

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

2150 Webster Street, Oakland, CA 94612 • P.O. Box 12688, Oakland, CA 94604-2688
510-464-6000

**NOTICE OF MEETING AND AGENDA
BART Bicycle Advisory Task Force (BBATF)**

December 4, 2023
6:00 p.m. – 8:00 p.m.

BBATF Members: Jon Spangler (Chairperson), Rick Goldman (Vice Chairperson), Tyler Morris (Secretary), Marc Hedlund, Francisco Hulse, Jeremiah Maller, Phoenix Mangrum, Francisco Muñoz, Bill Pinkham, and Cedar Makhijani.

Chairperson Jon Spangler has called a meeting of the BART Bicycle Advisory Task Force on December 4, 2023, at 6:00 p.m. Public participation for this meeting will be via teleconference only. Presentation materials will be available via Legistar at <https://bart.legistar.com>

You may join the Task Force meeting via Zoom by calling (833) 548-0282 and entering access code 837 6386 2879; logging into Zoom.com and entering access code 837 6386 2879; or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/83763862879>

If you wish to make a public comment:

- 1) Submit written comments via email to hmaddox@bart.gov using “public comment” as the subject line. Your comment will be provided to the Task Force and will become a permanent part of the file. Please submit your comments as far in advance as possible. Emailed comments must be received before noon on December 1, 2023 in order to be included in the record.
- 2) Call (833) 548-0282, enter access code 837 6386 2879, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested to speak; log into Zoom.com, enter access code 837 6386 2879 and use the raise hand feature; or join the Task Force meeting via the Zoom link (<https://us06web.zoom.us/j/83763862879>) and use the raise hand feature.

Public comment is limited to two (2) minutes per person.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Committee matters. A request must be made between one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

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AGENDA

1. Self-Introductions of Members, Staff, and Guests: All. *(For Information)* 5 min.
2. General Discussion and Public Comment: Jon Spangler. *(For Information)* 5 min.
3. Approval of October 2023 BBATF Minutes: Jon Spangler. *(For Action)* 5 min.
4. Bikes on BART Rule Changes: Heath Maddox. *(For Information & Discussion)* 15 min.
5. Coliseum Bicycle Stairway Channels: Heath Maddox. *(For Discussion)* 20 min.
6. BART Bicycle Preferred Path of Travel Capital Plan Update & Site Visits Report-Out: Heath Maddox. *(For Information)* 25 min.
7. BART Bicycle Advisory Task Force Executive Subcommittee Rules: Tyler Morris. *(For Action)* 20 min.
8. BART Bike Program Updates: Heath Maddox, BART Customer Access. *(For Information)* 15 min.
9. Future Agenda Items: All. *(For Discussion)* 10 min.

BART Bicycle Advisory Task Force (BBATF)
DRAFT Meeting Minutes
October 2, 2023 6:00 p.m. – 8:00 p.m.

BBATF Members: Jon Spangler (Chair), Rick Goldman (Vice Chair), Jeremiah Maller, Phoenix Mangrum, Bill Pinkham, Francisco Muñoz, Tyler Morris (Secretary).

Chair Jon Spangler has called a meeting of the BART Bicycle Advisory Task Force on October 2, 2023, at 6:00 p.m. via Zoom link <https://us06web.zoom.us/j/81666287147>

Meeting called to order at 6:01 p.m. by Chair Jon Spangler

In attendance:

BBATF: Jon Spangler (Chair), Jeremiah Maller, Bill Pinkham, Francisco Muñoz, Tyler Morris (Secretary), Cedar Makhijani, Marc Hedlund, Sebastian Harper

BART Staff: Heath Maddox (Liaison), Bob Franklin (Manager, Department Manager, Customer Access and Accessibility)

BART Directors: N/A

Caltrans Staff: Jasmine Stitt, Caltrans District 4 Pedestrian and Bicycle Branch

Guests: Hillary Brown (Member, BART Accessibility Task Force), Michael Sacks.

Absent: Francisco Hulse, Rick Goldman, Phoenix Mangrum

Agenda with Minutes follows as:

1. 6:01p.m. Self-introductions of members, staff, and guests: All. (For Information) 5 min.
 1. Jon Spangler welcomed guests and colleagues
2. 6:05p.m. General discussion and public comment: Jon Spangler. (For Information) 5 min.
 1. Jeremiah asked about CalTrans' complete streets and the exclusion of interchanges and overpasses.
 2. Marc mentioned that elevators don't have locations on Google Maps, but the stations specifically do: he has been adding BART elevator data, one by one.
3. 6:14p.m. Approval of August 2023 BBATF minutes: Jon Spangler. (For Action) 5 min.
 1. Tyler Morris motions to approve minutes, and Jeremiah seconds the motion.
 1. Motion passes
4. 6:16p.m. Approval of BBATF Member Applications: (*For Action*) 10 min.
 1. Ashley Von Edge withdrew her application
 2. Sebastian Harper application moved by Jon and seconded by Jeremiah

1. Approved
5. 6:18p.m. Caltrans District 4 Bike Plan Update: Jasmine Stitt, Caltrans District 4 Pedestrian and Bicycle Branch 30 min.
 1. Jasmine introduced the presentation
 2. CalTrans D4 updated bike plan
 3. 5 years old
 4. 81 projects have been completed in the last 5 years involving bike infrastructure
 5. Increase in pedestrian and bicycle fatalities over the 5 years
 6. New directors policy to provide comfortable, convenient and comfortable means of accessibility
 7. Jon asked who can be contracted at CalTrans on the technical committee
 8. Policy progress DIB 94 draft released in April
 9. www.dot.ca.gov/D4Bikesurvey to give bicycle feedback
 10. Francisco mentioned that flyers should be better placed with the survey link
 11. Jon asked why not have partner agencies issue a press release for the updated bike plan and survey link
 12. Jon commented that bicyclists are happy to see infrastructure updates on SR61 (Encinal-Central-Webster) in Alameda.
 13. Jeremiah asked about location-based needs, and the tiered lists of upgrade needs.
 14. CalTrans will have a best practices guide for navigating inconsistencies in infrastructure
6. 6:56p.m. Bicycle Rules Update: **Jon Spangler**, (*For Action*) 30 min.
 1. 10 narrow (32-inch-wide) escalators in BART system (Antioch, Coliseum, and 19th Street) that would be affected by updated bike rules
 2. Jon suggests that it's a good idea to clean up the rules and grammatically clean up policies
 3. Marc agrees with the draft letter Jon authored, but asks if calling out e-bikes specifically is feeding into false narratives about e-bikes
 4. Bill notes that e-bikes shouldn't be allowed on escalators
 5. Cedar suggests BART should produce a public information video on how to use bikes on escalators safely
 6. Jeremiah speaks in support of banning e-bikes on escalators
 7. Tyler mentions that signage and policies should mirror and educate how users actually use BART vs what the policies written suggest
 8. Jon proposes a motion that 32 inch escalator width restriction be removed, e-bikes be allowed, and BART rules be strengthened to highlight individual responsibility to control bikes on BART infrastructure as an update to his draft letter
 9. Marc motions and Jeremiah seconds the motion and passes with Bill abstaining

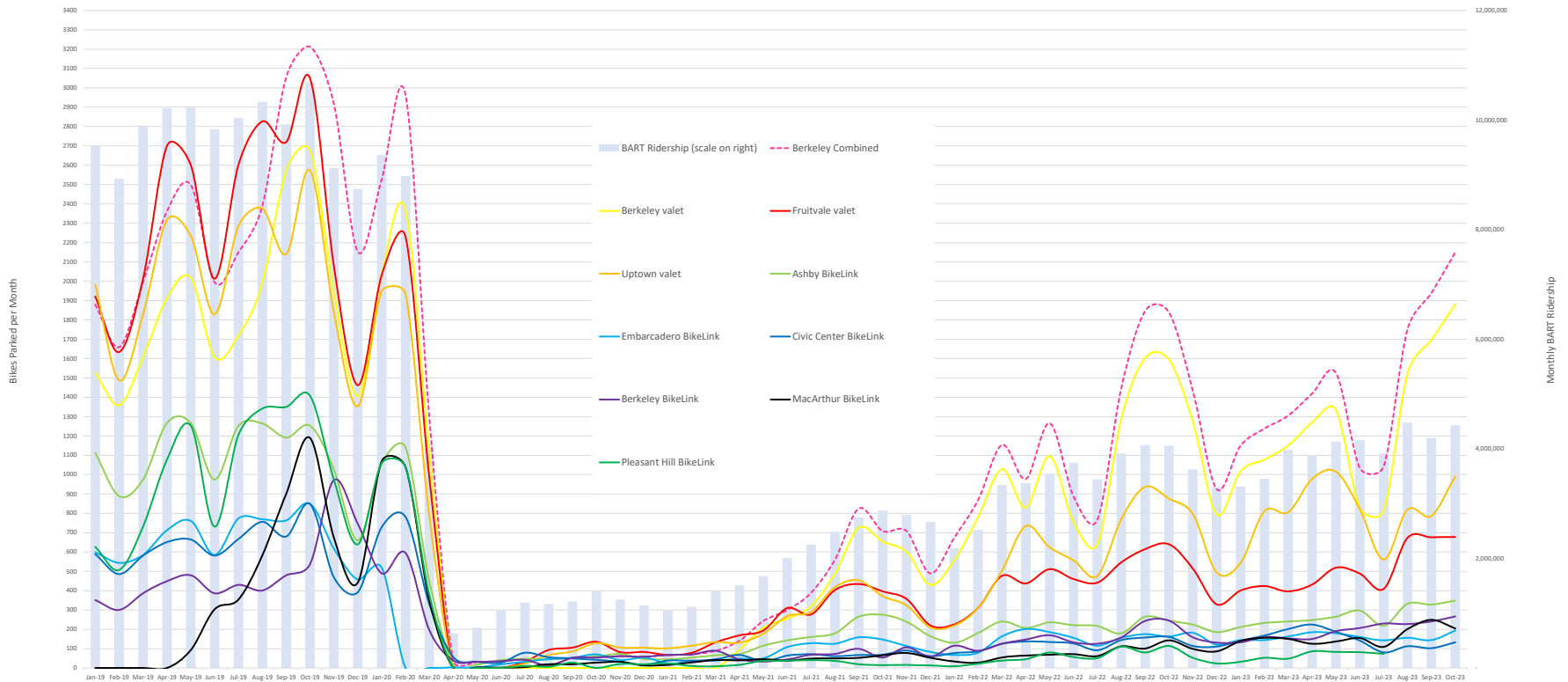
7. 7:29p.m. Bicycle Stairway Channel Design: Heath Maddox, BART Customer Access & Accessibility (*For Discussion*) 30 min.
 1. First of seven stations complete at Coliseum station under the pedestrian tunnels
 2. Jon asked if the channel placement can be moved to the middle of the stairway rails
 3. Bill asked if the channels are wide enough for e-bikes or wider MTB tires
8. 7:46p.m. BART to Silicon Valley Follow-Up: Jon Spangler. (*For Action*) 15 min.
 1. Marc comments that Jon's draft letter has his support
 2. Jeremiah comments that he also supports the letter
 3. Jeremiah motions to approve the letter and Francisco seconds the motion to send Jon's draft letter
 1. Motion is approved
9. 7:52p.m. BBATF Executive Subcommittee: Tyler Morris. (*For Action*) 15 min
 1. Tyler gave background to the proposed formation of an Executive Subcommittee
 2. Heath clarified that the intent of this creation is to author and submit letters of support in-between meetings
 3. Marc motions to approve the formation of an Executive Subcommittee and the establishment of governing policies at the next meeting
 1. Seconded by Jeremiah
 2. Motion approved
10. 8:08p.m. BART Bike Program Updates: Heath Maddox (*For Information*) 15 min
 1. Heath will colorize some charts
11. 8:10 p.m. Future Agenda Items: All (*For Discussion*) 5 min
 1. Public comments received about bikes on BART
 2. Executive Subcommittee rules
 3. Coliseum stair channels

Meeting adjourned at 8:11p.m. by Chair Jon Spangler

Next meeting is called for by Chair Jon Spangler on December 4th, 2023 at 6:00p.m.

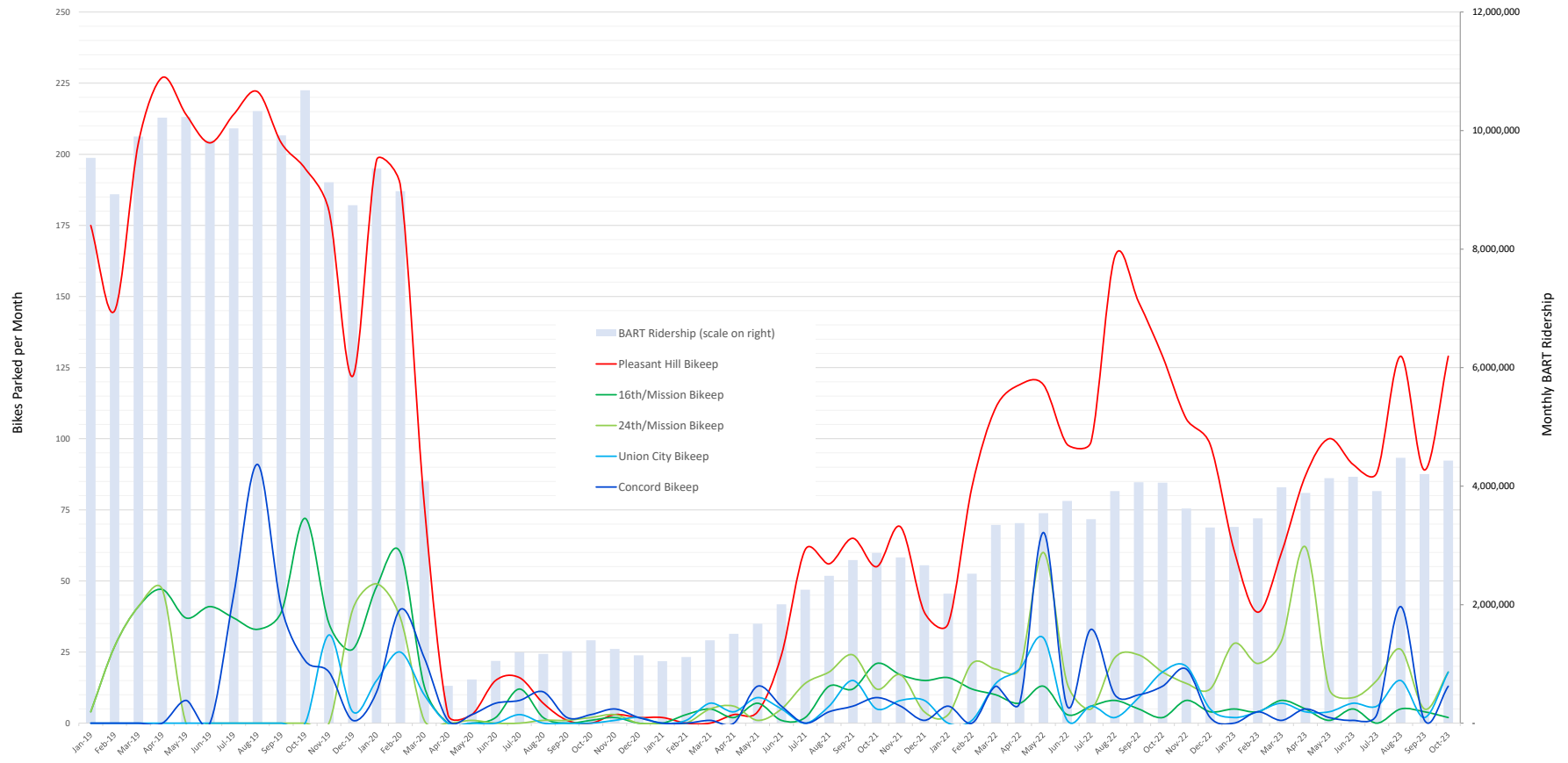


Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-Oct. 2023



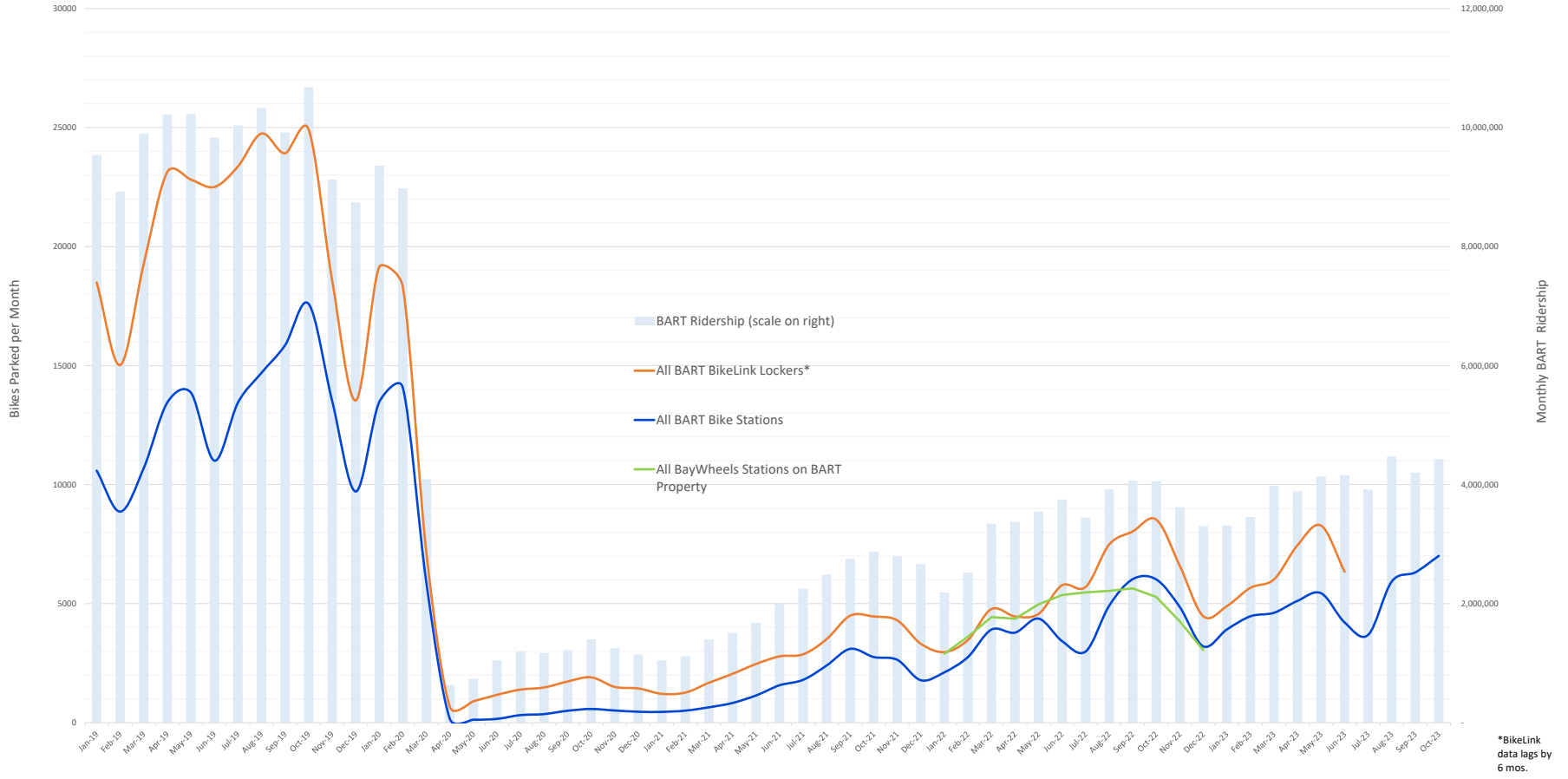


Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Oct. 2023



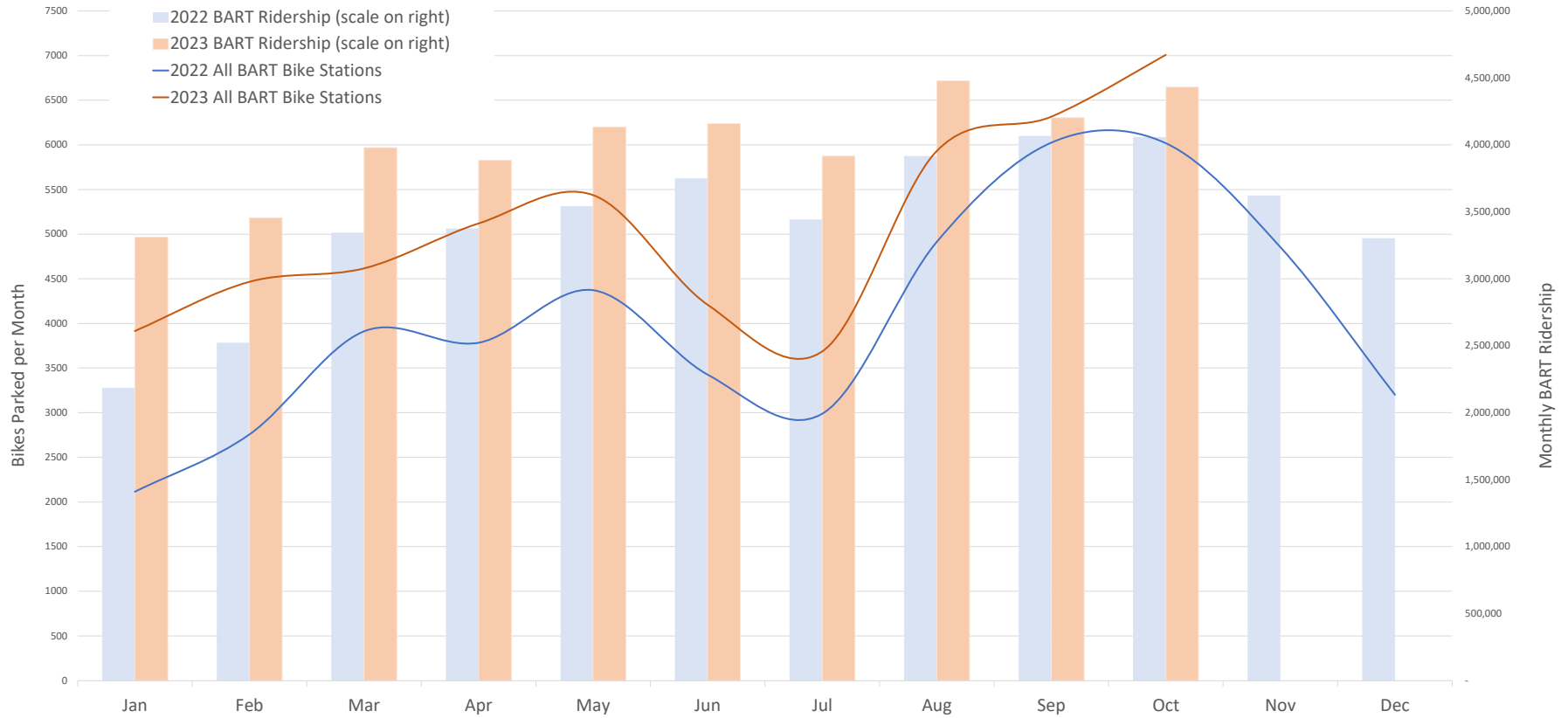


Monthly Rentals at all BikeLink Bike Lockers and BART Bike Stations vs. BART Ridership Jan 2019-Oct. 2023





Monthly Volumes at BART Bike Stations & BART Ridership 2022-2023



Heath Maddox

From: Heath Maddox
Sent: Wednesday, November 29, 2023 12:34 PM
To: Heath Maddox
Subject: FW: Re: Case 00316512: Please add more cars to trains during commuting hours

-----Original Message-----

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, October 12, 2023 1:20 PM
To: John FitzGibbon <[REDACTED]> Heath Maddox <hmaddox@bart.gov>
Subject: FW: Re: Case 00316512: Please add more cars to trains during commuting hours [ref:_00Dd0hrYV._50 [ref:_00Dd0hrYV._5006T2J3Tke:ref]

Hi John, Heath:

FYI. No reply requested. Customer shared her crowding experience as a woman, not being able to board, bikes. Customer Services responded to her with reasons for the shorter trains. Thank you.

Regards,

Samson Wong
BART Customer Services

----- Original Message -----

From: Jetta Cook <[REDACTED]>
Sent: 10/11/2023 2:20 PM
To: webcustomerservices@bart.gov
Subject: Re: Case 00316512: Please add more cars to trains during commuting hours []

Hello,

I have updated the below email with the information requested. Since the change in train length, every train I've been on to commute to and from work has been uncomfortably, excessively crowded.

It has made my opinion of Bart decline, especially when there have been times I have been unable to take trains because they were simply too crowded to get on.

Further, they have felt more unsafe as a woman, where wandering hands have made me uncomfortable while pressed up against people. There have been multiple occurrences of this, and no way to move away.

Finally, I have also been hit with multiple bikes people bring into these overly crowded trains. It is too crowded to bring bikes to their designated areas where they can be secured, so people stand with them and I have been repeatedly hit with bikes each time the train slows or stops as they are unable to control the bikes.

I am a big fan and advocate for public transport, but this is becoming unacceptable. It is unacceptable especially given the high price I pay, \$4.50 each way (which is more than I would pay to drive to work), and more than I have ever paid for a subway service.

Thanks,
Jetta

Sent from my iPhone

> On Oct 11, 2023, at 10:07?AM, BART Customer Service <webcustomerservices@bart.gov> wrote:

>

> ?Hello Jetta:

>

> Thank you for contacting BART Customer Services. Since your email, please update us as to your experience on BART. Include info about the train you ride:

>

> Train Line/Direction: Redline (SFO/Millbrae) Departure Station:

> Downtown Berkeley Scheduled Departure Time and Days: M-F 8:10 ish

> departure Final Station Destination: Montgomery Street

>

(edited for relevancy)

>

> =====

>

> Contact Name Jetta Cook

>

> Contact Email [REDACTED]

>

> Contact Phone

>

> Opened Date/Time 9/18/2023 8:27 AM

>

> Description Please return to ten car trains, at least during commuting hours. Commuting is now uncomfortable and overcrowded. This is especially concerning considering the recent increase in Covid cases.

>

ref:_00Dd0hrYV._5006T2J3Tke:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, October 5, 2023 10:37 AM
To: Heath Maddox
Subject: FW: RE: Case 00316209: Cars with Only 1 Bike Rack [ref:_00Dd0hrYV._5006T2lgu8D:ref]

Hi Heath:

FYI.

Samson Wong
BART Customer Services

----- Original Message -----

From: BART Customer Service [webcustomerservices@bart.gov]
Sent: 10/5/2023 10:35 AM
[REDACTED]
Subject: RE: Case 00316209: Cars with Only 1 Bike Rack []

Hello Bart,

Thank you for contacting BART Customer Services. We will share your comments.

Most of the Fleet of the Future cars delivered to date have just one bike area per car. They will be modified in the future to conform with the two-bike-area standard.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

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Contact Name Bart Hoekstra

Contact Email [REDACTED]

Contact Phone

Opened Date/Time 9/14/2023 1:10 PM

Description I was on an 8-car Green Line Train from San Leandro to Milpitas. The boarded on the 2nd car from the back, it had only 1 bike rack, then 3rd car from the back only had 1 bike rack as well. This resulted in 4-5 people having to stand holding their bikes. Why don't all cars have 2 bike racks?

-----Original Message-----

From: Frederick Edwards <fedward@bart.gov>
Sent: Thursday, October 19, 2023 3:50 PM
To: CERK Management <railopsmanagement@bart.gov>
Cc: Bart Webcustomerservices <webcust@bart.gov>; Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00317470: Bike signage on the first car - WHY when bikes aren't allowed?? [ref:!00Dd00hrYV.!5006T02J4OTF:ref]

Roman,

Please contact patron and explain.

Thanks

Frederick A. Edwards II
Assistant Chief Transportation Officer | Rail Operations Transportation Department | SF Bay Area Rapid Transit District
Phone: (510) 464-6796 | cell: (510) 421-8093 | fedward@bart.gov

-----Original Message-----

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, October 19, 2023 3:26 PM
To: Heath Maddox <hmaddox@bart.gov>
Cc: Frederick Edwards <fedward@bart.gov>
Subject: RE: Case 00317470: Bike signage on the first car - WHY when bikes aren't allowed?? [ref:!00Dd00hrYV.!5006T02J4OTF:ref]

Hi Heath,

See customer's concern below.

Regards,

Michelle Pallen
BART Customer Services

=====
Case 00317470: Bike signage on the first car - WHY when bikes aren't allowed??

Alright BART I got a bone to pick ?

I've ridden BART with a bike for ten years now. I used to commute with my bicycle every weekday, so I'm well aware of the 'no bikes on the first car rule.' But since switching jobs it's only very occasionally that I need to get on BART with a bicycle. Recently, it occurred to me that while I've ridden BART frequently, I haven't heard the 'no bikes on the first car' line in years, not since the new cars debuted. So, I thought to myself, 'huh, maybe it's changed with the new car design? I feel like I still see 'bicycle priority' stickers on all the cars, even the first one.'

So, today when I boarded the Berryessa bound train from Downtown Berkeley at 7:48(ish) this morning, I checked, and sure enough! As the train pulled in, the first car said 'bicycle priority' on the door, and when I got inside there it was!

Glorious, available bicycle parking. Oh! I thought, I guess things had changed! Why else would they make it so abundantly, visually clear that this was where bicycles were supposed to board?

No sooner did I go to it than the conductor said 'No bikes on the first car'. So I got off and went back to the next car to park. At the next station the conductor piped up again 'As a reminder, bicycles are not allowed on the first car of the train.'

OK, fine. Current policy is no bikes allowed on the first car. But nowhere is this posted - in any language. So....WHY do you not only make it seem with current signage and priority parking like bikes are not only allowed on the first car but welcome?? Why put out something that you don't want people to use? Why not replace the obvious bike signage with just as obvious 'no bike' signage? Why have bicycle parking on the first car at all? I'm just getting conflicting messages between the visual 'here's what we want you to do' and the silent 'I shouldn't have to tell you, here's what you should already know'

OK, end of rant, I just hate non-intuitive user instructions ?

Really, I am glad that BART exists. I complain because I love ;)

Best,

~Cirrus

ref:!00Dd00hrYV.!5006T02J4OTF:ref

Heath Maddox

From: Heath Maddox
Sent: Wednesday, November 29, 2023 12:49 PM
To: Heath Maddox
Subject: FW: Case 00317470: Bike signage on the first car - WHY when bikes aren't allowed??

From: Heath Maddox
Sent: Monday, October 30, 2023 4:52 PM
To: Frederick Edwards <fedward@bart.gov>; CERK Management <railopsmanagement@bart.gov>
Cc: Bart Webcustomerservices <webcust@bart.gov>
Subject: RE: Case 00317470: Bike signage on the first car - WHY when bikes aren't allowed?? [ref:!00Dd00hrYV.!5006T02J4OTF:ref]

I don't see contact information for the complainant, so In case nobody has responded yet, the answer to the question of why do we have bike racks and bike markings on the lead cars if customers are not allowed to bring a bike on the lead car is because BART cars get rearranged and the lead car might end up in the middle or the end of a train at various times of the day. And the bike marking is not to identify a car where bikes are allowed (as the marking on the doors of Capital Corridor's cars do) but rather to identify a door where a rack can be found.

- And the "no bikes on the first car" rule is in fact posted on BART's website in the [bike rules](#) (During non-commute hours, bikes are allowed on all trains except the first car or any crowded car), and on the Public Notice/Code of Conduct posters that can be found hanging in every BART station, see below.👆

Sincerely,

Heath Maddox



Public Notice

Code of Conduct



No Smoking
No Vaping



No Eating
No Drinking



Proof of
Payment



24-hour
Surveillance



No Littering



Headphones
Only



No Bike
Riding



No Vandalism

Prohibited Behavior:

- Bikes on escalators
- **Bikes on first train car**
- Possessing hazardous or explosive materials
- Animals unless enclosed in carrying case or service animals
- Public urination or defecation
- Restroom access without ticket
- Sitting on stairs or exit path
- Skateboarding
- Spitting
- Tampering with equipment
- Carrying unlawful weapons
- Vending without a permit
- Aggressive panhandling

Violations to any rules mentioned above while on BART property is subject to one or more of the following: CA Public Utilities Code §99170; CA Penal Code Section 19.8, 171.7, 374.4, 369i, 594, 640 and 647; CA Vehicle Code Section 21113. Violations may result in up to one year imprisonment, fines of up to \$50,000, and/or community service; or the maximum penalty allowed by law.

Public Safety



No Strollers
on Escalators



Watch the
Gap



Hold onto
Escalator
Handrails



Wait by
Platform
Edge

Assisted Evacuation

- Make yourself known to Operations Control, Elevator Intercom or V
- Ask for assistance from staff or call 911
- During Station evacuation, you will be checked and swept by BART Police Officers, a

BART Police: (510) 464-7000 For Emergency call 911

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, September 29, 2023 2:27 PM
To: Heath Maddox
Subject: RE: Case 00315860: BART Service [ref:_00Dd0hrYV._5006T2lgYKg:ref]

Hi Heath:

FYI. Point of view below from bikers (including significant other).

Customer Services has responded with a reply about this new schedule/train length strategy to improve safety on trains and make the most of scarce resources. In addition, Customer Services informed the patron about the "Clean and Safe Plan" on <https://www.bart.gov/news/articles/2023/news20230907> to improve the rider experience.

Ops Planning may fine tune the Blue Line service but nothing has been made public. Customer Services has been informing Ops Planning patron feedback about Blue Line trains.

Thanks.

Regards,


Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Austin Houlgate

Contact Email 

Contact Phone

Opened Date/Time 9/12/2023 5:47 PM

Description Hi Sam!
Thank you for the text message response to my phone call.

I wrote about my commute trains (I go from Lake Merritt to Balboa Park, M-F. I ride a train around 7:20 am, and around 5:30 pm).

In the AM especially, trains have been short (6 car) and extremely congested. I am counting upwards of 6 bikes per car, and because the cars are so crowded I usually cannot navigate my bike to the Bike Priority area, so I am standing awkwardly in the middle of a crowd trying not to block or collide with anybody.

I'm on BART for about 1.5 hours daily and the commuting comfort has suffered tremendously. Before the change I was able to sit with my significant other in the morning and experience a relatively comfortable commute. Now it is crowded

and cramped, very uncomfortable. The reduction to 6 car trains on the Green and Blue lines during peak commuting hours has greatly diminished service.

My voice-mail cut off, but I was trying to make a statement that I understand that there is a massive budget deficit, but recent changes have made the commuting experience much more unpleasant. This is not going to INCREASE ridership. What it does do is makes the experience more uncomfortable and unpleasant for folks that are currently using the service. I'm sure you will lose riders this way. My partner has already requested additional work from home days from her employer because crowding is impacting her stress levels and physical comfort. A gentleman I talked to yesterday on my commute home shared that he just bought a car and will be getting a job in another county because he is sick of dealing with the commute. You are investing millions into prohibitive policies like more secure fare gates, but where are the policies that will attract more riders through comfort and a higher quality experience?

My biggest issue right now by far has been the reduction in cars during commute hours. Please add additional cars in order to reduce crowding.

Austin H

ref:_00Dd0hrYV._5006T2IgyKg:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Wednesday, September 13, 2023 3:02 PM
To: [REDACTED]
Subject: RE: Case 00315108: ANOTHER CONGESTED COMMUTE [ref:_00Dd0hrYV._5006T2IfYly:ref]

Hello Austin:

Thank you for contacting BART Customer Services. We will share your concerns about the crowding/shorter trains especially with the bikes.

We are trying a new strategy to improve safety on our trains and make the most of our scarce resources. Because this is so new and because we just rolled out a new schedule that will impact travel patterns, we're closely watching how things go and listening to feedback from riders like you. We will be looking at our train-by-train crowding data and analyzing how things are going, we can and will adjust quickly. Our goal isn't uncomfortably crowded trains, it's to make it as easy as possible for BART Police's pro-active patrols and our unarmed safety staff to reach as many train cars as possible while providing cleaner and more reliable service.

Our commitment is to be nimble and add cars to trains if there is a pattern of high levels of crowding.

Other benefits of shorter trains include:

*Allowing us to use retire the old cars and use new Fleet of the Future cars for almost all trains.

*End-of-line cleaners have fewer cars to focus on so they can make a greater impact on the fleet. *Reduced maintenance and power costs will save BART about \$12 million annually during our financial crisis.

BART uses virus trapping MERV-14 air filters in every car providing better circulation than most offices.

We will continue to listen to our riders. We are committed to right-sizing our train lengths by responding to passenger feedback and monitoring the latest ridership data hourly. Our top priority behind this and our other initiatives is to ensure that BART is the safest way for you to travel around the Bay Area.

You can read more about why we are sizing trains for safety here:

<https://www.bart.gov/news/articles/2023/news20230823>

Thank you,

Samson Wong
BART Customer Services

bcc: bike access team

=====
Case 00315108: ANOTHER CONGESTED COMMUTE

Good morning. I'm commuting to work for the 3rd day under this new 6 car train schedule. It is ridiculous this is being run during COMMUTER hours.

There are 7 bicycles packed into the car, and tons of standing people. I already commute for 2 hours a day on BART, IT IS EXHAUSTING TO BE STANDING DURING THAT TIME. Previously I was able to secure my bike and grab a seat next to my partner almost every morning. It made the commute bearable.

Solutions could be:

Run the old cars which have more seats available.

RUN 8-10 CAR TRAINS DURING COMMUTER HOURS.

I want to be able to commute in some kind of comfort. This literally changed over night

Sincerely,

Standing uncomfortably

ref:_00Dd0hrYV._5006T2IfYly:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Wednesday, November 1, 2023 4:45 PM
To: Heath Maddox
Subject: RE: Case 00321089: bikes taking over aisles (morning) [ref:!00Dd00hrYV.!5006T02LP4ON:ref]

Hi Heath:

FYI. No response required unless there's new info for customer about bikes.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Trisha Stevens

Contact Email 

Contact Phone

Opened Date/Time 11/1/2023 4:40 PM

Description (edited for relevancy)

Also, this AM 4 bikes took over the aisle on our train (on Daly City-bound blue line to Montgomery) which is not only a hazard as no one could get around them its also unpleasant to have a tire bang into your knee during a long ride.

Can you please rethink your decision re the Dublin line and make during commute hours 7 trains and do something about the bikes.

Thank you
ref:!00Dd00hrYV.!5006T02LP4ON:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Wednesday, November 1, 2023 12:37 PM
To: Heath Maddox
Subject: RE: Case 00321020: Bicycles [ref:!00Dd00hrYV.!5006T02KenyQ:ref]

Hello Heath:

Comment below about reasons for not having dedicated bike cars. Customer did not request a reply.

Regards,


Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Tom not given

Contact Email 

Contact Phone

Opened Date/Time 11/1/2023 7:44 AM

Description I read why bart does not have a bicycle only train. Your comments was not good enough or accurate. People have to wait regardless. Also now that you have leas trains. I have seen how difficult it is for people with bicycles to board trains. Also someone will get hurt really bad. But I know bart does not care. Bart just want money that's the bottom line.

ref:!00Dd00hrYV.!5006T02KenyQ:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Tuesday, September 26, 2023 11:03 AM
To: Heath Maddox
Subject: RE: Case 00317706: Bike Crowding [ref:_00Dd0hrYV._5006T2J4hXa:ref]

Hi Heath:

FYI. Customer is bicyclist who commented about shorter and crowded train(s) and its impact on bicyclists. Thanks.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Kristie Laville

Contact Email

Contact Phone [REDACTED]

Opened Date/Time 9/26/2023 11:00 AM

Description Name: Kristie Laville

Phone: [REDACTED]

Date/Time of Call: 845 am, 9/26/23

Report: Customer commented about the following:

1. weekday SFO/Millbrae-bound morning (every weekday) 710 am (scheduled 708 am) Downtown Berkeley train T453 to Embarcadero where customer then bikes to Mission Bay (T453, see case comments)
2. weekday Richmond-bound evening commute 450 pm (scheduled 451 pm) or next train (scheduled 511 pm) from Embarcadero to Downtown Berkeley (T449 and T447)
3. Customer said the 6 car trains are crowded where it is difficult to enter/exit the train, especially with a bike.
4. Customer said one situation was crowded where a car had 5 bikes.

Customer was informed:

1. that feedback will be shared; this is new strategy and BART staff is very interested in the feedback and evaluating it
2. BART does not want patrons to be uncomfortably crowded
3. the strategy helps with public safety, shorter trains means less cars to patrol and also safety in numbers
4. the strategy helps with cleanliness, shorter trains means less cars to clean
5. the strategy increases reliability by using FOTF trains while retiring legacy cars (except for back up or events)
6. saving \$12 million in maintenance and power costs ref:_00Dd0hrYV._5006T2J4hXa:ref

Heath Maddox

From: BART Customer Services <webcustomerservices@bart.gov>
Sent: Friday, October 13, 2023 2:14 PM
To: Heath Maddox
Subject: RE: Case 00316954: Reduced service through Berkeley?! [ref:_00Dd0hrYV._5006T2J3m1o:ref]

Hello Heath,

Please see below.

Regards,

BART Customer Services

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Contact Name Barrett

Contact Email spicyburrito@gmail.com

Contact Phone

Opened Date/Time 9/19/2023 4:09 PM

Description Hello,

I am a daily commuter from del Norte to 12th street and back. I'm writing to express disappointment with the changes to BART schedules. We now have both shorter trains AND less frequent service north of MacArthur. How is this beneficial? As a bike commuter, I have found no place for my bicycle on both ends of my commute every day since the change. Please reconsider. Thanks.

ref:_00Dd0hrYV._5006T2J3m1o:ref

Heath Maddox

From: BART Customer Services <webcustomerservices@bart.gov>
Sent: Thursday, October 12, 2023 2:46 PM
To: Heath Maddox
Subject: RE: Case 00316639: Bike racks [ref:_00Dd0hrYV._5006T2J3eCA:ref]

Hello Heath,

Sharing feedback from one of our bike customers.

Regards,
Bernard Mark
BART Customer Services

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Case 00316639: Bike racks

Contact Name: Kim Anderson
Contact Phone: [REDACTED]
Contact Email: [REDACTED]

Incident Date:
Case opened Date:9/19/2023 7:36 AM
Category: Bike Program
Sub-category: Bikes - Want More Accommodation
Train #:
Train: Orange Line: Richmond - Berryessa/North San Jose

Hello, I'm writing about the bike situation on the berryessa line.

In the best situation when every car is the newer type and I'm not in a car missing bike racks, there are often 4-6 bikes in the car during commute times (sometimes more.) this of course means there's not enough places to park bikes because:

1. The bike racks are made to hold max 2 bikes
2. The straps can only reach a second bike about 50% of the time

However, as of late I've been on the old style bike rack car more often (with 3 bike parking spots where you have to try to jam a wheel into a rack, but at least 1 of the racks is broken.) today I got onto a car with NO BIKE RACKS- car 4196.

Coming to my requests:

1. Please lengthen the straps on the bike racks
2. Please fix the broken racks and straps
3. Please put racks in all the cars
4. I don't know how but can you find a way to fit in more bike racks?! Right now people take up multiple seats and or stand in the aisle because there are more bikes than racks.

FYI: I commute around 8-8:45am macarthur - berryessa and 6:30 -7:10 pm +/- berryessa - MacArther, and the problem is both ways and times of day.

Thanks,
Kim Anderson



Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Tuesday, September 12, 2023 9:43 AM
To: Heath Maddox
Subject: RE: Case 00315125: Short Train Complaint [ref:_00Dd0hrYV._5006T2IfYvh:ref]

Hi Heath:

FYI. Comment about crowded train and bike access. Customer Services has responded to the customer comments about crowding and concerns about cleaning/COVID. Thank you.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name not given not given

Contact Email

Contact Phone 

Received Date 9/7/2023

Description Name:

Date/Time of Call: 502 pm, 9/6/23

Phone: 5102064033

Report: Called to complain since start of week. Every train from Oakland to SF daily, leaving 7 am and returning 5/530 pm. Superpacked. Hard to get bike in and out. Everyone is "supercompressed" together. COVID cases are up in the Bay area and in general. Especially during peak and "unacceptable" especial with ridership down. People are paying everyday. (last part was cut off in voice mail) ref:_00Dd0hrYV._5006T2IfYvh:ref

Heath Maddox

From: Stitt, Jasmine@DOT <Jasmine.Stitt@dot.ca.gov>
Sent: Wednesday, October 11, 2023 2:59 PM
To: Heath Maddox
Cc: Currey, Gregory@DOT
Subject: Follow up BART BBATF DIB 94 questions
Attachments: DIB 94 Briefing interchanges-Caltrans.pdf

Hi Heath,

This is an email to follow up with some of the things discussed at the BART BBATF.

1. Attached is the guidance we have received from headquarters about DIB-94 with regards to interchanges. They are unlikely to change their guidance around interchanges when the DIB is officially out, but voicing issues with regard to interchanges can be beneficial. If BART staff would like a contact for DIB 94, they should reach out to complete.streets@dot.ca.gov. We expect it to be signed before the end of the year.
2. Looking at Bailey Rd, it definitely looks like it counts as an interchange and DIB-94 shoulder and lane widths wouldn't apply to it. If you would like to, you can reach out to Greg (email: Gregory.Currey@dot.ca.gov) at how it might assist your project, or how to help your project along through the Caltrans process.

Thanks,

Jasmine Stitt, TE, AICP
(she/her)
510-849-7958
Pedestrian and Bicycle Branch
Caltrans Bay Area (District 4)





Key updates to DIB 94 since circulation



Scope

DIB 94 can be applied to all CS facilities scoped by the Complete Streets Decision Document (CSDD) for projects that meet the DIB 94 criteria



Transit

The CSDD scopes bicycle, pedestrian, and transit facilities, allowing application of DIB 94 for Transit projects that meet the DIB 94 criteria



Standards Application

Caltrans and local projects may both apply DIB 94 Standards



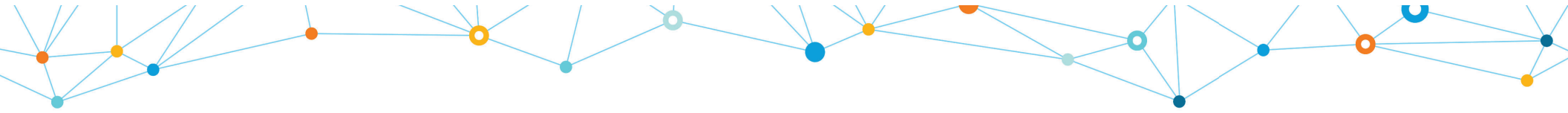
Place Types

Place Types discussed in the draft DIB 94 are now being incorporated into the HDM update for consistency across Planning & Design



Interchanges

HDM standards apply for lane and shoulder widths at interchanges



Understanding Interchanges

What they are: A system of interconnecting roadways in conjunction with one or more grade separations that provides for the movement of vehicles between two or more roadways on different levels.

- Have grade separation (structures)
- Have on or off ramps

What they are not:

- At-grade intersections
- Over- or undercrossings with no connection points (ramps) to freeways or expressways (DIB 94 reduced lane and shoulder width standards CAN be used in these settings)



Interchanges are Unique

- Interchanges are governed by Federal Regulations
- Interchanges serve permit and oversized vehicles including extralegal width trucks
- Interchanges are complex and serve interregional and local traffic
- A blanket standard of 10.5' lanes and 0' shoulders is not appropriate at all interchange locations within the context (speed & place types) of DIB 94.
- Interchange guidance is evolving at the Federal and State level
- HDM lane and shoulder width standards will continue to apply at Interchanges. Design Standard Decision Document (DSDD) is still available for projects that use lane and shoulder widths that differ from the HDM standards, as appropriate for the project. DSDDs provide legal design immunity for both Caltrans and local partners.