

Speak Out Now at BART (06/11/18)

Still Waiting For That Pittsburgh Train

Now that the eBART trains are up and running, BART management decided to rename the line “Antioch” instead of “Pittsburgh/Bay Point.” They forgot one detail: informing passengers and BART workers!

At first most Station Agents didn’t realize the change had been made, so many of us continued to send riders to the Pittsburgh train.

Some may still be looking, So, if you see a few families huddled on a BART platform, desperately searching for the Pittsburgh line, let them know what happened. It’s a typical BART management move – poor communication and disrespect for the work we do.

Remote Control

On a typical shift, a Station Agent might do anything from answering hundreds of questions from passengers to helping out with a medical emergency. At the two new eBART stations, these tasks are performed by... nobody. There are no Station Agents present, and customers are expected to call the Pittsburgh Station Agent for support. Here’s a tip for Lakeside: remote control toy cars might work well, but remote control stations do not.

Is management hoping that this is the test run for the first of many “call center” stations?

Task Rabbit Comes To BART?

Now the public can report biohazards on the BART website to OCC, which will dispatch System Service and Utility Workers to clean up messes.

But what will prevent this feature from becoming a waste of our time? What will make sure that the reports are truly for biohazards? Are we going to be pulled from our normal daily tasks to jump at the beck and call of someone who thinks a newspaper on the ground is an emergency?

This is just another half-hearted attempt by management to make it look like it is serious about cleaning up the system.

We’ll Be Back!

The newsletter is taking a short break – this is the last one until July 23. Feel free to reach out over the phone or email during the break. And thank you to everyone who contributed money to keep the newsletter running!

The New Normal?

Every day BART is in the media. There are dirty stations, discarded needles, and people using the stations or trains as places to sleep. The problems of the system are mounting.

Management dismisses frontline workers’ concerns about the impossibility of keeping stations and trains clean without adequate staffing. In the same way, they ignore the safety of all frontline workers, which also means passenger safety.

With eBART open, there’s the same amount of work but fewer jobs. And then there are the minimum-wage elevator attendants in some downtown SF stations. This is what BART management presents as the “new normal.”

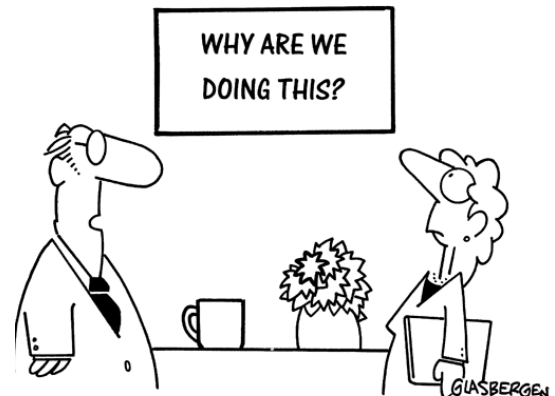
Lakeside’s attack on the frontline workers is normal. But that doesn’t mean that we can’t do something about it. Our jobs and the functioning of the system depend on it.

Those Fare Schedules!

Who designed those new fare signs?! They show the rates for Clipper Cards with a red line explaining BART’s price gouging for using a paper ticket. Of course no one is reading that, so they come up 50 cents or a dollar short.

When they go to exit, then what? Are people supposed to buy a new ticket to make up the difference? And again, Station Agents have to explain something that is totally stupid.

So, Lakeside brain trust. What’s the solution? Let people exit 50 cents short? Gate revenue is down and what happens to the bonus? Send you the tickets to add fare? Or hold people hostage until they can come up with the money? How about a direct phone line to those responsible for this.



“It’s not a great mission statement, but we’ll revise it if things get better.”

BART’s Management Style