



# **Senate Select Committee on Bay Area Public Transit Ridership Recovery – Reforms to Improve Rider Experience**

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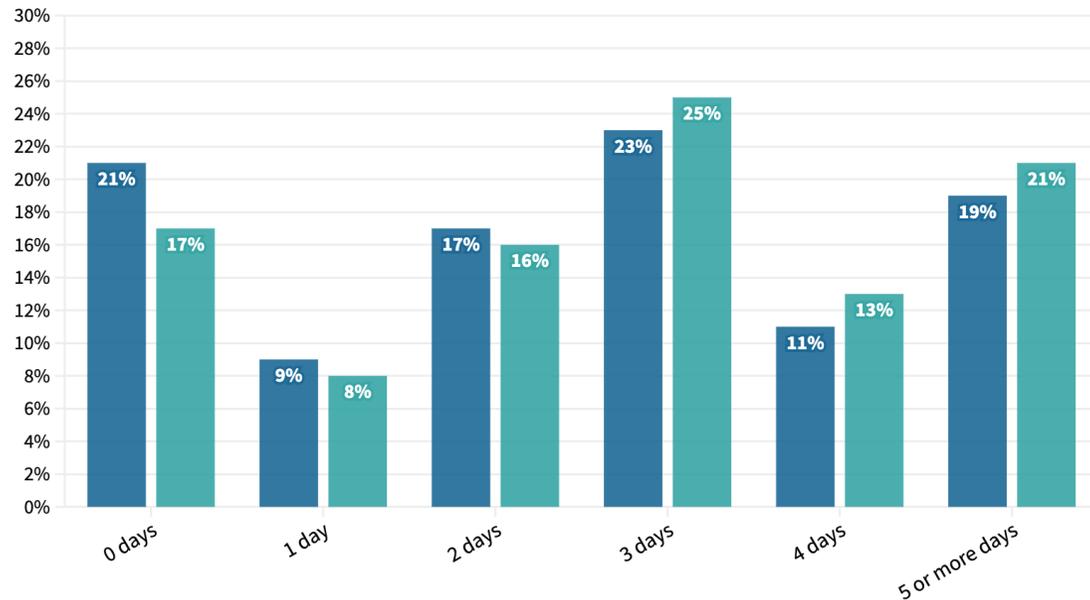


# New Bay Area Commute Trends

## What is your best estimate of the frequency your Bay Area workforce comes to the workplace each week?

Percentages are averaged across responses.

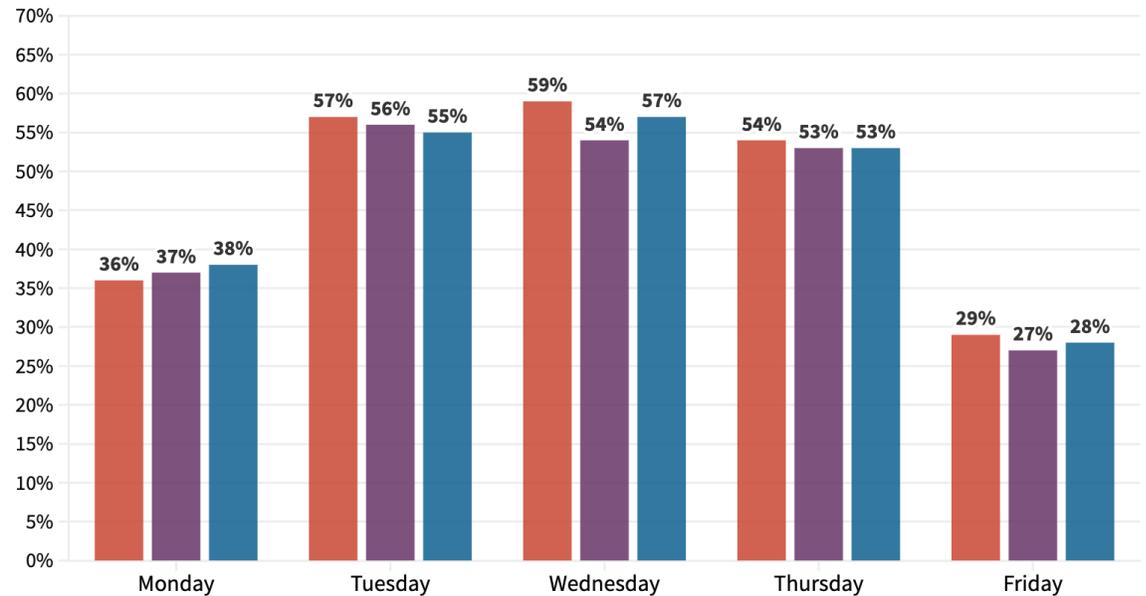
■ March 2023 ■ In 6 months



## In six months, what is your best estimate of the percentage of your Bay Area workforce will come to the workplace on each of the following days of the week?

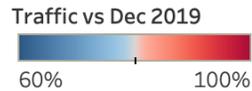
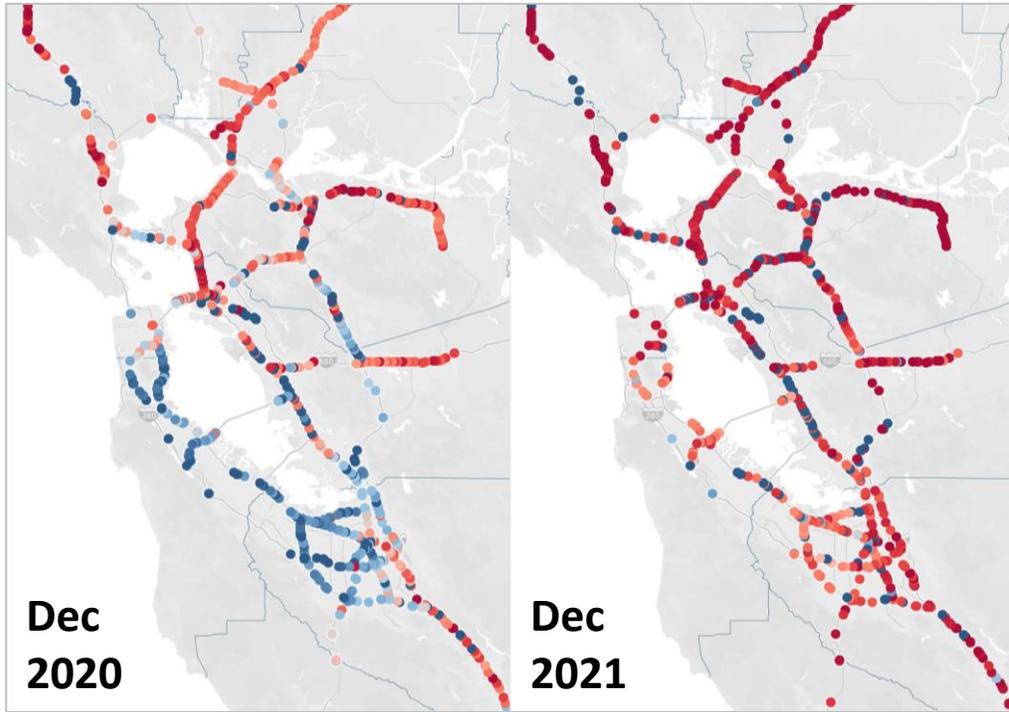
Percentages are averaged across responses.

■ Nov-22 ■ Jan-23 ■ Mar-23

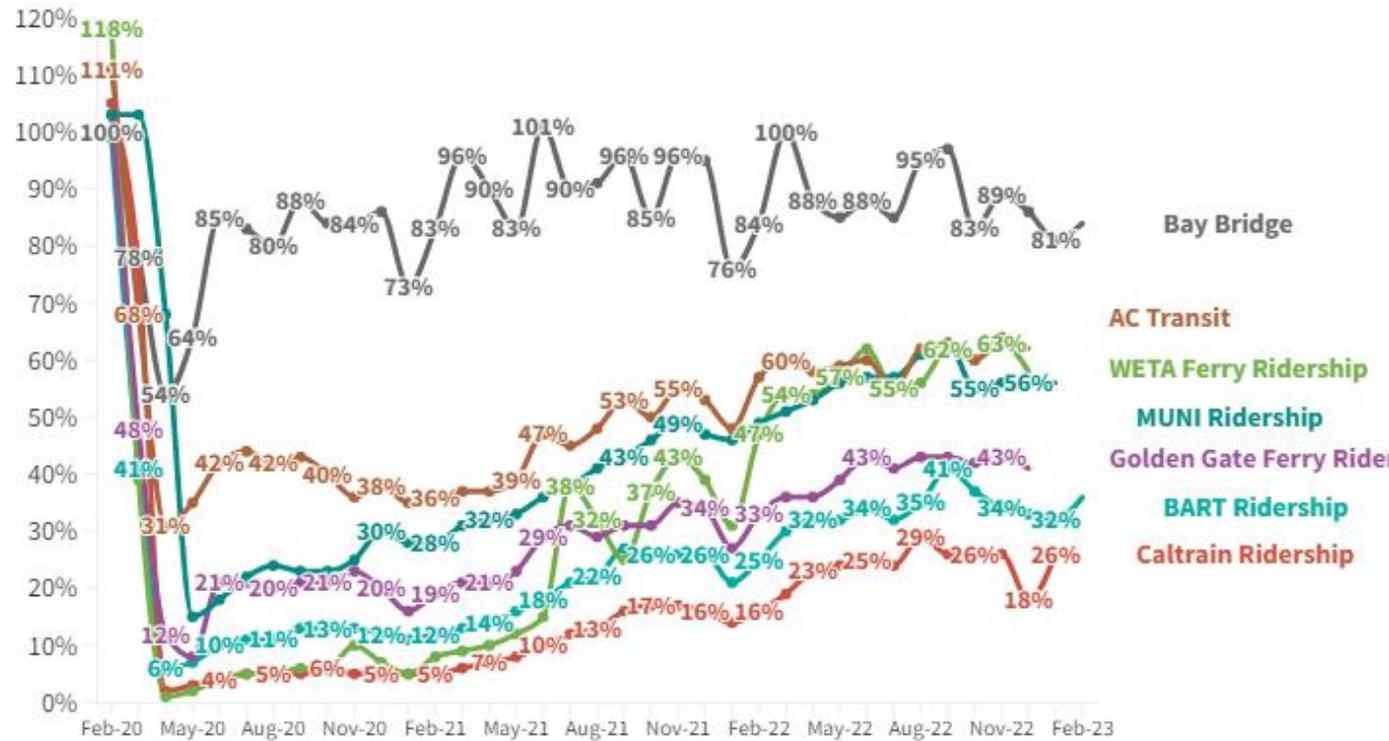


Source: Bay Area Council Employer Survey, March 2023

# Bay Area Traffic Relative to 2019



Data Source: Caltrans PeMS; First two weeks of December only.



Source: MTC Next Generation Bay Area Freeways Study (August 2022), Bay Area Council Economic Institute Bridge v. Transit Tracker (March 2023)



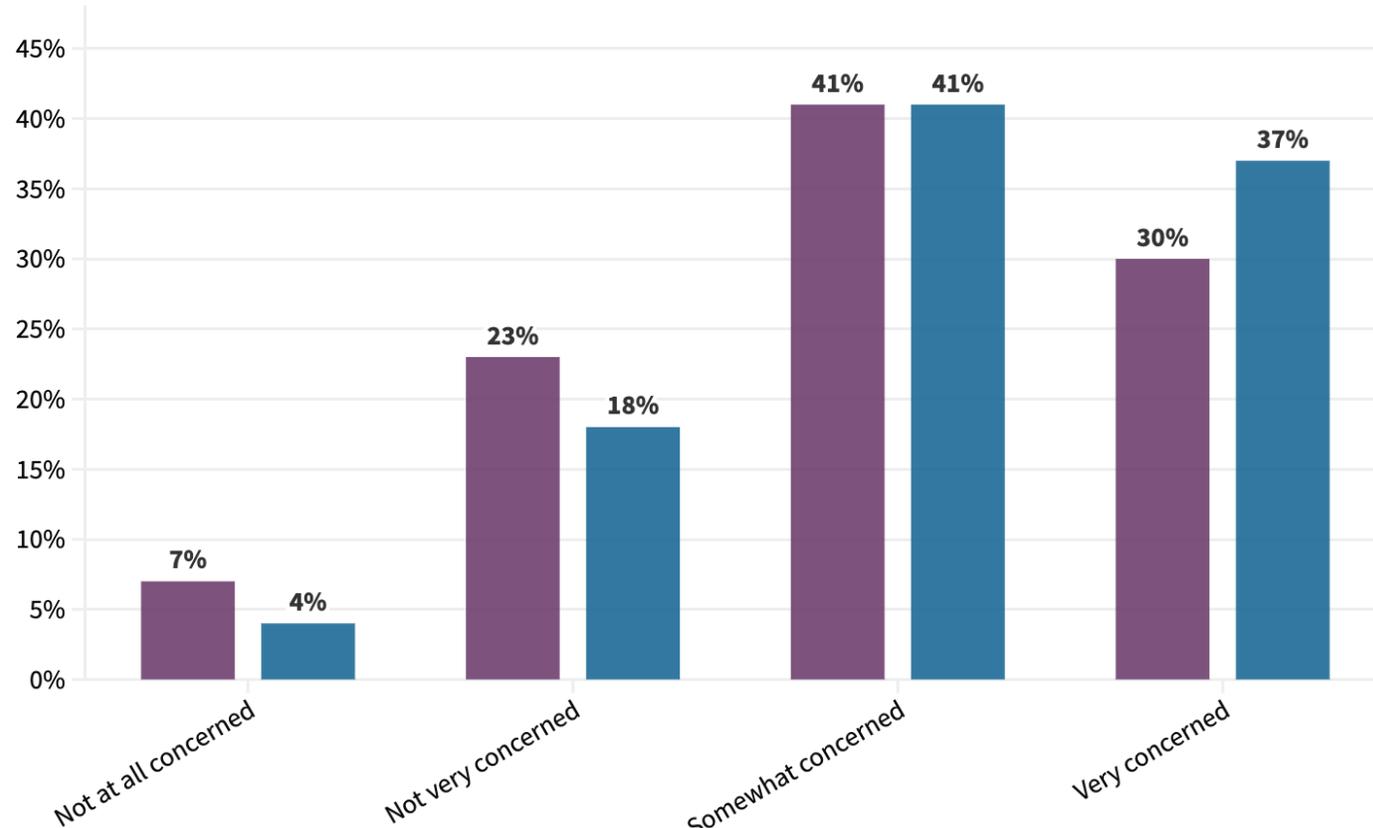
# Shape the Future of Bay Area Transit

- Secure emergency operating assistance to avert fiscal cliff
- Condition operator receipt of funds on participation in transformation initiatives to improve rider experience:
  - Long-term transition to a more seamless, integrated network
  - Near-term safety and cleanliness improvements to regrow ridership now

# Safety Concerns Spiking

**And again thinking about your employees riding public transit, how concerned are you about other safety issues on transit?**

■ Jan-23 ■ Mar-23



*Source: Bay Area Council Employer Survey, March 2023*

# Reasons For Not Riding BART

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

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

**45% cite safety concerns, fear, or cleanliness**



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

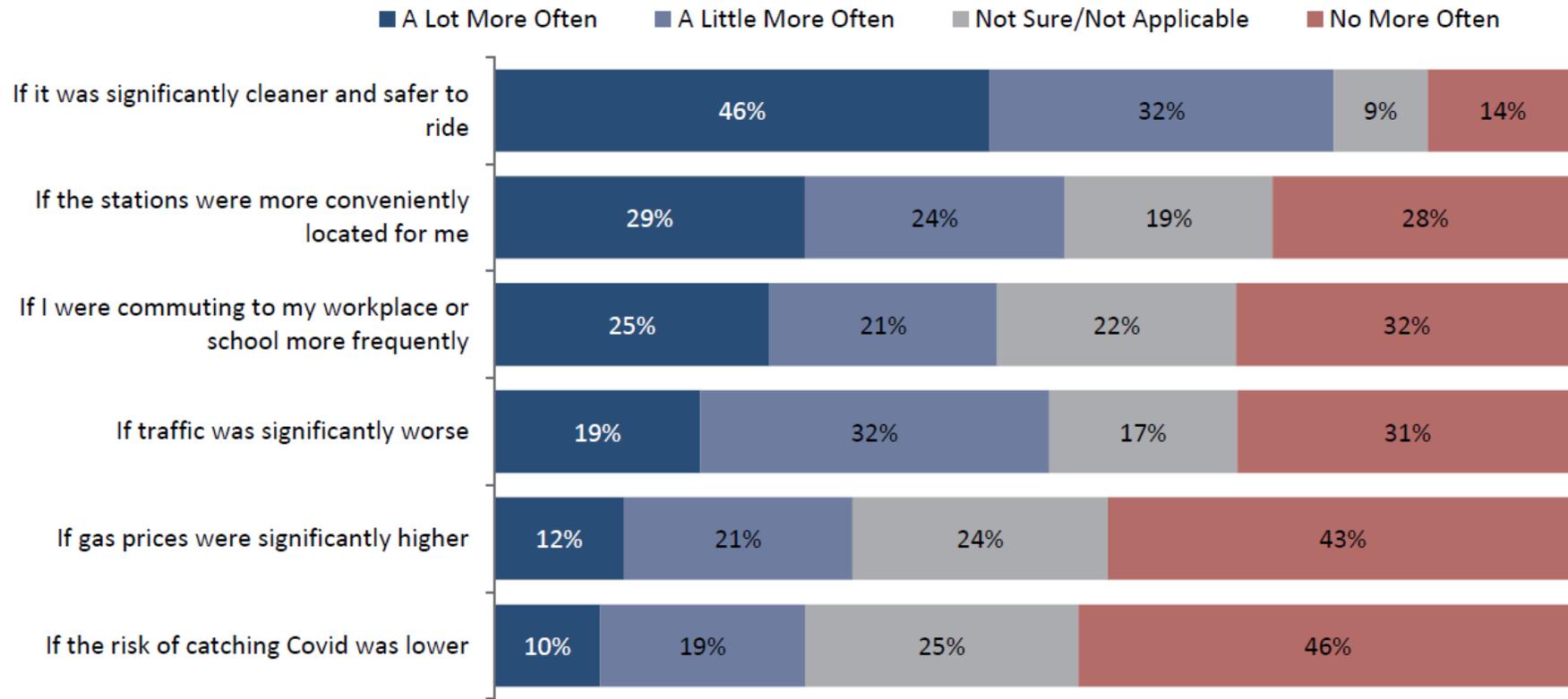


Response	%
Safety concerns/Dangerous/Lack of security/Fear	22%
No need/No commute/Retired/Don't go to SF	16%
Convenience/Frequency/Reliability/Time/Schedule	9%
Dirty/Cleanliness concerns/Disgusting/COVID-19	9%
Crime/Fare evaders	8%
Own a car/Use other transportation/Muni rider	6%
Location/Station too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

*Source: Bay Area Council BART Poll, May 2023*

# What Would Make You Ride More Often

*A wide majority say they would ride BART more often if it was significantly cleaner and safer to ride.*

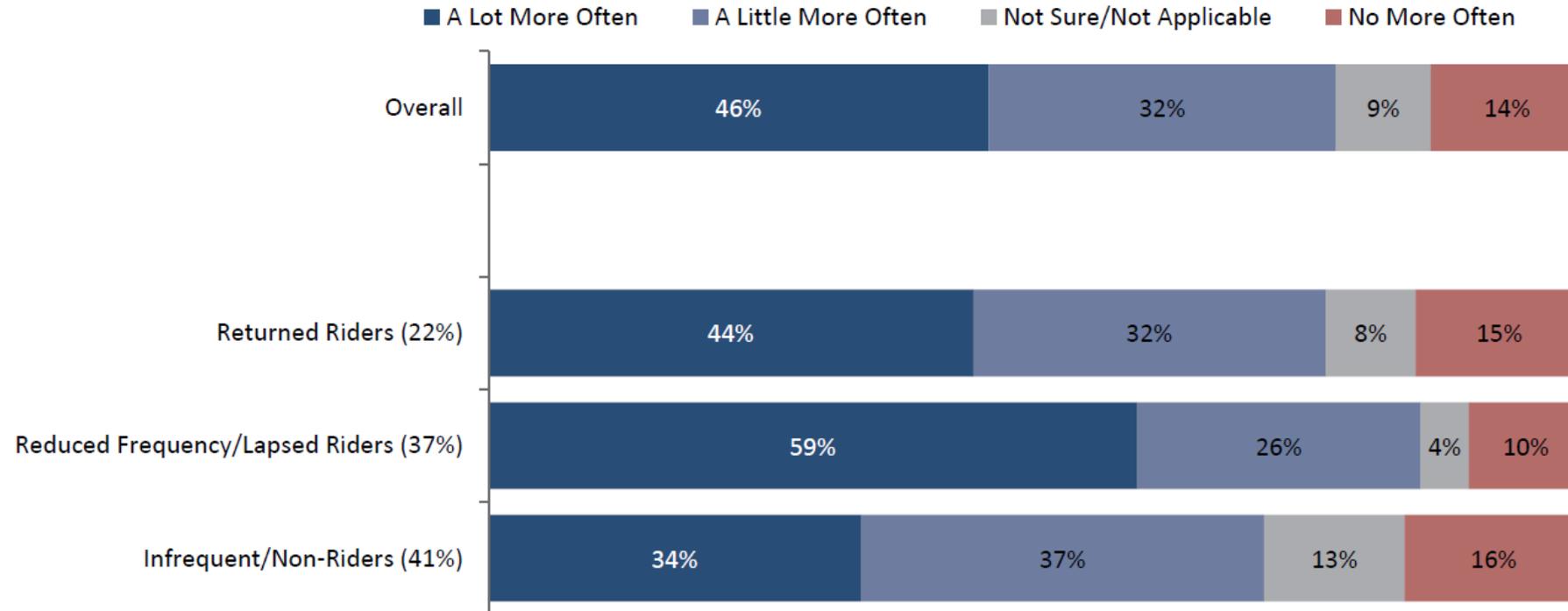


Source: Bay Area Council BART Poll, May 2023

# Ridership Frequency: “Cleaner & Safer to Ride”

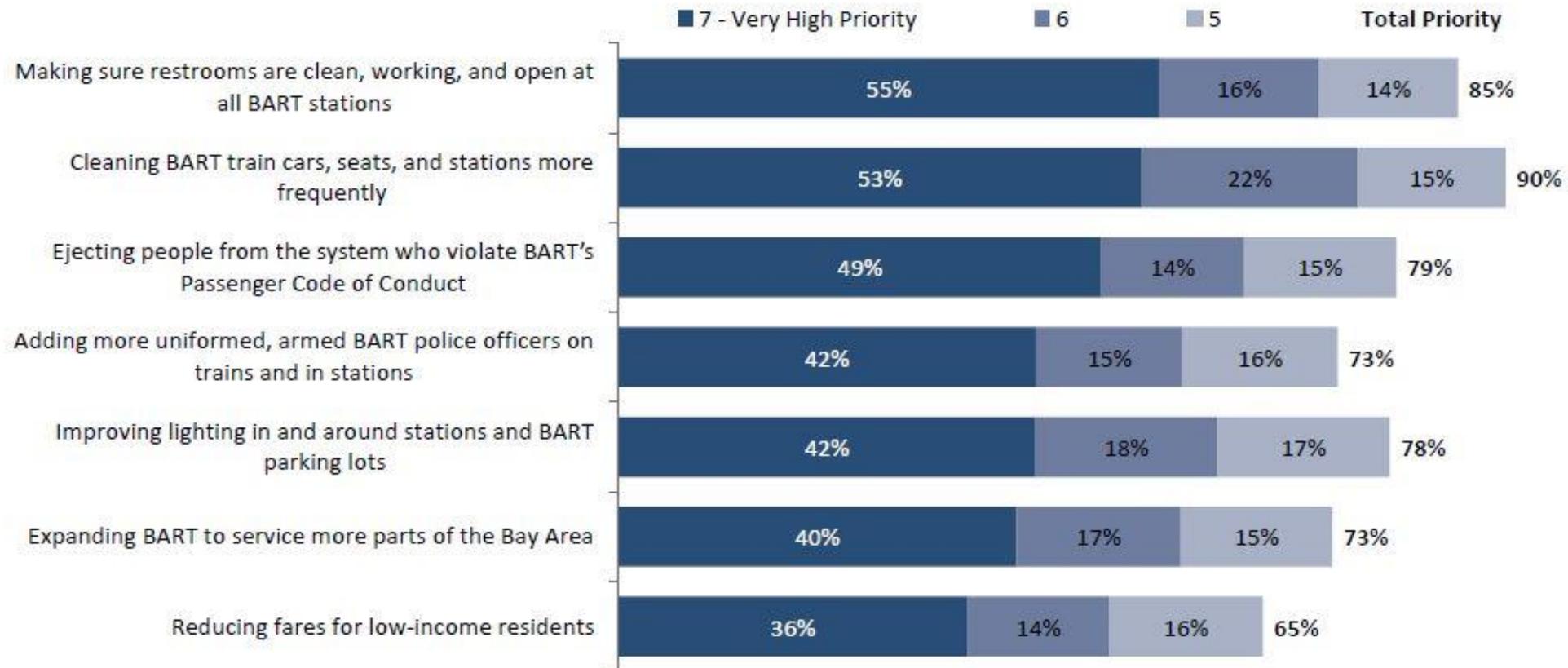
*Over half of reduced or lapsed BART riders say they would ride BART a lot more often with cleanliness and safety improvements.*

*How often would you ride BART if it was significantly cleaner and safer to ride?*



# Priorities for BART

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



*Source: Bay Area Council BART Poll, May 2023*

# People in Crisis on BART

*When asked to choose, more than six in ten local residents prefer BART focus on running a clean, safe transit system and allow other public agencies to handle people in crisis, as opposed to feeling BART should be connecting people to supportive services.*

***Which of the following statements is closer to your opinion?***

**BART should focus only on running a clean, safe, and reliable public transit system, and let other public agencies deal with the problems of people in crisis.**  
65%

**BART should connect people in crisis on their system to supportive services such as shelters, drug clinics, and emergency medical services.**  
26%

**Not Sure**  
9%





# Thank You

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