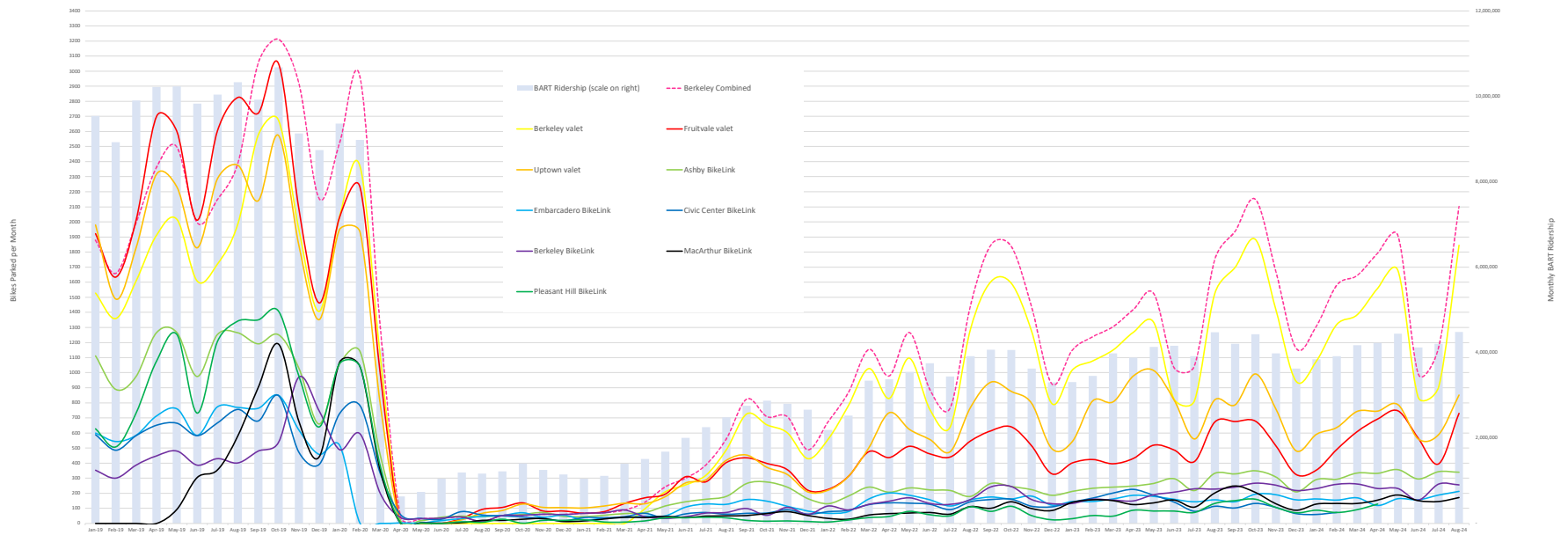


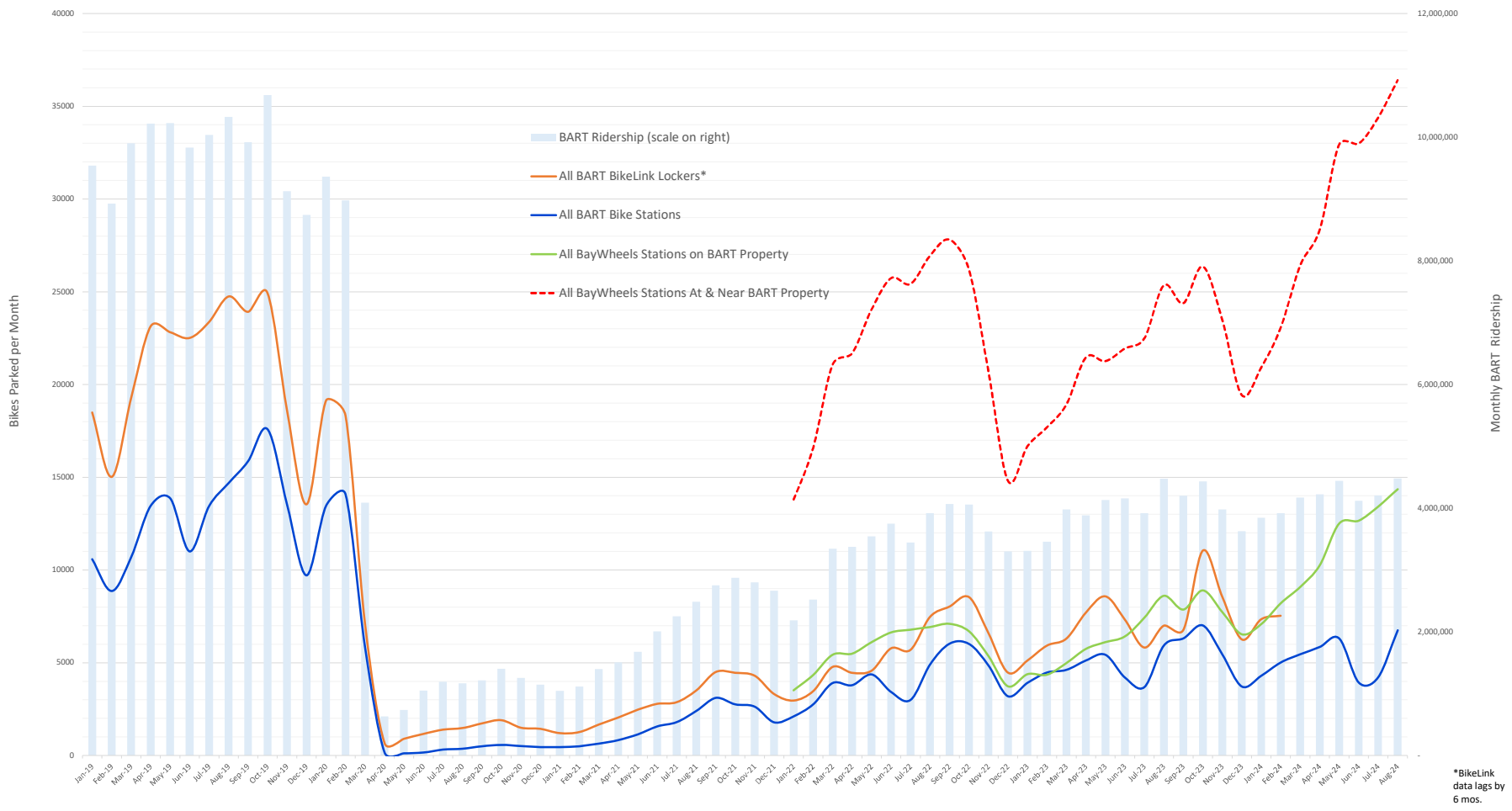


# Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-Aug 2024



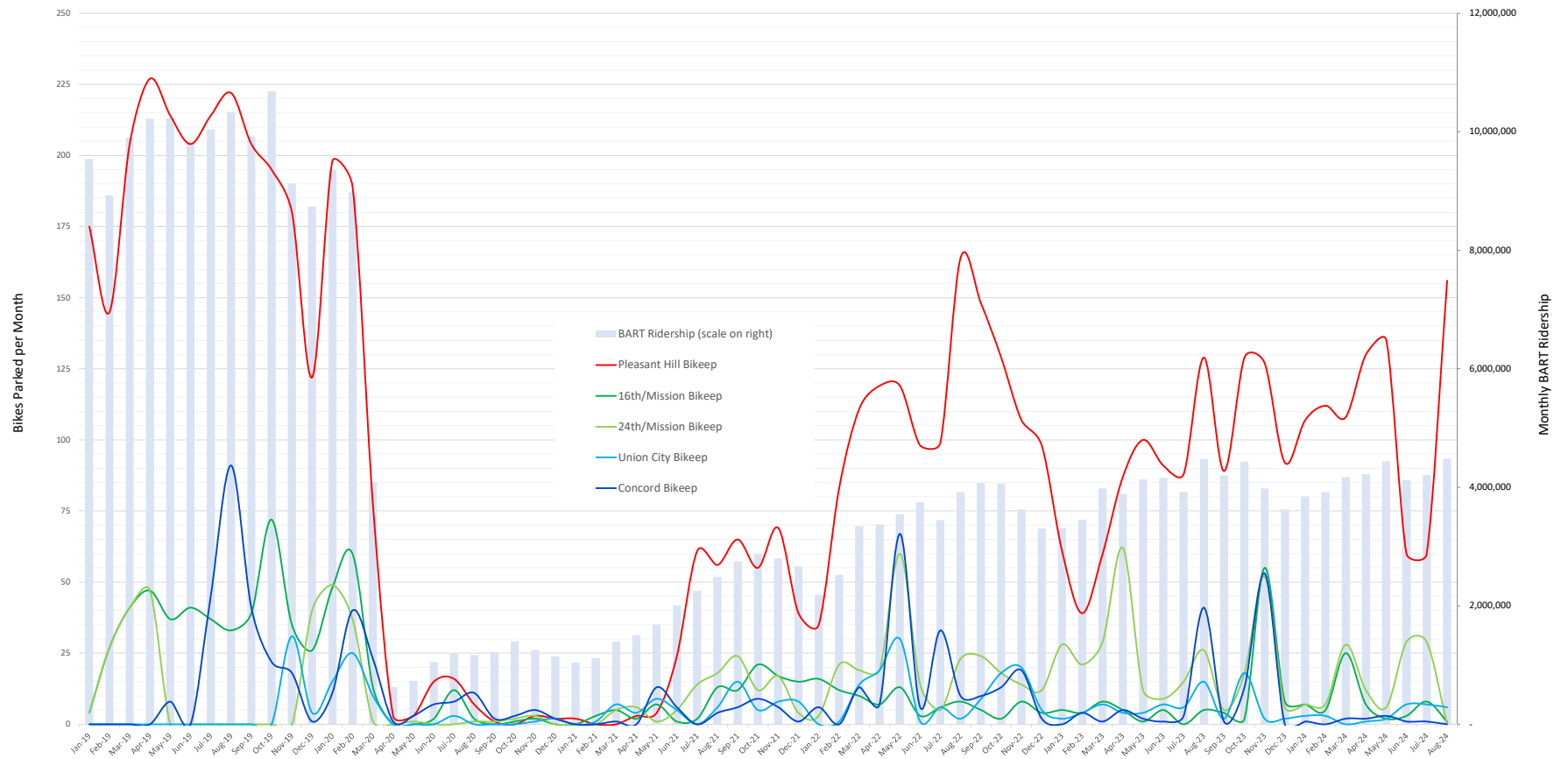


## Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership Jan 2019-Aug 2024





## Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Aug 2024



**From:** [BART Customer Service](#)  
**To:** [Eric White](#); [Heath Maddox](#)  
**Subject:** RE: Case 00336632: Scooter etiquette and safety [ ref:!00Dd00hrYV.!5006T02QSi38:ref ]  
**Date:** Friday, June 7, 2024 1:32:04 PM

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Hello Lt. White, Heath:

FYI. No reply requested (emails were not working). Sharing customer comment of enforcement / educational issue about scooter and similar vehicles at Powell. Please advise if we should redirect. Thanks.

Regards,

Samson Wong  
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====

Contact Name Brenda George

Contact Email (invalid emails)

Contact Phone 

Opened Date/Time 6/7/2024 5:29 AM

Description Please do something about all the people riding their electric vehicles on the train platform. The Powell Street Station is the worst.  
ref:!00Dd00hrYV.!5006T02QSi38:ref

**From:** [BART Customer Service](#)  
**To:** [Heath Maddox](#)  
**Subject:** RE: Case 00343079: Bike Access, Info Resources for Bicyclists, [ ref:!00Dd00hrYV.!500V10FeO34:ref ]  
**Date:** Thursday, September 5, 2024 4:05:42 PM

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Hi Heath:

Can you take a look at this (see below)? Customer has submitted this case 343079 and case 342860. We already have a employee complaint about this. Customer prefers to not cause trouble with employees.

I'm sure you can provide more insight and a reply to the customer than us at Customer Services. But here's my stab for informing the patron:

1. Elevator dimension info is available online. That might have been helpful if the customer checked ahead of time to see if the bike could fit the elevator (see <https://www.bart.gov/guide/bikes> or app)
2. Bringing bikes on escalator is a relatively new policy. I was going to refer the customer online to <https://www.bart.gov/guide/bikes> or app.
3. Customer should check elevator/escalator status at about using the escalator as well as elevator/escalator status at <https://www.bart.gov/stations/elevators> and <https://www.bart.gov/stations/escalators> or thru the app.
3. Customer's feedback can be shared with the ACTOs. There seems to be a conflict as to whether station agents can or cannot change escalator direction to accommodate riders. Customer Services is always getting inquiries about this and when escalator direction changes.

Regards,

Samson Wong  
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====  
Contact Name      Shawn Reyburn

Contact Email      [REDACTED]

Contact Phone      [REDACTED]

Opened Date/Time   9/5/2024 12:56 PM

Description      Customer Name: Shawn Reyburn

Customer Phone: [REDACTED]

Customer Email: [REDACTED]

Date/Time of Email/Call: Sep 05, 09:16 a.m. with email follow up at 9/5/2024 12:56 PM

Date/Time of Incident: 9/3/24, 1130 am

Station: Pleasant Hill

Area of Station: elevator and escalator

Employee Description: station agent, female

Report: On Tuesday Sept 3 @ 11:30AM at the PleasantHill Bart station, I was attempting to take Bart to Antioch.

My bicycle doesn't fit in the elevator, so I ask the Bart agent if she could please switch the direction of the escalator so that I could ride it up to the platform. She said she didn't believe me that it doesn't fit in the elevator and said to show her. I accommodated the request and after providing it didn't fit, she said she would not reverse the escalator. I let her know that I ride Bart 2-3 times a week and for the past couple months since I got a new bicycle that didn't fit, the other agents have always done this. She again said she didn't believe me and said she is "always here". I told her I was sorry, but i had never seen her before and that the other agents were always able to reverse the escalator. I asked her if they was a policy of not reversing the escalator and she said I could call customer service. I asked her if she had the phone number and she told me to use my phone.

I called into Customer Service (case 342860) and they called her and ask what was happening and the customer service person told me she said the escalator sometimes "gets stuck". The customer service agent was very kind and called the Concord station and asked them if they would help me. They agreed.... So I rode my bicycle over to that station.

The customer service agent encouraged me to contact this number and that you could possibly provide guidance for the future.

I have lived in the Bay Area for 24 years now and have always appreciated Bart. I started using it consistently over the last year due to some life changes circumstances. This is the first time I have experienced a problem that I feel like didn't need to be a problem.

I could ride an additional 4-5 miles and go to Concord or I can go to the Walnut Creek station if there is an escalator problem..... My concern for Walnut Creek is the street traffic on the bicycle is a little scary....

I would much prefer to use PleasantHill station as the bike path is right across the street.

Thank you for providing guidance, not looking to complain about anyone or cause trouble.

Shawn Reyburn

[REDACTED]

Case 342860

Contact Name Shawn Reyburn

Contact Email

[REDACTED]

Contact Phone

[REDACTED]

Opened Date/Time 9/3/2024 12:23 PM

Description Date/Time of Voicemail to CS: 9/3/24 @ 11:57am

Station: Pleasant Hill

Agent: Female at 11:55am

My name is Sean Rayburn

I live in Oakley, CA

Recently started using BART as transportation since I'm required to go back to work

Been wonderful experience the last 6 months

Recently got a new bike

Bike does not fit elevators at PH or WC

Primarily uses PH station

Last 4 weeks, agents have been very nice and switched the escalators to go in the up direction so I can go up to the

Antioch train

Today I ran into a new agent who unfortunately maybe was just having a bad day

Was a little bit rude

Agent would not switch escalator and told me I needed to go back to Lafayette and go and try to use the elevator over there

I'm just trying to understand what the policy is

I don't want to frustrate anybody

I don't want to get into it with an agent

But I hve enjoyed using BART and PH is my safest place to go

When I was trying to get a hold of you guys, she did tell somebody that sometimes the escalator gets stuck

Today I rode to Concord and the escalator was fine there.

ref:!00Dd00hrYV.!500VI0FeO34:ref

## Heath Maddox

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**From:** Austin Milford-Rosales <[REDACTED]>  
**Sent:** Monday, August 5, 2024 5:47 PM  
**To:** [REDACTED]  
**Cc:** Maya Chaffee; Heath Maddox  
**Subject:** BART BATF Public Comment  
**Attachments:** PXL\_20240617\_204651803.jpg; WMATA\_fare\_gate\_diagram.png

To Whom it May Concern,

I am writing in to provide public comment on the new BART fare gates. I am a frequent non-commute BART rider, using it to go to the mission and the east bay from where I live in soma. I have used the new fare gates in West Oakland a number of times, once on a group bike ride, and they have been a significant downgrade from the previous gates on two main fronts.

First, the new fare gates are too narrow to walk/carry a bike through the standard gates. I frequently find the lines too long or too many people coming the other way through the accessible gate at BART stations, and am used to carrying my bike or standing it up on the rear wheel to roll through a regular gate. This is not possible with the new gates, which increases the amount of time it takes to get in/out of a station, and adds a significant headache to group rides where dozens of riders need to line up single file to go through the single available gate.

Second, the new fare gates are pretty unreliable. I have experienced a failure with a message to see the station agent on half of my attempted uses of the new gates in West Oakland, and when I asked other folks I know, everyone reported experiencing multiple failures in that station. I had previously only experienced a single failure from my clipper card or one of someone in my group while using BART, and I am a regular rider.

For these two reasons, I think BART should re-evaluate the current fare gate rollout, and consider the following solutions. First, BART could install 2 or more accessible gates per station, to make up for the restricted bike throughput that the new gates have imposed. Second, BART could suspend the installation of any further stations until determining if there truly is a higher failure rate for the new gates, and if so, how to improve reliability. I do not believe BART should roll out a new system that is a downgrade over the existing one, especially considering the cost of the new fare gates.

As a final note, WMATA recently concluded a pilot to install new fare gates, and after using them extensively during a trip to Washington DC this past June, I had no issues, did not feel like I was cut off from friends that went through before/after me, and observed one commuter wheel their bike through a standard gate. I understand it is probably far too late to consider such a radical change in design, but have included a photo I took of the new WMATA fare gates and a design diagram.

Thanks,  
Austin