



Moving BART and the Region Forward

Select Committee on Bay Area Public Transit
Bob Powers, General Manager



Thank You for Supporting Transit Funding in the Fiscal Year 2024 State Budget



Delivering on an Improved Transit Experience

Key Coordination Underway with MTC & Operators

Transit Network:

- Service and Schedules
- Bus Transit Priority
- Transfer Hub Coordination

Fares & Payment

- Expanding low-income discount
- Testing employer paid unlimited transit pass
- Free/reduced priced transfers
- Next Gen. Clipper

Customer Information & Communication

- Mapping and Wayfinding Pilots
- GTFS Information
- Joint Operator Messaging

Accessibility

- Paratransit Improvements
- Contactless Payment
- Sub-Regional One Seat Ride

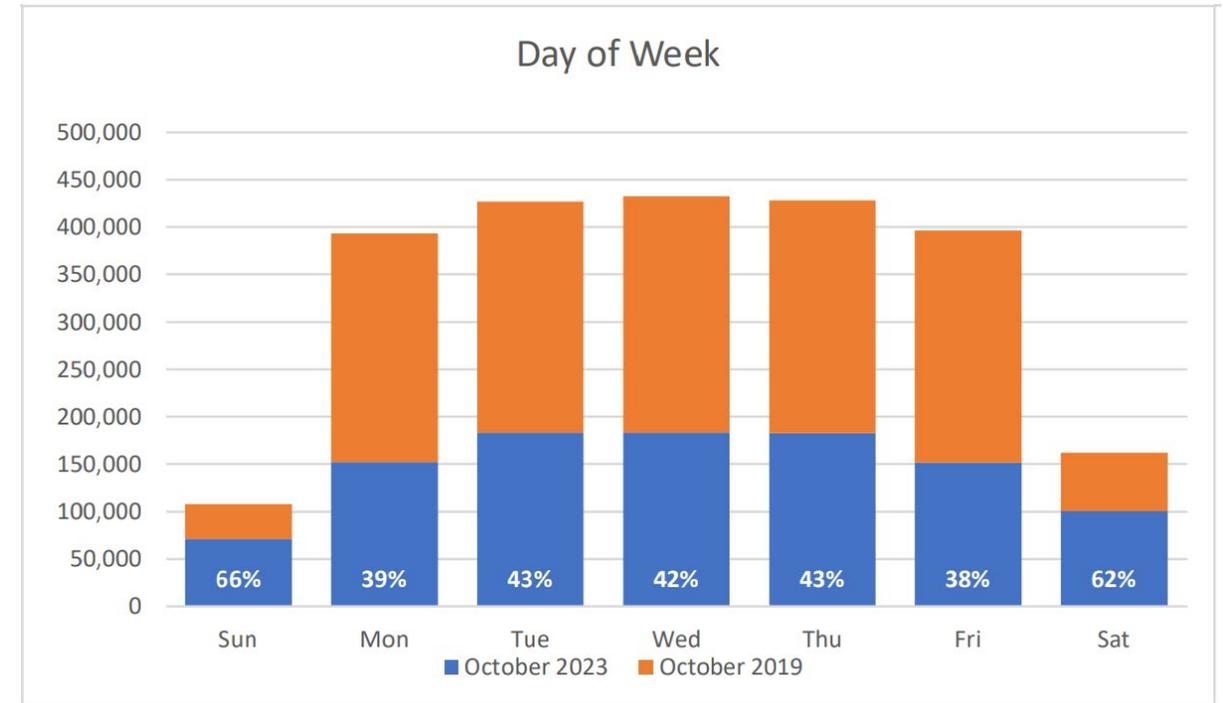
Regional Network Management

- 11-member RNM Council
- Customer Advisory Group
- RNM Director appointed by MTC

BART Ridership Recovery Trends

New service plan invests in ridership growth opportunities

- Ridership is at 42% pre-pandemic levels
 - Weekends are recovering faster (62-66%)
- New schedule relies less on traditional commute and encourages leisure and other non-work trips
 - Increased service on nights, weekends, and on BART's most crowded East Bay to SF line (Yellow line) on weekdays
 - Increased time between trains on weekdays on 4 of 5 lines to reduce operating costs
- Clipper BayPass has encouraged thousands more trips by students and affordable housing residents



BART's Focus on the Rider Experience

Starting with safety

- Launched Safe & Clean Plan in coordination with a new service schedule
- Doubled officer presence systemwide and using unarmed Crisis Intervention Specialists, Ambassadors and Fare Inspectors for additional patrols
- Running shorter trains to enhance safety

Prioritizing Improvements to the Rider Experience

- Focus on improving reliability and cleanliness systemwide
- Running only new Fleet of the Future trains as base schedule
- New escalators being installed at busy downtown SF stations
- LED platform lighting
- Improved parking payment options
- Staffing restrooms at busy stations with attendants



Commitment to New Fare Gates

Prototype Fare Gate Array to be installed next month at West Oakland Station

- Complete installation of 700+ new fare gates systemwide by end of 2025
- Taller and stronger with modern equipment and advanced sensors
- Improves accessibility and reliability and deters fare evasion
- Compatible with the next generation of Clipper offering ability to pay for BART by tapping a credit/debit card at the fare gate



Data Shows Continued Positive Trends

Fewer delays, train breakdowns, and cancelled trips (July – Sept 2023)

- Customer on-time performance 92%
- Cancelled trains nearly eliminated
- Total ridership up 11% compared to the same quarter last year
- Customer satisfaction increased several percentage points to 74%

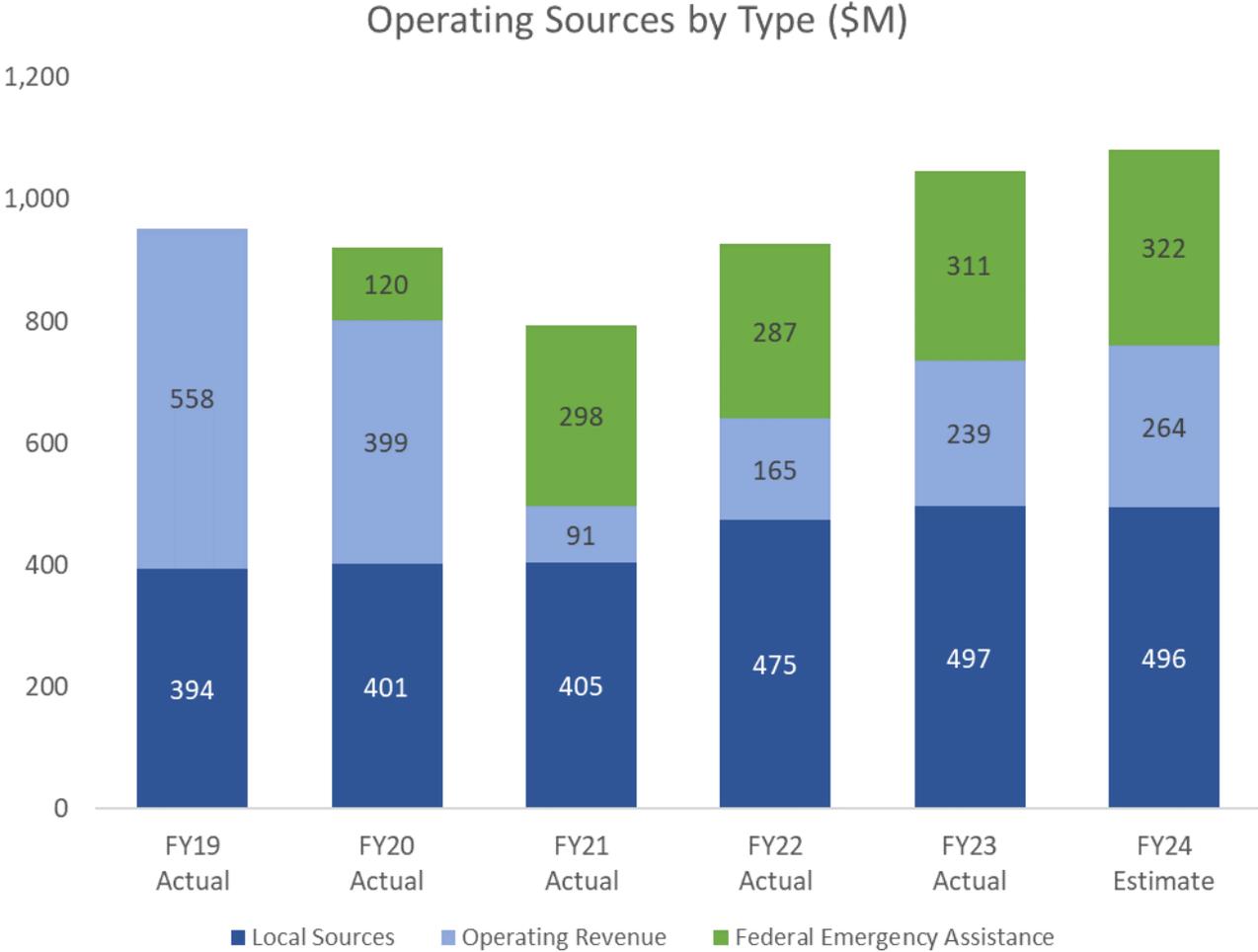
Fewer BART trains impacted by unwanted behavior

- BPD incidents causing delays fell from 374 in May to 295 in October
- Trains delayed by unwanted behavior dropped nearly 40%



*General Manager and Chief of Police
Listening Tour at Fruitvale Station*

Financial Outlook Before State Funding



- Pre-pandemic, BART was highly self-sufficient at 60-70% fare box recovery
- \$1.6 billion in federal emergency assistance is being used to fill the fare revenue gap
- \$59 million shortfall in FY25
- Approximately \$300 million annual shortfalls starting in FY26



State & Regional Funding Provides Essential Operating Assistance

- MTC's approved distribution includes \$58 million in FY25 and \$294 million in FY26 for continued BART operations
- Combined \$352 million would eliminate FY25 deficit and solve almost entire FY26 deficit
- BART accountability measures:
 - Delivery of new fare gates systemwide by end of 2025
 - Report on effectiveness of Transit Ambassadors/Crisis Intervention Program



BART @SFBART · 11/9/23

We love seeing @GavinNewsom come through BART and chat with staff including our safety ambassador Kingsley.

Thank you for supporting transit!

The state budget funds are helping us pay for enhanced safety initiatives, deep cleaning, and reliable service.

