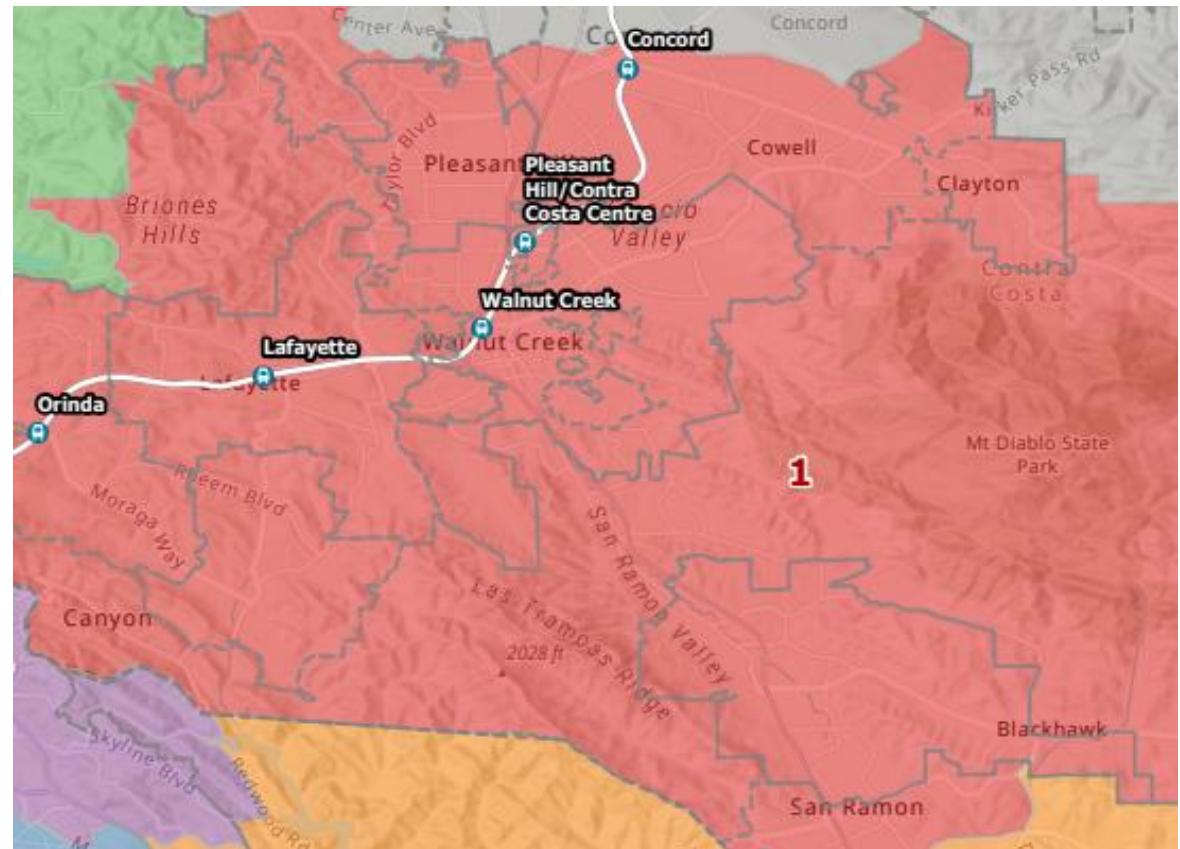




**Pleasant Hill Chamber Government Affairs Committee  
BART Director Matt Rinn  
January 13, 2026**

### Director Matt Rinn

- Elected to a four-year term in November 2024 to represent District 1.
- District includes Pleasant Hill, Alamo, Clayton, Concord (partial), Walnut Creek, Lafayette, Moraga, Orinda, Danville, San Ramon (partial)
- Former Pleasant Hill City Councilmember and Mayor



### Reducing Crime and Improving Security

- BART has doubled the number of Police Officers in stations and on trains
- Crisis Intervention Specialists and Transit Ambassadors address quality of life issues and complement sworn police presence
- Taller, stronger fare gates are installed at all 50 stations, reducing rider reports of fare evasion by 50%
- Through November, violent crime was down 31% and property crime was down 44%, compared to the same period in 2024.



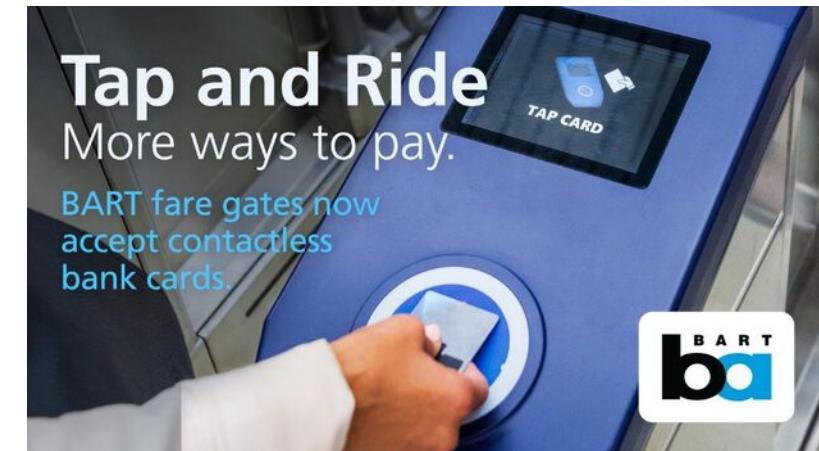
### Clean Rides & Restrooms

- Doubled the rate of train car deep cleaning
- Reopened underground restrooms and added restroom and elevator attendants at most heavily used stations



### Service Enhancements

- Improved station lighting and signage
- Tap and Ride now used by all Bay Area transit agencies allowing riders to pay fares directly with a credit or debit card
- Enhanced schedule coordination with connecting operators to save riders time



### Ridership

- Ridership in October posted the highest weekday average since the pandemic, up 10.7% year over year
- Strongest growth in Transbay and evenings and weekends
- Monthly ridership numbers have consistently outperformed budget projections

### Results

- Rider satisfaction is at its highest in 10 years
- 80 percent of those surveyed said they would recommend BART to a family member or friend



# BART is Committed to Ensuring All Riders Can Access Transit

- 50% discount for youth and low-income riders\* enrolled in Clipper START
- 62.5% discount for seniors and people with disabilities
- Bay Pass pilot for employers to offer monthly transit passes as a commuter benefit

*\*Including College Students*



### **BART Office of the Inspector General (OIG)**

- Only transit agency in the Bay Area with an OIG
- OIG conducts performance audits and investigates allegations of waste, fraud, and abuse
- BART has accepted 92% of the OIG's recommendations and already implemented 64%

### **New Financial Management Structure**

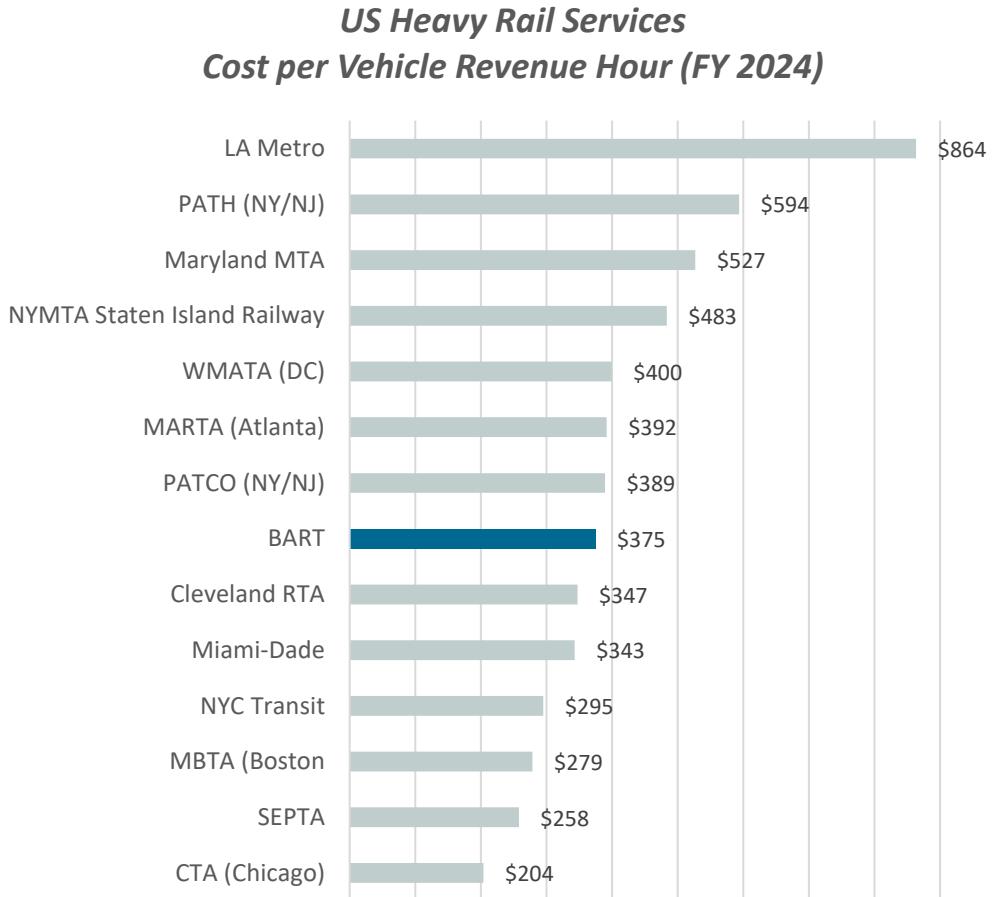
- Chief Financial Officer, reporting to General Manager, has authority to implement strategic business changes to streamline BART's financial forecasting, budgeting, and reporting of financial data

### **Federal Transit Administration - FY25 Triennial Review**

- Found BART is meeting standards in nearly two dozen categories including financial management, ability to utilize federal grants and project implementation

# BART is Effectively Managing Costs

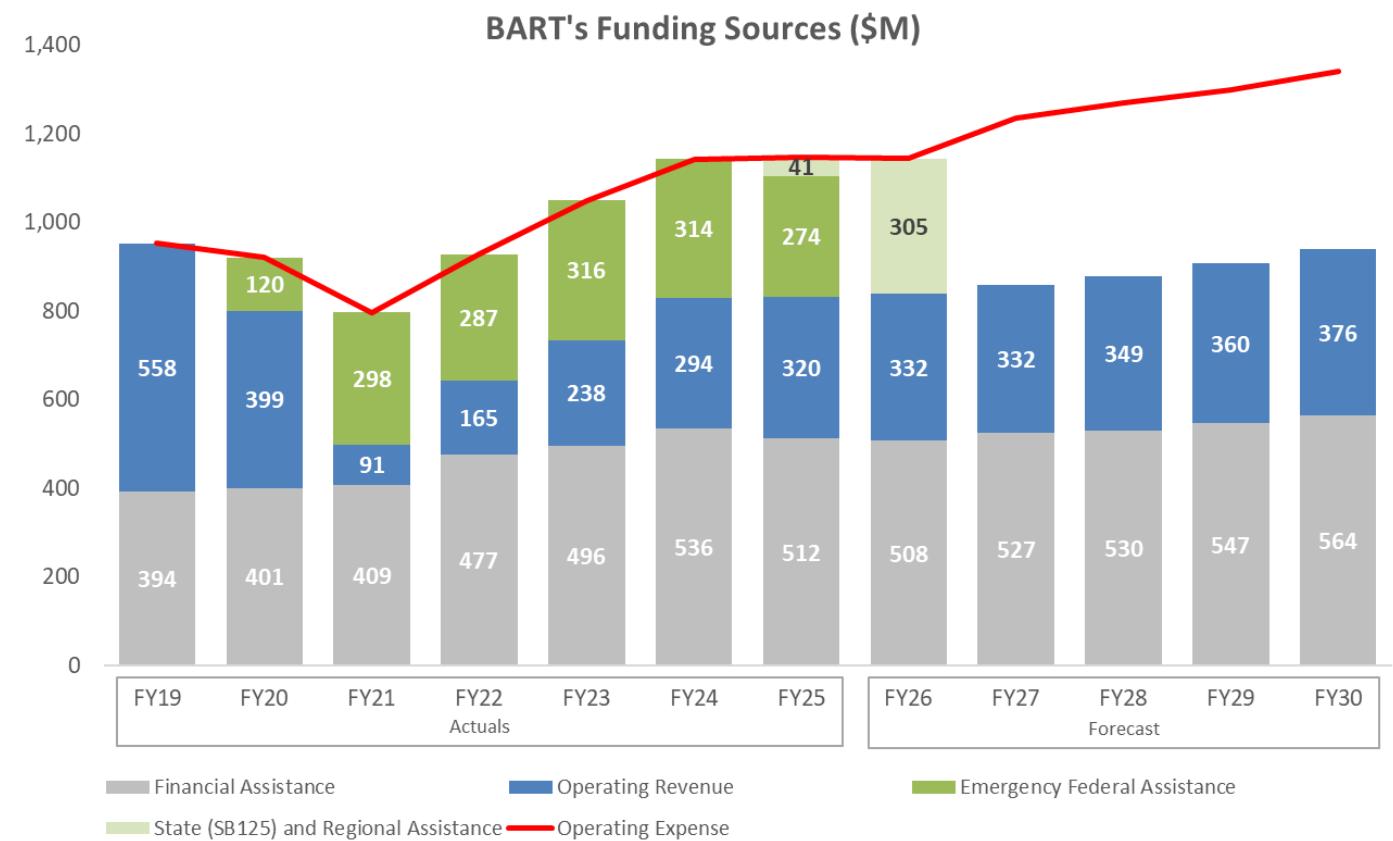
- BART's costs per revenue vehicle hour are in line with peer transit agencies
- Only 40% of BART's operating costs scale directly with service levels
- Cutting BART operating expenses requires a disproportionate service reduction
- BART eliminated our FY26 budget deficit of \$35 million with cost savings like a hiring freeze (\$9M), non-labor cost reductions (\$8M), and other efficiencies



Source: National Transit Database FY24,  
contiguous US states only

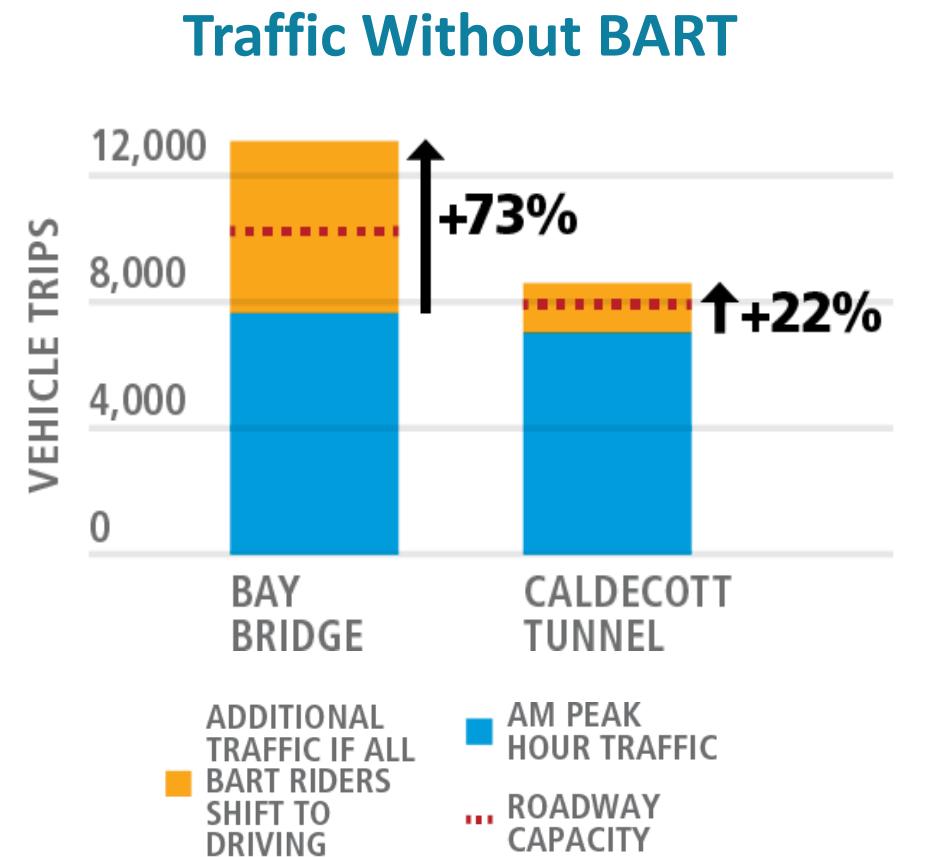
# What is the Challenge for BART?

- Ridership mirrors office occupancy; while 76% of our riders have returned, they are taking fewer trips
- Fare revenue is down \$300-400M compared to pre-pandemic forecasts
- BART faces deficits averaging \$375M per year beginning in Fiscal Year 2027
- Ridership, fare revenue growth, and cost controls are **part of the solution**, but other revenue is needed



# BART Supports Regional Mobility & Keeps Cars off the Road

- BART's 2024 [Role in the Region](#) study considered a future without BART
- The study found a region with:
  - Decreased access to employment, commerce, education, etc.
  - Worsened congestion
  - Increased emissions
  - A diminished regional transit network



Stay Connected!

**Matthew Rinn**

District 1 Director

[Matthew.Rinn@bart.gov](mailto:Matthew.Rinn@bart.gov)

(510) 464-6095

Tonya Love

Principal Government and Community  
Relations Representative

[Tonya.Love@bart.gov](mailto:Tonya.Love@bart.gov)

(510) 464-6169

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