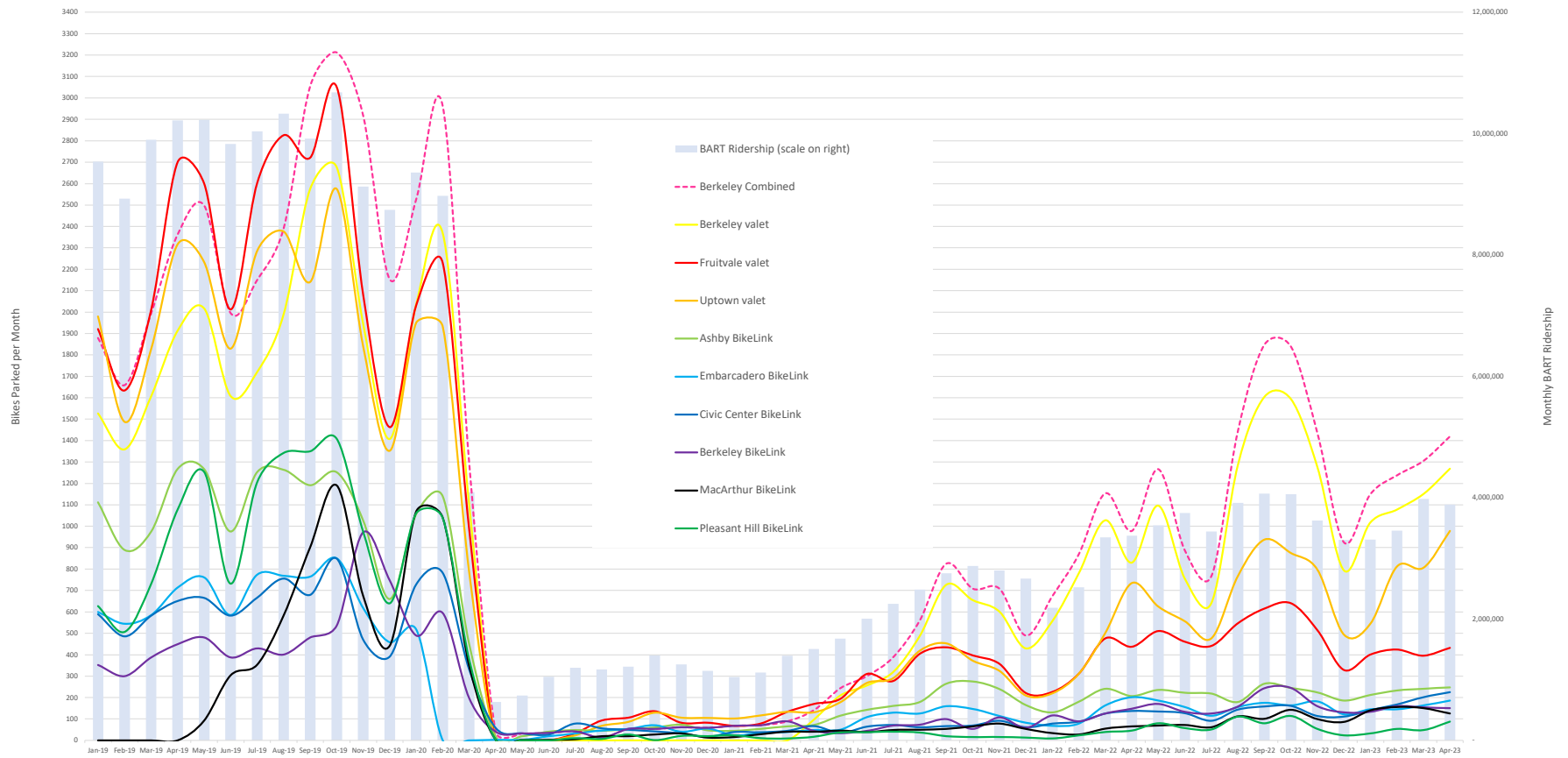


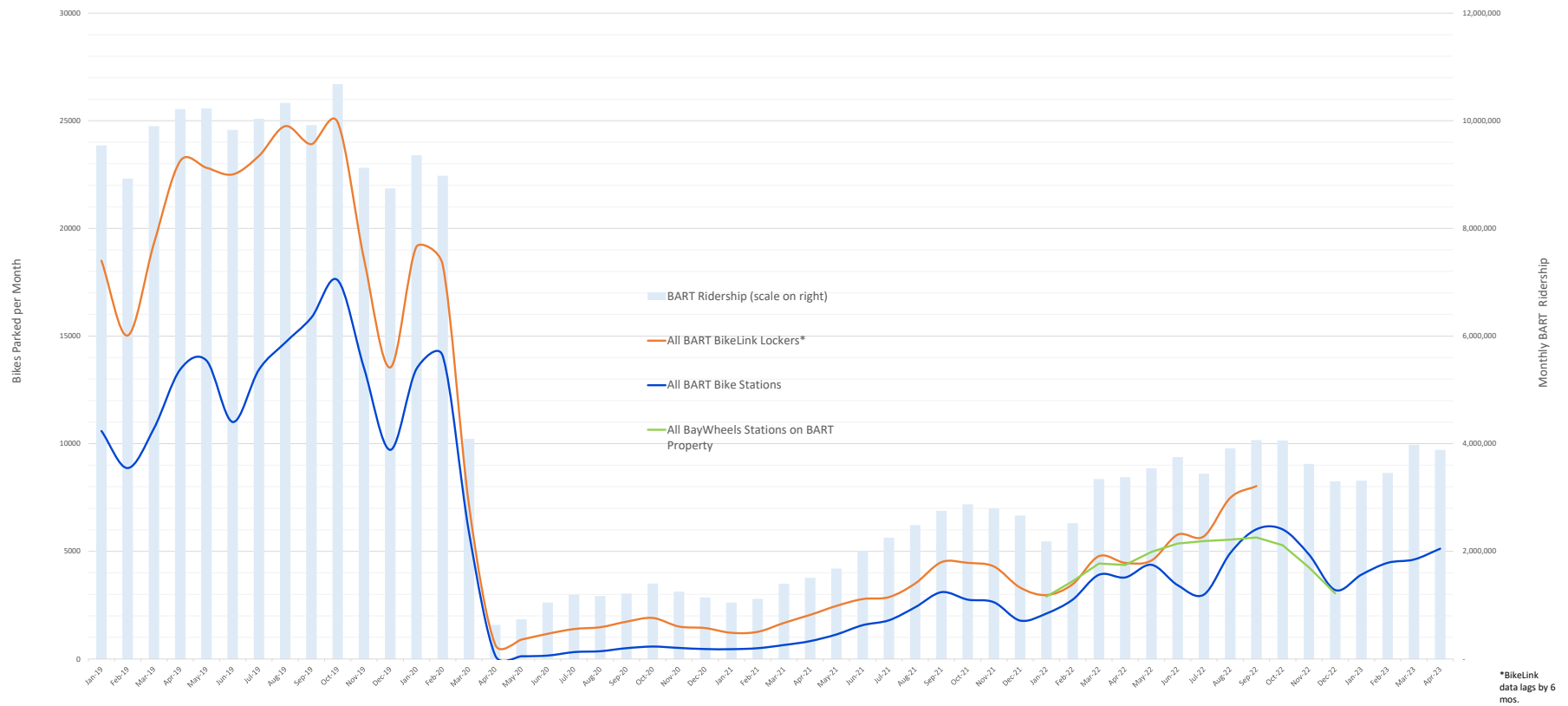


Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-April 2023



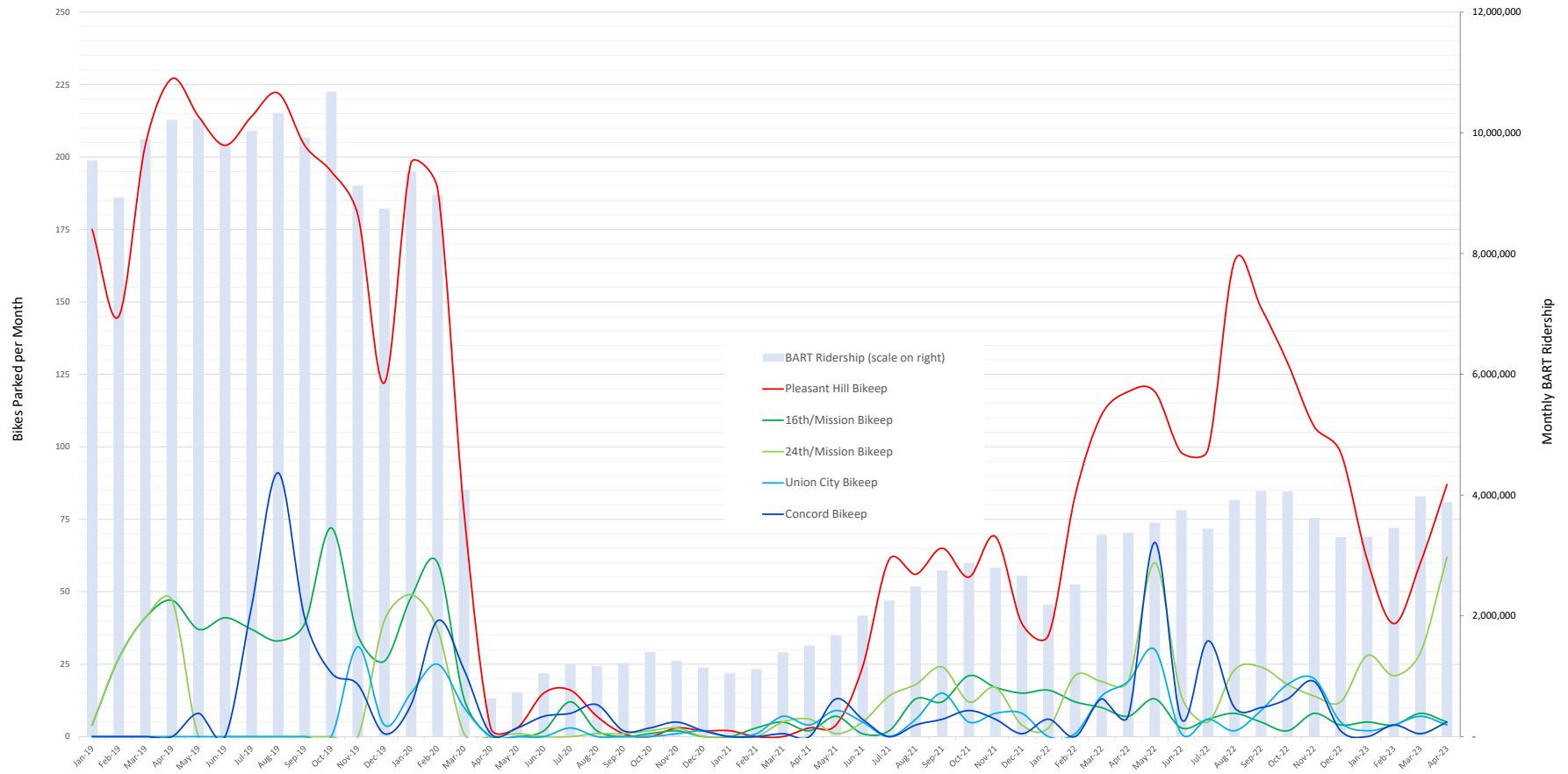


Monthly Rentals at all BikeLink Bike Lockers and BART Bike Stations vs. BART Ridership Jan 2019-April 2023



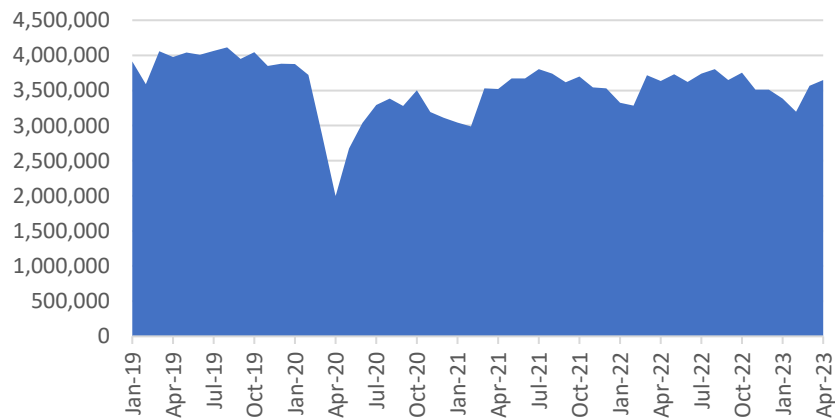


Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-April 2023

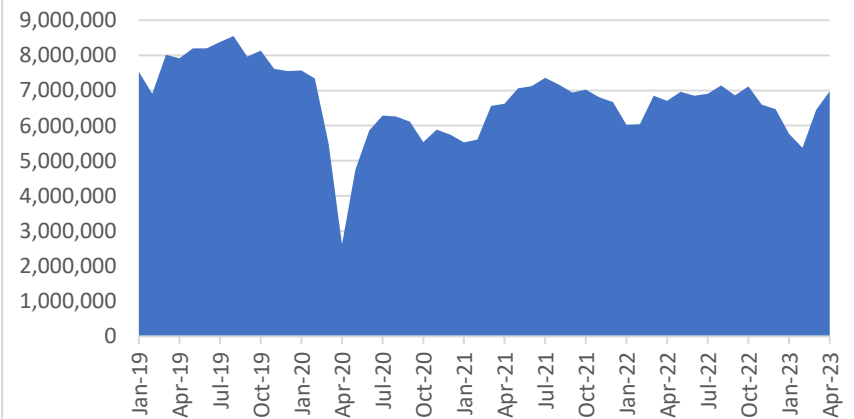


MTC Operational Statistics, as of May 10, 2023

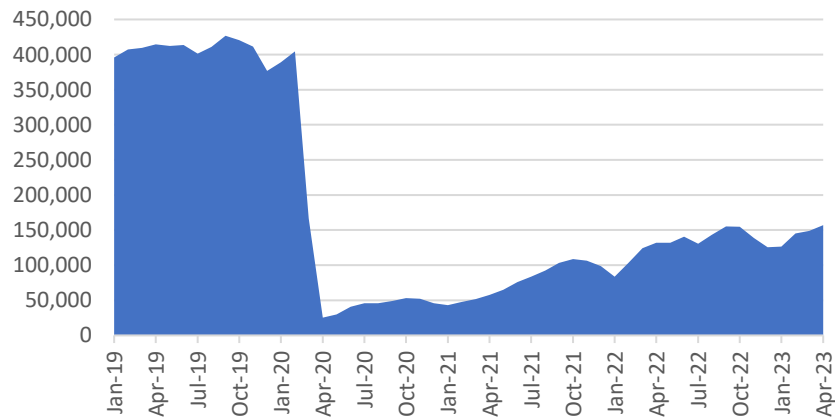
San Francisco-Oakland Bay Bridge Crossings



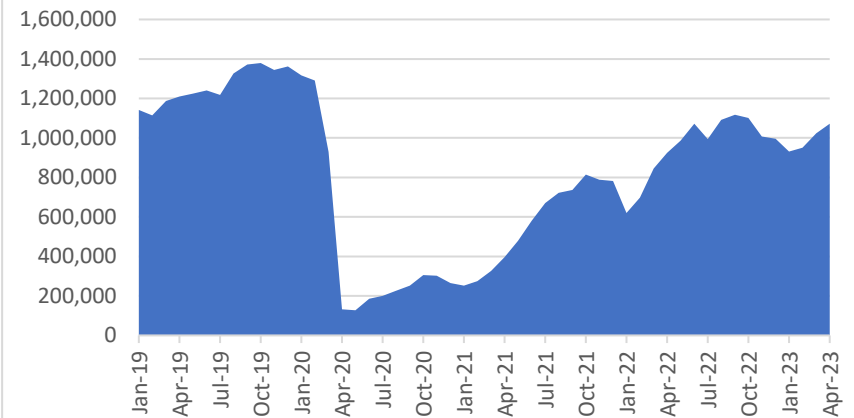
Other State Bridge Crossings



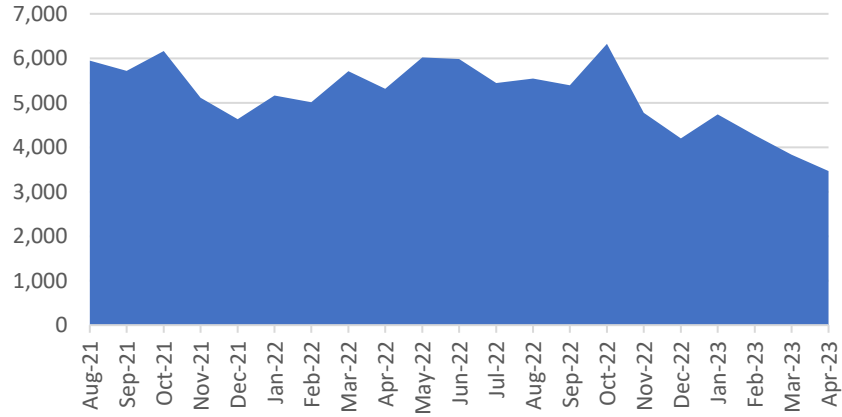
Number of BART Riders



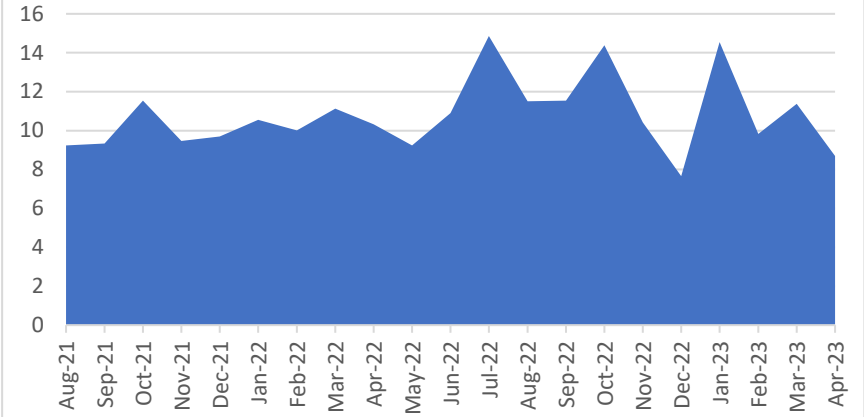
Number of Unique Clipper Cards Used



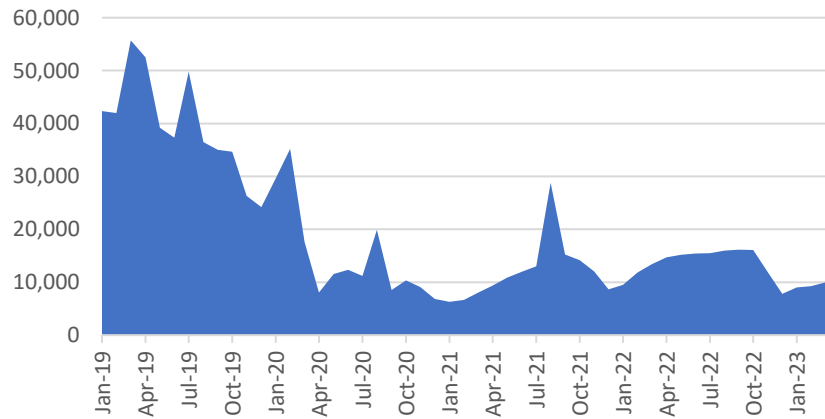
FSP Number of Assists



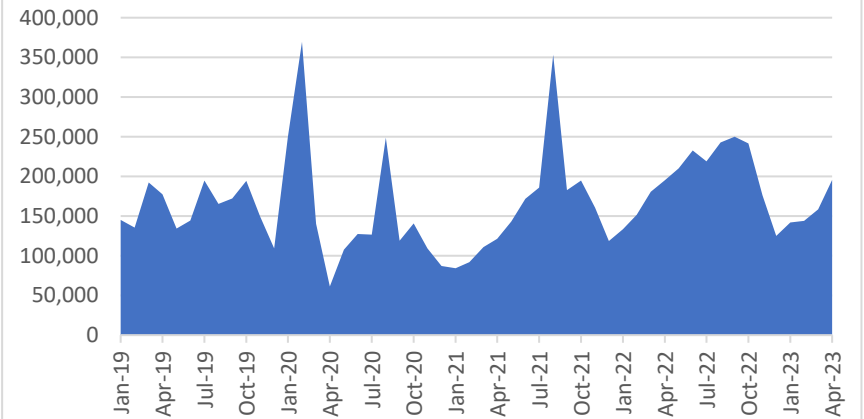
FSP Average Wait Time (Minutes)



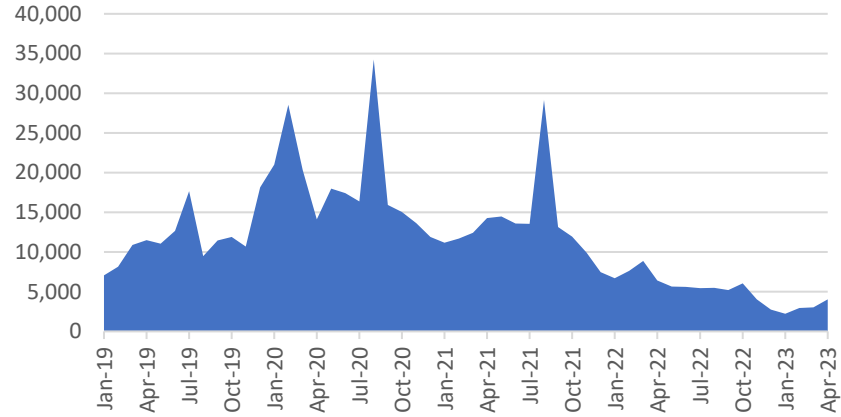
East Bay Bay Wheels Trips



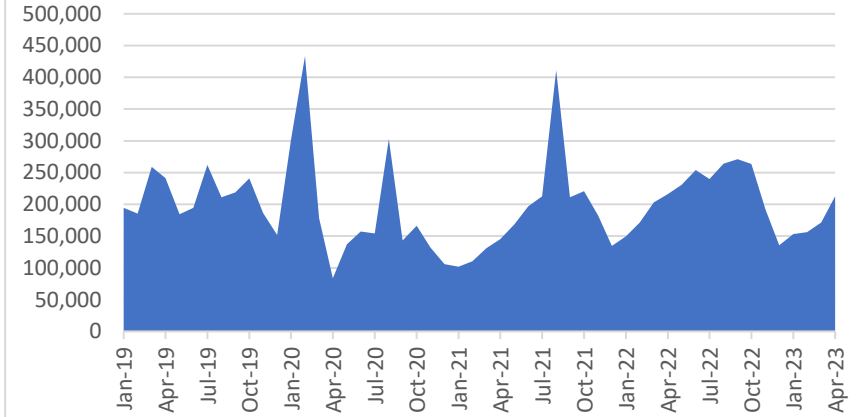
San Francisco Bay Wheels Trips



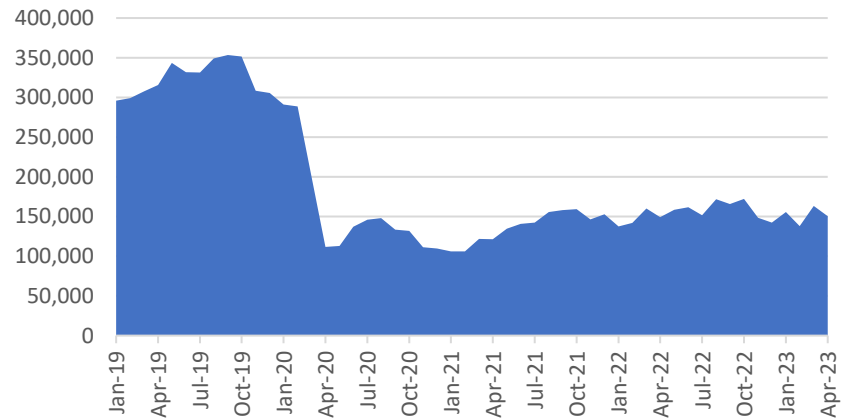
San Jose Bay Wheels Trips



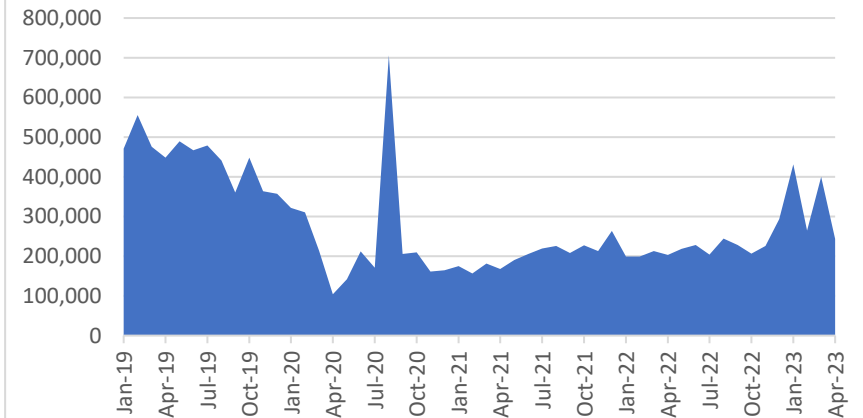
All Bay Wheels Trips

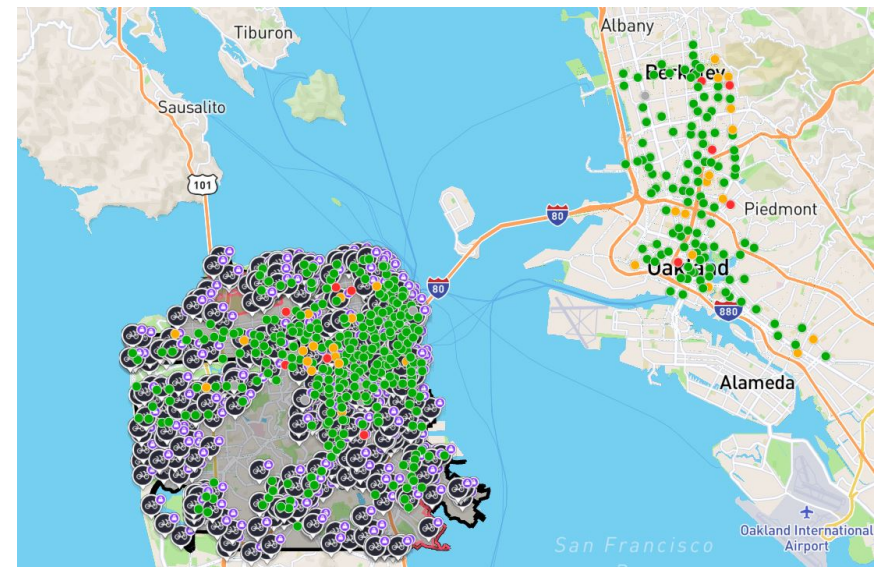
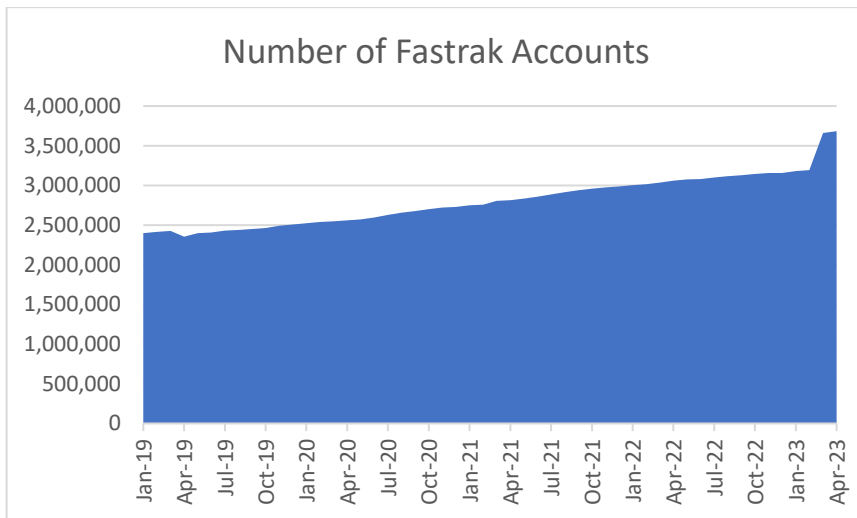
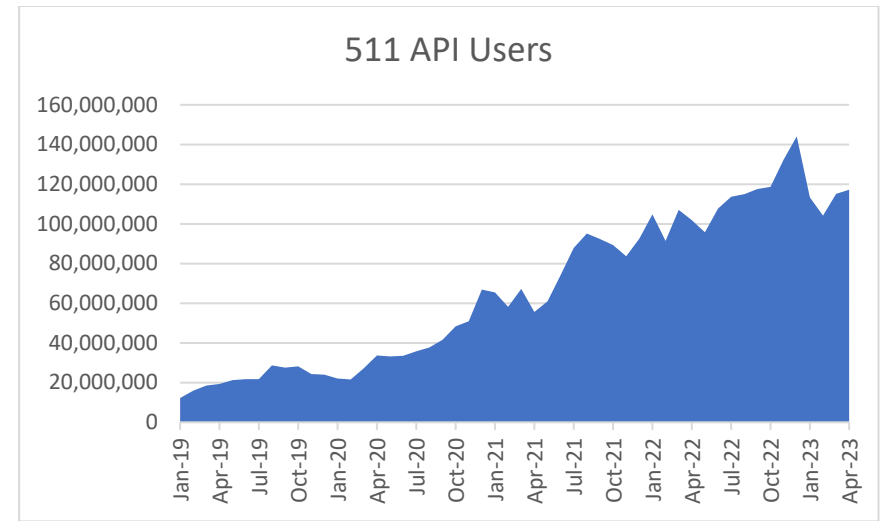
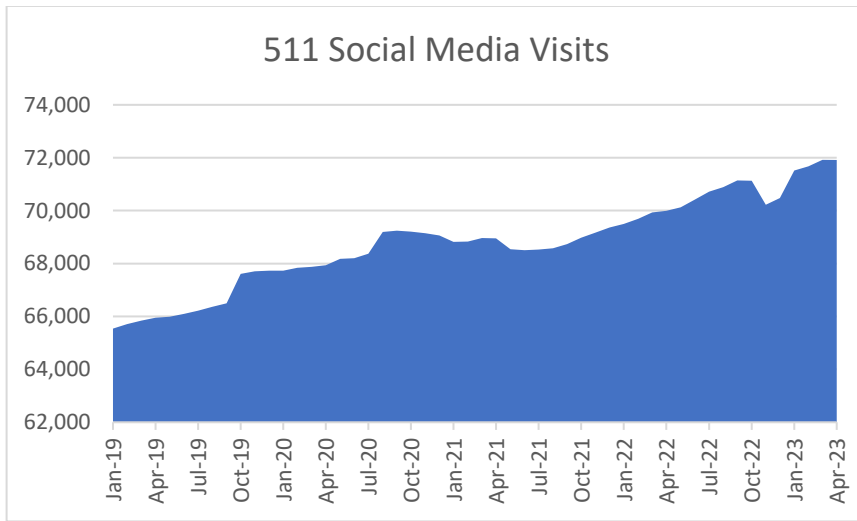


511 Phone Calls



511.org Website User Sessions





Source: MTC. To access data, view [the Monthly Transportation Statistics](#) on our website or contact info@bayareametro.gov



2022 BART Customer Satisfaction Survey

Issued Apr. 4, 2023

BART Marketing & Research Dept.



INTRODUCTION

BART's Customer Satisfaction Survey is a tool to help BART prioritize efforts to achieve higher levels of customer satisfaction. The study involves surveying BART customers onboard randomly selected train cars every two years to determine how well BART is meeting customers' needs and expectations. These surveys, initiated in 1996, are conducted by an independent research firm.

This report presents the results of BART's 14th Customer Satisfaction Survey, conducted primarily between October 11 – October 29, 2022, with some supplemental surveying in November. The survey was conducted on both weekdays and weekends and resulted in 3,022 completed questionnaires. (For reference, 2,969 questionnaires were completed in 2020.)

At the time of the survey, average weekday ridership was about 157,000 trips per day, nearly three times greater than ridership during the last survey, which was conducted during the height of the pandemic in October 2020 (with approximately 53,000 average weekday trips). However, ridership was still well below the last pre-COVID Customer Satisfaction Survey conducted in September 2018 (approximately 433,000 average weekday trips).

As compared to conditions during the last survey period when non-essential travel was being discouraged, the COVID-19 vaccine was not yet widely available, social distancing and masking were in effect, and trains were very lightly populated, this survey was conducted during a time of riders returning to their "new normal." At the time of the survey:

- COVID rates in the Bay Area were relatively low and stable;
- Greater than 85% of the service area population had been fully vaccinated for COVID-19;
- Most schools had resumed in-person classes;
- Many Bay Area employers with remote workers were requiring them to come into the office one to three days per week;
- BART's mask mandate had been lifted as of October 2, 2022, though masks were still encouraged.

Operationally, BART restored most service that had been reduced during the pandemic in August 2021.¹ A subsequent schedule change in February 2022 restored and improved Sunday service, with five lines of service running until about 9 p.m. on Sundays for the first time, instead of the typical three lines of service on Sundays.² In September 2022, BART introduced a standardized weekend schedule with more consistent departure times on Saturdays and Sunday, offering riders greater predictability.

¹The August 2021 schedule change restored 15-minute headways on weekdays before 8 p.m., and extended service hours from 9 p.m. to 12 midnight, Monday through Saturday.

²The February 2022 schedule change extended service hours from 9 p.m. to 12 midnight on Sundays and added two lines of service on Sundays before 9 p.m. (the red and green lines, which had not run on Sundays in the past).

Other improvements made since the last survey include:

- Re-opening restrooms at four underground stations, with restroom attendants to monitor cleanliness and security (Powell and 19th St., February 2022; Montgomery St. and Lake Merritt, June 2022).
- Installing MERV-14 air filters on all trains to filter out virus particles like coronavirus;
- Putting more Fleet of the Future train cars into service as older Legacy cars are decommissioned. Currently greater than half of cars running on the system are Fleet of the Future cars, a significant milestone given that their reliability far exceeds that of the Legacy fleet.

The Executive Summary in the next section highlights key findings from the survey. Subsequent sections present detailed analyses of the factors that influence customer satisfaction and a description of the survey methodology, including a copy of the questionnaire.

The initial survey questions ask customers about the trip they are making when intercepted (entry station, trip purpose, etc.). Customers are then asked three key opinion questions focusing on:

- Overall satisfaction;
- Willingness to recommend BART; and
- Perceptions of BART's value for the money.

In addition, the survey probes for ratings of 24 specific service attributes, ranging from on-time performance to station cleanliness. BART uses the service attribute ratings to set priorities for customer satisfaction initiatives.

Note that while comparisons against data from the last two surveys are shown throughout this report, these surveys were conducted at very different times under vastly different circumstances, likely impacting the results. The 2020 survey was conducted during a period of very low ridership at the height of the pandemic. Riders skewed low-income, were more likely to be transit-dependent, and gave BART relatively high ratings across the board. In contrast, the 2018 survey was conducted at a time of very high ridership, which was straining the aging system; riders gave BART relatively low ratings across the board in the 2018 survey. As a result, ratings of many attributes in the 2022 survey have declined vs. 2020, but improved vs. 2018.

EXECUTIVE SUMMARY

Overall, 67% of riders are satisfied with BART, and 76% would recommend BART to a friend. From a historical perspective, these are relatively low ratings, though still significantly above the lowest ratings recorded to date in 2018 (56% satisfied; 74% would recommend in 2018). Sixty-four percent agree that BART is a good value for the money. This is down slightly from 2020, but significantly above 2018.

Percent of BART customers saying they...	2018	2020	2022
Are very or somewhat satisfied with the services provided by BART	56%	72%	67%
Would definitely or probably recommend BART	74%	81%	76%
Agree strongly or somewhat that BART is a good value for the money	55%	66%	64%

Much of the data presented in this report follows the trends shown in these three key attributes. Customers are giving BART lower ratings on many attributes as compared to 2020, but higher as compared to 2018. As noted in the introduction, the context at the time of the survey should be kept in mind when comparing data over the past few years. (The 2020 survey was conducted at the height of the pandemic when ridership was very low, rider demographics were vastly different, and ratings were relatively high across the board. The 2018 survey was conducted at a time of very high ridership, which was straining the system, and ratings were relatively low across the board.)

Ratings of attributes that do not follow this overall trend are pointed out and explored in the “Specific Service Attributes” section. For example, ratings of “comfortable temperature onboard” increased vs. the 2020 survey. This is likely due to the increasing numbers of Fleet of the Future cars in service, which have much better HVAC systems. On the other side, ratings of “on-time performance” declined vs. 2018. This is likely influenced by more cancelled trains, due in large part to staffing shortages.

Reviewing the quadrant chart (page 17) helps BART focus its efforts on areas where improvements could have the biggest impact on customer satisfaction. The “target issues” revealed in this survey centered on cleanliness and personal security, as well as homelessness. BART is implementing several initiatives to address these issues, aimed at making a noticeable impact on customer satisfaction.

To address train cleanliness, BART has doubled the frequency at which its Fleet of the Future cars are cleaned, while accelerating the decommissioning of the Legacy fleet. (Note that riders surveyed onboard Fleet of the Future cars gave significantly higher ratings to train cleanliness than those surveyed onboard Legacy cars.)

To address station cleanliness, BART is increasing the number of “scrub crews” tasked with deep cleaning

the stations. At the time of the survey, two scrub crews were serving the entire system. Going forward, six scrub crews will be deployed, focusing on the most heavily used stations in the system.

With regard to personal security, the BART Police Department implemented new deployment strategies in March 2023 to increase visibility in the system. Shifting some patrol officers from police vehicles to trains will result in up to 18 more officers riding trains per shift, more than doubling the number of officers on trains. These officers will be focused on the core area of the system, addressing riders' safety concerns. In addition to more officers, other BART Police staff such as Fare Inspection Officers, Ambassadors, and Crisis Intervention Specialists, will be deployed on trains for maximum visibility.

While addressing homelessness is a complex regional issue, BART has increased its focus on this issue over the past few years as the homeless crisis in the Bay Area has been exacerbated by the pandemic and increased housing instability. The increase in homelessness has had a significant impact on BART, as many of those who are unhoused seek shelter on BART.

BART has developed both external and internal resources to address this issue, as detailed in its Strategic Homeless Action Plan, released in January 2023. Externally, it continues to seek funding at all levels of government and partnerships with regional agencies and non-profit organizations. Internally, BART now has a position dedicated to managing social services partnerships and implementing the action plan. BART also has a Progressive Policing and Community Engagement Bureau, which includes a mix of sworn officers and civilian employees, many with a background in social work, to increase safety presence on the system and respond to riders in crisis. Launched in 2020, this department was one of the first of its kind in the nation.

ACCESS MODE FROM HOME TO BART

5a. How did you travel between home and BART today?

- 43% of respondents walk, bike, or use a scooter to travel from home to BART.
- 39% use an auto-based mode (drive/carpool, get dropped off, Uber/Lyft, or taxi).*
- 17% take a bus or other transit to BART.

Weekday riders are more likely to drive alone and less likely to walk, as compared to weekend riders. Weekend riders are more likely to carpool to BART.

ACCESS MODE	Weekday Peak	Weekday Off-peak	Weekday Subtotal		Weekend		Total
<i>Base</i>	<i>1,023</i>	<i>1,171</i>	<i>2,194</i>		<i>811</i>		<i>3,005</i>
Walked all the way	33%	36%	34%		38%		35%
Drove alone	23%	21%	22%		12%		20%
Bus / transit	17%	16%	17%		18%		17%
Got dropped off	11%	10%	10%		10%		10%
Bicycled	8%	6%	7%		6%		7%
Carpooled	3%	4%	3%		8%		4%
Uber or Lyft	3%	4%	3%		4%		4%
Scooter / e-scooter / skateboard	1%	1%	1%		1%		1%
Other*	1%	2%	1%		2%		2%
Total	100%	100%	100%		100%		100%

*Taxi accounted for less than 1% and is included in "Other."

ACCESS MODE FROM HOME TO BART (Multi-year comparison)

5a. How did you travel between home and BART today?

In 2018, driving alone from home to BART was much more prevalent at 29%. In 2020, as ridership demographics changed due to the pandemic and fewer riders had vehicles, drive alone access dropped to 17%. In 2022, it increased to 20%, but is still significantly below pre-pandemic levels.

Modes that have increased vs. 2018 include taking transit to BART, walking to BART, and bicycling to BART (up four, three, and two percentage points vs. 2018, respectively).

ACCESS MODE	2018	2020	2022
<i>Base</i>	<i>5,205</i>	<i>2,930</i>	<i>3,005</i>
Walked all the way	32%	37%	35%
Drove alone	29%	17%	20%
Bus / transit	13%	20%	17%
Got dropped off	9%	10%	10%
Bicycled	5%	7%	7%
Carpooled	6%	2%	4%
Uber or Lyft	4%	4%	4%
Scooter / e-scooter / skateboard	<1%	1%	1%
Other*	1%	1%	2%
Total	100%	100%	100%

*Taxi accounted for less than 1% in 2022 and is included in "Other."

OVERALL SATISFACTION WITH BART (continued)

	Read % across				
	<i>Base</i>	Satisfied	Neutral	Dissatisfied	MEAN
GROUP	#	%	%	%	(5 point scale)
By Gender					
Male	1,478	67%	19%	14%	3.76
Female	1,410	67%	18%	15%	3.72
Non-binary / self-describe	80	60%	19%	21%	3.48
By Vehicle Ownership					
Have a car / motorcycle	1,636	67%	17%	16%	3.70
Don't have a car / motorcycle	1,347	67%	20%	13%	3.79
By Household Income					
Under \$30,000	505	69%	20%	11%	3.93
\$30,000- \$49,999	373	64%	22%	14%	3.72
\$50,000 - \$74,999	427	68%	18%	14%	3.75
\$75,000 - \$99,999	281	68%	17%	15%	3.72
\$100,000 - \$149,999	416	69%	15%	15%	3.73
\$150,000 - \$199,999	239	65%	16%	19%	3.59
\$200,000 or more	456	68%	16%	16%	3.65
By Access Mode					
Walked all the way	1,066	66%	20%	15%	3.71
Bicycled	205	68%	19%	14%	3.74
Bus / transit	506	72%	17%	10%	3.92
Drove alone	574	64%	16%	20%	3.57
Carpooled	144	71%	16%	13%	3.89
Got dropped off	305	70%	17%	13%	3.80
Uber or Lyft	112	58%	31%	11%	3.64
By Disability Status					
Have a disability	204	67%	17%	16%	3.77
Do not have a disability	2,783	67%	19%	14%	3.74

From: [Kim Anderson](#)
To: [Heath Maddox](#)
Subject: Re: Case 00305816: Bike racks missing [ref:_00Dd0hrYV._5006T2BULkU:ref]
Date: Tuesday, April 25, 2023 7:20:20 PM
Attachments: [image001.png](#)

Awesome, thanks so much for the update, and thanks to everyone working on this! (And yes, I tried the clamps, they did not work for me or my bike)

On Tue, Apr 25, 2023 at 10:35 AM Heath Maddox <hmaddox@bart.gov> wrote:

Dear Kim,

Thanks for riding your bike to BART, and thanks for reaching out about the missing bike racks.

It's kind of a long story about the racks, but rest assured we are working to address the issue and the good news is that we are nearing completion.

Originally the new BART cars shipped with a clamping style bike rack that proved to have been a poor design for a number of reasons. A decision was made to stop including these racks on the new cars mid-production. Before we could design and implement the preferred solution (lean bars with straps), however, a number of new cars shipped with no racks. BART maintenance staff have been working diligently to replace the existing clamping racks with lean bars and to install lean bars on those cars that shipped with no racks, but it's a lengthy process.

Thanks for your patience and understanding while we complete the work. To date, 436 cars have been modified, and just 28 cars remain to complete. The modification effort is 94% complete.

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: BART Customer Services <webcustomerservices@bart.gov>

Sent: Tuesday, April 25, 2023 9:28 AM

To: Heath Maddox <hmaddox@bart.gov>

Subject: RE: Case 00305816: Bike racks missing [ref:_00Dd0hrYV._5006T2BULkU:ref]

Good morning Heath,

Are there documented train cars that are still awaiting bike racks? See below complaint.

I looked up the train car on EDM, and it does not look like C4179 is the first train car either. I would usually send this to the revenue vehicle trouble desk team, but I wanted to check with you first in case this is known and we are just waiting for the racks from the vendor or for resources to install...

Cars: Fleet of the Future - 3164, 4220, 4050, 4061, 4079, 4179, 4015, 3049

Regards,

Bernard Mark
BART Customer Services

=====

Contact Name Kim Anderson

Contact Email [REDACTED]

Contact Phone [REDACTED]

Received Date 4/25/2023

Description Hello,

I use my bike for parts of my commute in addition to Bart (MacArthur to Fremont) and lately I've noticed some of the new train cars without bike racks. Today it's car 4179, and the first two cars were full of bikes and scooters, I finally reached this car before the train doors closed and here are 2 bikes and no rack - this means we are blocking 8 seats and have to hold our bikes (my ride is 40 mins - that's a lot of holding.)

I don't know why some cars were made without the racks, but could you please install them?

Thanks,
Kim Anderson



ref: _00Dd0hrYV._5006T2BULkU:ref