

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)**

February 5, 2024
6:00 p.m. – 8:00 p.m.

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

Chairperson Jon Spangler has called a meeting of the BART Bicycle Advisory Task Force on February 5, 2024, 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 874 7518 9167; logging into Zoom.com and entering access code 874 7518 9167; or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/87475189167>

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 February 2, 2024 in order to be included in the record.
- 2) Call (833) 548-0282, enter access code 874 7518 9167, 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 874 7518 9167 and use the raise hand feature; or join the Task Force meeting via the Zoom link (<https://us06web.zoom.us/j/87475189167>) 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 December 2023 BBATF Minutes: Jon Spangler. *(For Action)* 5 min.
4. BBATF Member Term Renewals: Jon Spangler. *(For Action)* 10 min.
 - Tyler Morris – San Francisco County
 - Phoenix Mangrum – Alameda County
 - Marc Hedlund – At Large
5. Approval of BBATF Member Application: Jon Spangler. *(For Action)* 10 min.
 - Estrella Sainburg – Alameda County
6. BBATF Officer Elections: Jon Spangler. *(For Action)* 15 min.
7. BBATF Bylaw amendment: Standing Committee Rules: Tyler Morris. 25 min.
(For Action)
8. BART Bicycle Preferred Path of Travel Capital Plan Update: Heath Maddox. 30 min.
(For Information)
9. BART Bike Program Updates: Heath Maddox, BART Customer Access. 10 min.
(For Information)
10. Future Agenda Items: All. *(For Discussion)* 5 min.

BART Bicycle Advisory Task Force (BBATF)
Meeting Minutes
December 5, 2022 6:00 p.m. – 8:00 p.m.

BBATF Members: Jon Spangler (Chairperson), Rick Goldman (Vice Chairperson), Jianhan Wang, Jeremiah Maller, Phoenix Mangrum, Bill Pinkham, Francisco Muñoz, Tyer Morris (Secretary).

Chairperson Jon Spangler has called a meeting of the BART Bicycle Advisory Task Force on December 5, 2022, at 6:00 p.m. via Zoom link <https://us06web.zoom.us/j/81666287147>

Meeting called to order at 6:06 p.m. by Chairperson Jon Spangler

In attendance:

BBATF: Jon Spangler (Chairperson), Jianhan Wang, Jeremiah Maller, Phoenix Mangrum, Bill Pinkham, Francisco Muñoz, Tyer Morris (Secretary).

BART Staff Liaison: Heath Maddox

BART Board of Directors: Robert Raburn

Guests: Gail Payne, Christopher Kidd, Pallavi Panyam (SFMTA), Robert Prinz (Bike East Bay), Jacob Dadmun (MTA)

Absentees: Rick Goldman (Vice Chairperson)

Agenda with Minutes follows as is:

1. 6:06p.m. Self-introductions of members, staff, and guests: All. (For Information) 5 min.
 1. Jon Spangler welcoming guests and colleagues
2. 6:10p.m. General discussion and public comment: Jon Spangler. (For Information) 5 min.
 1. Tyler mentioned Muni opened the new Central line subway extension
3. 6:12p.m. Approval of May, June, August & October 2022 BBATF minutes: Jon Spangler. (For Action) 5 min.
 1. May minutes
 1. Jon asked for any corrections. None noted.
 2. Bill motioned to approve, Jeremiah second, approved unanimously
 2. June minutes
 1. Jon asked for any corrections. None noted.
 2. Bill motioned to approve, and Jeremiah seconded, approved unanimously
 3. August minutes
 1. Jon asked for any corrections. None noted.
 2. Jianhan motioned to approve, and Jon seconded, approved unanimously
4. 6:16p.m. BBATF bylaws revision: Jon Spangler. (For Action) 10 min.
 1. Jon provided back story on the reading of and updating bylaws
 2. Jon notes that this bylaw update will settle work/moving hypotheticals for members
 3. Jeremiah motioned to approve and Jianhan seconded. Bill abstained from the vote, remaining members approved
5. 6:19p.m. Clement/Tilden Way Extension Project: Gail Payne, City of Alameda. (For Information) 25 min.
 1. Gail Payne gives introduction on the project overview
 1. Important to connect Fruitvale Bart to Alameda
 2. Encompasses multi-modal mobility
 2. \$10million grant including land purchasing from Union Pacific Railway
 3. Started early 2022 with stakeholders
 4. Recommending road diet leaving Alameda
 1. High injury corridor for bicycles
 2. Support for a round-about concept

3. Existing heavy use truck route
5. Next plan revision will include zoomed in traffic detail
6. Create a “bike freeway” that will be two lanes
 1. Construction starts 2023
7. January 25, 2023 detailed plan release
8. Tyler Morris asked if there would be bike share incorporated into the Tilden design
 1. None planned
9. Jon Spangler asked about Pearl Street traffic and crossing
 1. Not be allowed to make the north bound maneuver. Only turn right.
10. Jeremiah Maller asked if there will be way finding signs as riders approach to go to Bart
 1. Gail Payne will take that idea to the design stakeholders
11. Jianhan Wang asked if there will be East direction way finding
 1. Gail Payne provides feedback as to when and where people are most likely to cross over the round-about
12. Francisco Muñoz asked for map coloring clarification
 1. Francisco asked about landscaping and sight-line interaction in the round-about
 1. Gail Payne assures there are round-about experts designing the round-about
13. Jon Spangler congratulates the design. Jon suggests Bart way finding signs direct users only from the South side.
 1. Jon asked what the width of multi-use paths will be
 1. Gail notes the design hasn’t settled on widths yet
 2. Wide access with pocket parks are a priority for design
14. Heath Maddox asks what the current bridge crossing treatments will be updated
 1. Gail noted new lane stripes will occur
15. Robert Prinz applauded the design and lends Bike East Bays’ support how ever applicable
16. Director Robert Raburn asked about dog parks and dog paths along the trail extension
 1. The City of Alameda is trying to locate a dog park on the East end of the project where land is not fully utilized
17. Gail notes the project controversy will be recommending truck traffic head Westbound
18. Bill suggests bike art in the center of the round-about
19. Gail thanks the task force for their time
6. 7:00p.m. Sansome/Battery Quick-build Project: Kimberly Leung, San Francisco Municipal Transportation Agency. (For Information) 25 min.
 1. Pallavi Panyam introduces the quick build project
 1. Noted that this is an informational presentation since its still in the design phase
 2. Jacob Dadmun defines the geographical boundaries of the project which will connect Northern waterfront to Bart via Battery and Sansome
 1. 62 Injuries on Battery and 34 injuries on Sansome between 01/17-12/21
 2. Rundown of what the existing infrastructure looks like today
 3. Design lands on a two-way parallel bike path on Battery Street
 3. Considerations for left turns, emergency vehicles, and traffic calming at non-peak/peak hours
 4. Implemented through 2022, and data collection starting spring 2023
 5. Coincides with Better Market Street project
 6. Tyler Morris asked about the Clay Street and Battery intersection turn island
 7. Jon Spangler asked about specifics related to emergency vehicle operators considering “hard of hearing” cyclists
 1. No specifics are known at the time
7. 7:20p.m. San Francisco Active Communities Plan: Christopher Kidd, San Francisco Municipal Transportation Agency. (For Information) 20 min.
 1. Christopher Kidd introduces himself
 2. First city-wide bike plan since 2009
 3. Caltrans planning award to fund activities

4. Support climate action plan, support vision zero, advance equity and support bike network access with accountability
5. Update the bike comfort index as part of activities
6. Over 70 full time bike counters under SFMTA ownership
7. 1-year public outreach from 01/23-01/24
 1. Community interviews have been conducted already
8. Draft plan anticipated Fall 2023
9. Seeking SB 288 exemption
10. Bill Pinkham mentioned looking at how electric trikes/e-bikes interact with mechanical users on Class-1 tracks for data collection
11. Tyler Morris applauded the undertaking of the data collection
12. Jon Spangler looks forward to a project data presentation in a year or so
13. Director Raburn thanks Christopher for thinking of ways to integrate bike storage facilities
 1. Offers any support Bart can give
8. 7:44p.m. Executive Committee for Off Agenda Letters: Tyler Morris. (For Action) 15 min.
 1. Jon Spangler suggest crafting a policy for the use of an executive committee and disocing that at the February meeting
 2. Tyler Morris offers to create a draft letter for the task force to consider in February that can be used to author support for future infrastructure projects
 3. No objections given to tabling this further to the February agenda
9. 7:49p.m. BART Bike Program Updates: Heath Maddox. (For Information) 5 min.
 1. Heath Maddox gives an update on Bike Link phone app and ease of bike parking access
 1. Jon Spangler asks when app changes take affect
 1. January 7, 2023
 2. Two stage roll out, first lockers, than bike stations
 2. Heath made a presentation to the Board of Supervisors (SF) about bike parking
 3. 90% design completion for 19th Street bike parking project
 1. Comments on e-bike charging at forefront of design
 2. Safety issues around charging infrastructure against theft and fire
 4. Bicycle stair channels phase 1
 1. Identified a project manager
 5. Bart Bicycle Preferred Path of Travel
 1. \$200,000 "R" funds for project
 2. Jon Spangler asked if we can add this to the February agenda
 6. Jon Spangler asked for clarification on rider comments about bike rack straps
 1. Riders don't like the straps because the three straps are all the same length
 2. Challenge for maintenance crews
 7. Director Raburn asked if the Safe Routes solicitation gone out
 1. Has not
10. 8:01p.m. Future Agenda Items: All. (For Discussion) 5 min.
 1. Bike straps on Bart
 2. Bart Bicycle Preferred Path of Travel
 3. Executive Committee with Tyler Morris
 4. Safe Routes

Meeting adjourned at 8:08 p.m. by Chairperson Jon Spangler
 Next meeting is called for by Chairperson Jon Spangler on February 6th, 2023 at 6:00p.m.

BBATF Members (terms are three years)

Code: Term Year-County-Representative

Abbreviations: SF = San Francisco
 AL = Alameda
 CC = Contra Costa
 SM = San Mateo
 SC = Santa Clara
 BAO = bicycle advocacy organization
 BAC = bicycle advisory committee

OCCUPIED
VACANT
PENDING
NEEDS RENOMINATION

BAC	BAO	BAC	BAO
2022	2023	2024	2025
2-SF-Tyler Morris	3-SF-Tyler Morris	1-SF-Tyler Morris	2-SF-Tyler Morris
1-SF-Jeremiah Maller	2-SF-Francisco Hulse	3-SF-VACANT	1-SF-VACANT
3-SF-VACANT	1-SF- Sebastian Harper	2-SF- Sebastian Harper	3-SF- Sebastian Harper
2-AL-Phoenix Magnum	3-AL-Phoenix Magnum	1-AL-Phoenix Magnum	2-AL-Phoenix Magnum
1-AL-Jon Spangler	2-AL-Jon Spangler	3-AL-Jon Spangler	1-AL-Jon Spangler
3-AL-Jianhan Wang	1-AL-VACANT	2-AL-PENDING	3-AL-PENDING
2-CC-Bill Pinkham	3-CC-Bill Pinkham	1-CC-Bill Pinkham	2-CC-Bill Pinkham
1-CC-VACANT	2-CC-VACANT	3-CC-VACANT	1-CC-VACANT
3-CC-VACANT	1-CC-VACANT	2-CC-VACANT	3-CC-VACANT
2-SM-VACANT	3-SM-VACANT	1-SM-VACANT	2-SM-VACANT
1-SM-VACANT	2-SM-VACANT	3-SM-VACANT	1-SM-VACANT
3-SM-VACANT	1-SM-VACANT	2-SM-VACANT	3-SM-VACANT
2-SC-VACANT	3-SC-VACANT	1-SC-VACANT	2-SC-VACANT
1-SC-Francisco Munoz	2-SC-Francisco Munoz	3-SC-Francisco Munoz	1-SC-Francisco Munoz
3-SC-VACANT	1-SC-Jeremiah Maller	2-SC-Jeremiah Maller	3-SC-Jeremiah Maller
2-ALG-VACANT	3-ALG-VACANT	3-ALG-VACANT	1-AL-VACANT
1-ALG-Rick Goldman	2-ALG-Rick Goldman	3-ALG-Rick Goldman	1-ALG-Rick Goldman
3-ALG-VACANT	1-ALG-Cedar Makhijani	2-ALG-Cedar Makhijani	3-ALG-Cedar Makhijani

BART Bicycle Advisory Task Force Membership Application

The BART Bicycle Advisory Task Force (BBATF) advises the BART Board on bicycle-related matters. The BBATF meets on the first Monday of even-numbered months from 6:00 to 8:00 PM in downtown Oakland at a BART-accessible location. Task force members are expected to attend all/most meetings. More information about the purpose of the task force can be found here: <http://www.bart.gov/about/bod/advisory/bicycle>

Please email application to:

Heath Maddox
BART Bike Program Manager
hmaddox@bart.gov
415-728-1352

(1) How frequently do use BART or other public transit?

- 5 days a week or more
 1-4 days a week
 A couple times a month
 Once a month or less

(2) How often do you use a bicycle to get to and from BART or other public transit?

- Always
 Most of the time
 Occasionally
 Never

(3) How often do you use a bicycle to commute to work or for daily transportation?

- Always
 Most of the time
 Occasionally
 Never

(4) What motivates you to want to serve on the BBATF?

Making bicycling to and from BART more friendly, safe, inclusive, and possible for people from all backgrounds and experiences is critical for reducing car emissions in the Bay Area, reducing car congestion, and improving quality of life equitably. Car emissions and traffic congestion burdens people in already economic disenfranchised circumstances unequally. Addressing this through making public transit more viable and reliable and reducing car dependency is a priority for public servants and agencies. I found personal interest in cycling riding through the streets of Los Angeles. I found freedom, empowerment, and health in riding a bike and believe that our government has the opportunity and demand to make this transportation mode more accessible and safe. The people on whom are society depends for basic needs should not bear the burden of our society's car dependance culturally and in infrastructure. I also understand that public transit is a place where a lot of people can find refuge and that we need to look critically at creating an inclusive, safe, and supportive environment from mothers to unhoused people. I am motivated to create a healthier and sustainable Bay Area similar to our leaders and the agencies that manage our transportation infrastructure. We must think about the many aspects that go into making this possible and work together to do so.

(5) What perspectives, skills, or experiences you would bring to the BBATF?

I bring a diversity of skills and experiences that I am confident will enhance and strengthen the BBATF. I served for two years in an elected position in the City of Los Angeles on the Historic Highland Park Neighborhood Council where I started and led the Sustainability Committee and later became the President of the Board serving a neighborhood of 33,000 residents. I later served on the City of Austin,

Texas Pedestrian Advisory Council raising concerns of equitable outreach and representation on the council and assisting with increasing attention to a dangerous, heavily transited street. I have completed my Master's in City Planning, during which I studied city plans, active transportation, public health and the Latinx community, and interned as a Trail Planner with the National Park Service. I have served in numerous outreach and leadership roles where I have gained experience listening to people and working with people to make a difference in their community. Perhaps most impactful is my day to day use of our bicycle infrastructure for transportation and recreation that provides me the insight to contribute in a meaningful way. As a racially mixed person, I am able to tap into two different worlds that often discriminate against one another and don't often speak each other's language metaphorically and literally. I transition between worlds regularly and seek to strengthen understanding of one another and actions that serve those underrepresented and served. Last, I have lived in seven different cities in two continents each of which has taught me about the globalized dependence on car, the many people that already have to navigate car infrastructure on a bike for their subsistence, and the growing support, creativity, and love for bicycles.

(6) Are you involved with any organizations or advisory boards related to public transit or bicycling?

- No, but my enthusiasm and fresh perspective are just what the BBATF needs
- Yes, please describe:

I serve on the City of Albany Parks, Recreation and Open Space Commission. I also serve on the Core Group for the Albany Strollers and Rollers. Through both groups, I have the opportunity to advance critical questions, ideas, and concerns about public transit and bicycling in the community.

<http://www.albanystrollroll.org/>

(7) Could you commit to attending most or all of the BBATF's 6 meetings each year?

- Yes
- No
- Not sure: _____

(8) How did you hear about the BBATF?

I was looking for someone to contact about the bike on the escalator policy. I learned through Heath that the policy will be changing in the new year and continued to stay abreast of BBATF on their website.

(9) What questions do you have about the role of the BBATF or being a BBATF member?

What is the expectation in terms of contribution? Is it merely contributing at meetings or are there additional tasks asked of members, such as outreach, coordinating, writing or otherwise?_

(10) Your information:

Estrella Sainburg
Name

City of Albany
County of Residence

Alameda County
County of Employment

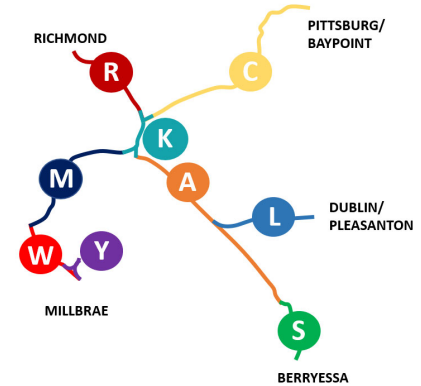
Esainburg1016@gmail.com

8183197180

Email and/or phone

Station Access STATUS & MILESTONES

EXPENDED Thru 09/2023: \$40.6
 FORECAST Thru 06/2025: \$69.2
 TOTAL PROGRAM VALUE: \$135
 PERIOD CASHFLOW: \$0.9



STATUS – Expand Safe Access to Stations

# Projects in Planning	# Projects in Design	# Projects in Bid/Award	# Projects in Construction	# Projects Completed	TOTAL # Projects
0	10	4	4	12	30

MILESTONES			
Completed (Jul 2023 – Sep 2023)	Q2 (Oct 2023 – Dec 2023)	Q3 (Jan 2024 – Mar 2024)	Q4 (Apr 2024 – June 2024)
<ul style="list-style-type: none"> • Completion of Construction for 12th St. Bike Racks • Completion of Design for the MacArthur Station Access Improvements • <i>Notice to Proceed for the Accessibility Improvement Program</i> • <i>Began Demolition for ADA Access Corrections at Fremont and Bay Fair Stations</i> 	<ul style="list-style-type: none"> • Begin Construction of SR2B-funded Walnut/Liberty Protected Intersection near Fremont Station • Completion of SR2B-funded Iron Horse Trail Bridge Project 	<ul style="list-style-type: none"> • Completion of Design for the Dublin/Pleasanton Access Improvement Project • Begin Construction of Ashby Access Improvement Project • <i>Begin Demolition for ADA Access Corrections at Hayward Station</i> 	<ul style="list-style-type: none"> • <i>Begin Demolition for ADA Access Corrections at Castro Valley Station</i> • <i>Completion of Design for New Bike Station (400 Bicycles)</i>

Watchlist:

- City of Pittsburg BART Ped/Bike Connectivity Project Construction
- Walnut Ave/Liberty Street Protected Intersection Project
- Iron Horse Trail Bridge at Dublin Blvd

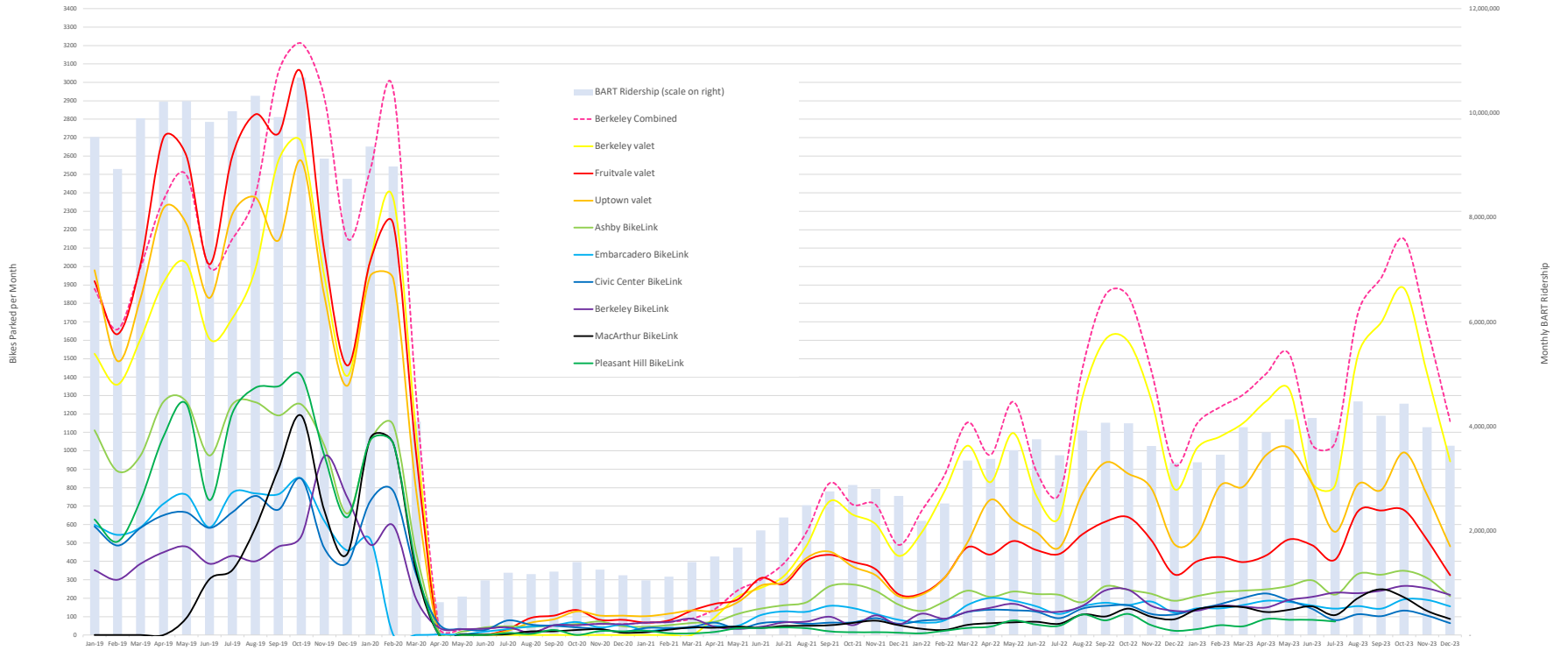
Italic: Modified milestones from previous report.

BART Safety Reliability and Traffic Relief Program (Measure RR)
 January 2024



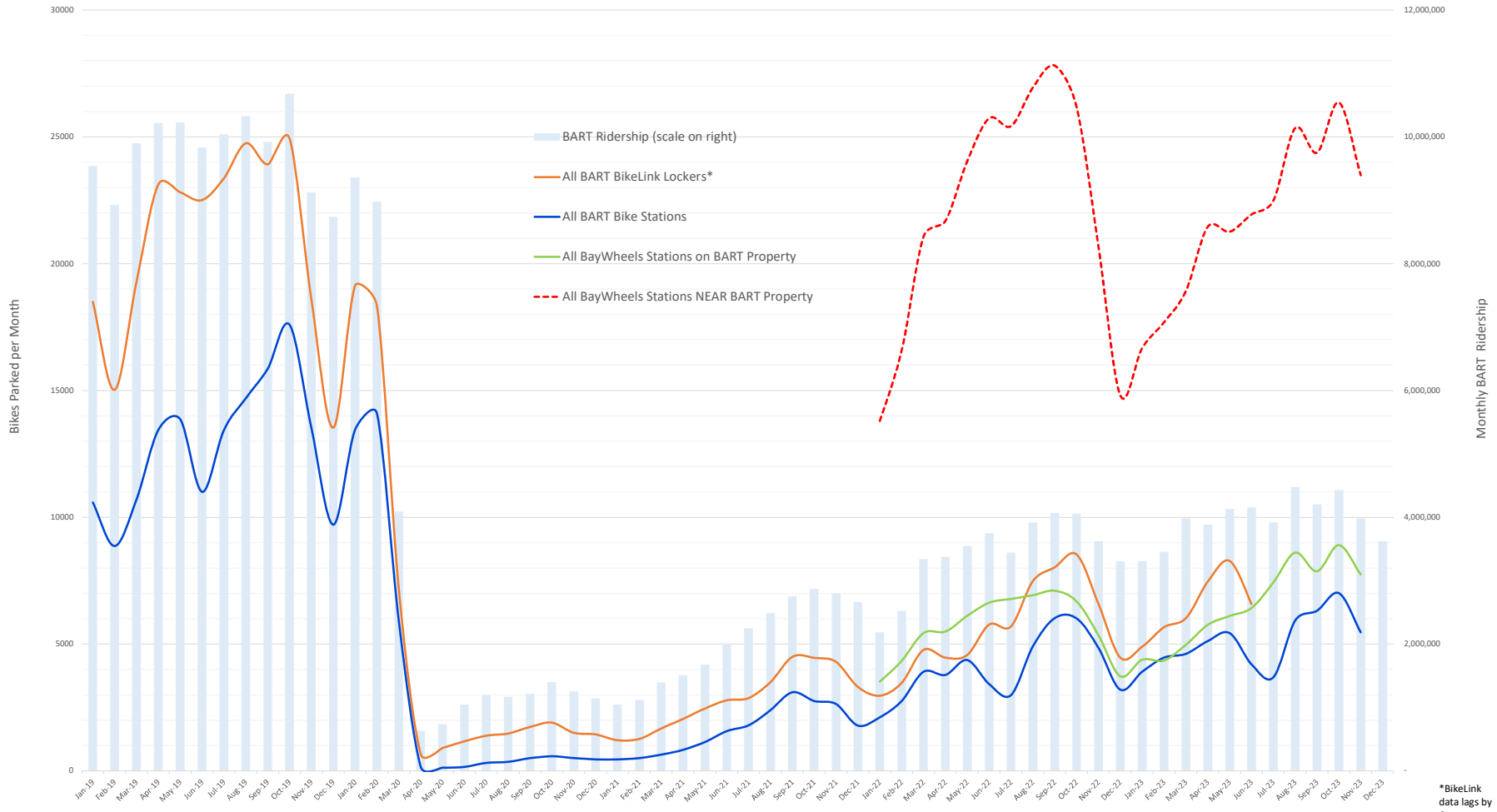


Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-Dec. 2023



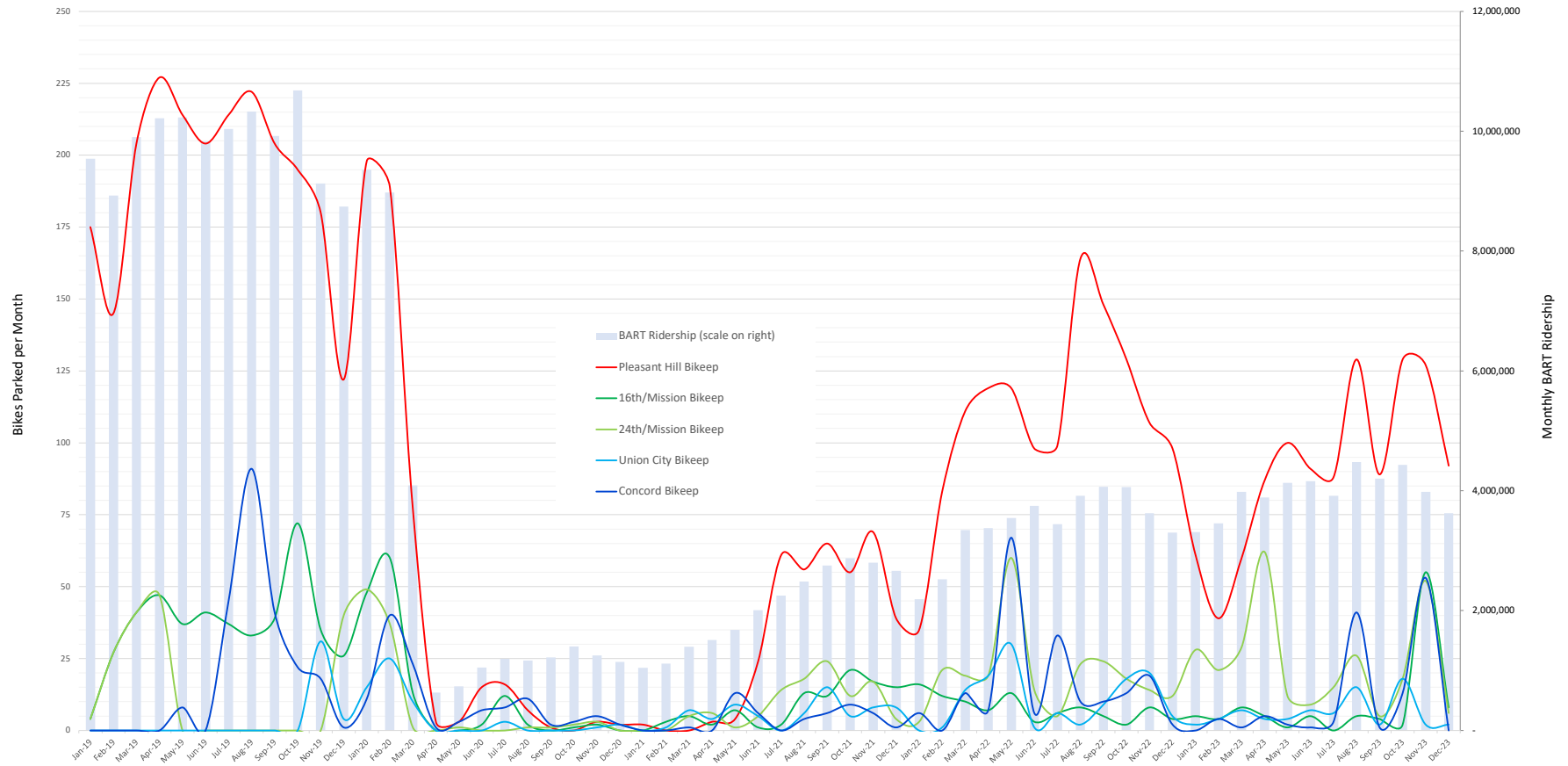


Monthly Rentals at all BikeLink Bike Lockers and BART Bike Stations vs. BART Ridership Jan 2019-Oct. 2023

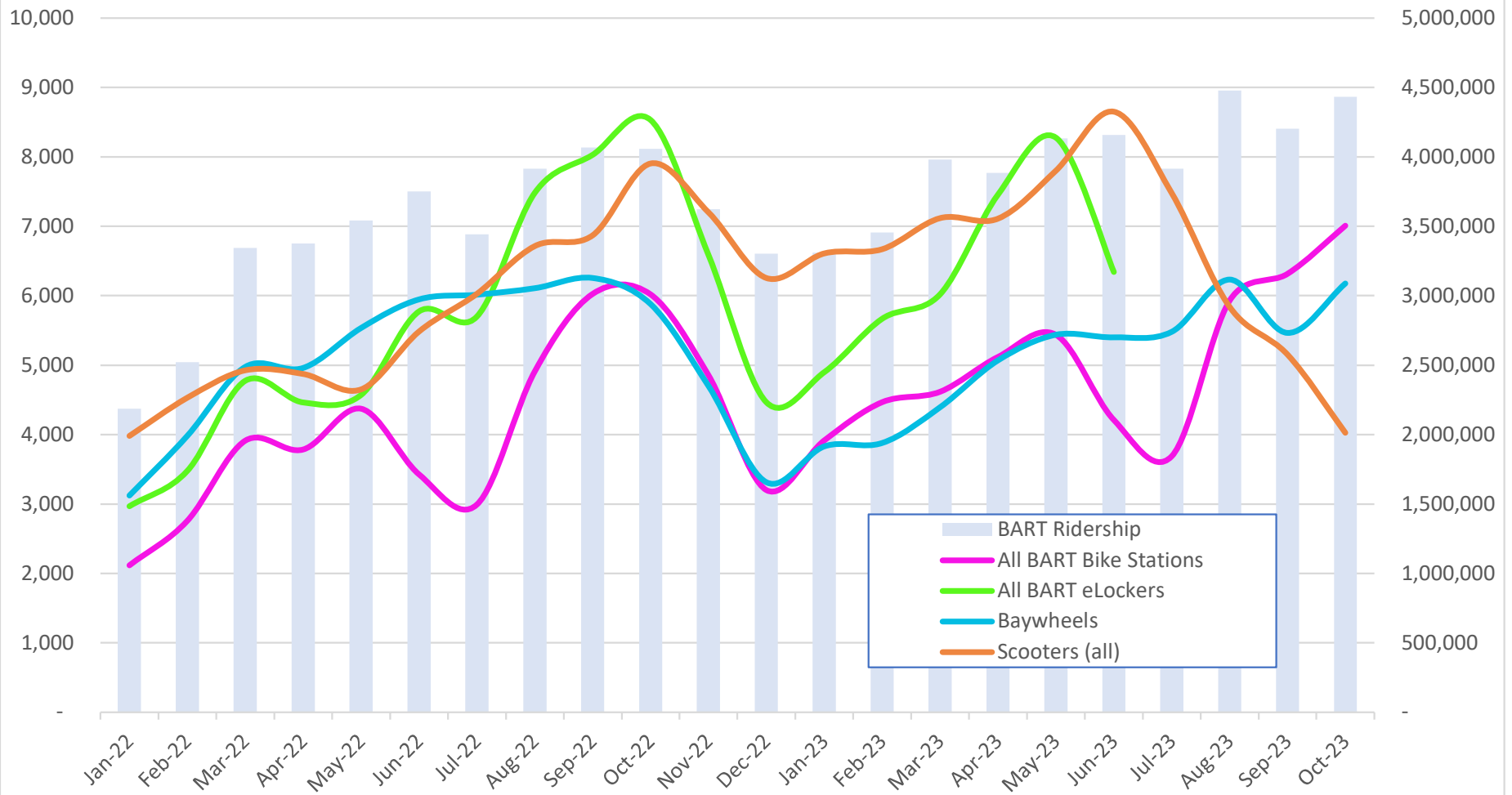




Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Oct. 2023



BART Secure Bike Parking Occupancy, Micromobility Trips & BART Ridership (Jan 2022-Oct 2023, District-wide)



Heath Maddox

From: Heath Maddox
Sent: Monday, January 22, 2024 10:48 AM
To: [REDACTED]
Cc: Michelle Pallen
Subject: RE: Case 00326051: are ebikes allowed on BART

Dear Katherine,

Thanks for using a bike with BART and thanks your note about the bikes on BART FAQs page. I've updated the page to clarify that e-bikes are indeed allowed on BART.

See FAQ # 12 here: <https://www.bart.gov/guide/bikes/bikeFAQ>.

Sincerely,

Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
2150 Webster Street, 8th Floor
Oakland, CA 94612
415.728.1352

Message-----

From: Michelle Pallen <webcustomerservices@bart.gov>
Sent: Friday, January 19, 2024 10:00 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00326051: are ebikes allowed on BART [ref:!00Dd00hrYV.!5006T02NKwEA:ref]

Hi Heath,

See customers feedback below. I responded back to the customer letting her know that ebikes are allowed on BART.

Regards,

Michelle Pallen
BART Customer Services

=====
Case 00326051: are ebikes allowed on BART

Contact Name: Katherine Ray
Contact Phone: Not Given
Contact Email: [REDACTED]

Incident Date: 1/11/2024
Case opened Date:1/10/2024 6:38 PM
Category: General

Sub-category: Miscellaneous

I was excited to see that bicycles are now allowed to use escalators. I saw that an ebike was shown in the escalator safety video, and that ebikes are mentioned in the announcement about elevator sizes in the system.

However, when I look at the bike FAQ (<https://www.bart.gov/guide/bikes/bikeFAQ>) there is no answer to the question "are ebikes allowed on BART?" and the only thing close to that is #11, which says that vehicles are NOT allowed and 'a "vehicle" is "any device by which any person or property may be propelled, moved, or drawn on a highway, excepting a device moved by exclusively human power...."' Based on that definition it looks like ebikes are NOT allowed on BART. (Since they have an electric assist, which is not "exclusively human power").

If ebikes ARE allowed, it would be great if you could clarify that on the bike FAQ page. (I would be so glad if they were, I'd be able to get from the East Bay to Palo Alto without a car).

ref:!00Dd00hrYV.!5006T02NKwEA:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, December 1, 2023 10:24 AM
To: Nay Colvin; Heath Maddox; Michael Forte
Subject: RE: Case 00320332: Bike Riders [ref:!00Dd00hrYV.!5006T02K6MTR:ref]

Hi Nay, Mike, Heath:

Customer complained about bike/scooters and similar devices on escalators. Customer cited San Leandro and Embarcadero but "all stations". Let me know if we should forward this to BPD for enforcement. Thank you.

Regards,

Samson Wong
BART Customer Services

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

From: angela herman [REDACTED]
Sent: 11/30/2023 5:42 PM
To: webcustomerservices@bart.gov
Subject: RE: Case 00320332: Bike Riders []

On all escalators. I start my travels at the san leandro station. I get off on Embarcadero. Non bike and scooter rider's are experancing the bike rider's and scooter rider bumping into them on the escalators twice I have almost lost my balance.Must I or someone else have to fall before down the escalators? Something needs to be done today.

Sent from AT&T Yahoo Mail on Android

On Thu, Nov 30, 2023 at 4:49 PM, BART Customer Service<webcustomerservices@bart.gov> wrote: Hello Angela,

Thank you for contacting BART Customer Services. To direct your comments, what station are you experiencing this at?

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====
Contact Name Angela Herman

Contact Email [REDACTED]

Contact Phone

Heath Maddox

From: Heath Maddox
Sent: Thursday, January 25, 2024 3:53 PM
To: Heath Maddox
Subject: FW: Case 00323870: BerryessaTrain from SF 3:30 - 6:00 Trains - crowding due to bikes, scooters

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

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, December 8, 2023 10:42 AM
To: Matthew West <matthew.west@bart.gov>; Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00323870: BerryessaTrain from SF 3:30 - 6:00 Trains - crowding due to bikes, scooters [ref:!00Dd00hrYV.!5006T02Mafi6:ref]

Hi Matt, Heath:

No reply is required to customer. Senior/disabled customer complaint about train access issues due to bikes/scooters and crowding. See footnotes (5) (6) (7) (8) in email below. Customer Services is addressing the other footnoted points.

Thank you.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Debra Jones

Contact Email [REDACTED]

Contact Phone [REDACTED]

Opened Date/Time 12/8/2023 10:32 AM

Description Hi Bart,

Well so far, you are listening to me and I appreciate it and am happy for what you have done. (1)

I only have one more comment. While you added 8 trains to other lines, you forgot about the 6 train Berryessa Train and the Dublin Pleasanton Trains leaving out of San Francisco at Embarcadero between 3:30 - 5:00. (I only take those). (2)

When I catch the train at 9:00-9:30 at Mayfair I get a seat, so far, if I walk to the end. You really need to consider adding either 1 or 2 more trains to those trains, even if it means taking away another train from the trains coming into SF at that time or going to Antioch or Richmond which gives those trains 7-8 cars. (3)

Here is the deal. Everybody thought that if they take the 3:30 - 4:30 p.m. train they may get a seat or there may be room to stand. At first there was space with the older trains. (4)

Well that all changed when AC Transit cut their Transbay lines and that packed the Bart. They aren't the real problem. (4A)

The real problem is the bicycles and electric scooters. These people get on the Bart with no regard to other passengers. There is so many of them that they parked these things in the middle of the train and dare you to say anything. (5)

It is a hazard. I am disabled. If they are parked there right in front of the seat, I can't even get up out of my seat. They block the door way and the aisle. Then you have these oversized electric bicycles. In case you don't know, these aren't your ordinary bicycles these days in your designated bicycle area, these are electric big bicycles some are the size of those small motorcycles. (6)

If you don't believe me, have one of your representatives ride the trains and observe. They can walk through the cars. I can't because I don't have the strength to open the doors. So far I have been blessed that a kind soul will let me have a seat. If you had 7-8 trains on the Berryessa and Dublin Pleasanton routes at 3:30- 4:30 p.m. more people can get a seat. The Bart is really packed and more elderly people need seats. They are afraid to ask for a seat because they are frail. Maybe there is a kind person to give up a seat. (6)(7)(8)

It is your job to consider us as well as your overall audience. Plus in the mornings, there are kids everywhere and you closed one of the entrances to go up to Market Street from Embarcadero. You have to fight to get out and fight to get in. It is a mess because nobody knows where they are going and are just standing in the way looking around. It is sometimes a dreadful encounter, (9)

Last the escalators at Bayfair station. They have to always be operational during commuting hours. There is no possible way if you are disabled, have to pay for parking and then the escalator is out so you have to walk up the stairs or go back out of the gate to the elevator outside the gate and pay again. (10)

To top it off there is/was on last Thursday (10/26/23) no one in the booth to ask for assistance. She walked out of the booth and was standing across the street. I am disabled and I missed the train trying to walk up the stairs. (11)

If I had a choice of order of attention I would like for you to take action in, that would be first add more trains to the Berryessa and Dublin train routes during the hours of 9:30 - 11:00 a.m and 3:30 pm - 5:00 pm. Those are my hours because I was trying to beat the crowd in order to get a seat. Guess what? Everybody had that same bright idea. :((12)

So could you please consider adding those extra trains because the reality is those motorcycle/scooters are not going to discontinue bringing those things onto to Bart. You have to keep me and other seniors safe, not to mention the kind souls who have given up their seats for me. This is the new world and it sucks because those people don't care. I have counted at least 4 of those things in the car at one time, in the way and in the aisle.

Thank you for listening.

D. Jones



Heath Maddox

From: Heath Maddox
Sent: Monday, December 11, 2023 5:26 PM
To: Heath Maddox
Cc: [REDACTED]
Subject: RE: simple PW request for Walnut Creek BART

Hi Kevin,

Thanks for your suggestion to improve bike access at Walnut Creek station.

You will be glad to hear that Walnut Creek station is included in the recently-initiated *BART Bicycle Preferred Path of Travel Capital Plan (BART PPoT Plan)*, which will identify and develop concept plans for bike access improvements at 10 stations.

Last month we had a field meeting with our consultant team and spent some time looking at precisely the spot you are talking about, and we'll definitely include recommendations for improving what it clearly a pain point for cyclists right there.

I'm afraid it's not always as easy as sending the maintenance crew out with a jackhammer, but it should not be hard to make things better in that location.'

If you'd like to be kept abreast of developments on the PPoT plan, I am happy to put you on the email agenda list for the BART Bicycle Advisory Task Force. The Task Force meets bi-monthly and will be getting regular updates.

Sincerely,

Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
2150 Webster Street, 8th Floor
Oakland, CA 94612
415.728.1352



CUSTOMER ACCESS & ACCESSIBILITY
DEPARTMENT

From: Val Menotti <vmenott@bart.gov>
Sent: Monday, December 11, 2023 3:43 PM
To: Kevin Burke <[REDACTED]>
Cc: Debora Allen <Debora.Allen@bart.gov>; Rebecca Saltzman <Rebecca.Saltzman@bart.gov>; Smadar Boardman

<boardman@walnut-creek.org>; Briana Byrne <byrne@walnut-creek.org>

Subject: RE: simple PW request for Walnut Creek BART

Kevin,

Thanks. I'll have BART staff contact you on this.

Regards,

Val Joseph Menotti
Chief Planning & Development Officer
BART Planning & Development
2150 Webster Street, 9th Floor
Oakland, CA 94612
VMenott@bart.gov
510.287.4794

*** Note BART's new headquarters address - near 19th Street BART ***

From: Kevin Burke [REDACTED]
Sent: Monday, December 11, 2023 3:37 PM
To: Debora Allen <Debora.Allen@bart.gov>; Val Menotti <vmenott@bart.gov>; Rebecca Saltzman <Rebecca.Saltzman@bart.gov>; Smadar Boardman <boardman@walnut-creek.org>; Briana Byrne <byrne@walnut-creek.org>
Subject: simple PW request for Walnut Creek BART

Hi there,

This is the main bike route from Walnut Creek BART to downtown - down this ramp to the Ygnacio Valley Road and N. California intersection.

Right now you have to make a pretty awkward left turn on a bike (especially any cargo bike) to fit through this 90 degree opening. **Would it be possible to jackhammer like 12-30 inches of the red curb here so the ramp opening was a little bit wider?** All of this area is fenced off, there's no car access to worry about from the red curb perspective.



Thanks very much,
Kevin

Heath Maddox

From: Heath Maddox
Sent: Friday, January 19, 2024 11:17 AM
To: [REDACTED]
Subject: RE: Case 00323747: Bike Straps

Dear Ibrahim,

Thanks for your comment regarding accommodations for bikes on board the new BART cars, and thanks for biking to BART. Apologies the late reply--I was out for the holidays and then caught Covid and am still digging out.

Regarding the bike strap length, we are aware of the issue, but unfortunately, we are unable use longer straps. To better accommodate more than two bikes and/or wider or loaded bikes, our initial design for the straps was in fact a good deal longer, but we were unable to implement the longer straps due to the potential for the straps to be sucked onto and obstruct the BART car air intake grate immediately below the bike lean bar on both old and new BART cars. Due to the very real potential for compromising the climate control and air filtration system on the cars, having longer straps was unfortunately non-negotiable with our car engineers. We tried a number of different buckle and strap configurations to address the issue while still providing sufficient length for wider bikes, but were ultimately unsuccessful.

One suggestion that I intend to follow up on this year is to have some "bring your own" BART bike straps made and sell or perhaps give them away through the BART Railgoods site.

Sincerely,

Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
2150 Webster Street, 8th Floor
Oakland, CA 94612
415.728.1352

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

From: Bart Customer Services <webcustomerservices@bart.gov>
Sent: Friday, December 29, 2023 10:28 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00323747: Bike Straps [ref:!00Dd00hrYV.!5006T02MaSck:ref]

Hello Heath,

Happy Holidays,

Forwarding you this train strap enhancement request.

Regards,

Juan Cuevas
BART Customer Services

=====

Case 00323747: Bike Straps

Contact Name: Sargin

Contact Phone:

Contact Email: [REDACTED]

Incident Date:

Case opened Date:12/7/2023 7:00 AM

Category: Bike Program

Sub-category: Bikes - Want More Accommodation

Hi, if you had longer straps, and preferably ones that didn't slide along the rail, people could safely secure more than one bike in the bike spots on the new trains. Kind regards,ibrahim.

via Android app Version 1.25.4

ref:!00Dd00hrYV.!5006T02MaSck:ref

Heath Maddox

From: Stefanie Pruegel [REDACTED]
Sent: Thursday, January 18, 2024 4:20 PM
To: Heath Maddox
Cc: Bart Webcustomerservices
Subject: Re: Case 00325958: Need better/longer straps for bikes on BART [ref:!00Dd00hrYV.!5006T02NKjSq:ref]

Dear Heath,

Thanks so much for this detailed response. That makes a lot of sense about the longer straps and the air grates - hadn't thought about it. On occasion the strap is long enough for two bikes, but often there's wide bikes with baskets or otherwise making doubling up impossible. I am now carrying a bungee cord for the purpose, and really like your idea of BART branded portable bike straps a possible promo item - if I understand the suggestion you mention at the end correctly. And just to confirm the dislike for those clamp racks. I am so glad I now largely see the strap bike parking. The clamps were really hard to push a bike into, especially if other bikes were already parked there, and definitely impossible in the middle clamp. Even if one managed to force the bike into the clamp it would easily fall to one side, if for example a bike bag was attached. So good on Bart for changing that.

Thanks for caring about bikes on Bart. I love being able to take mine. Preventing countless car trips.
Stefanie

On Jan 18, 2024, at 4:13 PM, Heath Maddox <hmaddox@bart.gov> wrote:

Dear Ms. Pruegel

Thanks for your comment regarding accommodations for bikes on board the new BART cars, and thanks for biking to BART.

Regarding the strap length, we are aware of the issue, but unfortunately, we are unable use longer straps. To better accommodate more than two bikes and/or wider or loaded bikes, our initial design for the straps was in fact a good deal longer, but we were unable to implement the longer straps due to the potential for the straps to be sucked onto and obstruct the BART car air intake grate immediately below the bike lean bar on both old and new BART cars. Due to the very real potential for compromising the climate control and air filtration system on the cars, having longer straps was unfortunately non-negotiable with our car engineers. We tried a number of different buckle and strap configurations to address the issue while still providing sufficient length for wider bikes, but were ultimately unsuccessful.

All that said, and your experience notwithstanding, the feedback we have received on the straps so far has been overwhelmingly positive and reinforces the decision to halt installation of the clamper-style racks that were initially deployed on the new cars and replace all existing racks with bars and straps. I personally find that the straps are always long enough for one bike and usually long enough for a second bike as well. Finally, one observation that my colleagues and I made during testing was that if the bike nearest the lean bar is secured with a strap and additional bikes are leaned against this secured bike without being strapped themselves, the outer bikes are actually quite stable since the handlebars, pedals, etc tend to keep them from rolling away.

One suggestion that I intend to follow up on this year is to have some BART bike straps made and sell or perhaps give them away through the BART [Railgoods](#) site.

Sincerely,

Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
2150 Webster Street, 8th Floor
Oakland, CA 94612
415.728.1352

<image001.png>

,

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

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, January 18, 2024 3:53 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00325958: Need better/longer straps for bikes on BART [ref:!00Dd00hrYV.!5006T02NKjSq:ref]

Hi Heath:

Customer comment. Thanks.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Stefanie Pruegel

Contact Email [REDACTED]

Contact Phone

Opened Date/Time 1/9/2024 6:28 PM

Description With more people bringing their bikes on Barts new trains, there needs to be a better way to secure multiple bikes in each bike parking area. The straps are barely long enough to secure just one bike and certainly not sufficient for multiple bikes, requiring people to awkwardly hold their bikes or

have precarious bike piles. Especially on crowded trains it is important to be able to stash all bikes where they aren't in the way of other riders. Better/longer straps could solve the privy rather cheaply.
ref:!00Dd00hrYV.!5006T02NKjSq:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, January 19, 2024 3:29 PM
To: Heath Maddox
Subject: FW: RE: Case 00326131: Bikes on BART with new gates [ref:!00Dd00hrYV.!5006T02NL93J:ref]

Hi Heath:

Do you have any insight? We informed her to try them and share her feedback with us. We can forward her comments to the appropriate team(s). We also directed her to the faregate webpage at <https://www.bart.gov/about/projects/faregate>.

Thanks.

Regards,

Samson Wong
BART Customer Services

=====

Contact Name Jennifer Wahlsten

Contact Email [REDACTED]

Contact Phone [REDACTED]

Opened Date/Time 1/11/2024 7:30 PM

Description Hello, I regularly commute on BART with my bike. Has traveling on BART with bikes been considered with the new gates? I am concerned about getting caught or not being able to commute with my bike. Thank you for your reply. Jennifer

Via iOS app Version 1.20.0024

ref:!00Dd00hrYV.!5006T02NL93J:ref