

Appendix C

Fleet of the Future Final Train Car Model - Categorization of a Sample of Verbatim Comments*

Sorted in descending order within each category

	Count	%
Interior/overall		
Interior/overall- general positive, including aesthetics, better than current, easier to keep clean, like design	96	27%
Interior - use of space, positive - includes more room, open	15	4%
Interior - use of space, negative - includes feels small, too open, inefficient	8	2%
Interior - general negative, including aesthetics, less comfortable	4	1%
Interior - overall ADA concerns, including want more space for wheelchair users, those traveling together	3	1%
Exterior		
Exterior - positive	4	1%
Exterior - want more modern/futuristic/something that stands out more	3	1%
Exterior too square / not aerodynamic	2	1%
Exterior - Want LED line color	2	1%
Exterior - other	2	1%
Seats		
Seats - concerned about quantity, question about quantity compared to current	71	20%
Seats - concerned about dimensions (width, height, legroom, or depth)	17	5%
Seat material - positive, including easy to clean	14	4%
Seats - comfortable, including lumbar, height	13	4%
Seats - uncomfortable, including needs more padding	13	4%
Seat material - negative, including prefer plastic or wool, concerned about vandalism, could be slippery	9	3%
Seats - other	8	2%
Want armrest (divider or unspecified location)	6	2%
Seats - general positive	5	1%
Want armrest (end of seat)	2	1%
Seats - general negative	2	1%
Tripod pole (floor-to-ceiling pole)		
Tripod - specific concern for wheelchair users/ disabled	19	5%
Tripod - general positive	11	3%
Tripod - helpful for shorter passengers	11	3%
Tripod - concern about obstruction / awkward	8	2%
Tripod - general negative	6	2%
Tripod - mixed	4	1%
Tripod - other	3	1%

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	Count	%
Other handholds		
Overhead railing too high	7	2%
Handholds (other than tripod) - negative	5	1%
Handholds (other than tripod) - positive	4	1%
Hanging straps too high	2	1%
Handholds (other than tripod) - want more	2	1%
Digital screens/maps		
Digital screens/maps - general positive	30	8%
Digital screens/maps - too small, want bigger (screens, graphics)	10	3%
Digital screens - layout, presentation, want touch screens	8	2%
Digital screens - want different locations (for visibility, not hitting head)	7	2%
Digital screens - specific info wanted on screens	6	2%
Digital screens/maps - readability issue (glare, too dim)	5	1%
Exterior signs could be better, including too much glare	3	1%
Digital screens (interior)- other	2	1%
Exterior signs - positive	2	1%
Bike rack		
Bike rack - general positive	15	4%
Bike rack - inefficient use of space (shouldn't have on all cars, want folding seats, make it retractable)	10	3%
Bike rack - other	8	2%
Too much space for bikes	8	2%
Need more space for bikes	7	2%
Bike rack - change order of bikes, more clearance needed at window	4	1%
Bike rack - concerned about ease of use	3	1%
Bike rack - add sensor to indicate on exterior when rack is full	2	1%
Color scheme		
Colors - general positive	18	5%
Colors - general negative	11	3%
Colors - don't use Seahawks colors / use Niners, Giants, Warriors	11	3%
Colors - too bright, prefer more neutral, gaudy, not my taste	8	2%
Colors - are or will be "dated"	3	1%
Colors - too light, vandalism concerns, will get dirty	3	1%
Colors - why chosen, not BART's color scheme	2	1%
Colors - use ADA blue for priority seats	2	1%

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Floors		
Floor - concern slippery	5	1%
Floor - positive, including not carpet, cleanable	4	1%
Floor - concern will get dirty, damaged (seams)	2	1%
Lighting		
Lighting - negative	7	2%
Lighting - positive	4	1%
Other		
Luggage accommodation comment (positive and negative)	7	2%
Noise comment	7	2%
HVAC comment	5	1%
PA comment	5	1%
Want WiFi	4	1%
Three doors - positive	4	1%
Passenger information (static) comment	4	1%
Want power outlets/USB chargers	4	1%
Want ads on screens/handstraps for revenue	3	1%
Other misc.	26	7%
Total	356	100%

*500 surveys were randomly selected for coding (approximately 50 from each event). Of these, 356 surveys included codeable comments