	*		*	1
Motorcycle/moped		*						*
Bicycle	2	3	2	4	2	1	2	3
Car	46	54	39	39	21	17	35	36
Bus / other transit	26	19	26	32	30	36	27	29
OFF PEAK								
Walked all the way to BART	24	23	33	35	48	48	34	34
Taxi	*	*	*	1	*	1	*	1
Motorcycle/moped	*	*		*	*	1	*	*
Bicycle	2	4	4	5	1	3	2	4
Car	44	49	34	26	18	19	34	34
Bus / other transit	30	23	29	32	33	30	31	28
TOTAL								
Walked all the way to BART	15	17	26	27	38	39	24	26
Taxi	*	*	*	1	*	*	*	*
Motorcycle/moped	*	*		*	*	*	*	*
Bicycle	1	2	2	4	*	1	1	3
Car	63	65	45	42	29	28	49	49
Bus / other transit	21	16	27	27	33	31	26	23

* less than 0.5%

TABLE 3

BIKE USE FROM HOME ORIGIN	Total 1998
	%
AM PEAK	
Parked bike at station	39
Brought bike on train	61
PM PEAK	
Parked bike at station	31
Brought bike on train	69
OFF PEAK	
Parked bike at station	25
Brought bike on train	75
TOTAL	
Parked bike at station	33
Brought bike on train	67

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 4

HOW DROVE TO BART FROM HOME ORIGIN	Total	
	1992	**1998**
	%	%
AM PEAK		
Drove alone	66	71
Drove with other person(s)	11	10
- drove with 1 person	[9]	[9]
- drove with 2 persons	[2]	[1]
- drove with 3 or more persons	[*]	[*]
Dropped off by car	23	19
PM PEAK		
Drove alone	49	59
Drove with other person(s)	30	20
- drove with 1 person	[21]	[16]
- drove with 2 persons	[6]	[3]
- drove with 3 or more persons	[3]	[1]
Dropped off by car	21	22
OFF PEAK		
Drove alone	63	65
Drove with other person(s)	14	16
- drove with 1 person	[12]	[13]
- drove with 2 persons	[1]	[2]
- drove with 3 or more persons	[1]	[1]
Dropped off by car	23	19
TOTAL		
Drove alone	65	69
Drove with other person(s)	12	11
- drove with 1 person	[10]	[9]
- drove with 2 persons	[2]	[1]
- drove with 3 or more persons	[1]	[1]
Dropped off by car	23	20

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 5

WHERE PARKED (TRIPS FROM HOME ORIGIN)	Total	
	1992	**1998**
	%	%
AM PEAK		
In BART parking lot	76	80
Offsite parking	24	20
- paid		[4]
- free		[16]
PM PEAK		
In BART parking lot	83	91
Offsite parking	17	9
- paid		[1]
- free		[8]
OFF PEAK		
In BART parking lot	59	69
Offsite parking	41	31
- paid		[6]
- free		[25]
TOTAL		
In BART parking lot	74	79
Offsite parking	26	21
- paid		[4]
- free		[17]

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 6

TRANSIT CONNECTION FROM HOME ORIGIN	AM Peak		PM Peak		Off Peak		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AC Transit	27	29	30	32	36	40	30	32
Benicia Transit	1	*				*	*	*
County Connection	6	4	3	1	4	4	5	4
Dumbarton Express	*	*	*		*	*	*	*
Golden Gate Transit	1	1			*	1	1	1
Oakland Air BART				*		*		*
Paratransit		1		1		*		1
SamTrans	7	6	4	2	5	5	6	5
SF Muni	44	48	51	52	45	40	45	46
Stockton SMART		*				*		*
Tri Delta Transit		1		5		2		2
Union City Transit	1	1	*	1	1	1	1	1
Vallejo BART Link	2	3	1	1	1	1	2	2
VTA Bus Lines		1				1		1
Westcat		2		1		1		1
Wheels		*		1		*		*
Shuttle Service:	1	2	*	3	*	1	1	2
- Employer		[*]		[1]				[*]
- Residence		[1]		[1]		[*]		[1]
- Shopper						[*]		[*]
- School		[*]		[*]		[*]		[*]
BART Express	7		6		5		6	
Martinez Link	*		1		*		*	
Santa Clara Transit	*		1		1		1	
Emery Go Round		*				*		*
Other	3	2	2	1	2	2	3	2

Note: In 1992, shuttle phraseology was "employer or residence shuttle". In 1998, it was "shuttle service" followed
by the subcategories shown above.

TABLE 7

CONNECTING TRANSIT FARE FROM HOME ORIGIN	AM Peak		PM Peak		Off Peak		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
Cash only	26	23	31	31	35	40	29	29
Transfer issued at BART	6	4	6	3	7	4	7	4
MUNI Fast Pass	29	37	43	37	27	30	29	35
BART Plus Ticket	30	24	13	19	20	13	26	20
Other	10	12	8	11	11	14	10	13
- Bus Pass		[5]		[3]		[6]		[5]
- Free		[1]		[3]		[1]		[2]
- Transfer issued on bus		[*]						[*]
- Bus ticket (not a transfer)		[1]		[1]		[2]		[2]
- Disabled/Disabled Pass		[*]		[1]		[2]		[1]
- Bus token		[*]		[1]		[*]		[*}

* less than 0.5%

TABLE 8

DESTINATION TYPE	Transbay 1992	Transbay 1998	East Bay 1992	East Bay 1998	West Bay 1992	West Bay 1998	Total 1992	Total 1998
	%	%	%	%	%	%	%	%
AM PEAK								
Home	2	2	5	4	3	2	3	2
Work	88	90	77	83	83	85	84	87
School	5	5	12	9	9	10	8	7
Medical/dental	*	*	1	1	1	1	1	1
Shopping	*	*	1	*	1	*	*	*
Hotel	*	*	*		*	*	*	*
Other	5	3	4	3	3	2	4	3
PM PEAK								
Home	86	86	82	82	80	77	83	82
Work	3	3	3	5	4	7	3	5
School	2	2	3	3	4	7	3	4
Medical/dental	1	1	1	1	1	1	1	1
Shopping	1	1	1	2	2	2	1	1
Hotel	1	*	*	*	*	*	*	*
Other	6	7	10	7	9	8	9	7
OFF PEAK								
Home	50	55	49	49	45	49	49	52
Work	22	22	21	22	25	26	23	23
School	5	5	7	8	6	9	6	7
Medical/dental	3	3	2	3	2	2	3	3
Shopping	2	2	4	4	5	4	3	3
Hotel	1	1	1	*	*	*	*	*
Other	17	13	16	15	17	12	16	13
TOTAL								
Home	44	45	42	43	40	42	42	44
Work	41	41	36	38	40	39	39	40
School	4	4	8	7	7	9	6	6
Medical/dental	1	1	2	2	1	1	1	1
Shopping	1	1	2	2	2	2	2	2
Hotel	*	*	*	*	*	*	*	*
Other	9	7	10	9	10	7	10	8

* less than 0.5%

TABLE 9

EGRESS MODE FROM BART TO NON-HOME DESTINATION	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
Walk all the way to destination	83	78	65	55	83	77	79	72
Taxi	*	*	*	*	*	*	*	*
Motorcycle/moped	*	*	*	*				*
Bicycle	*	1	1	3		*	*	1
Car	3	5	5	8	2	4	3	5
Bus / other transit	14	15	29	34	14	19	17	21
PM PEAK								
Walk all the way to destination	50	47	55	44	63	66	55	53
Taxi	*	1	1	1	*		1	1
Motorcycle/moped			*					
Bicycle	*	2	2	2		1	1	2
Car	32	33	22	27	15	11	24	23
Bus / other transit	17	17	21	27	22	23	19	22
OFF PEAK								
Walk all the way to destination	65	63	53	50	73	71	64	62
Taxi	1	1	1	1	1		1	1
Motorcycle/moped	*	*	*		*		*	*
Bicycle	1	3	2	5	*	1	1	3
Car	14	15	11	10	4	7	10	11
Bus / other transit	20	18	33	34	21	21	24	23
TOTAL								
Walk all the way to destination	76	72	60	52	78	74	72	67
Taxi	*	1	1	1	*	*	*	*
Motorcycle/moped	*	*	*	*	*		*	*
Bicycle	*	2	1	4	*	1	1	2
Car	8	10	9	10	4	6	7	9
Bus / other transit	16	16	29	33	17	20	20	22

* less than 0.5%

TABLE 10

TRANSIT CONNECTION TO NON-HOME DESTINATION	AM Peak		PM Peak		Off Peak		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AC Transit	30	21	29	27	37	29	33	24
Benicia Transit		*				*		*
County Connection	6	6	4	2	4	5	5	5
Dumbarton Express		1			*	*		*
Golden Gate Transit		*	1		*	1	*	*
Oakland Air BART		*		3		2		1
Paratransit		1		1		1		1
SamTrans	2	3	5	7	3	4	2	4
SF Muni	43	35	51	47	44	40	44	38
Stockton SMART		*		1		*		*
Tri Delta Transit		1		*		1		1
Union City Transit	1	1		*	1	1	1	1
Vallejo BART Link		*	*	1	1	*		*
VTA Bus Lines		2		1		1		1
Westcat		*		1		*		*
Wheels		3		*		2		2
Shuttle Service:	10	24	2	8	2	12	6	19
- Employer		[17]		[1]		[4]		[11]
- Residence		[1]		[1]		[*]		[1]
- Shopper		[*]		[1]		[*]		[*]
- School		[4]		[4]		[6]		[4]
BART Express	2		1		2		2	
Martinez Link								
Santa Clara Transit	1		1		2		1	
Emery Go Round		1				*		1
Other	5	2	7	3	6	2	5	2

Note: In 1992, shuttle phraseology was "employer or residence shuttle". In 1998, it was "shuttle service" followed by the subcategories shown above.

TABLE 11

CONNECTING TRANSIT FARE TO NON-HOME DESTINATION	AM Peak		PM Peak		Off Peak		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
Cash only	17	20	22	29	30	31	22	25
Transfer issued at BART	19	17	19	15	20	14	20	15
MUNI Fast Pass	19	16	26	28	20	22	20	20
BART Plus Ticket	28	23	18	14	17	13	23	18
Other	18	25	15	15	13	21	16	22
- Bus pass		[4]		[5]		[4]		[4]
- Free		[13]		[4]		[7]		[10]
- Transfer issued on bus		[1]		[2]		[2]		[1]
- Bus ticket (not a transfer)		[1]		[*]		[1]		[1]
- Disabled/disabled pass		[1]		[*]		[2]		[1]
- Bus token		[*]				[1]		[*]

* less than 0.5%

TABLE 12

STOOD ON TRAIN DUE TO SEATING UNAVAILABILITY?	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
No	67	71	76	86	78	81	72	77
Yes	34	29	24	14	22	19	28	23
For whole trip	[18]	[16]	[11]	[7]	[11]	[12]	[14]	[13]
For most of trip	[9]	[6]	[7]	[3]	[6]	[4]	[8]	[5]
For small part of trip	[7]	[6]	[6]	[4]	[6]	[3]	[6]	[5]
PM PEAK								
No	67	79	63	76	69	81	67	79
Yes	33	21	37	24	31	19	33	21
For whole trip	[15]	[9]	[13]	[8]	[12]	[8]	[14]	[8]
For most of trip	[14]	[9]	[13]	[8]	[11]	[5]	[13]	[8]
For small part of trip	[5]	[3]	[11]	[7]	[8]	[6]	[7]	[5]
OFF PEAK								
No	89	93	86	94	89	96	88	94
Yes	11	7	14	6	11	4	12	6
For whole trip	[4]	[3]	[4]	[2]	[4]	[2]	[4]	[2]
For most of trip	[3]	[2]	[4]	[2]	[3]	[1]	[4]	[2]
For small part of trip	[4]	[3]	[6]	[2]	[4]	[2]	[4]	[2]
TOTAL								
No	73	81	76	86	80	86	76	84
Yes	27	19	24	14	20	14	24	16
For whole trip	[13]	[9]	[9]	[6]	[8]	[7]	[11]	[8]
For most of trip	[9]	[6]	[8]	[4]	[6]	[3]	[8]	[4]
For small part of trip	[5]	[4]	[7]	[4]	[5]	[4]	[6]	[4]

* less than 0.5%

TABLE 13

TYPE OF BART TICKET	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
Regular BART ticket (blue)	45	59	52	58	30	31	43	51
High value discount ticket	41	31	30	24	13	8	31	22
Muni Fast Pass	*	*	*		51	56	14	16
Green ticket (senior)	2	2	3	3	1	2	2	2
Red ticket (child/disabled)	1	2	4	5	2	1	2	2
BART Plus ticket	11	7	10	10	3	3	9	7
Orange ticket (student)		*		*		*		*
Other	*	*	1	*	1	*	1	*
PM PEAK								
Regular BART ticket (blue)	43	58	52	64	29	34	42	52
High value discount ticket	40	30	32	22	13	8	32	22
Muni Fast Pass	1	*	1		49	50	13	15
Green ticket (senior)	2	3	2	3	2	2	2	2
Red ticket (child/disabled)	2	2	3	3	2	1	2	2
BART Plus ticket	11	6	11	8	4	5	9	6
Orange ticket (student)								
Other	*	1	1	*	*	*	*	*
OFF PEAK								
Regular BART ticket (blue)	56	67	61	68	36	39	52	59
High value discount ticket	25	17	18	12	8	4	18	12
Muni Fast Pass	1	*	1	*	46	47	14	14
Green ticket (senior)	5	7	5	6	3	4	4	6
Red ticket (child/disabled)	3	3	6	8	3	3	4	4
BART Plus ticket	9	5	9	6	3	3	7	5
Orange ticket (student)		*		*		*		*
Other	1	*	1	1	1	*	1	*
TOTAL								
Regular BART ticket (blue)	48	61	55	63	32	35	46	54
High value discount ticket	36	26	26	19	11	7	27	18
Muni Fast Pass	1	*	*	*	49	51	13	15
Green ticket (senior)	3	4	3	4	2	3	3	4
Red ticket (child/disabled)	2	2	4	5	2	2	3	3
BART Plus ticket	11	6	10	8	3	3	9	6
Orange ticket (student)		*		*		*		*
Other	*	*	1	1	1	*	1	*

* less than 0.5%

TABLE 14

VALUE OF HIGH VALUE TICKET	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
$32.00	20	24	36	23
$48.00	80	76	64	78
PM PEAK				
$32.00	19	23	37	22
$48.00	81	77	63	78
OFF-PEAK				
$32.00	22	33	38	27
$48.00	78	67	62	73
TOTAL				
$32.00	20	26	37	23
$48.00	80	74	63	77

* less than 0.5%

TABLE 15

REGULAR TICKET DETAIL VALUE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
$0.80 - $1.10	1	*	9	6	10	8	5	3
$1.15 - $3.00	8	5	14	12	22	15	12	9
$3.05 - $5.00	21	10	23	16	19	14	21	12
$5.05 - $10.00	20	16	23	16	19	14	20	15
$10.05 - $20.00	41	38	26	31	25	29	34	35
$20.05 - $30.00	6	11	5	9	3	9	5	10
$30.05 - $40.00	4	9	2	5	1	5	3	7
$40.05 - $50.00	*	7		4	*	4	*	5
Over $50.00	*	6	*	2	1	2	*	4
PM PEAK								
$0.80 - $1.10	2	*	11	8	9	7	5	4
$1.15 - $3.00	11	6	14	16	19	17	13	11
$3.05 - $5.00	21	15	25	14	29	18	23	15
$5.05 - $10.00	18	17	20	17	17	17	18	17
$10.05 - $20.00	39	32	25	29	22	25	33	30
$20.05 - $30.00	6	12	3	8	2	7	5	10
$30.05 - $40.00	3	6	1	4	*	3	2	5
$40.05 - $50.00	*	7	*	4		5	*	6
Over $50.00	*	5	*	1	2	1	1	3
OFF-PEAK								
$0.80 - $1.10	2	*	16	14	20	12	10	7
$1.15 - $3.00	20	11	23	22	27	29	22	18
$3.05 - $5.00	30	20	25	17	24	17	27	18
$5.05 - $10.00	17	21	15	17	13	15	16	18
$10.05 - $20.00	26	30	19	20	14	16	21	24
$20.05 - $30.00	4	8	2	5	1	6	2	7
$30.05 - $40.00	1	5	1	3	2	3	1	4
$40.05 - $50.00	*	3	*	2		3	*	3
Over $50.00	*	3	1	1	*	1	*	2
TOTAL								
$0.80 - $1.10	1	*	12	10	14	9	7	5
$1.15 - $3.00	13	7	17	17	23	22	16	13
$3.05 - $5.00	24	15	24	15	23	16	24	15
$5.05 - $10.00	18	18	19	17	16	15	18	17
$10.05 - $20.00	35	33	23	26	20	23	29	29
$20.05 - $30.00	5	10	3	7	2	7	4	9
$30.05 - $40.00	3	6	1	4	1	3	2	5
$40.05 - $50.00	*	6	*	3		4	*	4
Over $50.00	*	5	1	2	1	1	*	3

* less than 0.5%

TABLE 16

EMPLOYER SUBSIDIZED TICKET?	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AM PEAK								
Yes	8	15	12	19	6	13	8	15
No	92	85	88	81	94	87	92	85
PM PEAK								
Yes	10	14	10	19	9	12	10	15
No	90	86	90	81	91	88	90	85
OFF-PEAK								
Yes	7	11	7	11	6	9	7	10
No	93	90	93	89	95	91	93	90
TOTAL								
Yes	8	13	10	16	7	11	8	13
No	92	87	90	84	93	89	92	87

* less than 0.5%

TABLE 17

AMOUNT OF EMPLOYER SUBSIDY	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AM PEAK								
$.01 - $6.00	11	4	27	11	10	3	17	6
$6.01 - $10.00	1	3	2	4	3	2	2	3
$10.01 - $25.00	35	16	24	23	40	22	32	19
$25.01 - $50.00	31	46	26	43	38	61	30	48
$50.01 - $99.99	12	25	11	18	6	11	11	20
$100 or more	10	6	11	1	2	1	9	4
PM PEAK								
$.01 - $6.00	8	5	20	11	14	5	12	7
$6.01 - $10.00	2	2		5	2	1	1	3
$10.01 - $25.00	39	21	35	24	37	16	37	20
$25.01 - $50.00	35	47	29	40	38	68	34	50
$50.01 - $99.99	11	22	7	18	7	11	9	18
$100 or more	5	4	9	2	3		6	2
OFF-PEAK								
$.01 - $6.00	17	5	31	12	18	3	22	6
$6.01 - $10.00		4	3	8	3	3	2	5
$10.01 - $25.00	38	15	22	20	29	18	30	17
$25.01 - $50.00	26	43	26	38	43	64	30	47
$50.01 - $99.99	8	26	9	20		13	7	21
$100 or more	11	7	8	2	8		9	4
TOTAL								
$.01 - $6.00	11	5	26	11	14	4	16	6
$6.01 - $10.00	1	3	2	5	2	2	2	3
$10.01 - $25.00	37	17	27	23	36	19	34	19
$25.01 - $50.00	32	46	27	41	40	64	32	49
$50.01 - $100.00	11	24	9	19	5	11	9	19
$100 or more	8	5	10	2	4	*	8	3

* less than 0.5%

TABLE 18

VEHICLE AVAILABLE FOR THIS TRIP	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
Yes	61	74	49	57	43	52	54	64
No	39	26	51	43	57	48	46	36
PM PEAK								
Yes	56	65	49	54	45	47	52	57
No	44	35	51	46	56	53	49	43
OFF-PEAK								
Yes	54	61	38	45	33	40	43	51
No	47	39	62	55	67	61	57	50
TOTAL								
Yes	57	67	45	52	40	46	50	57
No	43	33	55	48	60	54	50	43

* less than 0.5%

TABLE 19

WHY CHOOSE BART VS. OTHER AVAILABLE VEHICLE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
Cost savings of BART	14	8	18	13	19	18	16	11
Traffic congestion	40	45	33	36	28	25	36	39
Inconvenience of parking car	23	28	19	19	29	35	23	28
Safety/security	2	1	3	2	3	1	2	1
Comfort of BART	9	7	10	11	9	8	9	8
Environmental concerns	9	7	11	12	8	8	9	8
Other	4	4	7	9	5	5	5	5
PM PEAK								
Cost savings of BART	15	9	17	13	18	17	16	11
Traffic congestion	40	45	34	38	29	27	36	40
Inconvenience of parking car	22	28	18	18	29	35	23	27
Safety/security	2	1	2	2	2	1	2	1
Comfort of BART	9	7	10	9	8	7	9	7
Environmental concerns	9	7	13	11	10	8	10	8
Other	4	4	6	10	4	6	5	6
OFF-PEAK								
Cost savings of BART	15	10	18	14	16	13	16	12
Traffic congestion	36	39	27	27	28	23	32	33
Inconvenience of parking car	26	31	22	22	28	37	26	30
Safety/security	2	1	3	3	5	2	3	2
Comfort of BART	7	7	10	11	10	8	8	8
Environmental concerns	10	7	12	11	8	9	10	8
Other	4	5	8	12	5	8	5	7
TOTAL								
Cost savings of BART	14	9	18	13	18	16	16	11
Traffic congestion	39	43	31	34	28	25	35	37
Inconvenience of parking car	23	29	20	20	29	36	24	28
Safety/security	2	1	3	2	3	1	2	2
Comfort of BART	8	7	10	10	9	8	9	8
Environmental concerns	9	7	12	11	9	8	10	8
Other	4	5	7	10	4	6	5	6

Note: Up to two reasons were accepted. Results were added together and then percentaged to equal 100%.

* less than 0.5%

TABLE 20

FREQUENCY OF RIDING BART	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
6 - 7 days a week	10	19	23	15
5 days a week	71	60	63	66
3 - 4 days a week	13	13	10	12
1 - 2 days a week	4	4	3	4
1 - 3 days a month	2	2	1	2
Less than once a month	1	2	*	1
PM PEAK				
6 - 7 days a week	9	16	22	14
5 days a week	64	57	55	60
3 - 4 days a week	15	16	13	15
1 - 2 days a week	6	6	6	6
1 - 3 days a month	4	4	2	4
Less than once a month	2	3	1	2
OFF PEAK				
6 - 7 days a week	14	23	28	20
5 days a week	42	36	38	39
3 - 4 days a week	17	20	17	18
1 - 2 days a week	11	10	9	11
1 - 3 days a month	10	7	5	8
Less than once a month	7	4	3	5
TOTAL				
6 - 7 days a week	11	20	24	17
5 days a week	59	50	51	55
3 - 4 days a week	15	16	14	15
1 - 2 days a week	7	7	6	7
1 - 3 days a month	5	4	3	4
Less than once a month	3	3	2	3

Note: This question was not asked in this format in 1992.

* less than 0.5%

TABLE 21a
Total Annual 1998 Weekday Trips by City and Origin Type

CITY CAME FROM (1998)	Total		Home Origin		Non-home Origin	
	#	%	#	%	#	%
TOTAL	79,346,851	100.0%	38,641,916	100.0%	40,704,935	100.0%
SAN FRANCISCO	36,879,703	46.6%	9,892,331	25.6%	26,987,372	66.3%
OAKLAND	11,146,401	14.0%	5,982,707	15.5%	5,163,694	12.7%
BERKELEY	4,789,986	6.0%	2,178,156	5.6%	2,611,830	6.4%
HAYWARD	2,014,966	2.5%	1,345,701	3.5%	669,265	1.6%
CONCORD	1,836,374	2.3%	1,409,601	3.6%	426,773	1.0%
WALNUT CREEK	1,784,260	2.2%	1,311,270	3.4%	472,990	1.2%
RICHMOND	1,744,641	2.2%	1,363,499	3.5%	381,142	0.9%
DALY CITY	1,683,209	2.1%	1,482,547	3.8%	200,662	0.5%
SAN LEANDRO	1,587,431	2.0%	1,182,011	3.1%	405,420	1.0%
FREMONT	1,349,510	1.7%	991,477	2.6%	358,033	0.9%
ALAMEDA	1,177,466	1.5%	893,730	2.3%	283,736	0.7%
EL CERRITO	673,628	0.8%	595,528	1.5%	78,100	0.2%
SOUTH SAN FRANCISCO	639,480	0.8%	448,178	1.2%	191,302	0.5%
UNION CITY	574,027	0.7%	420,459	1.1%	153,568	0.4%
PITTSBURG	565,855	0.7%	530,169	1.4%	35,686	0.1%
PLEASANT HILL	549,477	0.7%	411,997	1.1%	137,480	0.3%
ANTIOCH	543,939	0.7%	521,123	1.3%	22,816	0.1%
SAN PABLO	542,918	0.7%	461,600	1.2%	81,318	0.2%
CASTRO VALLEY	530,909	0.7%	468,019	1.2%	62,890	0.2%
EMERYVILLE	480,562	0.6%	247,723	0.6%	232,839	0.6%
PLEASANTON	474,694	0.6%	254,726	0.7%	219,968	0.5%
LAFAYETTE	452,746	0.6%	376,108	1.0%	76,638	0.2%
PACIFICA	418,174	0.5%	398,283	1.0%	19,891	0.0%
ORINDA	391,803	0.5%	298,785	0.8%	93,018	0.2%
MARTINEZ	368,876	0.5%	343,428	0.9%	25,448	0.1%
ALBANY	340,604	0.4%	302,578	0.8%	38,026	0.1%
SAN RAMON	337,264	0.4%	234,593	0.6%	102,671	0.3%
VALLEJO	326,843	0.4%	307,830	0.8%	19,013	0.0%
DANVILLE	296,229	0.4%	268,148	0.7%	28,081	0.1%
LIVERMORE	263,913	0.3%	207,166	0.5%	56,747	0.1%
SAN LORENZO	250,157	0.3%	210,083	0.5%	40,074	0.1%
SAN JOSE	246,897	0.3%	110,002	0.3%	136,895	0.3%
EL SOBRANTE	250,664	0.3%	241,596	0.6%	9,068	0.0%
SAN BRUNO	227,746	0.3%	165,441	0.4%	62,305	0.2%
MORAGA	219,796	0.3%	185,865	0.5%	33,931	0.1%
DUBLIN	215,464	0.3%	163,690	0.4%	51,774	0.1%
ALL OTHERS	3,231,118	4.1%	2,443,094	6.3%	788,024	1.9%

Note: Annual trips by city are estimated based on weekday survey. Communities with particularly high weekend use of BART may be undercounted.
Columns may add to more or less than the total due to rounding.

TABLE 21b
Total Annual 1998 Weekday Trips by County and Origin Type

COUNTY CAME FROM (1998)	Total		Home Origin		Non-home Origin	
	#	%	#	%	#	%
TOTAL	79,346,851	100.0%	38,641,916	100.0%	40,704,935	100.0%
SAN FRANCISCO	36,879,703	46.6%	9,892,331	25.6%	26,987,372	66.3%
ALAMEDA	25,488,768	32.1%	15,059,594	39.0%	10,429,174	25.6%
CONTRA COSTA	11,704,541	14.7%	9,604,814	24.9%	2,099,727	5.2%
SAN MATEO	3,597,940	4.5%	2,915,617	7.5%	682,323	1.7%
SOLANO	584,948	0.7%	554,466	1.4%	30,482	0.1%
SANTA CLARA	542,577	0.7%	255,638	0.7%	286,939	0.7%
MARIN	157,859	0.2%	94,551	0.2%	63,308	0.2%
SAN JOAQUIN	95,167	0.1%	87,547	0.2%	7,620	0.0%
ALL OTHERS	296,129	0.4%	178,305	0.5%	117,824	0.3%

Note: Annual trips by city are estimated based on weekday survey. Communities with particularly high weekend use of BART may be undercounted.
Columns may add to more or less than the total due to rounding.

TABLE 22

WORK AT HOME/TELECOMMUTE	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
5 or more days last week	3	5	6	5
4 days	*	1	1	1
3 days	1	1	1	1
2 days	2	1	2	2
1 day	6	4	3	5
Often, # of days not known	*	*	*	*
None	87	88	87	88
PM PEAK				
5 or more days last week	4	4	6	5
4 days	1	1	2	1
3 days	1	1	1	1
2 days	2	2	2	2
1 day	6	3	4	5
Often, # of days not known	*	*	*	*
None	87	88	85	86
OFF PEAK				
5 or more days last week	7	8	9	8
4 days	2	2	1	2
3 days	3	2	3	2
2 days	3	4	4	4
1 day	6	4	4	5
Often, # of days not known	*	*	*	*
None	79	80	80	80
TOTAL				
5 or more days last week	5	6	7	6
4 days	1	1	1	1
3 days	2	1	2	1
2 days	2	2	3	2
1 day	6	4	4	5
Often, # of days not known	*	*	*	*
None	85	85	84	85

* less than 0.5%

TABLE 23

USE CASUAL CARPOOL	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
5 or more days last week	1	2	2	1
4 days	*	1	*	*
3 days	1	1	1	1
2 days	2	1	1	2
1 day	3	2	2	2
Often, # of days not known	*	*	*	*
None	93	93	95	94
PM PEAK				
5 or more days last week	4	2	2	3
4 days	1	1	1	1
3 days	2	1	1	1
2 days	2	2	1	2
1 day	3	3	2	3
Often, # of days not known	*	*	*	*
None	88	91	93	90
OFF PEAK				
5 or more days last week	4	2	1	2
4 days	1	1	1	1
3 days	2	2	1	1
2 days	3	2	1	2
1 day	4	3	2	3
Often, # of days not known	*	*		*
None	87	90	95	90
TOTAL				
5 or more days last week	3	2	1	2
4 days	1	1	1	1
3 days	2	1	1	1
2 days	2	2	1	2
1 day	3	3	2	3
Often, # of days not known	*	*	*	*
None	90	92	95	91

* less than 0.5%

TABLE 24

TAKE BART TO ENTERTAINMENT, ETC.	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
AM PEAK				
5 or more days last week	1	2	2	1
4 days	*	1	1	1
3 days	1	2	3	2
2 days	3	6	7	5
1 day	10	13	14	12
Often, # of days not known	*	1	*	*
None	85	75	73	79
PM PEAK				
5 or more days last week	1	2	4	2
4 days	*	1	2	1
3 days	1	3	4	2
2 days	3	5	7	5
1 day	11	12	13	12
Often, # of days not known	*	*	*	*
None	84	77	70	78
OFF PEAK				
5 or more days last week	2	3	5	3
4 days	1	2	2	1
3 days	3	4	5	4
2 days	6	10	11	8
1 day	14	14	14	14
Often, # of days not known	*	1	*	*
None	75	67	64	70
TOTAL				
5 or more days last week	1	2	4	2
4 days	1	1	1	1
3 days	2	3	4	3
2 days	4	7	9	6
1 day	11	13	14	12
Often, # of days not known	*	1	*	*
None	81	73	69	76

* less than 0.5%

TABLE 25

USE E-MAIL	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
5 or more days last week	53	39	47	48
4 days	3	3	2	3
3 days	3	4	4	4
2 days	3	3	3	3
1 day	2	3	2	2
Often, # of days not known	6	4	6	5
None	29	45	37	35
PM PEAK				
5 or more days last week	52	40	46	48
4 days	3	3	3	3
3 days	4	4	5	4
2 days	4	3	3	4
1 day	2	2	3	2
Often, # of days not known	6	4	7	6
None	29	44	35	34
OFF PEAK				
5 or more days last week	45	30	37	39
4 days	3	3	3	3
3 days	4	4	4	4
2 days	4	4	3	4
1 day	2	3	4	3
Often, # of days not known	6	4	4	5
None	35	54	44	43
TOTAL				
5 or more days last week	51	36	43	45
4 days	3	3	3	3
3 days	4	4	4	4
2 days	4	3	3	4
1 day	2	3	3	2
Often, # of days not known	6	4	6	5
None	31	48	39	37

* less than 0.5%

TABLE 26

VISIT INTERNET SITES	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
5 or more days last week	34	26	31	31
4 days	4	4	4	4
3 days	8	6	8	7
2 days	8	7	7	8
1 day	6	6	5	6
Often, # of days not known	4	3	4	4
None	35	49	41	40
PM PEAK				
5 or more days last week	33	27	31	31
4 days	4	4	6	4
3 days	8	6	7	7
2 days	9	8	7	8
1 day	7	6	5	6
Often, # of days not known	5	3	5	4
None	36	47	39	39
OFF PEAK				
5 or more days last week	30	22	26	27
4 days	4	3	4	4
3 days	7	6	6	7
2 days	9	6	7	8
1 day	7	5	6	6
Often, # of days not known	4	3	4	4
None	39	55	47	45
TOTAL				
5 or more days last week	32	25	29	30
4 days	4	4	4	4
3 days	8	6	7	7
2 days	9	7	7	8
1 day	7	6	6	6
Often, # of days not known	4	3	4	4
None	37	51	42	42

* less than 0.5%

TABLE 27

HOW LONG RIDING BART	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
< 6 months	11	10	14	12	9	9	11	10
6 months - 1 year	6	6	8	6	7	5	7	6
1 - 2 years	17	15	17	15	18	15	17	15
3 - 5 years	20	15	16	13	17	15	18	15
> 5 years	46	54	46	55	50	56	47	55
PM PEAK								
< 6 months	10	10	13	12	10	10	11	10
6 months - 1 year	6	6	7	6	6	6	6	6
1 - 2 years	15	13	18	15	16	13	16	13
3 - 5 years	22	15	17	14	16	15	19	15
> 5 years	47	57	46	54	52	56	48	56
OFF PEAK								
< 6 months	11	11	13	12	10	9	11	11
6 months - 1 year	5	5	6	5	5	5	5	5
1 - 2 years	15	13	15	13	17	15	16	14
3 - 5 years	17	13	18	13	18	17	17	14
> 5 years	52	58	48	57	51	54	51	57
TOTAL								
< 6 months	11	10	13	12	9	9	11	10
6 months - 1 year	6	5	7	6	6	5	6	5
1 - 2 years	16	14	17	14	17	14	16	14
3 - 5 years	20	15	17	13	17	16	18	15
> 5 years	48	56	47	56	51	55	49	56

* less than 0.5%

TABLE 28

DISABILITY?	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Yes	7	11	7	8
No	93	89	93	92
PM PEAK				
Yes	8	10	7	8
No	92	90	93	92
OFF-PEAK				
Yes	10	16	10	11
No	90	84	90	89
TOTAL				
Yes	8	13	8	9
No	92	88	92	91

TABLE 29

TYPE OF DISABILITY	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Blindness/low vision	13	10	13	12
Deaf/hearing impaired	14	19	14	16
Mobility problem	30	19	21	24
Mental or cognitive impairment	14	26	19	19
Other	40	38	44	40
PM PEAK				
Blindness/low vision	11	8	17	11
Deaf/hearing impaired	13	14	6	12
Mobility problem	29	24	17	25
Mental or cognitive impairment	17	29	18	21
Other	38	38	50	41
OFF PEAK				
Blindness/low vision	10	14	6	11
Deaf/hearing impaired	10	13	9	11
Mobility problem	30	22	21	25
Mental or cognitive impairment	17	30	32	25
Other	47	35	43	41
TOTAL				
Blindness/low vision	11	12	11	11
Deaf/hearing impaired	12	15	10	13
Mobility problem	30	22	20	25
Mental or cognitive impairment	16	28	25	23
Other	42	37	45	41

Note: Multiple mentions were accepted.

* less than 0.5%

TABLE 30

RACE OR ETHNIC IDENTIFICATION	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
White	65	64	58	51	58	54	62	58
Black	13	13	22	25	7	7	14	15
Asian/Pacific Islander	17	20	14	19	27	33	19	23
Native American	1	1	1	2	1	1	1	1
Other	4	4	5	5	7	7	5	5
Hispanic	9	10	10	12	17	17	11	12
PM PEAK								
White	68	65	60	55	60	56	64	60
Black	12	11	18	22	9	7	13	13
Asian/Pacific Islander	15	19	15	18	23	32	17	22
Native American	1	1	1	2	1	1	1	1
Other	4	5	5	6	8	7	5	6
Hispanic	9	10	10	11	10	14	11	11
OFF-PEAK								
White	67	65	56	51	63	60	63	60
Black	13	14	24	27	9	9	15	16
Asian/Pacific Islander	14	17	13	17	20	24	16	19
Native American	1	2	2	3	1	2	1	2
Other	5	5	6	6	7	7	6	6
Hispanic	9	10	10	13	17	18	12	13
TOTAL								
White	67	65	58	52	60	57	63	60
Black	13	13	22	25	8	8	14	14
Asian/Pacific Islander	16	19	14	18	24	29	17	21
Native American	1	1	1	2	1	1	1	2
Other	4	5	6	6	7	7	5	6
Hispanic	9	10	10	12	17	17	11	12

Note: In 1998 multiple responses were accepted, whereas in 1992 they were not. In both years, the Hispanic
category was asked as a separate question. These categories are consistent with the U.S. Census
Bureau 1990 standard.

* less than 0.5%

TABLE 31

GENDER	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AM PEAK								
Male	43	41	45	42	39	37	42	40
Female	57	59	55	58	61	63	58	60
PM PEAK								
Male	43	39	44	41	37	35	42	39
Female	57	61	56	59	63	65	58	61
OFF-PEAK								
Male	51	48	49	51	51	48	50	49
Female	49	52	51	49	49	52	50	51
TOTAL								
Male	45	43	46	45	43	40	45	43
Female	55	57	54	55	57	60	55	57

* less than 0.5%

BART Customer and Performance Research   ...   Corey, Canapary and Galanis   ...   appendix A: page #29

TABLE 32

AGE	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
AM PEAK								
12 or younger	1	*	1	*	1	*	1	*
13 - 17	1	*	2	2	1	1	1	1
18 - 24	7	7	12	11	11	11	9	9
25 - 34	32	26	27	23	33	30	31	26
35 - 44	31	30	31	25	30	28	31	28
45 - 64	27	35	22	36	23	28	25	33
65 or older	2	2	3	3	2	2	2	2
PM PEAK								
12 or younger	*	*	1	*	*	*	*	*
13 - 17	1	1	2	3	1	*	1	1
18 - 24	7	8	13	12	9	11	9	9
25 - 34	29	24	28	22	35	29	31	25
35 - 44	34	30	30	28	30	31	32	29
45 - 64	26	35	24	33	23	27	25	33
65 or older	3	3	2	3	2	2	2	2
OFF-PEAK								
12 or younger	1	*	1	*	*	*	1	*
13 - 17	1	1	5	3	2	1	2	1
18 - 24	12	11	21	22	16	18	16	16
25 - 34	29	27	26	24	33	33	29	28
35 - 44	29	27	24	22	25	22	27	24
45 - 64	22	28	17	24	19	22	20	25
65 or older	6	7	6	6	4	4	5	6
TOTAL								
12 or younger	1	*	1	*	*	*	1	*
13 - 17	1	1	3	3	1	1	2	1
18 - 24	9	9	16	15	12	13	11	11
25 - 34	30	26	27	23	34	31	30	26
35 - 44	32	29	28	25	28	27	30	27
45 - 64	25	33	21	31	22	26	23	30
65 or older	3	4	4	4	3	3	3	4

Note: Customers who appeared to be 12 or younger were not given a questionnaire.
Some, however, did participate in the study.

* less than 0.5%

TABLE 33

TOTAL HOUSEHOLD INCOME	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
AM PEAK								
$15,000 or less	5	4	15	11	10	8	9	7
$15,001 - $30,000	15	10	23	18	21	17	19	14
$30,001 - $45,000	20	15	23	20	22	18	21	17
$45,001 - $60,000	19	16	16	16	18	19	18	17
$60,001 - $75,000	14	14	10	13	13	14	13	14
OVER $75,000	27	41	12	23	16	25	21	33
[$75,000 - $100,000]		[18]		[13]		[13]		[16]
[$100,001 & over]		[23]		[10]		[11]		[17]
PM PEAK								
$15,000 or less	6	6	12	10	10	8	8	8
$15,001 - $30,000	15	8	21	17	18	14	17	12
$30,001 - $45,000	21	15	24	18	24	19	22	17
$45,001 - $60,000	18	15	20	18	21	19	19	17
$60,001 - $75,000	15	15	10	13	13	14	13	14
OVER $75,000	27	41	13	24	15	27	21	33
[$75,000 - $100,000]		[18]		[14]		[13]		[16]
[$100,001 & over]		[23]		[10]		[14]		[17]
OFF-PEAK								
$15,000 or less	14	10	26	24	21	17	19	16
$15,001 - $30,000	18	15	23	21	25	20	22	18
$30,001 - $45,000	19	16	21	16	20	18	20	17
$45,001 - $60,000	16	14	16	13	14	15	16	14
$60,001 - $75,000	12	13	7	10	8	11	9	12
OVER $75,000	21	32	8	15	12	19	15	24
[$75,000 - $100,000]		[13]		[8]		[8]		[10]
[$100,001 & over]		[19]		[8]		[11]		[14]
TOTAL								
$15,000 or less	8	7	18	16	14	12	12	10
$15,001 - $30,000	16	11	23	19	22	17	19	15
$30,001 - $45,000	20	16	23	18	22	18	21	17
$45,001 - $60,000	18	15	17	15	18	17	18	16
$60,001 - $75,000	14	14	9	12	11	13	12	13
OVER $75,000	25	38	11	21	14	23	19	30
[$75,000 - $100,000]		[16]		[11]		[11]		[14]
[$100,001 & over]		[22]		[9]		[12]		[16]

Note: Income categories were expanded on the 1998 study.

* less than 0.5%

TABLE 34

SATISFACTION WITH BART	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Very satisfied	23	33	40	30
Somewhat satisfied	48	46	43	46
Neutral	13	11	10	12
Somewhat dissatisfied	13	8	6	10
Very Dissatisfied	4	2	1	3
PM PEAK				
Very satisfied	24	29	39	29
Somewhat satisfied	47	49	46	47
Neutral	11	12	9	11
Somewhat dissatisfied	15	9	6	11
Very Dissatisfied	3	2	1	2
OFF-PEAK				
Very satisfied	31	37	46	37
Somewhat satisfied	46	43	39	43
Neutral	11	12	9	11
Somewhat dissatisfied	10	6	4	7
Very Dissatisfied	3	1	1	2
TOTAL				
Very satisfied	26	34	42	32
Somewhat satisfied	47	46	42	45
Neutral	12	11	9	11
Somewhat dissatisfied	12	8	6	9
Very Dissatisfied	3	2	1	2

* less than 0.5%

TABLE 35

AWARENESS: IMPROVED PARKING LOT LIGHTING	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	47	54	30	45
Not aware	53	46	70	56
PM PEAK				
Aware	43	48	28	40
Not aware	57	52	72	60
OFF PEAK				
Aware	43	51	29	41
Not aware	57	49	71	59
TOTAL				
Aware	45	51	29	42
Not aware	56	49	71	58

TABLE 36

AWARENESS: 911 EMERGENCY CALL BOXES	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	64	68	43	60
Not aware	36	32	57	40
PM PEAK				
Aware	59	64	42	56
Not aware	41	36	58	44
OFF PEAK				
Aware	57	62	44	55
Not aware	43	38	56	45
TOTAL				
Aware	60	65	43	57
Not aware	40	35	57	43

* less than 0.5%

TABLE 37

AWARENESS: BART POOL PARKING	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
Aware	35	37	29	34
Not aware	65	63	71	66
PM PEAK				
Aware	35	35	30	34
Not aware	65	65	70	66
OFF PEAK				
Aware	31	35	27	31
Not aware	69	65	73	69
TOTAL				
Aware	34	36	28	33
Not aware	66	64	72	67

TABLE 38

AWARENESS: RENOVATED ELEVATORS	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Aware	31	42	38	36
Not aware	69	58	62	64
PM PEAK				
Aware	30	37	36	33
Not aware	70	63	64	67
OFF PEAK				
Aware	31	45	40	37
Not aware	69	55	60	63
TOTAL				
Aware	31	42	38	35
Not aware	69	59	62	65

* less than 0.5%

TABLE 39

AWARENESS: RENOVATED ESCALATORS	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	55	55	68	58
Not aware	45	45	32	42
PM PEAK				
Aware	54	51	65	56
Not aware	46	49	35	44
OFF PEAK				
Aware	51	56	67	57
Not aware	49	44	33	43
TOTAL				
Aware	54	54	67	57
Not aware	46	46	34	43

TABLE 40

AWARENESS: RENOVATED STATIONS	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	36	48	39	40
Not aware	64	52	61	60
PM PEAK				
Aware	34	44	34	36
Not aware	66	56	66	64
OFF PEAK				
Aware	36	52	43	42
Not aware	64	48	57	58
TOTAL				
Aware	35	48	39	40
Not aware	65	52	61	60

* less than 0.5%

TABLE 41

AWARENESS: RENOVATED TRAIN CAR INTERIORS	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	55	57	55	56
Not aware	45	43	45	45
PM PEAK				
Aware	53	57	52	54
Not aware	47	43	48	46
OFF PEAK				
Aware	53	60	54	55
Not aware	47	40	46	45
TOTAL				
Aware	54	58	54	55
Not aware	46	42	46	45

TABLE 42

AWARENESS: BART TIMES NEWSLETTER	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	57	61	56	57
Not aware	43	39	44	43
PM PEAK				
Aware	57	56	59	57
Not aware	43	44	41	43
OFF PEAK				
Aware	49	52	52	51
Not aware	51	48	48	49
TOTAL				
Aware	54	56	56	55
Not aware	46	44	44	45

* less than 0.5%

TABLE 43

AWARENESS: BART WEB SITE	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Aware	28	32	23	28
Not aware	72	68	77	72
PM PEAK				
Aware	27	31	23	27
Not aware	73	69	77	73
OFF PEAK				
Aware	26	29	23	26
Not aware	74	72	77	74
TOTAL				
Aware	27	30	23	27
Not aware	73	70	77	73

TABLE 44

AWARENESS: OFFSITE TICKET SALES	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
AM PEAK				
Aware	68	70	50	64
Not aware	32	30	50	36
PM PEAK				
Aware	67	69	50	63
Not aware	33	31	50	37
OFF PEAK				
Aware	60	63	47	57
Not aware	40	37	53	43
TOTAL				
Aware	65	67	49	61
Not aware	35	33	51	39

* less than 0.5%

TABLE 45

AWARENESS: BART EVENTS HOTLINE (510-464-7500)	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
AM PEAK				
Aware	15	22	17	17
Not aware	85	78	83	83
PM PEAK				
Aware	14	19	15	15
Not aware	86	81	85	85
OFF PEAK				
Aware	15	21	16	17
Not aware	85	79	84	83
TOTAL				
Aware	14	21	16	16
Not aware	86	79	84	84

* less than 0.5%

BART Customer and Performance Research   ...   Corey, Canapary and Galanis   ...   appendix A: page #38

Appendix A.2: Systemwide Results - Midday and Evening (Off Peak) Rider Profile

Note: Percentage statistics are reported in whole numbers. Percentages of 0.5% and above were rounded up. Columns may not add exactly to 100% due to rounding. A footnote is included in the few instances where multiple responses were accepted.

Percentages should be read vertically (down).

List of Tables
Systemwide Results

MIDDAY AND EVENING (OFF PEAK) RIDER PROFILE

TABLE 1

ORIGIN TYPE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Home	35	48	40	52	36	45	37	48
Work	43	32	27	22	34	26	35	27
School	8	7	18	11	14	12	13	10
Medical/Dental	2	3	2	3	2	2	2	3
Shopping	1	2	2	1	3	4	2	2
Hotel	1	1	1	*	*	1	1	1
Other	10	9	10	10	11	11	10	10
EVENING								
Home	17	12	27	20	20	13	20	14
Work	56	60	38	47	47	50	49	54
School	10	9	16	15	14	14	13	12
Medical/Dental	1	1	1	1	2	*	1	1
Shopping	1	2	2	1	1	3	1	2
Hotel	1	1	1	*	1	1	1	1
Other	14	16	15	16	15	19	15	17
OFF PEAK TOTAL								
Home	30	33	37	42	33	35	33	36
Work	46	43	29	30	36	33	38	37
School	8	8	18	12	14	13	13	11
Medical/Dental	2	2	2	3	2	1	2	2
Shopping	1	2	2	1	3	4	2	2
Hotel	1	1	1	*	1	1	1	1
Other	12	12	11	12	11	14	11	12

* less than 0.5%

SELF

TABLE 2

ACCESS MODE TO BART FROM HOME ORIGIN	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
MIDDAY								
Walked all the way to BART	24	23	35	35	49	48	34	34
Taxi	*	*	*	1	*	*	*	1
Motorcycle/moped	*	*		*		1	*	*
Bicycle	2	4	3	5	1	3	2	4
Car	45	50	34	26	18	19	34	34
Bus / other transit	29	23	28	33	33	30	30	28
EVENING								
Walked all the way to BART	27	26	25	35	44	46	30	34
Taxi		*		2		1		1
Motorcycle/moped	*	1			1		*	*
Bicycle	2	3	5	7		6	3	5
Car	37	46	35	25	21	18	33	32
Bus / other transit	34	25	34	32	34	29	34	28
OFF PEAK TOTAL								
Walked all the way to BART	24	23	33	35	48	48	34	34
Taxi	*	*	*	1	*	1	*	1
Motorcycle/moped	*	*		*	*	1	*	*
Bicycle	2	4	4	5	1	3	2	4
Car	44	49	34	26	18	19	34	34
Bus / other transit	30	23	29	32	33	30	31	28

TABLE 3

BIKE USE FROM HOME ORIGIN	Total 1998
	%
MIDDAY	
Parked bike at station	28
Brought bike on train	72
EVENING	
Parked bike at station	10
Brought bike on train	90
OFF PEAK TOTAL	
Parked bike at station	25
Brought bike on trair	75

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 4

HOW DROVE TO BART FROM HOME ORIGIN	Total	
	1992	**1998**
	%	%
MIDDAY		
Drove alone	65	67
Drove with other person(s)	13	16
- drove with 1 person	[12]	[13]
- drove with 2 persons	[1]	[2]
- drove with 3 or more persons	[1]	[1]
Dropped off by car	23	18
EVENING		
Drove alone	51	52
Drove with other person(s)	22	19
- drove with 1 person	[16]	[16]
- drove with 2 persons	[4]	[1]
- drove with 3 or more persons	[2]	[2]
Dropped off by car	27	28
OFF PEAK TOTAL		
Drove alone	63	65
Drove with other person(s)	14	16
- drove with 1 person	[12]	[13]
- drove with 2 persons	[1]	[2]
- drove with 3 or more persons	[1]	[1]
Dropped off by car	23	19

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 5

WHERE PARKED (TRIPS FROM HOME ORIGIN)	Total	
	1992	**1998**
	%	%
MIDDAY		
In BART parking lot	58	67
Offsite parking	42	33
- paid		[6]
- free		[27]
EVENING		
In BART parking lot	65	83
Offsite parking	35	17
- paid		[4]
- free		[13]
OFF PEAK TOTAL		
In BART parking lot	59	69
Offsite parking	51	31
- paid		[6]
- free		[25]

Note: Specific detail not shown due to small sample sizes.

* less than 0.5%

TABLE 6

TRANSIT CONNECTION FROM HOME ORIGIN	Midday			Evening			Off Peak Total	
	1992	1998		1992	1998		1992	1998
	%	%		%	%		%	%
AC Transit	36	40		38	41		36	40
Benicia Transit		*			*			*
County Connection	4	4		4	4		4	4
Dumbarton Express	*	*					*	*
Golden Gate Transit	*	1		1	1		*	1
Oakland Air BART		*			1			*
Paratransit		*			1			*
SamTrans	5	5		3	3		5	5
SF Muni	46	40		37	36		45	40
Stockton SMART		*			1			*
Tri Delta Transit		2			2			2
Union City Transit	1	1		1	1		1	1
Vallejo BART Link	1	1		2	1		1	1
VTA Bus Lines		1			1			1
Westcat		1			1			1
Wheels		*			1			*
Shuttle Service:		1		1	2		*	1
- Employer								
- Residence		[*]						[*]
- Shopper		[*]						[*]
- School		[*]			[1]			[*]
BART Express	5			7			5	
Martinez Link	*			*			*	
Santa Clara Transit				4			1	
Emery Go Round		*						*
Other	2	1		4	5		2	2

Note: In 1992, shuttle phraseology was "employer or residence shuttle". In 1998, it was "shuttle service"
followed by the subcategories shown above.

TABLE 7

CONNECTING TRANSIT FARE FROM HOME ORIGIN	Midday			Evening			Off Peak Total	
	1992	1998		1992	1998		1992	1998
	%	%		%	%		%	%
Cash only	34	40		42	43		35	40
Transfer issued at BART	8	3		6	7		7	4
MUNI Fast Pass	28	31		21	25		27	30
BART Plus Ticket	19	12		21	15		20	13
Other	11	14		11	10		11	14
- Bus Pass		[6]			[4]			[6]
- Free		[2]						[1]
- Transfer issued on bus								
- Bus ticket (not a transfer)		[2]			[3]			[2]
- Disabled/Disabled Pass		[2]			[1]			[2]
- Bus token		[*]						[*]

* less than 0.5%

TABLE 8

DESTINATION TYPE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Home	41	33	44	35	41	33	42	33
Work	26	35	23	29	28	35	26	33
School	6	8	8	10	7	12	7	10
Medical/dental	4	5	3	5	2	2	3	4
Shopping	3	4	4	5	5	5	4	4
Hotel	1	*	1	1	*	*	*	*
Other	19	17	17	16	17	13	18	15
EVENING								
Home	76	86	68	76	70	82	73	83
Work	10	5	15	9	11	6	12	6
School	2	1	3	2	3	2	2	1
Medical/dental	1	*	1	1	*	*	1	*
Shopping	1	*	2	1	3	1	2	1
Hotel	1	1	1	*	*	*	1	1
Other	9	7	10	11	13	9	9	8
OFF PEAK TOTAL								
Home	50	55	49	49	45	49	49	52
Work	22	22	21	22	25	26	23	23
School	5	5	7	8	6	9	6	7
Medical/dental	3	3	2	3	2	2	3	3
Shopping	2	2	4	4	5	4	3	3
Hotel	1	1	1	*	*	*	*	*
Other	17	13	16	15	17	12	16	13

Note: The 1992 'Other' percentages are being reviewed and may change slightly in the Final report.

* less than 0.5%

TABLE 9

EGRESS MODE FROM BART TO NON-HOME DESTINATION	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Walk all the way to destination	65	65	54	52	73	71	64	63
Taxi	1	1	1	1	1		1	1
Motorcycle/moped			*		*		*	
Bicycle	1	3	2	4	*	1	1	3
Car	13	14	11	9	4	6	10	10
Bus / other transit	19	18	33	34	21	22	24	23
EVENING								
Walk all the way to destination	62	51	50	42	78	70	61	53
Taxi	2	2	1	2			1	2
Motorcycle/moped	*	*			*		*	*
Bicycle	2	3	3	7		4	2	5
Car	14	26	13	16	3	7	11	18
Bus / other transit	20	17	34	33	19	19	25	23
OFF PEAK TOTAL								
Walk all the way to destination	65	63	53	50	73	71	64	62
Taxi	1	1	1	1	1		1	1
Motorcycle/moped	*	*	*		*		*	*
Bicycle	1	3	2	5	*	1	1	3
Car	14	15	11	10	4	7	10	11
Bus / other transit	20	18	33	34	21	21	24	23

* less than 0.5%

TABLE 10

TRANSIT CONNECTION TO NON-HOME DESTINATION	Midday			Evening			Off Peak Total	
	1992	1998		1992	1998		1992	1998
	%	%		%	%		%	%
AC Transit	35	28		49	33		37	29
Benicia Transit		*		1				*
County Connection	4	5		2	*		4	5
Dumbarton Express	*	*		1	1		*	*
Golden Gate Transit		1		1			*	1
Oakland Air BART		2			1			2
Paratransit		1			1			1
SamTrans	3	5		4	2		3	4
SF Muni	46	40		30	38		44	40
Stockton SMART		*						*
Tri Delta Transit		1			2			1
Union City Transit	1	1		1			1	1
Vallejo BART Link	1	*					1	*
VTA Bus Lines		1			3			1
Westcat		*						*
Wheels		2			2			2
Shuttle Service:	2	11		3	15		2	12
- Employer		[3]			[10]			[4]
- Residence		[*]			[*]			[*]
- Shopper		[*]						[*]
- School		[6]			[3]			[6]
BART Express	2			1			2	
Martinez Link								
Santa Clara Transit	2			3			2	
Emery Go Round		*			*			*
Other	5	2		7	3		6	2

Note: In 1992, shuttle phraseology was "employer or residence shuttle". In 1998, it was "shuttle service" followed
by the subcategories shown above.

* less than 0.5%

TABLE 11

CONNECTING TRANSIT FARE TO NON-HOME DESTINATION	Midday			Evening			Off Peak Total	
	1992	1998		1992	1998		1992	1998
	%	%		%	%		%	%
Cash only	30	28		29	49		30	31
Transfer issued at BART	20	15		21	7		20	14
MUNI Fast Pass	20	23		13	17		20	22
BART Plus Ticket	17	13		20	11		17	13
Other	12	21		17	17		13	21
- Bus pass		[4]			[5]			[4]
- Free		[7]			[5]			[7]
- Transfer issued on bus		[2]			[2]			[2]
- Bus ticket (not a transfer)		[1]			[*]			[1]
- Disabled/disabled pass		[2]			[1]			[2]
- Bus token		[1]			[1]			[1]

* less than 0.5%

BART Customer and Performance Research ... Corey, Canapary and Galanis ... appendix A: page #47

TABLE 12

STOOD ON TRAIN DUE TO SEATING UNAVAILABILITY?	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
No	90	95	86	94	89	97	88	95
Yes	11	6	14	6	11	4	12	5
For whole trip	[4]	[3]	[4]	[3]	[4]	[2]	[4]	[2]
For most of trip	[3]	[1]	[4]	[1]	[3]	[*]	[3]	[1]
For small part of trip	[4]	[2]	[6]	[2]	[4]	[2]	[4]	[2]
EVENING								
No	86	91	86	93	91	95	87	93
Yes	14	9	14	8	9	5	13	7
For whole trip	[4]	[3]	[3]	[2]	[2]	[1]	[3]	[2]
For most of trip	[5]	[3]	[6]	[3]	[3]	[1]	[5]	[2]
For small part of trip	[5]	[4]	[5]	[3]	[4]	[2]	[5]	[3]
OFF PEAK TOTAL								
No	89	93	86	94	89	96	88	94
Yes	11	7	14	6	11	4	12	6
For whole trip	[4]	[3]	[4]	[2]	[4}	[2]	[4]	[2]
For most of trip	[3]	[2]	[4]	[2]	[3]	[1]	[4]	[2]
For small part of trip	[4]	[3]	[6]	[2]	[4]	[2]	[4]	[2]

* less than 0.5%

BART Customer and Performance Research   ...   Corey, Canapary and Galanis   ...   appendix A: page #48

TABLE 13

TYPE OF BART TICKET	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Regular BART ticket (blue)	57	68	62	67	36	39	52	58
High value discount ticket	24	14	18	11	9	4	18	10
Muni Fast Pass	1	*	*	*	46	46	15	15
Green ticket (senior)	6	10	5	7	3	6	5	8
Red ticket (child/disabled)	3	3	6	9	4	3	4	5
BART Plus ticket	8	4	9	6	3	2	7	4
Orange ticket (student)		*		*				*
Other	1	*	1	1	1	*	1	*
EVENING								
Regular BART ticket (blue)	56	67	61	69	40	40	54	60
High value discount ticket	26	21	20	15	5	5	20	15
Muni Fast Pass	1	*	1		46	48	10	13
Green ticket (senior)	2	3	4	2	2	2	3	3
Red ticket (child/disabled)	3	3	4	6	2	2	3	3
BART Plus ticket	12	6	9	7	4	3	10	6
Orange ticket (student)	*			*		*		*
Other		*	1	1	1	1	1	*
OFF PEAK TOTAL								
Regular BART ticket (blue)	56	67	61	68	36	39	52	59
High value discount ticket	25	17	18	12	8	4	18	12
Muni Fast Pass	1	*	1	*	46	47	14	14
Green ticket (senior)	5	7	5	6	3	4	4	6
Red ticket (child/disabled)	3	3	6	8	3	3	4	4
BART Plus ticket	9	5	9	6	3	3	7	5
Orange ticket (student)		*		*		*		*
Other	1	*	1	1	1	*	1	*

* less than 0.5%

TABLE 14

VALUE OF HIGH VALUE TICKET	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
$32.00	25	34	34	29
$48.00	75	66	66	71
EVENING				
$32.00	19	32	45	24
$48.00	81	68	55	76
OFF PEAK TOTAL				
$32.00	22	33	38	27
$48.00	78	67	62	73

* less than 0.5%

TABLE 15

REGULAR TICKET DETAIL VALUE	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
MIDDAY								
$0.80 - $1.10	2	*	16	15	21	13	11	8
$1.15 - $3.00	21	11	23	23	28	29	23	19
$3.05 - $5.00	32	22	24	17	24	16	28	19
$5.05 - $10.00	16	23	16	17	13	15	16	19
$10.05 - $20.00	24	28	18	19	12	15	20	22
$20.05 - $30.00	3	8	1	4	1	6	2	6
$30.05 - $40.00	2	4	1	3	2	2	1	3
$40.05 - $50.00		2		2		3		2
Over $50.00		3	1	1		*	1	2
EVENING								
$0.80 - $1.10	2	*	13	12	17	10	7	5
$1.15 - $3.00	17	10	22	20	25	30	20	17
$3.05 - $5.00	26	18	25	16	25	18	25	17
$5.05 - $10.00	19	17	12	17	13	15	16	17
$10.05 - $20.00	31	33	23	22	18	17	26	27
$20.05 - $30.00	5	8	3	6	1	5	4	7
$30.05 - $40.00	1	6	1	4	1	3	1	5
$40.05 - $50.00		4	1	2		2	*	3
Over $50.00	*	4	1	2	1	1	*	3
OFF PEAK TOTAL								
$0.80 - $1.10	2	*	16	14	20	12	10	7
$1.15 - $3.00	20	11	23	22	27	29	22	18
$3.05 - $5.00	30	20	25	17	24	17	27	18
$5.05 - $10.00	17	21	15	17	13	15	16	18
$10.05 - $20.00	26	30	19	20	14	16	21	24
$20.05 - $30.00	4	8	2	5	1	6	2	7
$30.05 - $40.00	1	5	1	3	2	3	1	4
$40.05 - $50.00	*	3	*	2		3	*	3
Over $50.00	*	3	1	1	*	1	*	2

* less than 0.5%

TABLE 16

EMPLOYER SUBSIDIZED TICKET?	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
MIDDAY								
Yes	8	11	7	11	6	7	7	10
No	92	89	93	89	94	93	93	90
EVENING								
Yes	6	10	7	11	4	12	6	11
No	94	90	93	89	96	88	94	89
OFF PEAK TOTAL								
Yes	7	11	7	11	6	9	7	10
No	93	90	93	89	95	91	93	90

TABLE 17

AMOUNT OF EMPLOYER SUBSIDY	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
MIDDAY								
$.01 - $6.00	15	7	30	10	18	1	20	6
$6.01 - $10.00	2	5	4	7	3	2	2	5
$10.01 - $25.00	37	18	23	19	30	14	30	17
$25.01 - $50.00	29	38	28	43	42	68	32	47
$50.01 - $99.99	7	25	10	19		15	6	21
$100.00 or more	11	6	7	2	8		9	3
EVENING								
$.01 - $6.00	23	3	38	16	11	4	28	6
$50.01 - $99.99	2	3	3	9		3	1	4
$99.99 or more	39	13	19	22	28	23	29	18
$25.01 - $50.00	16	48	22	29	55	60	23	47
$50.01 - $99.99	11	26	8	22	2	10	9	20
$100.00 or more	12	7	11	2	4		10	4
OFF PEAK TOTAL								
$.01 - $6.00	17	5	31	12	18	3	22	6
$6.01 - $10.00		4	3	8	3	3	2	5
$10.01 - $25.00	38	15	22	20	29	18	30	17
$25.01 - $50.00	26	43	26	38	43	64	30	47
$50.01 - $99.99	8	26	9	20		13	7	21
$100.00 or more	11	7	8	2	8		9	4

* less than 0.5%

TABLE 18

VEHICLE AVAILABLE FOR THIS TRIP	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Yes	54	63	38	46	33	39	43	51
No	46	37	62	54	68	61	57	49
EVENING								
Yes	53	57	37	43	37	40	45	50
No	47	43	63	57	64	60	55	50
OFF PEAK TOTAL								
Yes	54	61	38	45	33	40	43	51
No	47	39	62	55	67	61	57	50

* less than 0.5%

TABLE 19

WHY CHOOSE BART VS. OTHER AVAILABLE VEHICLE	Transbay		East Bay		West Bay		Total	
	1992	**1998**	**1992**	**1998**	**1992**	**1998**	**1992**	**1998**
	%	%	%	%	%	%	%	%
MIDDAY								
Cost savings of BART	14	11	19	15	17	13	16	12
Traffic congestion	36	38	26	26	29	22	32	32
Inconvenience of parking car	27	32	22	23	28	37	26	31
Safety/security	2	1	3	3	4	2	3	2
Comfort of BART	7	7	10	12	11	9	9	8
Environmental concerns	10	7	12	10	7	9	10	8
Other	4	5	7	11	5	8	5	7
EVENING								
Cost savings of BART	16	10	17	13	15	14	16	11
Traffic congestion	36	40	28	29	27	23	32	34
Inconvenience of parking car	25	29	21	21	31	36	25	29
Safety/security	2	2	3	3	7	2	3	2
Comfort of BART	7	7	8	9	7	7	7	8
Environmental concerns	10	7	13	13	10	10	11	9
Other	4	6	10	13	5	8	6	7
OFF PEAK TOTAL								
Cost savings of BART	15	10	18	14	16	13	16	12
Traffic congestion	36	39	27	27	28	23	32	33
Inconvenience of parking car	26	31	22	22	28	37	26	30
Safety/security	2	1	3	3	5	2	3	2
Comfort of BART	7	7	10	11	10	8	8	8
Environmental concerns	10	7	12	11	8	9	10	8
Other	4	5	8	12	5	8	5	7

Note: Up to two reasons were accepted. Results were added together and then percentaged to equal 100%.

* less than 0.5%

TABLE 20

FREQUENCY OF RIDING BART	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
6 - 7 days a week	11	22	25	18
5 days a week	37	34	38	37
3 - 4 days a week	18	20	18	19
1 - 2 days a week	13	11	10	12
1 - 3 days a month	13	8	7	10
Less than once a month	9	4	3	6
EVENING				
6 - 7 days a week	18	26	34	24
5 days a week	48	38	38	43
3 - 4 days a week	17	18	15	17
1 - 2 days a week	9	9	8	9
1 - 3 days a month	5	5	3	5
Less than once a month	3	4	2	3
OFF PEAK TOTAL				
6 - 7 days a week	14	23	28	20
5 days a week	42	36	38	39
3 - 4 days a week	17	20	17	18
1 - 2 days a week	11	10	9	11
1 - 3 days a month	10	7	5	8
Less than once a month	7	4	3	5

Note: This question was not asked in this format in 1992.

* less than 0.5%

TABLE 21 - City and County Origins (Home and Non-home)

**This table is shown in the total, home origin, and non-home origin only.
See the previous section: Detailed Tables.**

* less than 0.5%

TABLE 22

WORK AT HOME/ TELECOMMUTE	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
5 or more days last week	9	8	8	8
4 days	2	2	1	2
3 days	3	2	3	3
2 days	4	4	4	4
1 day	7	4	4	5
Often, # of days not known	*	*	*	*
None	76	79	80	78
EVENING				
5 or more days last week	5	8	10	7
4 days	1	1	1	1
3 days	2	1	2	2
2 days	3	3	3	3
1 day	6	4	4	5
Often, # of days not known	*	*	*	*
None	83	83	79	82
OFF PEAK TOTAL				
5 or more days last week	7	8	9	8
4 days	2	2	1	2
3 days	3	2	3	2
2 days	3	4	4	4
1 day	6	4	4	5
Often, # of days not known	*	*	*	*
None	79	80	80	80

* less than 0.5%

TABLE 23

USE CASUAL CARPOOL	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
5 or more days last week	2	2	*	2
4 days	1	1	1	1
3 days	1	2	*	1
2 days	3	2	2	2
1 day	4	3	2	3
Often, # of days not known	*	*		*
None	89	91	96	91
EVENING				
5 or more days last week	5	2	2	3
4 days	2	1	*	1
3 days	2	2	1	2
2 days	3	3	1	2
1 day	4	3	2	3
Often, # of days not known	*	*		*
None	85	90	94	88
OFF PEAK TOTAL				
5 or more days last week	4	2	1	2
4 days	1	1	1	1
3 days	2	2	1	1
2 days	3	2	1	2
1 day	4	3	2	3
Often, # of days not known	*	*		*
None	87	90	95	90

* less than 0.5%

TABLE 24

TAKE BART TO ENTERTAINMENT, ETC.	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
5 or more days last week	2	4	4	3
4 days	1	2	1	1
3 days	3	4	5	4
2 days	6	9	11	8
1 day	14	13	14	13
Often, # of days not known	*	1	*	*
None	75	68	66	70
EVENING				
5 or more days last week	2	3	6	3
4 days	1	2	3	2
3 days	3	4	5	4
2 days	5	10	12	8
1 day	14	15	15	15
Often, # of days not known	*	1	1	*
None	75	65	59	69
OFF PEAK TOTAL				
5 or more days last week	2	3	5	3
4 days	1	2	2	1
3 days	3	4	5	4
2 days	6	10	11	8
1 day	14	14	14	14
Often, # of days not known	*	1	*	*
None	75	67	64	70

* less than 0.5%

TABLE 25

USE E-MAIL	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
5 or more days last week	41	26	33	34
4 days	3	3	3	3
3 days	4	4	4	4
2 days	5	3	3	4
1 day	2	3	4	3
Often, # of days not known	6	4	4	5
None	40	57	48	47
EVENING				
5 or more days last week	52	37	45	47
4 days	3	2	3	3
3 days	4	4	4	4
2 days	4	4	4	4
1 day	2	3	3	2
Often, # of days not known	6	4	6	5
None	29	47	36	35
OFF PEAK TOTAL				
5 or more days last week	45	30	37	39
4 days	3	3	3	3
3 days	4	4	4	4
2 days	4	4	3	4
1 day	2	3	4	3
Often, # of days not known	6	4	4	5
None	35	54	44	43

* less than 0.5%

TABLE 26

	Transbay	East Bay	West Bay	Total
VISIT INTERNET SITES	**1998**	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
5 or more days last week	27	20	25	24
4 days	4	4	3	4
3 days	7	5	6	6
2 days	8	6	7	7
1 day	6	5	7	6
Often, # of days not known	5	3	3	3
None	43	58	50	49
EVENING				
5 or more days last week	33	27	30	31
4 days	4	3	5	4
3 days	8	7	7	8
2 days	9	6	9	8
1 day	7	6	5	6
Often, # of days not known	4	3	5	4
None	34	49	39	38
OFF PEAK TOTAL				
5 or more days last week	30	22	26	27
4 days	4	3	4	4
3 days	7	6	6	7
2 days	9	6	7	8
1 day	7	5	6	6
Often, # of days not known	4	3	4	4
None	39	55	47	45

* less than 0.5%

TABLE 27

HOW LONG RIDING BART	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
< 6 months	11	11	13	11	9	8	11	10
6 months - 1 year	5	4	5	5	5	4	5	4
1 - 2 years	15	11	15	12	16	14	15	12
3 - 5 years	17	12	19	12	17	18	17	14
> 5 years	53	62	48	59	53	56	52	59
EVENING								
< 6 months	13	11	15	13	13	12	14	12
6 months - 1 year	6	6	7	5	5	6	6	6
1 - 2 years	15	15	15	14	21	18	17	16
3 - 5 years	18	15	16	15	18	16	18	15
> 5 years	47	53	46	54	43	48	46	52
OFF PEAK TOTAL								
< 6 months	11	11	13	12	10	9	11	11
6 months - 1 year	5	5	6	5	5	5	5	5
1 - 2 years	15	13	15	13	17	15	16	14
3 - 5 years	17	13	18	13	18	17	17	14
> 5 years	52	58	48	57	51	54	51	57

* less than 0.5%

TABLE 28

DISABILITY?	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Yes	10	17	10	12
No	90	83	90	88
EVENING				
Yes	10	14	9	11
No	90	86	92	90
OFF PEAK TOTAL				
Yes	10	16	10	11
No	90	84	90	89

TABLE 29

TYPE OF DISABILITY	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Blindness/low vision	9	16	6	11
Deaf/hearing impaired	9	13	8	11
Mobility problem	36	23	23	27
Mental/ or cognitive impairment	17	31	32	27
Other	47	34	41	40
EVENING				
Blindness/low visior	12	11	6	10
Deaf/hearing impaired	12	14	11	13
Mobility problem	22	17	13	19
Mental/ or cognitive impairment	16	26	32	23
Other	47	37	49	44
OFF PEAK TOTAL				
Blindness/low vision	10	14	6	11
Deaf/hearing impaired	10	13	9	11
Mobility problem	30	22	21	25
Mental/ or cognitive impairment	17	30	32	25
Other	47	35	43	41

Note: Multiple mentions were accepted.

* less than 0.5%

TABLE 30

RACE OR ETHNIC IDENTIFICATION	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
White	67	64	55	51	62	60	62	59
Black	14	15	24	28	10	9	16	17
Asian/Pacific Islander	14	17	13	16	20	24	16	19
Native American	1	2	2	3	1	2	1	2
Other	4	5	7	6	7	6	6	5
Hispanic	10	10	11	13	17	18	12	14
EVENING								
White	69	66	58	52	64	61	65	62
Black	10	11	24	26	7	9	14	14
Asian/Pacific Islander	15	18	11	17	21	24	15	19
Native American	1	2	2	3	1	2	1	2
Other	5	5	5	6	8	7	6	6
Hispanic	9	10	8	14	16	16	10	13
OFF PEAK TOTAL								
White	67	65	56	51	63	60	63	60
Black	13	14	24	27	9	9	15	16
Asian/Pacific Islander	14	17	13	17	20	24	16	19
Native American	1	2	2	3	1	2	1	2
Other	5	5	6	6	7	7	6	6
Hispanic	9	10	10	13	17	18	12	13

Note: In 1998 multiple responses were accepted, whereas in 1992 they were not. In both years, the Hispanic

category was asked as a separate question. These categories are consistent with the U.S. Census

Bureau 1990 standard.

* less than 0.5%

TABLE 31

GENDER	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
Male	51	47	47	48	51	45	50	47
Female	50	53	53	52	49	55	50	53
EVENING								
Male	51	50	56	57	54	54	53	53
Female	49	50	44	43	46	46	47	47
OFF PEAK TOTAL								
Male	51	48	49	51	51	48	50	49
Female	49	52	51	49	49	52	50	51

* less than 0.5%

TABLE 32

AGE	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
12 or younger	1	*	1	*	*	*	1	*
13 - 17	1	1	6	3	2	1	3	2
18 - 24	12	11	21	22	17	18	16	16
25 - 34	28	24	24	21	33	30	28	25
35 - 44	29	26	25	21	24	22	26	23
45 - 64	23	29	17	25	20	23	20	26
65 or older	7	9	6	8	4	6	6	8
EVENING								
12 or younger	1	*	1	*	*	*	1	*
13 - 17	1	1	2	3	1	1	1	1
18 - 24	11	11	22	22	16	16	15	15
25 - 34	34	30	31	28	38	39	34	32
35 - 44	31	29	23	23	28	22	28	26
45 - 64	20	26	17	21	15	20	18	23
65 or older	3	3	4	3	2	2	3	3
OFF PEAK TOTAL								
12 or younger	1	*	1	*	*	*	1	*
13 - 17	1	1	5	3	2	1	2	1
18 - 24	12	11	21	22	16	18	16	16
25 - 34	29	27	26	24	33	33	29	28
35 - 44	29	27	24	22	25	22	27	24
45 - 64	22	28	17	24	19	22	20	25
65 or older	6	7	6	6	4	4	5	6

Note: Customers who appeared to be 12 or younger were not given a questionnaire.

Some, however, did participate in the study.

* less than 0.5%

TABLE 33

TOTAL HOUSEHOLD INCOME	Transbay		East Bay		West Bay		Total	
	1992	1998	1992	1998	1992	1998	1992	1998
	%	%	%	%	%	%	%	%
MIDDAY								
$15,000 or less	14	11	27	26	22	19	20	18
$15,001 - $30,000	18	16	23	22	25	20	22	19
$30,001 - $45,000	19	16	21	16	20	17	20	16
$45,001 - $60,000	16	14	16	13	14	16	16	14
$60,001 - $75,000	11	13	6	9	8	11	9	11
OVER $75,000	21	30	8	15	11	17	14	22
[$75,000 - $100,000]		[12]		[7]		[7]		[9]
[$100,001 & over]		[18]		[8]		[10]		[13]
EVENING								
$15,000 or less	11	9	22	20	18	15	16	13
$15,001 - $30,000	19	13	24	20	23	20	21	16
$30,001 - $45,000	21	17	23	18	19	19	21	18
$45,001 - $60,000	15	14	14	14	15	13	15	14
$60,001 - $75,000	13	12	7	12	8	12	10	12
OVER $75,000	22	35	10	17	16	22	17	27
[$75,000 - $100,000]		[14]		[9]		[10]		[12]
[$100,001 & over]		[21]		[8]		[12]		[15]
OFF PEAK TOTAL								
$15,000 or less	14	10	26	24	21	17	19	16
$15,001 - $30,000	18	15	23	21	25	20	22	18
$30,001 - $45,000	19	16	21	16	20	18	20	17
$45,001 - $60,000	16	14	16	13	14	15	16	14
$60,001 - $75,000	12	13	7	10	8	11	9	12
OVER $75,000	21	32	8	15	12	19	15	24
[$75,000 - $100,000]		[13]		[8]		[8]		[10]
[$100,001 & over]		[19]		[8]		[11]		[14]

Note: Income categories were expanded on the 1998 study.

* less than 0.5%

TABLE 34

SATISFACTION WITH BART	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
Very satisfied	35	39	49	40
Somewhat satisfied	44	42	37	41
Neutral	11	12	9	11
Somewhat dissatisfied	9	6	4	7
Very Dissatisfied	2	1	1	2
EVENING				
Very satisfied	27	34	41	32
Somewhat satisfied	48	46	43	47
Neutral	11	12	10	11
Somewhat dissatisfied	11	7	5	9
Very Dissatisfied	3	2	1	2
OFF PEAK TOTAL				
Very satisfied	31	37	46	37
Somewhat satisfied	46	43	39	43
Neutral	11	12	9	11
Somewhat dissatisfied	10	6	4	7
Very Dissatisfiec	3	1	1	2

* less than 0.5%

TABLE 35

AWARENESS: IMPROVED PARKING LOT LIGHTING	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
Aware	42	51	29	41
Not aware	58	49	71	59
EVENING				
Aware	45	50	27	42
Not aware	55	50	73	58
OFF PEAK TOTAL				
Aware	43	51	29	41
Not aware	57	49	71	59

TABLE 36

AWARENESS: 911 EMERGENCY CALL BOXES	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
Aware	56	62	46	55
Not aware	44	38	54	45
EVENING				
Aware	59	62	41	55
Not aware	42	38	59	45
OFF PEAK TOTAL				
Aware	57	62	44	55
Not aware	43	38	56	45

* less than 0.5%

TABLE 37

AWARENESS: BART POOL PARKING	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Aware	30	36	27	31
Not aware	70	64	73	70
EVENING				
Aware	32	34	27	31
Not aware	68	66	73	69
OFF PEAK TOTAL				
Aware	31	35	27	31
Not aware	69	65	73	69

TABLE 38

AWARENESS: RENOVATED ELEVATORS	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Aware	31	47	42	39
Not aware	69	53	58	61
EVENING				
Aware	30	41	35	34
Not aware	70	59	66	66
OFF PEAK TOTAL				
Aware	31	45	40	37
Not aware	69	55	60	63

* less than 0.5%

TABLE 39

AWARENESS: RENOVATED ESCALATORS	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Aware	51	57	68	58
Not aware	49	43	32	42
EVENING				
Aware	52	53	64	55
Not aware	48	47	36	45
OFF PEAK TOTAL				
Aware	51	56	67	57
Not aware	49	44	33	43

TABLE 40

AWARENESS: RENOVATED STATIONS	Transbay	East Bay	West Bay	Total
	1998	1998	1998	1998
	%	%	%	%
MIDDAY				
Aware	37	53	44	44
Not aware	63	47	56	57
EVENING				
Aware	35	49	39	39
Not aware	65	51	61	61
OFF PEAK TOTAL				
Aware	36	52	43	42
Not aware	64	48	57	58

* less than 0.5%

TABLE 41

AWARENESS: RENOVATED TRAIN CAR INTERIORS	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
Aware	53	61	55	56
Not aware	47	39	45	44
EVENING				
Aware	53	60	51	54
Not aware	47	40	49	46
OFF PEAK TOTAL				
Aware	53	60	54	55
Not aware	47	40	46	45

TABLE 42

AWARENESS: BART TIMES NEWSLETTER	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
Aware	48	52	53	50
Not aware	53	48	47	50
EVENING				
Aware	52	51	52	52
Not aware	48	49	48	48
OFF PEAK TOTAL				
Aware	49	52	52	51
Not aware	51	48	48	49

* less than 0.5%

TABLE 43

AWARENESS: BART WEB SITE	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
Aware	24	28	22	25
Not aware	76	72	78	76
EVENING				
Aware	28	30	26	28
Not aware	72	70	74	72
OFF PEAK TOTAL				
Aware	26	29	23	26
Not aware	74	72	77	74

TABLE 44

AWARENESS: OFFSITE TICKET SALES	Transbay 1998	East Bay 1998	West Bay 1998	Total 1998
	%	%	%	%
MIDDAY				
Aware	59	63	48	57
Not aware	41	37	52	43
EVENING				
Aware	62	63	43	58
Not aware	38	37	57	43
OFF PEAK TOTAL				
Aware	60	63	47	57
Not aware	40	37	53	43

* less than 0.5%

TABLE 45

AWARENESS: BART EVENTS HOTLINE (510-464-7500)	Transbay	East Bay	West Bay	Total
	1998	**1998**	**1998**	**1998**
	%	%	%	%
MIDDAY				
Aware	16	22	18	18
Not aware	84	78	82	82
EVENING				
Aware	12	19	14	14
Not aware	88	82	86	86
OFF PEAK TOTAL				
Aware	15	21	16	17
Not aware	85	79	84	83

* less than 0.5%

Appendix B.1:
Station Comparisons for Selected Questions

All Stations, Home Based

Note: Percentage statistics are reported in whole numbers. Percentages of 0.5% and above were rounded up. Columns may not add exactly to 100% due to rounding. A footnote is included in the few instances where multiple responses were accepted.

Percentages should be read horizontally (across).

List of Tables
Station Comparisons for Selected Questions

ALL STATIONS, HOME BASED

2. How did you get to this BART station for this trip?

[HOME ORIGIN STATIONS]		Walked	Taxi	Motor-cycle/moped	Bicycle	Car	Bus/transit
12TH STREET/OAKLAND CITY CENTER	%	29			1	24	46
16TH STREET MISSION	%	76	*	*	3	6	14
19TH STREET/OAKLAND	%	49	*		3	27	21
24TH STREET MISSION	%	65	*	*	1	8	25
ASHBY	%	46	*		7	42	5
BALBOA PARK	%	20			1	28	52
BAY FAIR	%	14	*	*	2	64	20
CASTRO VALLEY	%	10			1	83	6
CIVIC CENTER	%	38	1	*	5	7	51
COLISEUM/OAKLAND AIRPORT	%	7	1		2	52	38
COLMA	%	5	*	*		76	19
CONCORD	%	11	1	*	2	78	9
DALY CITY	%	13	1	*		66	20
DOWNTOWN BERKELEY	%	57			6	14	23
DUBLIN/PLEASANTON	%	1	*	*	2	89	8
EL CERRITO DEL NORTE/DEL NORTE	%	12	*		1	61	27
EL CERRITO PLAZA	%	33	*	*	4	58	5
EMBARCADERO	%	20		2	8	16	55
FREMONT	%	8	*		2	78	13
FRUITVALE	%	13	1	*	4	53	28
GLEN PARK	%	42	*	1	2	31	24
HAYWARD	%	15	*	*	3	60	21
LAFAYETTE	%	7		*	2	86	5
LAKE MERRITT	%	32		*	5	46	16
MACARTHUR	%	27	*	*	4	49	20
MONTGOMERY	%	29	*		2	10	59
NORTH BERKELEY	%	30		*	5	62	3
NORTH CONCORD/MARTINEZ	%	7			1	85	7
ORINDA	%	4			2	89	6
PITTSBURG/BAY POINT	%	3		1	1	75	20
PLEASANT HILL	%	15	*	*	2	74	8
POWELL	%	36	*		3	6	55
RICHMOND	%	21	2		3	51	24
ROCKRIDGE	%	32	1	1	3	58	5
SAN LEANDRO	%	18	*	*	2	66	15
SOUTH HAYWARD	%	13	*		2	70	15
UNION CITY	%	11			2	67	20
WALNUT CREEK	%	10	*		2	78	10
WEST OAKLAND	%	11	*	*	1	79	8

* less than 0.5%

6. After you exit the BART system on this trip, how will you get to your destination?

[HOME ORIGIN STATIONS]		Walk	Taxi	Motor-cycle/ moped	Bicycle	Car	Bus/ transit
				- - - **MODE FROM BART**- - -			
12TH STREET/OAKLAND CITY CENTER	%	48	1		1	13	38
16TH STREET MISSION	%	73	1		3	5	19
19TH STREET/OAKLAND	%	64	*		2	8	27
24TH STREET MISSION	%	75	*		1	6	18
ASHBY	%	67	1		4	6	23
BALBOA PARK	%	72	*		1	4	23
BAY FAIR	%	65	*		2	8	25
CASTRO VALLEY	%	77	1		1	7	15
CIVIC CENTER	%	59	1		4	11	26
COLISEUM/OAKLAND AIRPORT	%	57	2	*	3	7	32
COLMA	%	80	*			7	13
CONCORD	%	72	1		1	7	20
DALY CITY	%	77	*		*	10	13
DOWNTOWN BERKELEY	%	59			3	10	28
DUBLIN/PLEASANTON	%	79	1		1	6	13
EL CERRITO DEL NORTE/DEL NORTE	%	69	*		1	10	21
EL CERRITO PLAZA	%	78	*		2	5	15
EMBARCADERO	%	56	1		8	17	20
FREMONT	%	71	*		2	8	21
FRUITVALE	%	59	*		4	9	28
GLEN PARK	%	81	*		1	3	16
HAYWARD	%	63	1		3	8	26
LAFAYETTE	%	80	*		1	8	10
LAKE MERRITT	%	65			3	8	24
MACARTHUR	%	63	1	*	3	10	23
MONTGOMERY	%	54	1		2	16	27
NORTH BERKELEY	%	66	*		3	15	17
NORTH CONCORD/MARTINEZ	%	76	1		1	8	15
ORINDA	%	82	*		2	7	11
PITTSBURG/BAY POINT	%	60	1		2	14	24
PLEASANT HILL	%	81	*		1	7	11
POWELL	%	51	1		2	16	30
RICHMOND	%	59	2		3	7	30
ROCKRIDGE	%	76		*	2	6	16
SAN LEANDRO	%	67	1		1	6	24
SOUTH HAYWARD	%	63	1		1	7	28
UNION CITY	%	72			1	6	21
WALNUT CREEK	%	77	1		1	6	16
WEST OAKLAND	%	74	1	*	1	9	15

* less than 0.5%

7. Where are you going?

		- - - DESTINATION TRIP PURPOSE - - -			
[HOME ORIGIN STATIONS]		**Work**	**School**	**Shopping**	**Other**
12TH STREET/OAKLAND CITY CENTER	%	69	12	5	15
16TH STREET MISSION	%	70	14	1	14
19TH STREET/OAKLAND	%	68	14	3	16
24TH STREET MISSION	%	74	12	1	13
ASHBY	%	71	14	1	14
BALBOA PARK	%	86	5	1	8
BAY FAIR	%	78	8	2	12
CASTRO VALLEY	%	78	6	1	16
CIVIC CENTER	%	63	19	1	17
COLISEUM/OAKLAND AIRPORT	%	76	11	2	11
COLMA	%	84	7	1	9
CONCORD	%	85	4	1	10
DALY CITY	%	81	5	1	13
DOWNTOWN BERKELEY	%	60	16	2	21
DUBLIN/PLEASANTON	%	80	6	1	13
EL CERRITO DEL NORTE/DEL NORTE	%	77	9	1	13
EL CERRITO PLAZA	%	69	12	1	18
EMBARCADERO	%	62	9	4	25
FREMONT	%	73	10	1	17
FRUITVALE	%	75	9	2	15
GLEN PARK	%	80	5	3	13
HAYWARD	%	76	7	2	15
LAFAYETTE	%	82	4	1	14
LAKE MERRITT	%	70	15	2	13
MACARTHUR	%	71	11	1	16
MONTGOMERY	%	59	10	1	30
NORTH BERKELEY	%	71	8	3	18
NORTH CONCORD/MARTINEZ	%	82	6	2	10
ORINDA	%	85	3	1	11
PITTSBURG/BAY POINT	%	82	5	1	12
PLEASANT HILL	%	86	4	1	9
POWELL	%	44	28	3	26
RICHMOND	%	75	11	*	13
ROCKRIDGE	%	75	7	2	16
SAN LEANDRO	%	74	7	2	17
SOUTH HAYWARD	%	73	10	2	16
UNION CITY	%	77	10	1	12
WALNUT CREEK	%	82	4	1	13
WEST OAKLAND	%	81	4	1	14

* less than 0.5%

9. After you boarded the train for this trip, did you stand because seating was unavailable?

[HOME ORIGIN STATIONS]		- - SEATING - -	
		Stood	Didn't Stand
12TH STREET/OAKLAND CITY CENTER	%	33	67
16TH STREET MISSION	%	29	71
19TH STREET/OAKLAND	%	32	68
24TH STREET MISSION	%	24	76
ASHBY	%	28	72
BALBOA PARK	%	13	87
BAY FAIR	%	8	92
CASTRO VALLEY	%	9	91
CIVIC CENTER	%	27	73
COLISEUM/OAKLAND AIRPORT	%	27	73
COLMA	%	2	98
CONCORD	%	12	88
DALY CITY	%	5	95
DOWNTOWN BERKELEY	%	18	82
DUBLIN/PLEASANTON	%	3	97
EL CERRITO DEL NORTE/DEL NORTE	%	7	93
EL CERRITO PLAZA	%	9	91
EMBARCADERO	%	8	92
FREMONT	%	2	98
FRUITVALE	%	33	67
GLEN PARK	%	19	81
HAYWARD	%	6	94
LAFAYETTE	%	37	63
LAKE MERRITT	%	37	63
MACARTHUR	%	35	65
MONTGOMERY	%	12	88
NORTH BERKELEY	%	14	86
NORTH CONCORD/MARTINEZ	%	3	97
ORINDA	%	49	52
PITTSBURG/BAY POINT	%	3	97
PLEASANT HILL	%	17	83
POWELL	%	14	86
RICHMOND	%	6	94
ROCKRIDGE	%	48	52
SAN LEANDRO	%	19	81
SOUTH HAYWARD	%	5	95
UNION CITY	%	4	96
WALNUT CREEK	%	30	71
WEST OAKLAND	%	49	51

* less than 0.5%

10. What type of ticket did you use to enter the BART system?

[HOME ORIGIN STATIONS]		Regular	High value	MUNI fast pass	Senior	Child	BART Plus	Student	Other
12TH STREET/OAKLAND CITY CENTER	%	58	11	1	3	7	21	*	*
16TH STREET MISSION	%	40	4	50	1	3	2	*	*
19TH STREET/OAKLAND	%	67	13	*	5	4	11	*	1
24TH STREET MISSION	%	33	4	56	1	2	3	*	*
ASHBY	%	76	17	*	2	1	3	*	*
BALBOA PARK	%	19	3	71	2	1	4	*	1
BAY FAIR	%	58	28	*	4	4	5	*	2
CASTRO VALLEY	%	62	27	1	4	3	3	*	1
CIVIC CENTER	%	44	8	22	7	5	15	*	*
COLISEUM/OAKLAND AIRPORT	%	73	12	*	*	4	10	*	1
COLMA	%	64	22	*	3	1	10	*	*
CONCORD	%	54	33	*	4	3	5	*	1
DALY CITY	%	62	23	*	5	2	8	*	*
DOWNTOWN BERKELEY	%	65	16	*	4	4	10	*	1
DUBLIN/PLEASANTON	%	62	33	*	3	1	2	*	*
EL CERRITO DEL NORTE/DEL NORTE	%	62	24	*	4	4	5	*	1
EL CERRITO PLAZA	%	60	26	*	9	2	3	*	*
EMBARCADERO	%	55	12	9	7	3	14	*	*
FREMONT	%	53	31	*	8	3	4	*	*
FRUITVALE	%	65	17	*	4	5	9	*	*
GLEN PARK	%	26	6	60	5	2	2	*	*
HAYWARD	%	56	23	*	4	7	9	1	1
LAFAYETTE	%	60	28	*	10	1	1	*	*
LAKE MERRITT	%	65	23	*	3	4	6	*	*
MACARTHUR	%	73	16	*	2	4	5	*	*
MONTGOMERY	%	55	9	10	3	2	21	1	*
NORTH BERKELEY	%	70	16	*	6	2	4	*	*
NORTH CONCORD/MARTINEZ	%	64	30	*	2	2	1	*	*
ORINDA	%	56	34	*	8	*	2	*	*
PITTSBURG/BAY POINT	%	66	22	*	3	3	5	*	*
PLEASANT HILL	%	50	41	*	4	2	3	*	1
POWELL	%	43	7	28	8	1	12	*	*
RICHMOND	%	70	12	*	4	5	9	*	*
ROCKRIDGE	%	66	23	*	5	2	4	*	*
SAN LEANDRO	%	54	24	*	8	6	8	*	*
SOUTH HAYWARD	%	55	27	*	8	3	5	*	2
UNION CITY	%	48	39	*	5	4	4	*	*
WALNUT CREEK	%	52	34	*	8	2	4	*	*
WEST OAKLAND	%	71	21	*	2	4	3	*	*

* less than 0.5%

11. Does your employer pay for all or part of your ticket?
12. Was a car, truck, van, or motorcycle available to you for this trip?

[HOME ORIGIN STATIONS]		EMPLOYER SUPPLEMENTED TICKET		OTHER VEHICLE AVAILABLE	
		No	Yes	No	Yes
12TH STREET/OAKLAND CITY CENTER	%	91	9	58	42
16TH STREET MISSION	%	90	10	64	36
19TH STREET/OAKLAND	%	88	12	53	48
24TH STREET MISSION	%	90	10	58	42
ASHBY	%	91	9	44	56
BALBOA PARK	%	90	10	50	50
BAY FAIR	%	87	13	33	67
CASTRO VALLEY	%	86	14	25	75
CIVIC CENTER	%	88	12	60	40
COLISEUM/OAKLAND AIRPORT	%	89	11	46	54
COLMA	%	85	15	27	73
CONCORD	%	85	15	29	71
DALY CITY	%	86	14	31	70
DOWNTOWN BERKELEY	%	88	12	57	43
DUBLIN/PLEASANTON	%	85	16	15	85
EL CERRITO DEL NORTE/DEL NORTE	%	83	17	29	71
EL CERRITO PLAZA	%	82	18	29	71
EMBARCADERO	%	86	15	54	46
FREMONT	%	83	17	24	77
FRUITVALE	%	89	11	44	56
GLEN PARK	%	83	17	38	62
HAYWARD	%	84	16	41	59
LAFAYETTE	%	86	14	15	85
LAKE MERRITT	%	88	12	42	58
MACARTHUR	%	88	12	41	60
MONTGOMERY	%	85	15	55	45
NORTH BERKELEY	%	88	12	29	71
NORTH CONCORD/MARTINEZ	%	85	16	19	81
ORINDA	%	86	14	16	84
PITTSBURG/BAY POINT	%	87	13	30	70
PLEASANT HILL	%	84	16	22	78
POWELL	%	90	10	76	24
RICHMOND	%	87	13	47	53
ROCKRIDGE	%	88	13	22	78
SAN LEANDRO	%	87	13	33	67
SOUTH HAYWARD	%	87	14	33	67
UNION CITY	%	87	13	31	69
WALNUT CREEK	%	85	15	20	80
WEST OAKLAND	%	90	11	25	75

* less than 0.5%

13. How often do you CURRENTLY ride BART?

[HOME ORIGIN STATIONS]		6-7 days/ wk	5 days/ wk	3-4 days/ wk	1-2 days/ wk	1-3 days/ month	Less than once a month
12TH STREET/OAKLAND CITY CENTER	%	27	46	14	8	3	2
16TH STREET MISSION	%	27	50	13	6	3	1
19TH STREET/OAKLAND	%	25	48	12	7	7	1
24TH STREET MISSION	%	31	47	14	6	2	*
ASHBY	%	16	52	19	8	3	2
BALBOA PARK	%	26	61	9	3	1	1
BAY FAIR	%	14	63	12	4	5	2
CASTRO VALLEY	%	10	59	14	6	8	4
CIVIC CENTER	%	19	49	17	10	4	2
COLISEUM/OAKLAND AIRPORT	%	19	61	13	4	3	2
COLMA	%	11	69	12	4	2	2
CONCORD	%	10	67	12	4	5	3
DALY CITY	%	12	62	16	4	3	3
DOWNTOWN BERKELEY	%	18	49	17	9	5	2
DUBLIN/PLEASANTON	%	4	61	16	7	6	7
EL CERRITO DEL NORTE/DEL NORTE	%	13	63	13	5	3	3
EL CERRITO PLAZA	%	13	54	16	10	5	3
EMBARCADERO	%	9	49	18	11	7	6
FREMONT	%	10	58	15	4	5	9
FRUITVALE	%	22	53	16	6	2	2
GLEN PARK	%	24	55	14	4	3	*
HAYWARD	%	19	59	11	5	4	2
LAFAYETTE	%	5	63	18	5	5	4
LAKE MERRITT	%	23	52	15	5	3	2
MACARTHUR	%	18	50	17	6	7	2
MONTGOMERY	%	16	51	14	10	8	2
NORTH BERKELEY	%	12	46	18	11	10	3
NORTH CONCORD/MARTINEZ	%	8	64	13	4	7	4
ORINDA	%	4	63	19	5	6	4
PITTSBURG/BAY POINT	%	15	62	14	4	4	2
PLEASANT HILL	%	8	73	11	4	3	2
POWELL	%	14	44	18	12	8	3
RICHMOND	%	24	54	13	5	2	2
ROCKRIDGE	%	10	55	17	8	7	3
SAN LEANDRO	%	15	61	13	5	4	3
SOUTH HAYWARD	%	18	57	11	6	4	3
UNION CITY	%	8	67	14	5	4	3
WALNUT CREEK	%	6	66	14	5	6	3
WEST OAKLAND	%	13	67	11	6	3	1

* less than 0.5%

14. How many days last week did you: a. work at home / telecommute; b. use casual carpools; c. take BART to entertainment, cultural or sports events; d. use e-mail; e. visit Internet sites?

- - - USE AT LEAST ONCE A WEEK - - -

[HOME ORIGIN STATIONS]		Telecomm ute	Use Casual Carpool	Take BART to Enter- tainment	Use e- mail	Visit Internet Sites
12TH STREET/OAKLAND CITY CENTER	%	19	9	32	45	44
16TH STREET MISSION	%	17	7	41	64	60
19TH STREET/OAKLAND	%	14	11	32	56	54
24TH STREET MISSION	%	18	5	42	65	60
ASHBY	%	17	9	32	62	58
BALBOA PARK	%	13	3	25	50	46
BAY FAIR	%	13	6	22	50	46
CASTRO VALLEY	%	15	6	19	70	62
CIVIC CENTER	%	17	5	22	55	52
COLISEUM/OAKLAND AIRPORT	%	15	7	23	36	36
COLMA	%	13	6	14	63	58
CONCORD	%	10	4	15	61	56
DALY CITY	%	17	6	19	54	50
DOWNTOWN BERKELEY	%	18	9	33	69	65
DUBLIN/PLEASANTON	%	16	6	13	70	65
EL CERRITO DEL NORTE/DEL NORTE	%	13	10	17	55	49
EL CERRITO PLAZA	%	15	5	27	72	66
EMBARCADERO	%	16	9	22	62	59
FREMONT	%	15	7	15	64	61
FRUITVALE	%	17	8	30	50	46
GLEN PARK	%	18	5	33	67	62
HAYWARD	%	17	5	23	52	47
LAFAYETTE	%	15	8	13	76	72
LAKE MERRITT	%	20	7	27	57	54
MACARTHUR	%	19	10	30	63	60
MONTGOMERY	%	17	11	24	61	56
NORTH BERKELEY	%	19	10	22	70	65
NORTH CONCORD/MARTINEZ	%	12	6	15	67	64
ORINDA	%	16	9	14	73	69
PITTSBURG/BAY POINT	%	14	6	16	51	47
PLEASANT HILL	%	12	4	15	73	69
POWELL	%	21	9	28	57	55
RICHMOND	%	14	6	22	39	38
ROCKRIDGE	%	22	12	24	78	72
SAN LEANDRO	%	13	4	23	52	46
SOUTH HAYWARD	%	13	6	21	45	42
UNION CITY	%	13	7	18	60	57
WALNUT CREEK	%	13	5	16	73	66
WEST OAKLAND	%	16	9	18	61	57

* less than 0.5%

15. How long have you been riding BART?

[HOME ORIGIN STATIONS]		6 months or less	6 mo. - 1 year	1 - 2 years	3 - 5 years	5 years +
12TH STREET/OAKLAND CITY CENTER	%	9	7	13	16	55
16TH STREET MISSION	%	9	6	17	17	52
19TH STREET/OAKLAND	%	12	6	13	17	52
24TH STREET MISSION	%	9	4	14	18	56
ASHBY	%	10	5	16	13	56
BALBOA PARK	%	7	5	10	13	66
BAY FAIR	%	11	6	13	12	58
CASTRO VALLEY	%	12	7	17	15	49
CIVIC CENTER	%	14	6	15	16	50
COLISEUM/OAKLAND AIRPORT	%	9	5	10	12	64
COLMA	%	12	7	16	16	49
CONCORD	%	7	5	10	17	61
DALY CITY	%	10	5	13	14	57
DOWNTOWN BERKELEY	%	14	8	18	15	45
DUBLIN/PLEASANTON	%	17	10	23	12	38
EL CERRITO DEL NORTE/DEL NORTE	%	11	5	13	14	57
EL CERRITO PLAZA	%	8	4	15	15	59
EMBARCADERO	%	17	8	17	16	42
FREMONT	%	17	7	17	15	45
FRUITVALE	%	10	7	15	14	54
GLEN PARK	%	8	4	12	13	64
HAYWARD	%	11	6	13	11	59
LAFAYETTE	%	7	4	11	16	62
LAKE MERRITT	%	14	7	14	17	48
MACARTHUR	%	11	5	13	16	55
MONTGOMERY	%	15	3	17	17	47
NORTH BERKELEY	%	9	4	14	11	62
NORTH CONCORD/MARTINEZ	%	13	6	20	12	49
ORINDA	%	8	5	9	12	67
PITTSBURG/BAY POINT	%	12	7	16	18	47
PLEASANT HILL	%	11	5	15	13	56
POWELL	%	18	9	16	15	42
RICHMOND	%	6	6	12	14	63
ROCKRIDGE	%	11	4	15	14	57
SAN LEANDRO	%	9	4	11	12	64
SOUTH HAYWARD	%	7	4	12	14	63
UNION CITY	%	9	7	12	13	59
WALNUT CREEK	%	10	5	15	15	55
WEST OAKLAND	%	5	4	7	14	71

* less than 0.5%

16. Are you a person with a disability?
17. What is your race or ethnic identification?

[HOME ORIGIN STATIONS]		- DISABILITY - No	Yes	White	Black	Asian	Native American	Other	Hispanic
12TH STREET/OAKLAND CITY CENTER	%	85	15	39	32	26	3	4	9
16TH STREET MISSION	%	91	9	81	5	9	1	6	16
19TH STREET/OAKLAND	%	89	11	47	33	14	3	5	11
24TH STREET MISSION	%	91	9	78	5	11	2	7	23
ASHBY	%	93	7	61	21	12	2	7	10
BALBOA PARK	%	92	8	31	13	50	1	6	20
BAY FAIR	%	91	9	49	23	24	2	5	15
CASTRO VALLEY	%	93	8	68	9	21	2	2	8
CIVIC CENTER	%	88	12	64	11	18	3	9	11
COLISEUM/OAKLAND AIRPORT	%	88	12	15	78	3	1	3	9
COLMA	%	92	8	51	4	40	1	5	15
CONCORD	%	92	8	74	5	17	2	5	15
DALY CITY	%	93	7	44	7	45	1	6	16
DOWNTOWN BERKELEY	%	88	12	67	11	19	1	5	8
DUBLIN/PLEASANTON	%	96	4	78	5	13	1	3	9
EL CERRITO DEL NORTE/DEL NORTE	%	90	10	48	27	22	2	4	11
EL CERRITO PLAZA	%	91	9	69	10	18	1	4	9
EMBARCADERO	%	91	9	75	9	13	2	6	8
FREMONT	%	89	11	52	7	37	2	4	9
FRUITVALE	%	86	14	44	31	19	3	8	16
GLEN PARK	%	93	7	61	8	25	3	5	14
HAYWARD	%	88	13	51	22	24	1	4	16
LAFAYETTE	%	93	7	87	1	10	1	2	7
LAKE MERRITT	%	92	8	38	25	30	3	7	11
MACARTHUR	%	89	11	55	29	10	1	7	8
MONTGOMERY	%	92	9	65	10	20	1	5	9
NORTH BERKELEY	%	93	7	75	7	13	2	5	7
NORTH CONCORD/MARTINEZ	%	90	10	75	9	12	1	5	12
ORINDA	%	94	6	81	3	14	1	3	6
PITTSBURG/BAY POINT	%	90	10	56	23	16	2	8	20
PLEASANT HILL	%	93	7	80	3	15	1	3	8
POWELL	%	87	13	53	7	36	*	5	10
RICHMOND	%	88	12	30	55	11	1	6	19
ROCKRIDGE	%	92	8	79	6	11	1	5	9
SAN LEANDRO	%	88	12	53	23	20	1	4	12
SOUTH HAYWARD	%	88	13	38	15	43	1	5	18
UNION CITY	%	89	11	40	9	48	2	4	11
WALNUT CREEK	%	90	10	82	2	13	2	3	6
WEST OAKLAND	%	91	9	40	48	9	2	4	7

* less than 0.5%

18. Gender.

19. Age.

[HOME ORIGIN STATIONS]		- - GENDER - -		- - - AGE - - -						
		Male	Female	12 or younger	13-17	18-24	25-34	35-44	45-64	65 or older
12TH STREET/OAKLAND CITY CENTER	%	47	53		1	18	26	24	29	3
16TH STREET MISSION	%	48	52	1	*	9	50	20	19	1
19TH STREET/OAKLAND	%	39	61	*	2	15	32	24	23	4
24TH STREET MISSION	%	43	57	*	1	12	39	24	22	2
ASHBY	%	41	59	*	1	19	30	24	23	2
BALBOA PARK	%	33	67	*	1	12	23	30	31	3
BAY FAIR	%	36	64	*	*	12	22	30	33	3
CASTRO VALLEY	%	38	62		1	8	20	27	39	4
CIVIC CENTER	%	56	45		1	14	32	25	24	5
COLISEUM/OAKLAND AIRPORT	%	32	68		2	19	23	27	28	1
COLMA	%	36	64		1	9	23	30	35	3
CONCORD	%	47	54		1	8	19	30	39	3
DALY CITY	%	38	62	*	*	12	24	26	32	6
DOWNTOWN BERKELEY	%	53	47	*	1	25	35	15	20	4
DUBLIN/PLEASANTON	%	48	52		1	5	21	35	37	3
EL CERRITO DEL NORTE/DEL NORTE	%	39	62	*	1	11	19	27	39	4
EL CERRITO PLAZA	%	40	60		1	10	26	24	32	8
EMBARCADERO	%	46	54		3	4	32	25	31	6
FREMONT	%	46	54		1	9	29	24	30	7
FRUITVALE	%	40	60		2	16	27	27	25	3
GLEN PARK	%	46	55		*	7	25	29	33	6
HAYWARD	%	46	54		1	9	25	27	35	4
LAFAYETTE	%	52	48		1	4	18	31	37	10
LAKE MERRITT	%	48	53		*	17	36	23	21	3
MACARTHUR	%	38	62		*	14	32	24	27	3
MONTGOMERY	%	54	46	*		6	31	23	36	4
NORTH BERKELEY	%	43	57		*	9	23	28	33	7
NORTH CONCORD/MARTINEZ	%	42	58		1	8	22	31	36	2
ORINDA	%	51	49		*	4	12	25	51	7
PITTSBURG/BAY POINT	%	42	58		2	10	22	29	35	3
PLEASANT HILL	%	47	53		*	5	19	29	43	3
POWELL	%	46	54		1	24	29	17	21	9
RICHMOND	%	37	63	1	3	12	24	26	30	4
ROCKRIDGE	%	41	59		*	7	34	20	33	5
SAN LEANDRO	%	38	63		1	7	19	30	37	7
SOUTH HAYWARD	%	36	64		2	12	19	28	32	8
UNION CITY	%	39	61	*	1	8	22	26	38	5
WALNUT CREEK	%	50	50	*	*	5	22	28	38	7
WEST OAKLAND	%	35	65	*	1	10	26	31	31	1

* less than 0.5%

20. What is the total income of all your household members?

[HOME ORIGIN STATIONS]		15k or less	$15k - $30k	$30k - 45k	$45k - $60k	$60k - $75k	$75k - $100k	Over $100k
12TH STREET/OAKLAND CITY CENTER	%	21	29	18	10	9	6	8
16TH STREET MISSION	%	13	23	21	14	12	9	8
19TH STREET/OAKLAND	%	18	23	20	13	8	7	11
24TH STREET MISSION	%	12	23	18	15	13	10	10
ASHBY	%	15	21	17	16	11	11	9
BALBOA PARK	%	10	19	21	18	13	12	7
BAY FAIR	%	10	16	20	16	17	11	10
CASTRO VALLEY	%	4	7	13	15	13	22	26
CIVIC CENTER	%	21	22	20	13	10	8	7
COLISEUM/OAKLAND AIRPORT	%	17	25	20	16	10	5	7
COLMA	%	4	11	15	19	16	18	17
CONCORD	%	5	11	15	20	17	15	17
DALY CITY	%	6	14	19	19	15	16	12
DOWNTOWN BERKELEY	%	24	18	16	15	8	10	9
DUBLIN/PLEASANTON	%	2	4	10	15	14	23	32
EL CERRITO DEL NORTE/DEL NORTE	%	9	16	18	16	15	15	11
EL CERRITO PLAZA	%	8	13	16	18	16	14	15
EMBARCADERO	%	11	10	19	15	14	14	18
FREMONT	%	6	9	11	15	17	20	22
FRUITVALE	%	17	22	21	15	8	9	8
GLEN PARK	%	7	14	15	21	11	16	17
HAYWARD	%	7	16	23	20	10	12	12
LAFAYETTE	%	1	3	7	12	11	20	47
LAKE MERRITT	%	17	20	25	13	9	8	8
MACARTHUR	%	13	23	20	15	9	9	11
MONTGOMERY	%	9	20	15	15	13	11	16
NORTH BERKELEY	%	9	10	15	15	12	15	23
NORTH CONCORD/MARTINEZ	%	4	7	14	18	18	26	13
ORINDA	%	2	3	6	11	11	20	48
PITTSBURG/BAY POINT	%	9	13	16	17	14	21	10
PLEASANT HILL	%	3	5	12	16	14	23	28
POWELL	%	23	23	17	13	10	8	6
RICHMOND	%	15	25	23	18	8	7	4
ROCKRIDGE	%	6	11	12	14	10	18	28
SAN LEANDRO	%	10	12	18	22	14	15	11
SOUTH HAYWARD	%	9	17	18	19	14	14	9
UNION CITY	%	7	9	15	16	18	20	16
WALNUT CREEK	%	3	6	12	13	12	19	35
WEST OAKLAND	%	9	14	20	12	10	14	21

* less than 0.5%

21. Overall, how satisfied are you with the services provided by BART?

[HOME ORIGIN STATIONS]		Very Satisfied	Some-what Satisfied	Neutral	Some-what Dissat-isfied	Very Dissat-isfied
12TH STREET/OAKLAND CITY CENTER	%	32	42	12	11	3
16TH STREET MISSION	%	42	44	9	3	1
19TH STREET/OAKLAND	%	28	43	15	12	2
24TH STREET MISSION	%	45	40	7	7	1
ASHBY	%	22	52	13	12	2
BALBOA PARK	%	43	43	9	4	1
BAY FAIR	%	35	42	12	8	3
CASTRO VALLEY	%	32	47	10	10	1
CIVIC CENTER	%	42	41	8	5	3
COLISEUM/OAKLAND AIRPORT	%	29	44	15	10	2
COLMA	%	28	47	13	10	2
CONCORD	%	19	49	12	15	5
DALY CITY	%	33	45	13	8	2
DOWNTOWN BERKELEY	%	26	45	14	11	4
DUBLIN/PLEASANTON	%	34	48	8	8	2
EL CERRITO DEL NORTE/DEL NORTE	%	29	44	14	10	2
EL CERRITO PLAZA	%	28	48	12	10	1
EMBARCADERO	%	33	44	10	10	3
FREMONT	%	32	47	11	8	2
FRUITVALE	%	29	44	15	10	3
GLEN PARK	%	49	39	6	5	2
HAYWARD	%	30	50	10	9	2
LAFAYETTE	%	24	46	12	13	5
LAKE MERRITT	%	31	44	16	7	2
MACARTHUR	%	27	45	14	12	3
MONTGOMERY	%	34	44	13	8	1
NORTH BERKELEY	%	27	50	10	11	2
NORTH CONCORD/MARTINEZ	%	24	48	14	10	4
ORINDA	%	24	49	9	14	4
PITTSBURG/BAY POINT	%	31	43	14	9	4
PLEASANT HILL	%	23	46	10	15	6
POWELL	%	40	42	14	4	1
RICHMOND	%	34	41	14	10	2
ROCKRIDGE	%	24	51	8	13	5
SAN LEANDRO	%	27	47	14	11	2
SOUTH HAYWARD	%	31	44	11	12	2
UNION CITY	%	23	51	13	9	4
WALNUT CREEK	%	25	44	11	13	6
WEST OAKLAND	%	33	40	14	11	3

* less than 0.5%

22. Are you aware of each of the following at BART…

[HOME ORIGIN STATIONS]		Improved Parking Lot Lighting	911 Emergency Call Boxes	BART Pool Parking	Reno-vated Elev-ators	Reno-vated Esca-lators	Reno-vated Sta-tions	Reno-vated Car Inte-riors	BART Times News-letter	BART Website	Offsite Ticket Sales	BART Events Hotline
12TH STREET/OAKLAND CITY CENTER	%	39	55	32	44	56	46	53	55	33	64	28
16TH STREET MISSION	%	20	41	16	29	67	31	53	50	26	40	10
19TH STREET/OAKLAND	%	36	52	22	41	61	40	56	53	26	59	15
24TH STREET MISSION	%	23	41	19	33	68	31	58	52	21	43	13
ASHBY	%	38	56	17	24	47	41	50	56	25	57	15
BALBOA PARK	%	31	44	26	53	79	52	56	63	24	53	22
BAY FAIR	%	61	75	41	39	58	52	58	63	30	67	25
CASTRO VALLEY	%	58	71	60	32	49	49	52	55	25	70	17
CIVIC CENTER	%	36	52	28	39	63	40	53	54	33	52	22
COLISEUM/OAKLAND AIRPORT	%	51	70	23	36	52	44	61	55	28	61	19
COLMA	%	45	39	56	37	59	47	53	49	28	59	17
CONCORD	%	60	73	59	46	70	47	64	63	31	75	18
DALY CITY	%	44	52	48	42	58	44	54	56	26	55	20
DOWNTOWN BERKELEY	%	31	49	22	36	53	41	57	49	28	61	16
DUBLIN/PLEASANTON	%	55	73	73	33	52	44	50	53	32	71	15
EL CERRITO DEL NORTE/DEL NORTE	%	54	58	37	35	51	35	58	60	28	68	20
EL CERRITO PLAZA	%	47	63	18	20	44	32	52	56	27	70	12
EMBARCADERO	%	25	40	24	34	47	27	46	53	27	52	14
FREMONT	%	61	75	44	46	53	50	53	48	32	71	18
FRUITVALE	%	46	69	27	38	54	47	54	57	33	64	21
GLEN PARK	%	25	37	19	32	67	40	58	58	23	52	16
HAYWARD	%	63	66	32	47	62	61	61	62	33	73	28
LAFAYETTE	%	56	76	36	23	44	35	56	48	22	70	12
LAKE MERRITT	%	33	55	23	33	53	35	54	52	25	58	18
MACARTHUR	%	37	56	21	26	47	32	54	54	24	61	16
MONTGOMERY	%	33	48	31	31	55	37	44	49	28	58	22
NORTH BERKELEY	%	40	59	16	24	46	25	51	50	25	60	13
NORTH CONCORD/MARTINEZ	%	65	75	70	52	60	49	57	62	29	73	21
ORINDA	%	60	75	22	25	49	56	57	51	20	68	9
PITTSBURG/BAY POINT	%	66	77	70	54	64	54	65	55	31	74	23
PLEASANT HILL	%	54	66	56	37	64	42	56	55	29	74	14
POWELL	%	30	47	23	44	55	42	47	46	22	44	19
RICHMOND	%	67	74	32	42	58	58	60	63	27	68	31
ROCKRIDGE	%	33	51	31	22	50	23	49	50	26	63	12
SAN LEANDRO	%	56	77	25	35	56	39	58	62	31	71	23
SOUTH HAYWARD	%	68	75	27	37	56	48	59	67	30	66	23
UNION CITY	%	52	75	26	36	50	39	57	57	32	70	23
WALNUT CREEK	%	52	62	51	32	53	44	57	52	26	70	15
WEST OAKLAND	%	46	66	29	29	54	33	61	55	28	66	16

* less than 0.5%

Appendix B.2:
Station Comparisons for Selected Questions

7 Central Business District Stations, Non-Home Based

Note: Most BART customers travel to one of the 7 downtown/central business district stations (included in this section) for the non-home end of their round trips. The remaining 32 stations are not covered because of insufficient sample sizes for non-home type trips.

Percentage statistics are reported in whole numbers. Percentages of 0.5% and above were rounded up. Columns may not add exactly to 100% due to rounding. A footnote is included in the few instances where multiple responses were accepted.

Percentages should be read horizontally (across).

List of Tables
Station Comparisons for Selected Questions

7 CENTRAL BUSINESS DISTRICT STATIONS, NON-HOME BASED

2. How did you get to this BART station for this trip?

NON-HOME ORIGIN STATION		Walked	Taxi	Motor-cycle/ moped	Bicycle	Car	Bus/ transit
				- - - MODE TO BART - - -			
EMBARCADERO	%	84	*		*	7	8
MONTGOMERY	%	88	*		1	3	8
POWELL	%	78	*		1	5	16
CIVIC CENTER	%	71	*	*	1	4	24
12TH STREET/OAKLAND CITY CENTER	%	77	*		1	11	11
19TH STREET/OAKLAND	%	86	*	*	2	7	5
DOWNTOWN BERKELEY	%	78	*		3	8	10

3. Where did you come from?

NON-HOME ORIGIN STATION		Work	School	Shopping	Other
		- - - ORIGIN TRIP PURPOSE - - -			
EMBARCADERO	%	90	2	*	7
MONTGOMERY	%	88	4	1	8
POWELL	%	68	6	10	17
CIVIC CENTER	%	75	6	2	18
12TH STREET/OAKLAND CITY CENTER	%	87	2	1	10
19TH STREET/OAKLAND	%	89	2	*	9
DOWNTOWN BERKELEY	%	48	39	1	12

* less than 0.5%

6. After you exit the BART system on this trip, how will you get to your destination?

NON-HOME ORIGIN STATION		Walk	Taxi	Motor-cycle/ moped	Bicycle	Car	Bus/ transit
				- - - MODE FROM BART- - -			
EMBARCADERO	%	19	1	*	1	69	11
MONTGOMERY	%	23	1	*	1	63	14
POWELL	%	25	2	*	1	54	19
CIVIC CENTER	%	27	1		3	54	16
12TH STREET/OAKLAND CITY CENTER	%	24	1		1	54	20
19TH STREET/OAKLAND	%	28	*	*	3	49	20
DOWNTOWN BERKELEY	%	33	1		3	43	21

7. Where are you going?

NON-HOME ORIGIN STATION		Home	Work	School	Shopping	Other
			- - - DESTINATION TRIP PURPOSE - - -			
EMBARCADERO	%	88	3	2	1	7
MONTGOMERY	%	90	3	1	1	5
POWELL	%	88	4	2	1	5
CIVIC CENTER	%	85	6	2	*	6
12TH STREET/OAKLAND CITY CENTER	%	80	8	2	2	9
19TH STREET/OAKLAND	%	83	8	1	1	6
DOWNTOWN BERKELEY	%	81	7	1	2	9

* less than 0.5%

9. After you boarded the train for this trip, did you stand because seating was unavailable?

		- - SEATING - -	
NON-HOME ORIGIN STATION		Stood	Didn't Stand
EMBARCADERO	%	28	72
MONTGOMERY	%	17	83
POWELL	%	10	90
CIVIC CENTER	%	11	89
12TH STREET/OAKLAND CITY CENTER	%	25	75
19TH STREET/OAKLAND	%	27	73
DOWNTOWN BERKELEY	%	11	89

10. What type of ticket did you use to enter the BART system?

							- - - TYPE OF TICKET - - -		
NON-HOME ORIGIN STATION		Regular	High value	MUNI fast pass	Senior	Child	BART Plus	Student	Other
EMBARCADERO	%	51	33	10	1	1	3		1
MONTGOMERY	%	53	24	15	2	2	3		1
POWELL	%	57	17	15	4	2	4		*
CIVIC CENTER	%	52	20	11	6	4	6		*
12TH STREET/OAKLAND CITY CENTER	%	59	29	*	3	2	7	*	*
19TH STREET/OAKLAND	%	55	32	*	2	3	8		*
DOWNTOWN BERKELEY	%	63	25		3	3	6		1

* less than 0.5%

11. Does your employer pay for all or part of your ticket?
12. Was a car, truck, van, or motorcycle available to you for this trip?

NON-HOME ORIGIN STATION		EMPLOYER SUPPLEMENTED TICKET		OTHER VEHICLE AVAILABLE	
		No	Yes	No	Yes
EMBARCADERO	%	84	16	37	63
MONTGOMERY	%	89	11	35	65
POWELL	%	92	8	44	56
CIVIC CENTER	%	83	17	41	59
12TH STREET/OAKLAND CITY CENTER	%	76	24	37	63
19TH STREET/OAKLAND	%	66	34	38	62
DOWNTOWN BERKELEY	%	81	19	48	52

13. How often do you CURRENTLY ride BART?

NON-HOME ORIGIN STATION		- - - FREQUENCY OF RIDING BART - - -					
		6-7 days/ wk	5 days/ wk	3-4 days/ wk	1-2 days/ wk	1-3 days/ month	Less than once a month
EMBARCADERO	%	9	69	11	5	3	2
MONTGOMERY	%	13	64	13	5	4	2
POWELL	%	19	46	18	8	6	4
CIVIC CENTER	%	14	55	17	7	5	3
12TH STREET/OAKLAND CITY CENTER	%	10	60	16	7	6	2
19TH STREET/OAKLAND	%	9	64	15	6	5	2
DOWNTOWN BERKELEY	%	15	49	18	12	4	1

* less than 0.5%

14. How many days last week did you: a. work at home / telecommute; b. use casual carpools; c. take BART to entertainment, cultural or sports events; d. use e-mail; e. visit Internet sites?

NON-HOME ORIGIN STATION		Telecomm ute	Use Casual Carpool	Take BART to Enter- tainment	Use e- mail	Visit Internet Sites
		--- USE AT LEAST ONCE A WEEK ---				
EMBARCADERO	%	13	11	16	79	71
MONTGOMERY	%	14	12	19	74	68
POWELL	%	18	12	27	59	54
CIVIC CENTER	%	17	9	23	64	59
12TH STREET/OAKLAND CITY CENTER	%	10	7	19	70	66
19TH STREET/OAKLAND	%	11	7	17	69	65
DOWNTOWN BERKELEY	%	22	9	25	80	75

15. How long have you been riding BART?

NON-HOME ORIGIN STATION		6 months or less	6 mo. - 1 year	1 - 2 years	3 - 5 years	5 years +
		--- LENGTH OF TIME RIDING BART ---				
EMBARCADERO	%	9	6	13	15	57
MONTGOMERY	%	9	6	13	14	58
POWELL	%	12	5	15	14	54
CIVIC CENTER	%	7	5	12	14	61
12TH STREET/OAKLAND CITY CENTER	%	11	5	11	11	62
19TH STREET/OAKLAND	%	12	5	13	13	57
DOWNTOWN BERKELEY	%	17	4	16	17	46

* less than 0.5%

16. Are you a person with a disability?
17. What is your race or ethnic identification?

NON-HOME ORIGIN STATION		- DISABILITY -		- - - RACE / ETHNIC IDENTIFICATION - - -					
		No	Yes	White	Black	Asian	Native American	Other	Hispanic
EMBARCADERO	%	93	7	69	7	21	1	5	11
MONTGOMERY	%	94	6	67	9	21	1	4	10
POWELL	%	91	9	60	11	26	1	6	12
CIVIC CENTER	%	89	11	61	14	20	2	6	11
12TH STREET/OAKLAND CITY CENTER	%	93	7	58	18	21	1	4	9
19TH STREET/OAKLAND	%	92	8	66	11	18	2	5	8
DOWNTOWN BERKELEY	%	90	10	63	10	22	2	7	12

18. Gender.
19. Age.

NON-HOME ORIGIN STATION		- - GENDER - -		- - - AGE - - -						
		Male	Female	12 or younger	13-17	18-24	25-34	35-44	45-64	65 or older
EMBARCADERO	%	41	59		*	6	25	34	33	2
MONTGOMERY	%	39	61		*	8	28	32	31	2
POWELL	%	40	60	1	1	10	27	27	30	4
CIVIC CENTER	%	45	55	*	1	6	23	31	35	5
12TH STREET/OAKLAND CITY CENTER	%	46	55		1	4	23	31	38	3
19TH STREET/OAKLAND	%	47	53		*	4	25	29	39	2
DOWNTOWN BERKELEY	%	46	54		2	27	30	20	18	3

* less than 0.5%

20. What is the total income of all your household members?

NON-HOME ORIGIN STATION		15k or less	$15k - $30k	$30k - 45k	$45k - $60k	$60k - $75k	$75k - $100k	Over $100k
				- - - HOUSEHOLD INCOME - - -				
EMBARCADERO	%	3	6	13	15	16	21	27
MONTGOMERY	%	5	9	16	15	14	16	26
POWELL	%	8	12	18	17	15	14	17
CIVIC CENTER	%	7	10	17	19	14	14	18
12TH STREET/OAKLAND CITY CENTER	%	6	6	14	17	15	20	21
19TH STREET/OAKLAND	%	4	8	16	17	16	19	20
DOWNTOWN BERKELEY	%	16	18	18	15	14	9	10

21. Overall, how satisfied are you with the services provided by BART?

NON-HOME ORIGIN STATION		Very Satisfied	Some-what Satisfied	Neutral	Some-what Dissat-isfied	Very Dissat-isfied
			- - - SATISFACTION WITH BART - - -			
EMBARCADERO	%	25	47	11	15	2
MONTGOMERY	%	28	46	10	12	3
POWELL	%	33	47	8	9	2
CIVIC CENTER	%	31	45	11	10	3
12TH STREET/OAKLAND CITY CENTER	%	26	49	13	10	2
19TH STREET/OAKLAND	%	28	50	10	10	2
DOWNTOWN BERKELEY	%	26	52	11	9	2

* less than 0.5%

22. Are you aware of each of the following at BART…

		Improved Parking Lot Lighting	911 Emergency Call Boxes	BART Pool Parking	Reno-vated Elev-ators	Reno-vated Esca-lators	Reno-vated Sta-tions	Reno-vated Car Inte-riors	BART Times News-letter	BART Website	Offsite Ticket Sales	BART Events Hotline
NON-HOME ORIGIN STATION												
EMBARCADERO	%	43	61	38	28	56	33	55	57	29	69	12
MONTGOMERY	%	41	54	33	30	51	34	53	59	25	62	11
POWELL	%	42	57	37	37	55	39	52	53	24	60	17
CIVIC CENTER	%	42	55	32	36	63	35	56	60	26	62	16
12TH STREET/OAKLAND CITY CENTER	%	38	52	36	30	44	36	56	54	30	68	12
19TH STREET/OAKLAND	%	43	57	39	36	58	37	57	58	32	73	13
DOWNTOWN BERKELEY	%	34	50	28	29	47	32	55	50	30	66	12

* less than 0.5%

Appendix C:
1998 and 1992 Questionnaires

BART SURVEY & CONTEST

To Our Customers:

Our goal is to provide you with reliable, safe, and high quality rapid transit service. Your input will help us plan services to best meet your needs.
- Thomas Margro, General Manager

Important: Unless otherwise stated, the survey questions cover the trip you are now taking, so please complete this questionnaire even if you have received a survey on a previous trip.

After you complete the survey, **deposit it in one of the collection boxes at your exit station,** (or fold, seal, and mail back - postage paid).

GRAND PRIZE: Trip to Hawaii
5 day trip to Hawaii. Includes airfare and lodging for two. Other prizes include BART tickets, free dinners and BART souvenirs.

STARTING POINT

1. Which BART station did you enter on this one-way trip?

_____
(Entry station)

1a. About what time did you enter the faregate? _____ : _____ ☐ AM ☐ PM
Hour   Min

2. How did you get to this BART station for this trip?
☐ Walked all the way to BART
☐ Taxi
☐ Motorcycle/moped
☐ Bicycle ———→ ☐ Parked bike at station
☐ Brought bike on train

☐ Car ———→
☐ Drove alone ———→ Where did you park this vehicle?
☐ Drove or rode with ___ other person(s) and parked car
☐ In BART station parking lot
☐ Off-site parking:
☐ Dropped off by car
☐ Paid: $ _____
☐ Free

☐ Bus / Other Transit (please specify)
☐ AC Transit   ☐ Vallejo BART Link
☐ Benicia Transit   ☐ VTA Bus Lines
☐ County Connection   ☐ Westcat
☐ Dumbarton Express   ☐ Wheels
☐ Golden Gate Transit   ☐ Shuttle Service:
☐ Oakland Air BART   ☐ Employer
☐ Paratransit   ☐ Residence
☐ Sam Trans   ☐ Shopper
☐ SF Muni   ☐ School
☐ Stockton SMART   ☐ Other (specify)
☐ Tri Delta Transit
☐ Union City Transit   _____

How did you pay that other transit fare?
☐ Cash Only
☐ Transfer issued at BART
☐ Muni Fast Pass
☐ BART Plus Ticket
☐ Other: _____

3. Where did you come from ? (Specify one)
☐ Home   ☐ Sports Event
☐ Work   ☐ Restaurant
☐ School   ☐ Theater or Concert
☐ Medical/Dental   ☐ Hotel
☐ Shopping   ☐ Visit friends/family
☐ Airport   ☐ Other: _____

4. Where is the location of the place that you came from?

_____ ☐☐☐☐☐
(City)   (Zip Code)

_____
(Street address or nearest intersection)

DESTINATION

5. At which station will you exit the BART system at the end of this one-way trip?

_____
(Exit station)

5a. About what time do you expect to exit this station? _____ : _____ ☐ AM ☐ PM
Hour   Min

6. After you exit the BART system on this trip, how will you get to your destination?
☐ Walk all the way to destination
☐ Taxi
☐ Motorcycle/moped
☐ Bicycle ———→ ☐ Parked bike at station
☐ Brought bike on train

☐ Car ———→
☐ Drive alone ———→ Where is the vehicle parked?
☐ Drive or ride with ___ other person(s) from parked car
☐ In BART station parking lot
☐ Off-site parking:
☐ Will be picked up by car
☐ Paid: $ _____
☐ Free

☐ Bus / Other Transit (please specify)
☐ AC Transit   ☐ Vallejo BART Link
☐ Benicia Transit   ☐ VTA Bus Lines
☐ County Connection   ☐ Westcat
☐ Dumbarton Express   ☐ Wheels
☐ Golden Gate Transit   ☐ Shuttle Service:
☐ Oakland Air BART   ☐ Employer
☐ Paratransit   ☐ Residence
☐ Sam Trans   ☐ Shopper
☐ SF Muni   ☐ School
☐ Stockton SMART   ☐ Other (specify)
☐ Tri Delta Transit
☐ Union City Transit   _____

How will you pay that other transit fare?
☐ Cash Only
☐ Transfer Issued at BART
☐ Muni Fast Pass
☐ BART Plus Ticket
☐ Other: _____

7. Where are you going? (Specify one)
☐ Home   ☐ Sports Event
☐ Work   ☐ Restaurant
☐ School   ☐ Theater or Concert
☐ Medical/Dental   ☐ Hotel
☐ Shopping   ☐ Visit friends/family
☐ Airport   ☐ Other: _____

8. Where is the location of the place that you are going?

_____ ☐☐☐☐☐
(City)   (Zip Code)

_____
(Street address or nearest intersection)

OVER →

Grand prize is a 5 day trip to Hawaii. To enter the contest please provide the following contact information:

Name: _____ Home telephone number: (_____) _____

E-mail address: _____

May we contact you in the future to ask your opinion about potential BART service improvements? ☐ Yes ☐ No

9. After you boarded the train for this trip, did you stand because seating was unavailable?
- ☐ No
- ☐ Yes ⟶ How long did you stand?
  - ☐ For whole trip   ☐ For small
  - ☐ For most of trip   part of trip

10. What type of ticket did you use to enter the BART system?
- ☐ Regular BART ticket (blue)
  - ⟶ What was the value of this ticket when first purchased?
    Specify value: $___ ___ . ___ ___
- ☐ High Value Discount Ticket ⟶ ☐ $32 ☐ $48
- ☐ Muni Fast Pass
- ☐ Green ticket (Senior)
- ☐ Red ticket ⟶ ☐ Child ☐ Disabled
- ☐ BART Plus ticket
- ☐ Orange ticket (student)
- ☐ Other. Specify: _____

11. Does you employer pay for all or part of your ticket?
- ☐ No
- ☐ Yes ⟶ How much per month? $ _____
- ☐ Not Employed

12. Was a car, truck, van or motorcycle available to you for this trip?
- ☐ No
- ☐ Yes ⟶ Why did you choose to use BART rather than a car, truck, van or motorcycle?
  (Check the 2 most important reasons)
  - ☐ Cost savings of BART
  - ☐ Traffic congestion
  - ☐ Inconvenience of parking car
  - ☐ Safety/Security
  - ☐ Comfort of BART
  - ☐ Environmental concerns
  - ☐ Other. Specify: _____

13. How often do you CURRENTLY ride BART?
- ☐ 6 - 7 days a week
- ☐ 5 days a week
- ☐ 3 - 4 days a week
- ☐ 1 - 2 days a week
- ☐ 1 - 3 days a month
- ☐ Less than once a month ⟶ about how many times a year? ____

14. How many days last week did you:

	# days	Check if none
Work at home/telecommute	____	☐
Use casual carpools	____	☐
Take BART to entertainment, cultural or sports events	____	☐
Use e-mail	____	☐
Visit Internet sites	____	☐

15. How long have you been riding BART?
- ☐ 6 months or less
- ☐ More than 6 months but less than 1 year
- ☐ 1 - 2 years
- ☐ 3 - 5 years
- ☐ More than 5 years

16. Are you a person with a disability?
- ☐ No
- ☐ Yes ⟶ What type? (check all that apply)
  - ☐ Blindness/low vision
  - ☐ Deaf/hearing impaired
  - ☐ Mobility problem, e.g. wheelchair user
  - ☐ Mental or cognitive impairment
  - ☐ Other. (specify): _____

17. What is your race or ethnic identification?
- ☐ White
- ☐ Black
- ☐ Asian or Pacific Islander
- ☐ Native American or Eskimo
- ☐ Other: _____

Are you of Hispanic or Spanish ancestry?
- ☐ No
- ☐ Yes

(Categories are consistent with the 1990 U.S. Census)

18. Gender: ☐ Male   ☐ Female

19. Age:
- ☐ 12 or younger
- ☐ 13 - 17
- ☐ 18 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 64
- ☐ 65 and older

20. What is the total income of all your household members?
- ☐ $15,000 or less
- ☐ $15,001 - $30,000
- ☐ $30,001 - $45,000
- ☐ $45,001 - $60,000
- ☐ $60,001 - $75,000
- ☐ $75,001 - $100,000
- ☐ $100,001 and over

21. Overall, how satisfied are you with the services provided by BART?
- ☐ Very Satisfied
- ☐ Somewhat Satisfied
- ☐ Neutral
- ☐ Somewhat Dissatisfied
- ☐ Very Dissatisfied

22. Are you aware of each of the following at BART?

	yes	no
Improved parking lot lighting	☐	☐
911 emergency call boxes	☐	☐
BART Pool parking	☐	☐
Renovated elevators	☐	☐
Renovated escalators	☐	☐
Renovated stations	☐	☐
Renovated train car interiors	☐	☐
BART Times Newsletter	☐	☐
BART Web site	☐	☐
Offsite ticket sales	☐	☐
BART Events Hotline (510-464-7500)	☐	☐

COMMENTS: _____

THANK YOU   Please fasten at bottom with two pieces of tape. (Do not cover barcode)   ■ ☐

IMPORTANT:
Please complete this survey even if you have already completed a survey on a previous trip on BART. Unless otherwise stated, your answers should refer to the BART trip you were on when you received this survey. Please deposit this survey in a collection box as you exit a BART station, or fold and mail back (postage prepaid).

STARTING POINT

1. Which BART station did you enter on this one-way trip?

_____
(Entry station)   (7-8)

2. How did you get to this BART station for this trip?

1 ☐ Walked _____ blocks to BART   (10-11)
2 ☐ Taxi
3 ☐ Motorcycle/moped
4 ☐ Bicycle
5 ☐ Car:

  1 ☐ Drove alone → **Did you park this vehicle:** (15)
  2 ☐ Drove or rode with ___ other person(s) and parked
      1 ☐ In BART station parking lot
      2 ☐ Elsewhere and walked _____ blocks
  3 ☐ Dropped off by car

6 ☐ Transit:

  1 ☐ SF Muni   (18-19)
  2 ☐ AC Transit
  3 ☐ County Connection
  4 ☐ SamTrans
  5 ☐ BART Express
  6 ☐ Vallejo BART Link
  7 ☐ Union City Transit
  8 ☐ Dumbarton Express
  9 ☐ Martinez Link
  10 ☐ Benicia Transit
  11 ☐ Golden Gate Transit
  12 ☐ Santa Clara County Transit
  13 ☐ Employer or residence shuttle
  14 ☐ Other. Specify: _____

How did you pay that fare?
1 ☐ Cash Only   (20)
2 ☐ Transfer issued at BART
3 ☐ Muni Fast Pass
4 ☐ BART Plus Ticket
5 ☐ Other: _____

3. Where did you come from? (Specify one)   (21-22)

1 ☐ Home   6 ☐ Social, recreational
2 ☐ Work   7 ☐ Personal business
3 ☐ School   8 ☐ Interop Conference/Exhibit
4 ☐ Shopping   9 ☐ Hotel
5 ☐ Medical, dental   10 ☐ Other: _____

What time did you leave there? ___ : ___ AM PM
Hour : Min (Circle one)
(23-26) (27)

4. What is the location of the place that you came from? (28-32)

_____
(City)   (Zip Code)

_____
(Street address or nearest intersection)

DESTINATION

5. At which station will you exit the BART system at the end of this one-way trip?

_____
(Exit station)   (33-34)

6. After you exit the BART system on this trip, how will you get to your destination?

1 ☐ Walk _____ blocks to destination   (36-37)
2 ☐ Taxi
3 ☐ Motorcycle/moped
4 ☐ Bicycle
5 ☐ Car:

  1 ☐ Drive alone → **Did you park this vehicle:** (40)
  2 ☐ Drive or ride with ___ other person(s) from parked car
      1 ☐ In BART station parking lot
      2 ☐ Elsewhere and walked _____ blocks
  3 ☐ Will be picked up by car

6 ☐ Transit:

  1 ☐ SF Muni   (43-44)
  2 ☐ AC Transit
  3 ☐ County Connection
  4 ☐ SamTrans
  5 ☐ BART Express
  6 ☐ Vallejo BART Link
  7 ☐ Union City Transit
  8 ☐ Dumbarton Express
  9 ☐ Martinez Link
  10 ☐ Benicia Transit
  11 ☐ Golden Gate Transit
  12 ☐ Santa Clara County Transit
  13 ☐ Employer or residence shuttle
  14 ☐ Other. Specify: _____

How did you pay that fare?
1 ☐ Cash Only   (45)
2 ☐ Transfer issued at BART
3 ☐ Muni Fast Pass
4 ☐ BART Plus Ticket
5 ☐ Other: _____

7. Where are you going? (Specify one)   (46-47)

1 ☐ Home   6 ☐ Social, recreational
2 ☐ Work   7 ☐ Personal business
3 ☐ School   8 ☐ Interop Conference/Exhibit
4 ☐ Shopping   9 ☐ Hotel
5 ☐ Medical, dental   10 ☐ Other: _____

What time do you expect to arrive at your destination? ___ : ___ AM PM
Hour : Min (Circle one)

8. Where is the location of the place that you are going? (53-57)

_____
(City)   (Zip Code)

_____
(Street address or nearest intersection)

Grand prize is a trip to Cabo San Lucas. Includes airfare and lodging for four days and three nights. Other prizes include free dinners, tickets to Marine World, BART souvenirs and BART tickets. To enter the contest, enter your name and a daytime telephone number below:

№ 110045

Name: _____ Daytime telephone number: (____) _____

May we contact you in the future to ask your opinion about potential BART service improvements? ☐ Yes ☐ No   **OVER →**

9. How many one-way trips did you take on BART each day last week ? If you traveled to and from work one day, that counts as 2 one-way trips. Enter the number of rush hour and non-rush hour one-way trips in the boxes below. (58-64)

Time Period	Mon	Tue	Wed	Thu	Fri	Sat	Sun
AM & PM Rush Hours 6-9 AM & 4-7 PM							
Non-Rush Hours Midday & Evening							.

(Put total number of one-way trips taken into each appropriate box.) (65-71)

10. What type of ticket did you use to enter the BART system? (72)

1 ☐ Regular BART ticket (blue):

> **What was the value of this ticket when first purchased ?** (73)
> 1 ☐ $32.00 (high value discount)
> 2 ☐ Other. Specify: $ _____ (74-77)

2 ☐ Muni Fast Pass
3 ☐ Green ticket (Senior)
4 ☐ Red ticket ——→ 1 ☐ Youth   2 ☐ Disabled
5 ☐ BART Plus Ticket (78)
6 ☐ Other. Specify: _____

11. Does your employer pay for all or part of your ticket ? (79)
(80-1)

1 ☐ No
2 ☐ Yes ——→ | How much per month ? $ _____ | (7-9)

12. Was a car, truck or van available to you for this trip?

1 ☐ No
2 ☐ Yes

> **Why did you choose to use BART rather than a car, truck or a van ?**
> (Check the 2 most important reasons)
> 1 ☐ Cost savings of BART (11)
> 2 ☐ Traffic congestion (12)
> 3 ☐ Inconvenience of parking car
> 4 ☐ Safety/Security
> 5 ☐ Comfort of BART
> 6 ☐ Ecological concerns
> 7 ☐ Other. Specify: _____

13. Could you have taken another transit system instead of BART for this trip ? (13)
1 ☐ No
2 ☐ Yes

> **Why did you choose to take BART instead of another transit system ?**
> (Check the 2 most important reasons)
> 1 ☐ BART costs less (14)
> 2 ☐ Easier to get to BART (15)
> 3 ☐ My trip is quicker on BART
> 4 ☐ BART goes closer to my destination
> 5 ☐ Safety/Security of BART
> 6 ☐ Reliability of BART
> 7 ☐ Comfort of BART
> 8 ☐ Other. Specify: _____

14. How long have you been riding BART ? (16)

1 ☐ Less than 6 months
2 ☐ More than 6 months but less than 1 year
3 ☐ 1 - 2 years
4 ☐ 3 - 5 years (Loma Prieta earthquake was October 89)
5 ☐ More than 5 years

15. During the last 3 months, BART got me to my destination on time _____ % of the time. (17-19)

16. After you boarded the train for this trip, did you stand because seating was unavailable ? (20)

1 ☐ No
2 ☐ Yes

> **How long did you stand ?** (21)
> 1 ☐ For whole trip   3 ☐ For small
> 2 ☐ For most of trip   part of trip

17. How would you prefer to purchase your BART tickets ?
(Check the 2 most favorable to you) (22)
(23)

1 ☐ By mail
2 ☐ Employer worksite
3 ☐ Local retail outlet
4 ☐ Credit card fax order

5 Machine in station using:
1 ☐ Cash   3 ☐ ATM
2 ☐ Credit Card (24)
6 ☐ Other. _____

18. What is your race or ethnic identification ? (Ethnic categories are consistent with 1990 U.S. Census) (25)

1 ☐ White
2 ☐ Black
3 ☐ Asian or Pacific Islander
4 ☐ Native American or Eskimo
5 ☐ Other: _____

> **Are you Hispanic or Spanish surnamed ?** (26)
> 1 ☐ Yes
> 2 ☐ No

19. Gender: 1 ☐ Male   2 ☐ Female (27)

20. Age:
1 ☐ 12 or younger
2 ☐ 13 - 17
3 ☐ 18 - 24
4 ☐ 25 - 34
5 ☐ 35 - 44
6 ☐ 45 - 64
7 ☐ 65 and older

21. What is the total income of all your household members?

1 ☐ $15,000 or less
2 ☐ $15,001 - $30,000
3 ☐ $30,001 - $45,000
4 ☐ $45,001 - $60,000 (29)
5 ☐ $60,001 - $75,000
6 ☐ $75,001 and over

22. This month, how do you rate BART in each area below:
(Excellent - 1, Very Good - 2, Good - 3, Fair - 4, Poor - 5)

1. On-time performance _____ (30)
2. Station cleanliness _____
3. Train cleanliness _____
4. BART personnel _____
5. Parking _____
6. Security _____
7. Train announcements _____
8. Station announcements _____
9. Telephone transit information _____ (38)

COMMENTS: _____

_____

_____

♻ Printed on recycled paper.   **THANK YOU**   Please fasten at bottom

BART
ba

Appendix D:
Methodology and Statistical Documentation

Methodology and Statistical Documentation

Overview of Methodology

The 1998 BART Station Profile study was conducted at all 39 BART stations starting on September 29, 1998 through October 29, 1998. Surveys were distributed on Tuesdays, Wednesdays and Thursdays only. In total, 40,887 usable surveys were returned and processed.

Sampling
The sample design was structured to achieve 400 returns for each of 4 time periods at each station. For some station time periods, it was predetermined that this would not be achieved since less than 400 customers were expected to pass through the faregates. In general, a 50% return rate factor was used in estimating the number of questionnaires to distribute.

Field Procedures
Each of the 39 BART stations was surveyed between 5:30 am and 12 midnight. Questionnaires were offered to BART customers using a predetermined selection factor (i.e. every 'nth' customer) as they entered the faregates. Customers who completed the survey could deposit it into one of the collection boxes located at all of the BART stations or mail it back (postage paid by BART).

For the most part, the staffing required one survey taker per faregate array. An "array" is a contiguous group of faregates. In addition, at least one supervisor was at each station being surveyed.

Questionnaires were offered to customers using an hourly predetermined factor which was based on BART passenger volumes. As an example, during 5 pm - 6 pm in the Lafayette station, all customers entering the faregate were offered a questionnaire; during 5 pm - 6 pm in the Embarcadero station, one in every thirteen riders was offered one. Surveyors were instructed to give a short introduction about the survey, the contest, and the prizes. Note that during busy periods surveyors only had time to say "BART survey" while offering the questionnaire.

In general, only customers who paid a BART fare were eligible to be offered a questionnaire. This excluded BART employees and others who used the swing gate without paying. In addition, children under 12 were not eligible to be offered a questionnaire.

Specific steps were taken to ensure that nearly all passengers selected to participate in the survey were able to do so. This includes printing Spanish and Chinese language questionnaires. Surveyors also wore buttons which said "I have Spanish/Chinese questionnaire" printed in these respective languages. Additionally, customers who had a disability which prevented them from completing a questionnaire were given a card with a toll free number that they could call to complete the survey. These cards were typeset in English, Spanish, and Chinese, as well as Braille.

Overview of Methodology (continued)

For reporting purposes, the time period definitions were as follows:

AM Peak   (prior to 5:30 am - 10:00 am)

Off Peak
    Midday   (10:01 am to 3:59 pm)
    Evening   (After 7:00 pm)

PM Peak   (4:00 pm - 7:00 pm)

The 'exit time' (Q5a) was used to classify respondents into the above time periods.

Note that some on-board data collection was done during the 4 am - 5:30 am time period, as well. This consisted of surveying passengers on Transbay trains running between the Embarcadero and West Oakland stations. In total, eleven of these Transbay runs were surveyed.

Data Processing
In general, the processing of the Station Profile surveys was done with an emphasis on ensuring that the 1998 data would be comparable to the 1992 data.

The inputting of the questionnaires was done using scanning. Prior to scanning the questionnaires, editing and coding rules were established. A sampling of the questionnaires were verified by BART to ensure at least 98% accuracy for marked responses and 97% accuracy for coded open end comments. A "raw" data file was created from the scanned data.

Additional editing and logic checks were performed on the "raw" data file. For the most part, the rules established were intended to replicate the editing and logic checks used in the 1992 study, where possible. In some cases, the 1992 data were recalculated to provide statistics comparable to 1998.

Weighting Data To Reflect Total System/Station Ridership
Weighting was applied to the Station Profile dataset to project the "raw" stratified sample of survey respondents (40,887) to the actual weekday daily ridership (286,957) in its proper proportions. The weights are similar to the ones used in 1992, except that they use current passenger volume data from BART's Data Acquisition System (DAS data) and current survey data. Different weights are used to project a specific grouping of survey records into what could be expected from an average weekly daily ridership.

Three types of weights were developed for this survey data.
- Origin Station Weight - based on which station the customer entered
- Destination Station Weight - based on which station the customer exited
- Origin/Destination Weight - based on the two stations the customer entered and exited on his/her trip.

Overview of Methodology (continued)

One weight would be applied when asking questions about one particular origin station (OWGHT). Similarly, another weight is applied when asking questions pertaining to a particular destination station (DWGHT). Finally, another weight should be applied when asking any non-station specific questions (ODWGHT). The details of each weighting scheme are discussed as follows.

Origin Station Weight (Owght):

    The number of records listing each origin station by each of the seven operational time periods was tabulated. A coding peculiarity resulted in more than 39 station codes being used. For example, some survey responses listed El Cerrito as an origin or a destination station without specifying El Cerrito del Norte or El Cerrito Plaza. Other general response codes included: Oakland unspecified, San Francisco unspecified, and other/undetermined. Therefore, the origin record count resulted in a matrix of 43 stations by 7 time periods. A matrix was also constructed using modified DAS exit data, reflecting the actual number of entries by station by time period for an average weekday. The DAS matrix cells were divided by the corresponding cells from the survey sample data matrix to produce ratios, or weights, by station by time period. Because the DAS data has no data for the general station codes (El Cerrito unspecified, Oakland unspecified, San Francisco unspecified, and other/undetermined), those survey records were not used to determine the weights.

Destination Station Weight (Dwght):

    This process was identical to the OWGHT procedure with one exception. In six cases, all in the early AM time period, there were no survey sample records for a specific station. If left unchanged, this would have resulted in six DAS counts being divided by zero. Instead, in these cases, the DAS count for this time period is combined with DAS data for the succeeding time period for the same station.. This process ensured that, when the weighting scheme was applied, the result would produce an accurate average daily ridership level.

Origin/Destination Station Weight (Odwght):

    The ODWGHT weighting scheme grouped records by exits from the 14 market areas by time period. This resulted in a matrix of 14 market areas by the seven time periods.

    There were many cases where there were no survey sample records for a specific station grouping for a specific time period. This situation would have resulted in a DAS count being divided by zero. In most of these cases, the DAS count for this time period was combined with DAS data for the succeeding time period in the <u>same</u> station grouping. The most likely occurrence of this, obviously, was in the Early AM time period. The modification of the DAS data for the evening time period was handled slightly differently. Since evening is the last time period, DAS counts were combined with the <u>previous</u> time period where necessary. Note that there were a few cases where the DAS counts from the evening time period were not combined with the previous time period. This occurred when there were no survey records in either time period for the station grouping. This resulted in a total of 94 'persons' being

Overview of Methodology (continued)

eliminated from the overall DAS count. The original DAS count was 287,051; the modified DAS count is 286,957.

There were a few (11) cases where there were survey sample records for a specific station grouping but there was a zero in the DAS count. This resulted in the weights being displayed as a '0.00'. In all of these 11 cases the actual weight applied was a 1.00.

The origin/destination weight was applied in calculating the percentages for most of the tables shown in this report. The exception to this are the Station Specific tables which use the origin station weight.

Geocoding/Geocode Weighting and Maps

The survey results are also used to create a "geocoded" database. This database refines and supplements the basic data by assigning geographic locations to the origin point address information given on the survey forms. Some of the address information is, however, insufficient to identify origin locations. It is therefore necessary to calculate and apply "geocode weights" to the geocoded records. The resulting database is used to calculate the straight-line distances customers travel from their origin points to entry stations. This database is also used to create maps which graphically depict customer trip origin points in relation to other elements of the dataset.

Maps were created from the 1998 Station Profile survey data to display the locations from which BART riders started their trips. There are three types of maps in this report:

1. **Systemwide maps**, which display customer trip origin address locations for users of all BART stations combined;

2. **Home based station maps**, which show home origins of trips for customers based on the start of the BART trip, by station of entry, for each of the 39 BART stations; and

3. **Non-home based station maps**, which show origin address points of trips that customers started from any location except their homes (i.e. from work, school, shopping, medical appointments, etc.). These maps are only provided for the seven major downtown stations that attract the majority of work trips using BART. Those stations are Embarcadero, Montgomery Street, Powell Street, and Civic Center stations in San Francisco; 12th Street and 19th Street stations in Oakland; and Berkeley station in downtown Berkeley.

The home based and non-home based individual station maps show points that were weighted using an Origin Station Weight for the geocoded data. This means that the geocoded address points from the survey were duplicated on the maps (i.e. weighted), so that they show the actual number of riders who entered the faregates at that station during the entire day from the home or non-home origins. As an example, if a survey address point has a weight of seven, seven points are displayed on the map right around the area where that one actual surveyed address point resides. This gives a more complete visual representation of the distribution of origin address points for riders who enter a specific BART station.

Overview of Methodology (continued)

This weighting was not applied on the <u>systemwide</u> maps. The systemwide maps only show location points of those who filled out the surveys. The points on the systemwide maps therefore show a distribution pattern of riders' origin locations, but not the actual numbers of riders. There were too many weighted datapoints for all the stations combined together to display with reasonable clarity on the systemwide maps.

Survey Accuracy

Four primary sources of error can apply to the 1998 BART Station Profile Study:
1. Statistical Error
2. Survey Distribution Bias
3. Non-response Bias
4. Data Entry Error

Statistical errors result from the use of a sample of BART riders to represent BART ridership as a whole. If a sample has been chosen randomly, confidence intervals can be determined for statistics drawn against the sample. Clearly, the larger the sample, the greater the statistical confidence. Confidence intervals, at the 90% level, are listed in Appendix D for most tabulations in the 1998 survey.

Confidence intervals can be interpreted as per the following example: In the systemwide results section, table 31 reports that 58% of AM peak riders are female. The lookup table in Appendix D shows a 90% confidence interval of +/-1.0% for a reported percentage of 50%, and +/-0.9% for a reported percentage of 75%. Therefore 58% would have a confidence interval somewhere in between +/-0.9% and +/-1.0%, but certainly no greater than +/-1.0%. Hence, 90% of random surveys of gender among AM peak Transbay BART riders (with sample sizes equal to the AM Peak subsample of the 1998 survey) could be expected to report a female percentage of 57% to 59%.

In practice, however, surveys are not administered in a perfectly random way. Survey distribution bias and non-response bias represent divergences from the ideal of random sampling. These types of survey error are more difficult to quantify than statistical error. Survey distribution bias can occur where surveyors use their discretion in selecting patrons to survey or where some types of riders disproportionally decline to accept a survey. BART and Corey, Canapary & Galanis Research trained the crew of field workers in random sampling methods, and reinforced this training with extensive field supervision, to minimize survey distribution bias.

Non-response bias occurs if the group of people who complete and return surveys differs substantially from those who do not complete and return surveys. Clearly, the higher the response rate, the less opportunity for non-response bias to occur. The 1998 Station Profile study achieved a return rate of 42%.

Finally, data entry error can impact the survey's results, particularly if the errors are systematic as opposed to random. The 1998 data has been confirmed to be as least 98% accurate.

Accuracy of Reported Percentages by Time Period and Market Segment

(90% confidence interval)

AM PEAK	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	3908	±0.6	±0.8	±1.1	±1.3	±1.1	±0.8	±0.6
East Bay	1730	±0.9	±1.2	±1.7	±2.0	±1.7	±1.2	±0.9
West Bay	993	±1.1	±1.6	±2.3	±2.6	±2.3	±1.6	±1.1
Total	6631	±0.4	±0.6	±0.9	±1.0	±0.9	±0.6	±0.4

PM PEAK	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	1089	±1.1	±1.5	±2.2	±2.6	±2.2	±1.5	±1.1
East Bay	1085	±1.1	±1.5	±2.2	±2.5	±2.2	±1.5	±1.1
West Bay	375	±1.9	±2.6	±3.7	±4.3	±3.7	±2.6	±1.9
Total	2549	±0.7	±1.0	±1.4	±1.6	±1.4	±1.0	±0.7

OFF PEAK	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	9293	±0.4	±0.5	±0.7	±0.9	±0.7	±0.5	±0.4
East Bay	4940	±0.5	±0.7	±1.0	±1.2	±1.0	±1.7	±0.5
West Bay	2772	±0.7	±0.9	±1.4	±1.6	±1.4	±0.9	±0.7
Total	17005	±0.3	±0.4	±0.6	±0.6	±0.6	±0.4	±0.3

MIDDAY	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	3506	±0.6	±0.8	±1.2	±1.4	±1.2	±0.8	±0.6
East Bay	2355	±0.7	±1.0	±1.5	±1.7	±1.5	±1.0	±0.7
West Bay	1334	±1.0	±1.4	±2.0	±2.3	±2.0	±1.4	±1.0
Total	7195	±0.4	±0.6	±0.8	±1.0	±0.8	±0.6	±0.4

EVENING	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	2448	±0.7	±1.0	±1.4	±1.7	±1.4	±1.0	±0.7
East Bay	1430	±1.0	±1.3	±1.9	±2.2	±1.9	±1.3	±1.0
West Bay	803	±1.3	±1.8	±2.5	±2.9	±2.5	±1.8	±1.3
Total	4681	±0.5	±0.7	±1.1	±1.2	±1.1	±0.7	±0.5

TOTAL	Sample Size	5%	10%	25%	50%	75%	90%	95%
Transbay	20244	±0.3	±0.4	±0.5	±0.6	±0.5	±0.4	±0.3
East Bay	11540	±0.3	±0.5	±0.7	±0.8	±0.7	±0.5	±0.3
West Bay	6277	±0.5	±0.6	±0.9	±1.0	±0.9	±0.6	±0.5
Total	38061	±0.2	±0.3	±0.4	±0.4	±0.4	±0.3	±0.2

Note: Sub questions on the questionnaire have smaller samples than noted above, because
not all respondents answered these questions (e.g. Only those driving to BART will indicate on the
survey instrument how many people drove with them). The confidence intervals for these questions
will, therefore, be wider than those shown here.

Accuracy of Reported Percentages
General

(90% confidence interval)

Sample Size	5%	10%	25%	50%	75%	90%	95%
400	±1.8	±2.5	±3.6	±4.1	±3.6	±2.5	±1.8
500	±1.6	±2.2	±3.2	±3.7	±3.2	±2.2	±1.6
600	±1.5	±2.0	±2.9	±3.4	±2.9	±2.0	±1.5
700	±1.4	±1.9	±2.7	±3.1	±2.7	±1.9	±1.4
800	±1.3	±1.8	±2.5	±2.6	±2.5	±1.8	±1.3
900	±1.2	±1.7	±2.4	±2.8	±2.4	±1.7	±1.2
1000	±1.1	±1.6	±2.3	±2.6	±2.3	±1.6	±1.1
1100	±1.1	±1.5	±2.2	±2.5	±2.2	±1.5	±1.1
1200	±1.0	±1.4	±2.1	±2.4	±2.1	±1.4	±1.0
1300	±1.0	±1.4	±2.0	±2.3	±2.0	±1.4	±1.0
1400	±1.0	±1.3	±1.9	±2.2	±1.9	±1.3	±1.0
1500	±0.9	±1.3	±1.8	±2.1	±1.8	±1.3	±0.9
1600	±0.9	±1.2	±1.8	±2.1	±1.8	±1.2	±0.9
1700	±0.9	±1.2	±1.7	±2.0	±1.7	±1.2	±0.9
1800	±0.9	±1.2	±1.7	±1.9	±1.7	±1.2	±0.9
1900	±0.8	±1.1	±1.6	±1.9	±1.6	±1.1	±0.8

Note: The above table can be used in conjunction with the Sample Size at Each Station chart to determine the confidence interval for station specific data shown in the report.

Sample Sizes at Each Station
Distribution, Refusal and Response Rate Information

Station	Patrons contacted	Patrons refused	Questionnaires Distributed	Completes	Return Rate (completes / distributed)	Response Rate (completes / contacted)
	#	#	#	#	%	%
12th St. Oak (C.C.)	5,190	1,381	3,809	1,325	34.8%	25.5%
16th Street, S.F.	3,726	1,248	2,478	915	36.9%	24.6%
19th Street, Oakland	4,132	1,094	3,038	1,482	48.8%	35.9%
24th Street, S.F.	5,484	2,192	3,292	987	30.0%	18.0%
Ashby	2,473	560	1,913	793	41.5%	32.1%
Balboa Park	4,753	1,892	2,861	1,167	40.8%	24.6%
Bay Fair	2,265	434	1,831	686	37.5%	30.3%
Berkeley (downtown)	5,046	1,660	3,386	1,512	44.7%	30.0%
Castro Valley	1,365	282	1,083	548	50.6%	40.1%
Civic Center S.F.	6,168	2,158	4,010	1,534	38.3%	24.9%
Coliseum (O. Airport)	3,599	591	3,008	654	21.7%	18.2%
Colma	3,708	988	2,720	1,217	44.7%	32.8%
Concord	3,805	1,068	2,737	1,118	40.8%	29.4%
Daly City	4,244	995	3,249	1,454	44.8%	34.3%
E. Dublin/Pleasanton	2,959	615	2,344	1,133	48.3%	38.3%
El Cerrito Del Norte	3,449	527	2,922	1,257	43.0%	36.4%
El Cerrito Plaza	2,591	423	2,168	943	43.5%	36.4%
Embarcadero	6,414	1,883	4,531	1,833	40.5%	28.6%
Fremont	4,037	678	3,359	1,314	39.1%	32.5%
Fruitvale	3,039	810	2,229	826	37.1%	27.2%
Glen Park	3,186	1,406	1,780	766	43.0%	24.0%
Hayward	2,627	474	2,153	773	35.9%	29.4%
Lafayette	2,192	344	1,848	917	49.6%	41.8%
Lake Merritt	3,298	960	2,338	842	36.0%	25.5%
MacArthur	3,866	858	3,008	1,184	39.4%	30.6%
Montgomery	6,387	2,483	3,904	1,843	47.2%	28.9%
N. Concord/Martinez	1,141	280	861	447	51.9%	39.2%
North Berkeley	2,279	360	1,919	971	50.6%	42.6%
Orinda	1,704	462	1,242	594	47.8%	34.9%
Pittsburg/Bay Point	1,801	493	1,308	709	54.2%	39.4%
Pleasant Hill	3,481	918	2,563	1,654	64.5%	47.5%
Powell St., S.F.	6,510	2,477	4,033	1,336	33.1%	20.5%
Richmond	2,306	389	1,917	580	30.3%	25.2%
Rockridge	2,238	642	1,596	912	57.1%	40.8%
San Leandro	3,026	542	2,484	883	35.5%	29.2%
South Hayward	2,092	590	1,502	612	40.7%	29.3%
Union City	2,252	659	1,593	582	36.5%	25.8%
Walnut Creek	3,560	810	2,750	1,319	48.0%	37.1%
West Oakland	1,825	216	1,609	539	33.5%	29.5%
El Cerrito Unspecified				129		
Oakland Unspecified				27		
San Francisco Unsp.				41		
Other/Undetermined				455		
No Answer				74		
TOTAL	**134,218**	**36,842**	**97,376**	**40,887**	**42.0%**	**30.5%**

Appendix E:
Access Distance to BART

Average Access Distance to BART
By Mode of Access

ACTUAL ORIGIN STATIONS USED
Average (Mean) Miles

TRIP ORIGIN	WALK ACCESS	AUTO ACCESS	TRANSIT ACCESS
Home	0.43	3.82	2.59
Work	0.24	2.55	2.10
Other	0.34	2.52	1.99

Notes: Data is derived from the 1998 BART Station Profile Survey. Data is weighted to reflect the total average weekday BART ridership. Distance calculations are straight line distances from origin points to BART stations.

ADDENDUM TO 1998 STATION PROFILE STUDY REPORT
Customer Volumes - October, 1998

The 1998 Station Profile Report presents percentage results for the overall BART system and by time period, market segment, type of origin/destination, and individual station.

The following customer volume tables correspond to the four types of percentage distributions shown in the report. These counts will help the reader translate percentage figures from the report into estimates of the absolute number of riders in any particular category. To illustrate, the report shows that 57% of BART trips are made by "Female" customers (Gender chart, Section III: page #5). This percentage can be applied to the total volume of 286,957 trips shown in the following table. Thus, on an average weekday in October 1998, 163,565 BART trips were made by women.

- Table A shows the typical number of weekday BART trips by market segment and time period.
- Table B shows the same information, but is restricted to customers who travel to BART from home.
- Table C shows the same information, but restricted to customers leaving BART to travel to non-home destinations.
- Table D shows the home and non-home based weekday passenger entries by origin station.

A. All Trips -System-wide customer volumes

	Transbay	East Bay	West Bay	Total
AM Peak: 5:30AM to 10:00AM	49,096	24,232	26,093	99,422
PM Peak: 4:00PM to 7:00PM	42,217	21,407	24,470	88,093
Off Peak: Midday and Evening Total	44,331	26,418	28,693	99,442
Midday: 10:01AM to 3:59PM	(26,111)	(17,768)	(19,770)	(63,649)
Evening: After 7:00PM	(18,220)	(8,650)	(8,923)	(35,793)
Total	135,644	72,057	79,256	286,957

B. Home Origins – Trips made by customers who travel to BART from "home" origins only.

	Transbay	East Bay	West Bay	Total
AM Peak: 5:30AM to 10:00AM	47,955	23,218	25,235	96,408
PM Peak: 4:00PM to 7:00PM	3,375	3,059	3,713	10,148
Off Peak: Midday and Evening Total	14,435	10,845	9,920	35,202
Midday: 10:01AM to 3:59PM	(12,333)	(9,112)	(8,783)	(30,228)
Evening: After 7:00PM	(2,103)	(1,733)	(1,137)	(4,972)
Total	65,765	37,122	38,868	141,757

C. Non-Home Destinations – Customers leaving BART to travel to "non-home" destinations.
(Note: These include home and non-home origins.)

	Transbay	East Bay	West Bay	Total
AM Peak: 5:30AM to 10:00AM	48,672	23,551	25,564	97,789
PM Peak: 4:00PM to 7:00PM	5,960	3,854	5,742	15,555
Off Peak: Midday and Evening Total	19,860	13,339	14,728	47,927
Midday: 10:01AM to 3:59PM	(17,352)	(11,300)	(13,155)	(41,806)
Evening: After 7:00PM	(2,508)	(2,039)	(1,573)	(6,121)
Total	74,492	40,745	46,035	161,270

Customer and Performance Research

D. Weekday Passenger Entries – Station entries segmented to show "Home" and "Non-Home" origins.

ID	Origin Station	Weekday Passenger Entries		
		Total Entries	**Home-Based**	**Non-Home Based**
12	12th Street/City Center	11,120	3,956	7,164
16	16th Street Mission	9,713	4,811	4,902
19	19th Street/Oakland	7,096	2,082	5,014
24	24th Street Mission	10,746	7,955	2,791
AS	Ashby	3,833	2,755	1,077
BP	Balboa Park	11,504	7,634	3,870
BF	Bay Fair	4,331	3,393	938
CV	Castro Valley	1,802	1,552	250
CC	Civic Center	15,310	3,489	11,821
CL	Coliseum	4,683	2,576	2,108
CM	Colma	5,618	4,499	1,119
CN	Concord	5,522	4,031	1,491
DC	Daly City	7,004	4,789	2,215
BK	Downtown Berkeley	10,755	3,098	7,657
DP	Dublin/Pleasanton	4,288	3,119	1,170
EN	El Cerrito del Norte	7,114	6,317	797
EP	El Cerrito Plaza	3,996	3,559	436
EM	Embarcadero	27,590	1,799	25,791
FM	Fremont	5,078	3,146	1,932
FV	Fruitvale	6,931	5,207	1,725
GP	Glen Park	6,780	5,497	1,283
HY	Hayward	4,439	2,656	1,783
LF	Lafayette	2,858	2,386	472
LM	Lake Merritt	4,029	2,104	1,924
MA	MacArthur	5,673	3,685	1,988
MT	Montgomery	31,802	2,456	29,346
NB	North Berkeley	3,252	2,549	703
NC	North Concord/Martinez	1,486	1,319	167
OR	Orinda	2,458	2,015	443
PB	Pittsburg/Bay Point	3,722	3,543	178
PH	Pleasant Hill	6,291	5,420	871
PL	Powell Street	22,228	3,944	18,283
RM	Richmond	5,030	3,802	1,228
RR	Rockridge	3,884	3,052	832
SL	San Leandro	4,309	3,177	1,132
SH	South Hayward	2,693	2,116	577
UC	Union City	3,433	2,409	1,024
WC	Walnut Creek	4,856	3,321	1,535
WO	West Oakland	3,698	3,116	582

Based on October 1998 fare gate entry counts
Note: Total passenger entries may vary by less than 1% from data in Tables A & B due to differences in the weighting variable.

Customer and Performance Research