

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)**

June 2, 2025
6:00 p.m. – 8:00 p.m.

BBATF Members: Jeremiah Maller (Chairperson), Jon Spangler (Vice Chair), Tyler Morris (Secretary), Al Park, Alex Shu, Elena O'Curry, Ian Gaerlan, Jenn Koscielniack, Jonathan MacMillan, Maya Chaffee, Morris Gevirtz, Paul Valdez, Phoenix Magnum, Sam Greenberg.

Chairperson Jeremiah Maller has called a meeting of the BART Bicycle Advisory Task Force on June 2, 2025, 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 881 2548 6484, logging into Zoom.com and entering access code 881 2548 6484, or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/88125486484>

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 June 2, 2025, in order to be included in the record.
- 2) Call (833) 548-0282, enter access code 881 2548 6484, 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 881 2548 6484 and use the raise hand feature; or join the Task Force meeting via the Zoom link (<https://us06web.zoom.us/j/88125486484>) 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 (Information)	5	min.
2.	General Discussion and Public Comment (Information)	5	min.
3.	Approval of April 2025 BBATF Minutes (Action)	5	min.
4.	New BART Board Member Introductions (Information)	20	min.
5.	BART to Silicon Valley Update (Information/Discussion)	15	min.
6.	BART to Nature Continued: Planning & Promoting Multimodal Bike-BART Outings (Information/Discussion)	15	min.
7.	BBATF Strategic Planning Continued: 2025 BBATF Work Program (Discussion/Action)	15	min.
8.	BART Bike Rules Reprint (Discussion)	10	min.
9.	BART Bike Program Updates (Information)	15	min.
10.	BBATF Tabling Update (Information)	10	min.
11.	Future Agenda Items (Discussion)	5	min.
TOTAL:		120	min.

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MINUTES OF MEETING BART Bicycle Advisory Task Force (BBATF)
April 7, 2025 6:00 p.m. – 8:00 p.m.

BBATF Members: Jeremiah Maller (Chairperson), Jon Spangler (Vice Chair), Tyler Morris (Secretary), Maya Chaffee, Morris Gevirtz, Phoenix Mangrum, Jenn Koscielniak, Elena O'Curry.

Meeting called to order by Chair Jeremiah Maller at 6:01pm

Members in attendance: Jeremiah Maller (Chairperson), Jon Spangler (Vice Chair), Tyler Morris (Secretary), Maya Chaffee, Morris Gevirtz, Phoenix Mangrum, Elena O'Curry, Paul Valdez, Jonathan MacMillan, Sam Greenberg, Al Park, Alexander Shu, Ian Gaerlan

BART Director: Robert Raburn,
BART Liaison: Heath Maddox

Guests: Al Park, Bruce Stoffmacher, Joe Wong, Paul Valdez, Sam Greenberg, Ian Gaerlan, Alex, Melanie Curry, Jonathan MacMillan, Alex Shu.

Agenda with minutes follows as is:

1. 6:02pm Self-Introductions of Members, Staff, and Guests: All. (For Information) 5min.
 1. Members introduced themselves
2. 6:15pm General Discussion and Public Comment: (For Information) 5min.
 1. None
3. 6:16pm Approval of December 2024 BBATF Minutes: (For action) 5min.
 1. Morris motioned to approved the minutes, and Jon seconded the motion
 2. Unanimous consent approves the motion
4. 6:20pm Approval of BBATF Membership Applications. (Information/Action) 20min.
 1. Paul Valdez, San Francisco County
 2. Jonathan MacMillan, Contra Costa County
 3. Sam Greenberg, San Mateo County
 4. Al Park, Santa Clara County
 5. Alexander Shu, Santa Clara County
 6. Ian Gaerlan, At-Large
 7. Johnny Lane, At-Large
 8. Tyler motions to approve the slate of candidates except Johnny Lane (not present), and Jon seconded the motion.
 9. Motion unanimously passes.
5. 6:32pm Richmond-San Rafael Bridge Pathway Update. (Discussion/Action) 10min.
 1. Jon gives background on BBATF and the Bridge Pathway
 2. Jon summarizes the next steps on the Bridge Pathway pilot program
 3. Morris comments that activating feedback from Pathway users is crucial
 1. Paul echoes Morris's remarks, and believes this is an opportunity to garner broader bicycle support around the Bay Area for the Bridge Pathway
 4. Elena asked where the updates of CalTrans position of the situation can be found

5. Bruce asked if the cost of the zipper truck system for the RSRB might have had some bearing on Caltrans's decision.
6. Jeremiah acknowledges the efforts of Jon on this issue
6. 6:45pm BART to Silicon Valley Update (Information/Discussion) 15min.
 1. Jon introduces the background on this topic
 2. Morris asked how the dirt will be hauled if via rail or truck
 3. Jeremiah asked to get a VTA update on the bicycle infrastructure alterations being planned
7. 7:02pm BART to Nature (Information/Discussion) 20min.
 1. Morris introduces the topic
 2. 113 Parks within 5 miles of BART
 3. April 26, 2025 is the first BART to Nature tour, a bicycle birding outing on the Bay Trail in conjunction with the BART book club.
 4. Tyler commented that this would be a great partner to the BARTable campaign
 5. Al asked if these proposed routes would be e-bike accessible
8. 7:33pm BBATF Action List (Discussion) 5min.
 1. Heath provides historical context to the item
9. 7:34pm Strategic Planning: 2025 BBATF Work Program (Discussion/Action) 15min.
 1. Jeremiah presented a list of priorities and mission alignments between BBATF and the BART Board of Directors
 2. Morris emphasized the importance of communicating micro-mobility to replace car trips and increase BART rider share
 3. Elena asked how BBATF can be more nimble in-between meetings
 4. Jon brought up how BBATF tabled last year, and how BBATF has tabling opportunities this calendar year
 5. Jon and Heath suggested forming subcommittees now that BBATF has more members
10. 7:50pm BART Bike Program Updates (Information) 10min.
 1. Heath gives an update on last mile bike ridership
 1. Down from 7% to 5%
 2. Two successful grant applications:
 1. \$300,000 in Active Transportation Technical assistance funds from MTC for detailed design of the conceptual Bicycle PPoT access improvements to the east side of Coliseum station
 2. A \$4M Transit Oriented Communities Mobility Hub grant from MTC for Daly City station, including \$600K for bike improvements (racks, charging lockers, bicycle stairway channels, a bikeway, two additional BayWheels Stations
 3. Pleasant Hill Bikekeep racks have been converted to line power and Concord is underway
 4. 3 new BayWheels stations around the Embarcadero station in SF
11. 8:00pm Future Agenda Items: All. (For Discussion) 10min.
 1. BART to Nature follow-up
 2. BBATF Strategic Planning follow-up
 3. VTA BART to Silicon Valley update
 4. BBATF membership
 5. New BART Board Member introductions

Meeting adjourned at 8:05p.m. by Chairperson Jeremiah Maller
Next meeting is called by Chairperson Jeremiah Maller on June 2nd, 2025 at 6:00p.m.

BART Bicycle Advisory Task Force

April 8, 2025

TO: President Foley and Members of the BART Board

FROM: BART Bicycle Advisory Task Force

RE: Full Support for North Berkeley BART Transit-Oriented Development
(BART Board Meeting April 10, 2025: Item 9-B)

The BART Bicycle Advisory Task Force (BBATF) strongly supports the proposed North Berkeley (NB) BART station transit-oriented development (TOD) as proposed by the development team of East Bay Asian Local Development Corporation (BALDC), BRIDGE Housing, Insight, and Avalon Bay.

The BBATF has actively supported and contributed to improving the North Berkeley BART station area since 2018, including this proposed TOD, local bike access, and roadway safety upgrades. Together, the NB TOD, NB station upgrades, and nearby improvements will increase Berkeley's housing supply while reducing the city's traffic, noise, air pollution, and the greenhouse gas emissions that add to global warming.

The 739 units of new housing will have 739 secure long-term bike parking spaces. TOD residents can walk to BART or ride to the UC campus, the Bay Trail, and other destinations, improving community health. We welcome the 178-space self-service bike station that will be included in Phase 2 of this TOD project and provide more options for BART patrons.

The BART Bicycle Advisory Task Force strongly urges the BART Board to approve the North Berkeley BART TOD proposal and related agreements. Thank you for your consideration.

Respectfully submitted,



Jeremiah Maller, Chair
BART Bicycle Advisory Task Force
415-871-4323 mobile
rjmaller@gmail.com

VTA's BART Silicon Valley Phase II Extension

Item 9 – Project Update



BSVII Oversight Committee

May 8, 2025

Agenda

1. Level 3 Concepts Update
2. Project Reporting
3. Funding Plan Update

Level 3 Concepts Update

Current Status of Cost Savings Effort



Identify and screen cost saving candidates within the framework and guardrails

Level 3:

- Identified elements for cost reduction (tunnel diameter/size and construction methods)
- Challenging previous design requirements & assumptions
- Pushing the guardrails
- Includes ideas from FTA/PMOC and Gall Zeidler

August 2024 – December 2024

Level 1

December 2024 – March 2025

Level 2

March 2025 – Present

Level 3

Level 3 Concepts Guiding Principles



- Not going to compromise on safety
- Just **analysis** at this point – not recommendations
- Creative problem solving focused on cost as a driver
- Analyzing *ideas* from FTA/PMOC and Gall Zeidler
- Revisiting ideas previously studied to see if they are now viable due to:
 - changes in technology
 - lessons learned from other industry projects have been constructed

Tunnel Diameter as a Cost Driver



Why Tunnel Diameter Matters:

- Determines volume of excavation
- Dictates pace of tunnelling (advance rate)

Where are we getting questions about tunnel diameter?:

- FTA/PMOC
- Gall Zeidler
- Stakeholders and policymakers

Formed Level 3 Tunnel Task Force to revisit old assumptions and respond creatively

Level 3 Tunnel Task Force Overview



Task Force Members:

- VTA
- Subject Matter Experts from Program Management Team (PMT), Construction Management Services (CMS) and General Engineering Consultant (GEC) with experience in local ground conditions, tunneling, and construction
- BSVII Oversight Committee Subject Matter Expert Gall Zeidler

Topics Being Discussed for Technical Feasibility:

- Design assumptions and criteria
- Single-bore tunnel and station configurations
- Construction methodologies
- Project alignment

Level 3 Tunnel Task Force Process

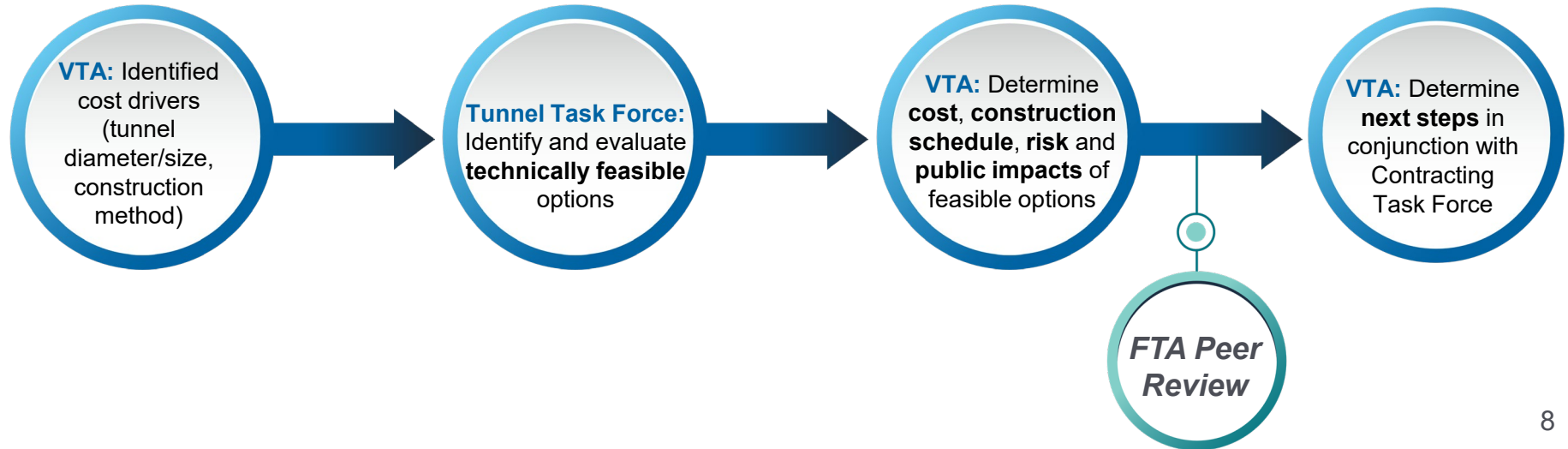


We are here



Stakeholder Engagement

BART, City of San José, and key stakeholders





In this presentation you will see *analysis* but not *recommendations* about the following:

- Smaller ~40' single-bore with side-by-side tracks and side platforms
- Smaller ~40' single-bore with mined station construction and ground improvements

Additional Ideas from the Task Force:

- Smaller ~48' single-bore with fully stacked tracks and platforms
- Smaller ~40' single-bore with single track station
- Hybrid (concurrent tunneling from the East)

Smaller Tunnel Diameter Analysis Considerations

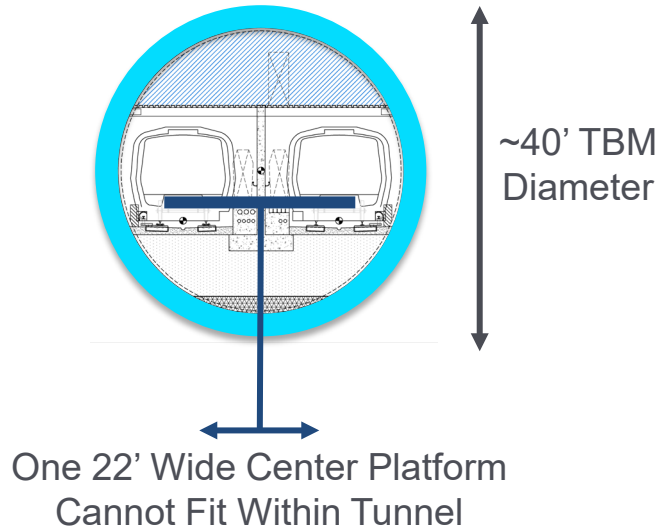


- Design Criteria Manual (DCM) variances and other requirement revisions to support smaller tunnel size (*will be discussed with BART after technical feasibility determined*):
 - Reduced seismic clearances
 - Reduced walkway and trackway clearances
 - Reduced tunnel construction tolerances
 - Elimination of in-tunnel BART maintenance vehicle storage
 - Other systems related equipment and access items
- Emergency Ventilation System (EVS) changes needed (e.g., within tunnel as well as larger fans, higher power requirements at stations)

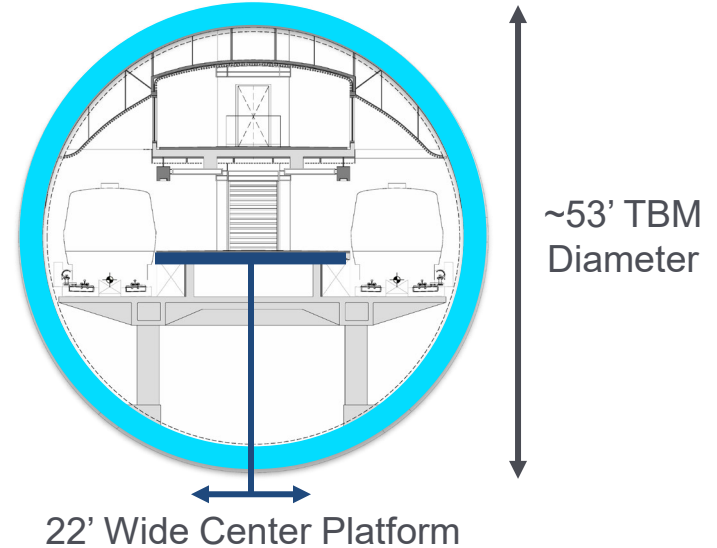
Smaller Tunnel Diameter Analysis



Tentative "Smallest Possible" Single-Bore Tunnel



Larger Single-Bore Tunnel

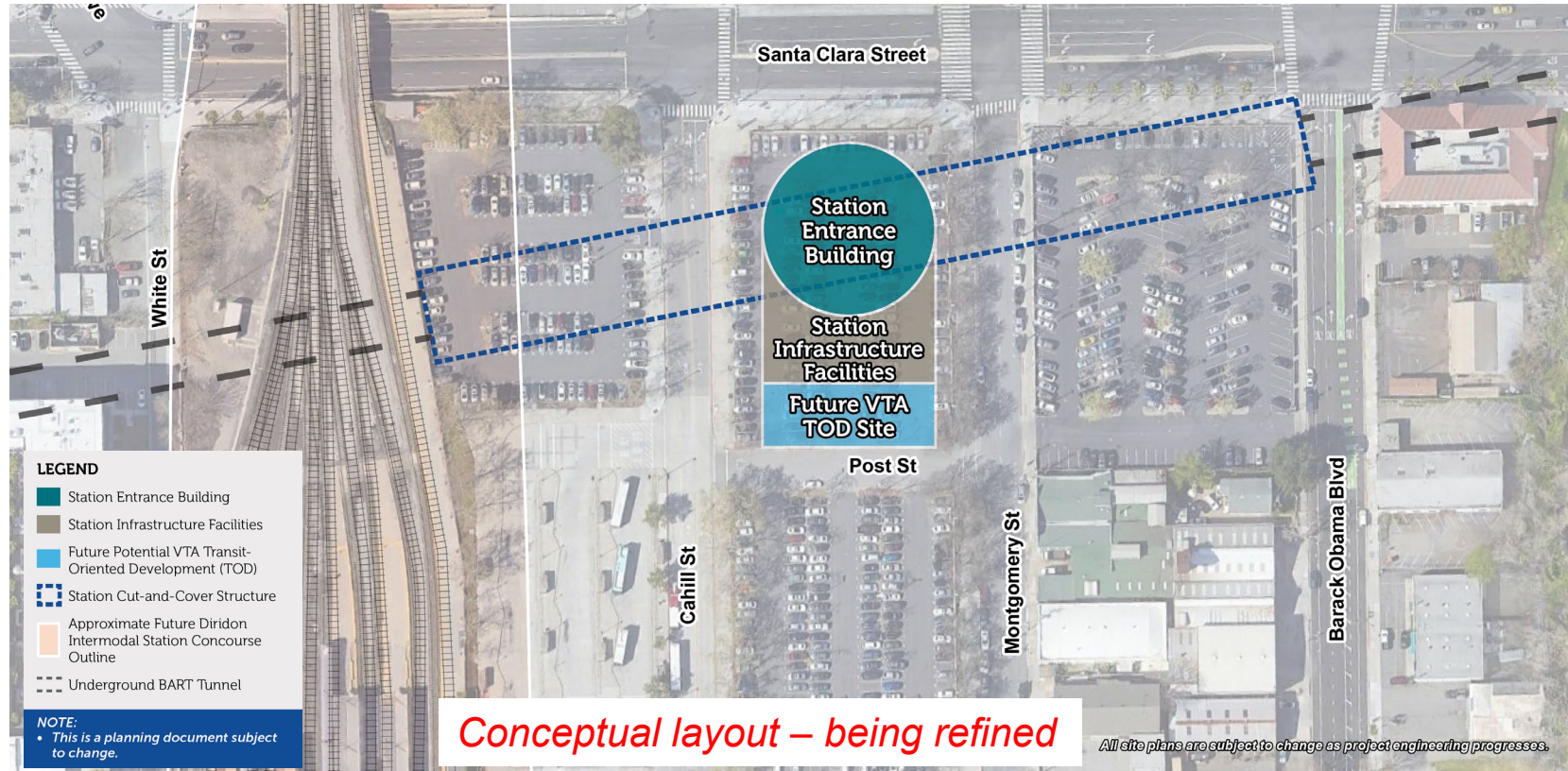


Conceptual layout – being refined

Diridon Station – Work In Progress



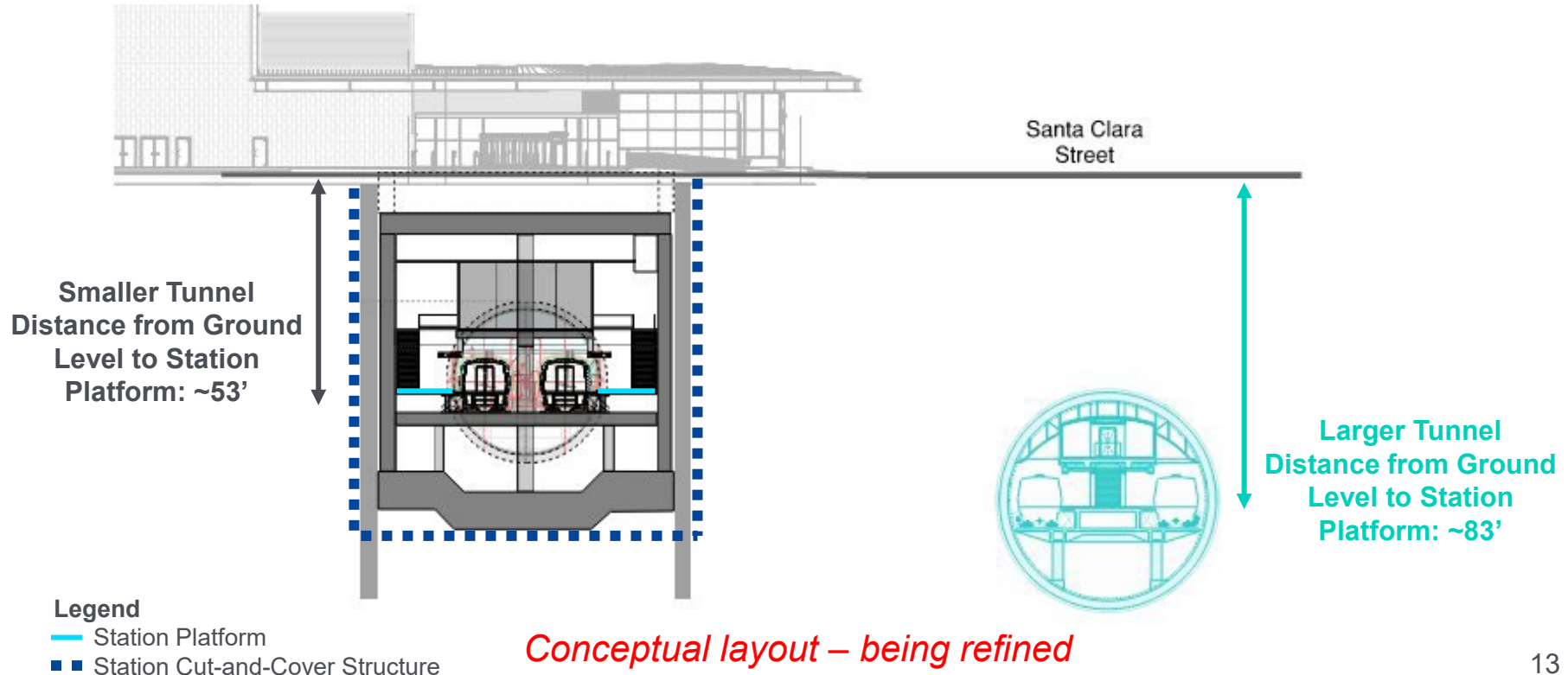
Challenges when previously evaluated: *extensive cut-and-cover area, effect on right-of-way requirements and TOD potential, and construction coordination with adjacent rail*



Diridon Station - Work In Progress



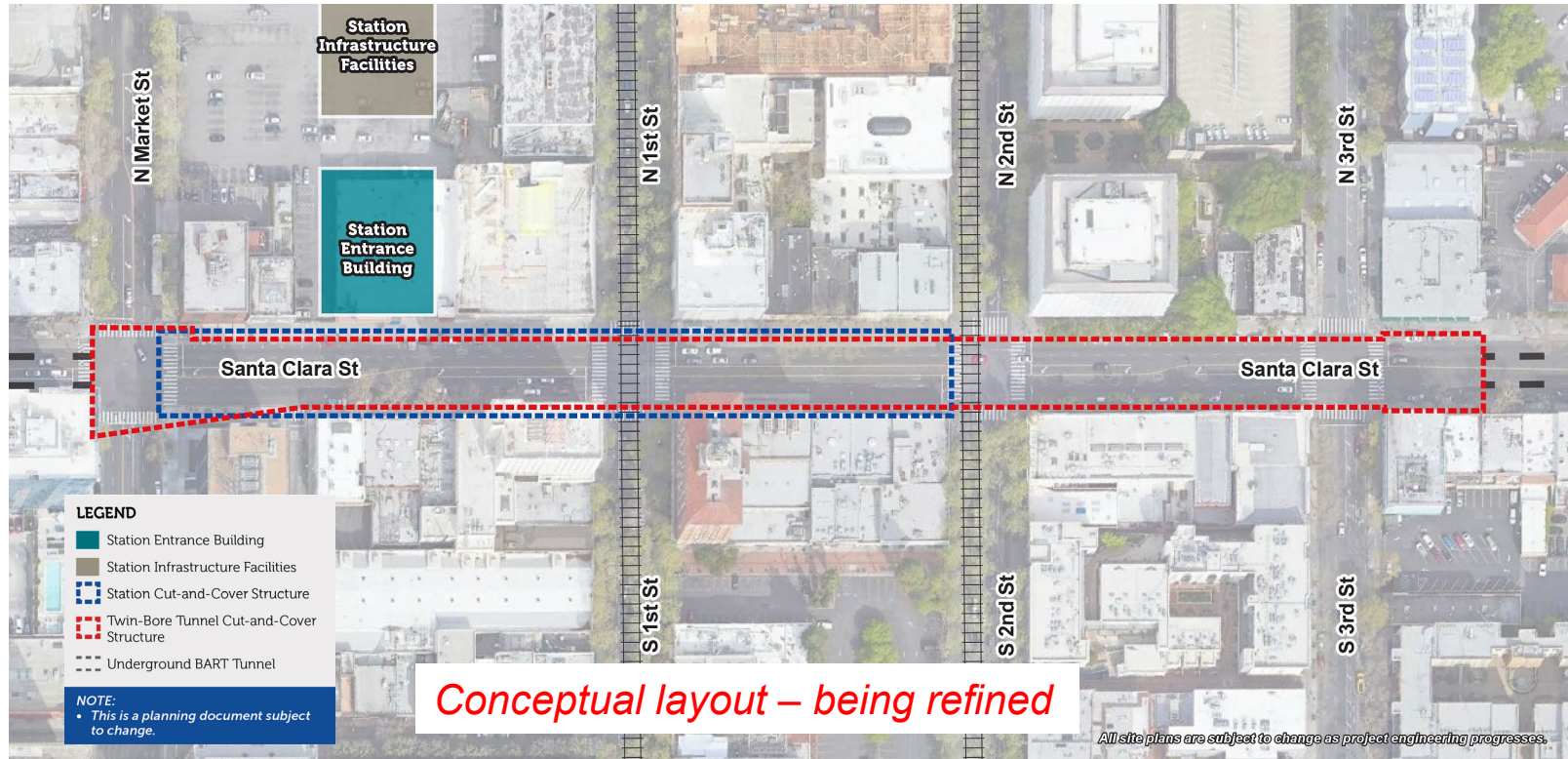
Challenges when previously evaluated: *extensive cut-and-cover area, effect on right-of-way requirements and TOD potential, and construction coordination with adjacent rail*



Downtown San José Station Comparison – *Work in Progress*



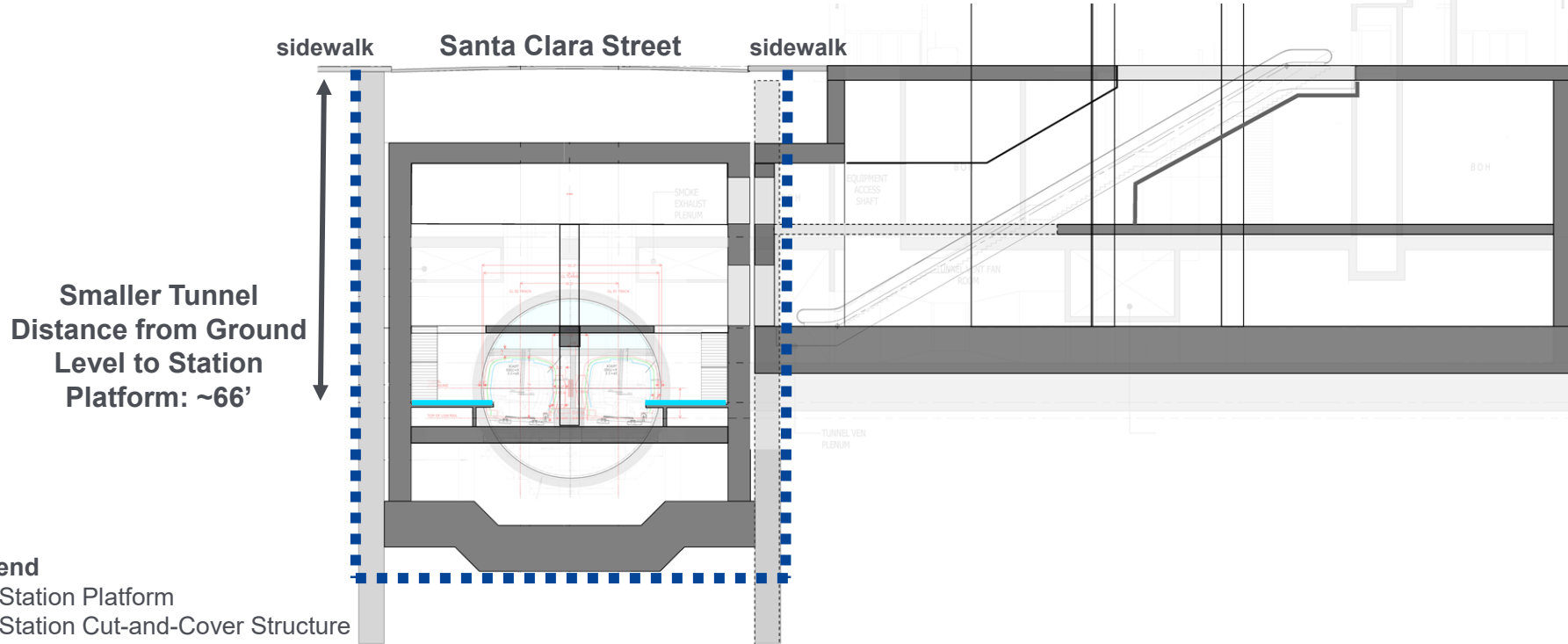
Challenges when previously evaluated: *extensive cut-and-cover in street and sidewalks, utility relocations, impacts to all modes of access, potential business disruption*



Downtown San José Station – Work in Progress



Challenges when previously evaluated: *extensive cut-and-cover in street and sidewalks, utility relocations, impacts to all modes of access, potential business disruption*

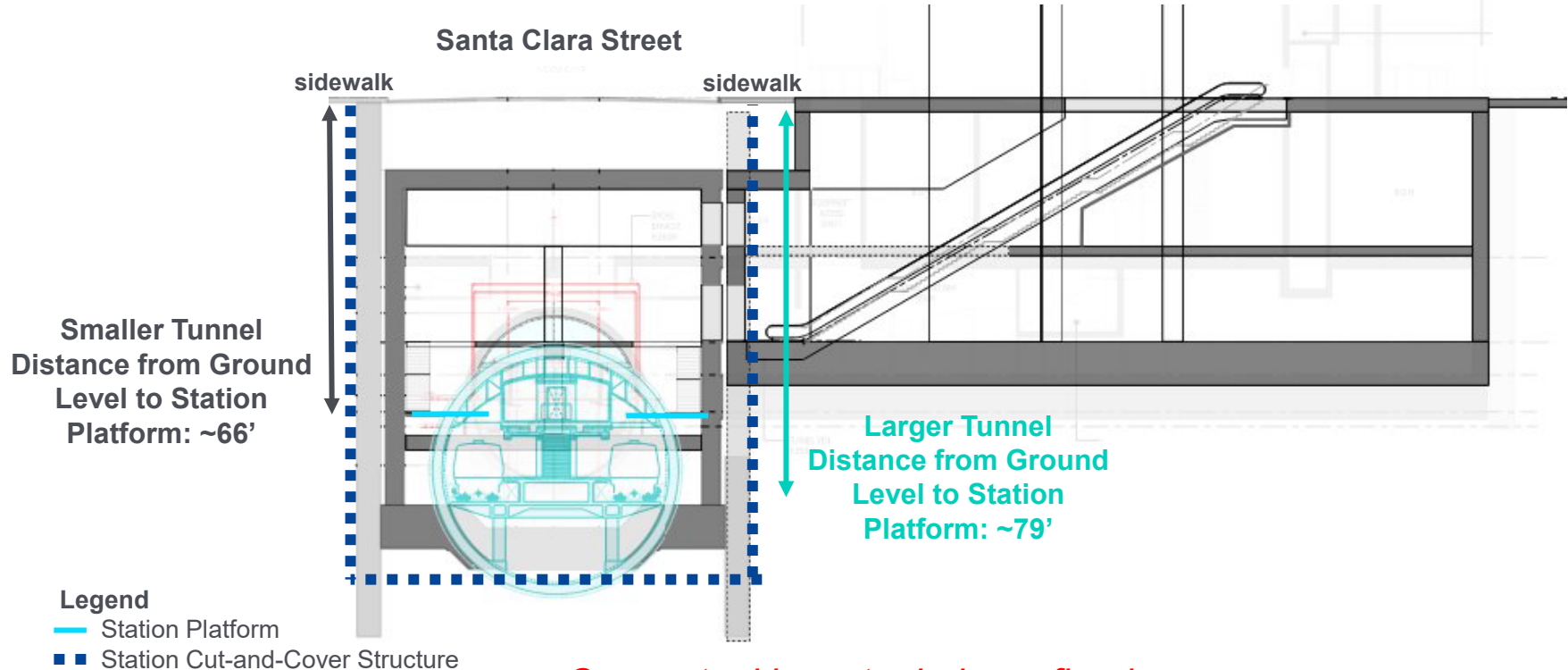


Conceptual layout – being refined

Downtown San José Station – Work in Progress



Challenges when previously evaluated: *extensive cut-and-cover in street and sidewalks, utility relocations, impacts to all modes of access, potential business disruption*



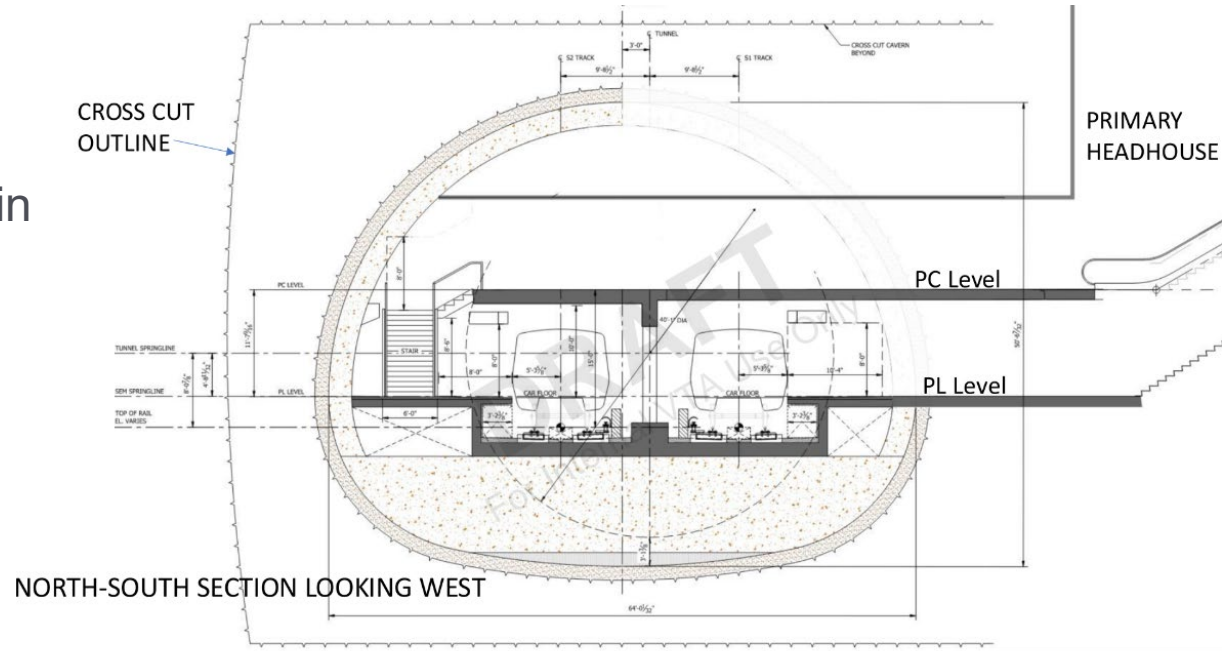
Conceptual layout – being refined

Mined Downtown San Jose Station Construction (Requires Ground Improvements) – *Work In Progress*



Challenges when previously evaluated:

- Requires extensive ground improvement from surface in challenging local ground conditions
- Determined risk would be greater than cut-and-cover



Conceptual layout – being refined

Recent Stakeholder Engagement



- Bayview Development Group
- Caltrain, Caltrain Engineering, and DISC Partners
- City of San José Staff
- East Village San José Business Association
- Key 28th Street/Little Portugal CWG members
- San José Arena Authority
- San José Chamber of Commerce
- San José Downtown Association
- Sharks Sports & Entertainment

Level 3 Cost Savings Concept Process

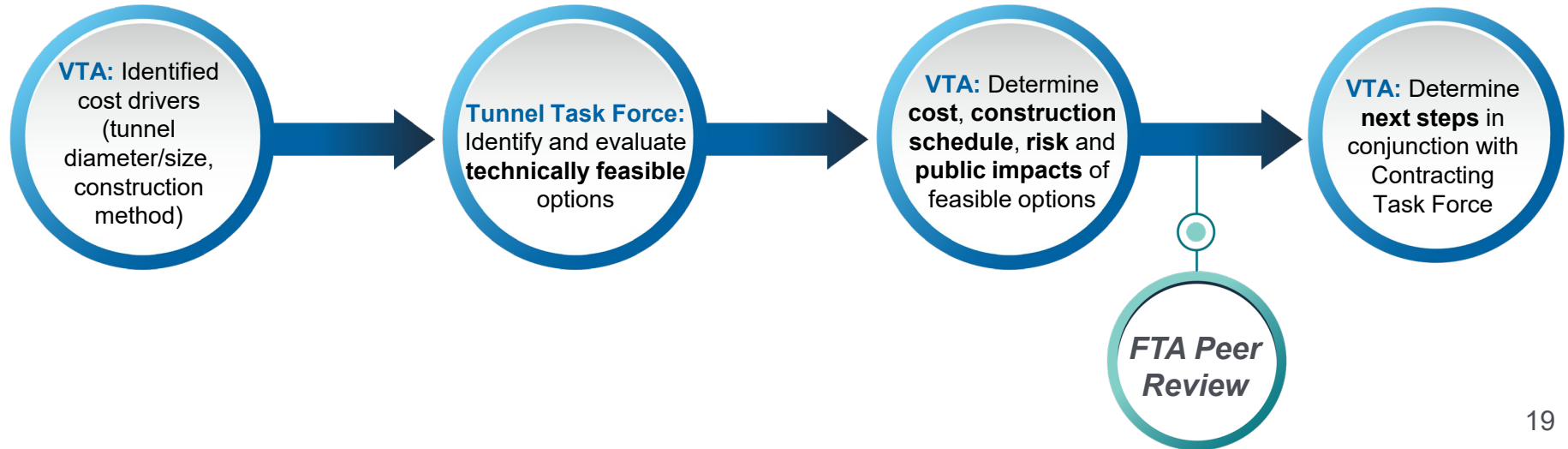


We are here



Stakeholder Engagement

BART, City of San José, and key stakeholders





BIKES ON BART RULES





PLEASE OBSERVE THE FOLLOWING RULES:

- During non-commute hours, bikes are allowed on all trains except the first car or any crowded car.
- During commute hours, (7:00 to 9:00 am and 4:30 to 6:30 pm, weekdays), bikes are not allowed in the first three cars of any train.
- Folded bikes are allowed in all cars at all times.
- Regardless of any other rule, bikes are never allowed on crowded cars. Use your good judgment and only board cars that can comfortably accommodate you and your bicycle.
- Bicyclists must hold their bikes while on the trains.
- Bicyclists must use elevators or stairs—not escalators—and always walk bikes.
- Bicyclists must yield priority seating to seniors and people with disabilities, yield to other passengers, and not block aisles or doors.
- In case of an evacuation, leave your bike on the train and do not let it block aisles or doors.
- Bicyclists under 14 years old must be accompanied by an adult.
- Gas powered vehicles are never permitted.
- On BART property, bikes must be parked in racks and lockers. Bikes parked against poles, fences or railings will be removed.

Violation of the above rules is subject to citation under CA Vehicle Code Sec. 21113 and Sec. 42001.

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TENGA EN CUENTA LAS SIGUIENTES REGLAS:

- Durante las horas no pico, se permiten las bicicletas en todos los trenes, excepto en el primer vagón y en los vagones que estén llenos de gente.
- Durante las horas de más pasajeros (de lunes a viernes, de 7:00 a 9:00 AM y de 4:30 a 6:30 PM), las bicicletas no pueden ir en los primeros tres vagones de ningún tren.
- Las bicicletas plegables se permiten en los trenes en todo momento.
- Independientemente de cualquier otra regla, no se permiten bicicletas en los vagones repletos. Use el buen juicio y solo suba a los vagones en los que usted y su bicicleta entren cómodamente.
- En los trenes, los ciclistas deben sujetar sus bicicletas.
- Los ciclistas deben usar las escaleras o el elevador, nunca las escaleras mecánicas, y siempre deben caminar con sus bicicletas.
- Los ciclistas deben ceder los asientos con prioridad para personas mayores y personas con discapacidades, ceder el paso a otros pasajeros y no obstruir los pasillos ni las puertas.
- En caso de evacuación, deje la bicicleta en el tren y asegúrese de que no obstruya los pasillos ni las puertas.
- Los ciclistas menores de 14 años deben estar acompañados por un adulto.
- No se permiten los vehículos que operan con gasolina.
- En la propiedad de BART, las bicicletas deben ser estacionadas en los portabicicletas y los casilleros de bicicletas. Las bicicletas estacionadas contra postes, vallas o enrejados serán retiradas.

La violación de las reglas anteriormente mencionadas está sujeta a citación bajo el Código de Vehículos de California, Sec. 21113 y Sec. 42001.

在「攜帶自行車搭乘捷運試行方案」(Bikes on BART Trial Program)期間，請注意下列規定：

- 歡迎攜帶自行車搭乘所有列車，但第一節車廂或任何擁擠的車廂除外。
- 在尖峰通勤時間(平日上午7時至9時及下午4時30分至6時30分)，乘客不得攜帶自行車進入任何列車的前三節車廂。
- 乘客隨時可攜帶摺疊式自行車進入任何車廂。
- 若車廂內乘客擁擠時，任何其他規定皆不適用，乘客不準攜帶自行車上車。善用您的合理判斷力，只在列車內有充裕空間容納您及自行車時才上車。
- 在車廂內要握住您的自行車。
- 攜帶自行車者必須使用升降機或樓梯，不得使用電動樓梯，並且只許推著自行車。
- 攜帶自行車者必須讓優先座席給年老及殘障人士，向其他乘客讓路，不得阻礙通道、車門和弄髒座位。
- 若遇疏散時，將你的自行車留在車廂內，且不得阻礙通道或車門。
- 14歲以下的攜自行車者必須有成年人陪同。
- 不得攜帶任何以汽油作為動力的車輛。
- 自行車必須停放在車架及鎖架處。若停靠在柱子、籬笆或扶手處，自行車皆會被移走。

若違反上述規定，將可依加州車輛法規(CA Vehicle Code)第21113條及第42001條開立罰單。

다음의 규칙을 준수해 주시길 바랍니다.

- 통근 시간이 아닌 때, 자전거는 첫번째 객차와 붐비는 객차를 제외하고 모든 열차에서 허용됩니다.

출퇴근 시간(오전 7시 - 9시 및 오후 4시 30분 - 6시 30분)에는 모든 열차의 앞쪽 세 칸에 자전거를 가지고 승차할 수 없습니다.

- 접이식 자전거는 모든 열차에 항상 허용됩니다.
- 모든 규칙에 상관없이, 자전거는 붐비는 객차에서는 절대 허용되지 않습니다. 귀하께서는 현명하게 판단하시어 귀하와 귀하의 자전거를 충분히 수용할 수 있는 객차에만 탑승하시기 바랍니다.
- 자전거 탑승자는 열차에서 본인의 자전거를 반드시 잡고 있어야 합니다.
- 자전거 탑승자는 에스컬레이터가 아닌 엘리베이터나 계단을 이용해야 하며 항상 자전거를 잡고 걸어야 합니다.
- 자전거 탑승자는 우대석을 노약자나 장애인에게 반드시 양보하고 다른 승객들에게 먼저 양보해야 하며 통로나 문을 막지 않도록 합니다.
- 대피시에는 귀하의 자전거를 열차에 남겨 놓되 자전거가 통로나 문을 막게 하지 마십시오.
- 14세 미만의 자전거 탑승자는 반드시 어른을 동행해야 합니다.
- 가스 동력식 교통수단은 절대 허용되지 않습니다.
- 바트 소유물에서, 자전거는 반드시 주차대나 개인물품보관함에 주차해야 합니다. 풀이나 울타리, 철책에 주차되어 있는 자전거는 치워질 것입니다.

위에 있는 규칙의 위반은 캘리포니아 운송수단 코드에 적용을 받습니다. 21113 섹션과 42001 섹션.

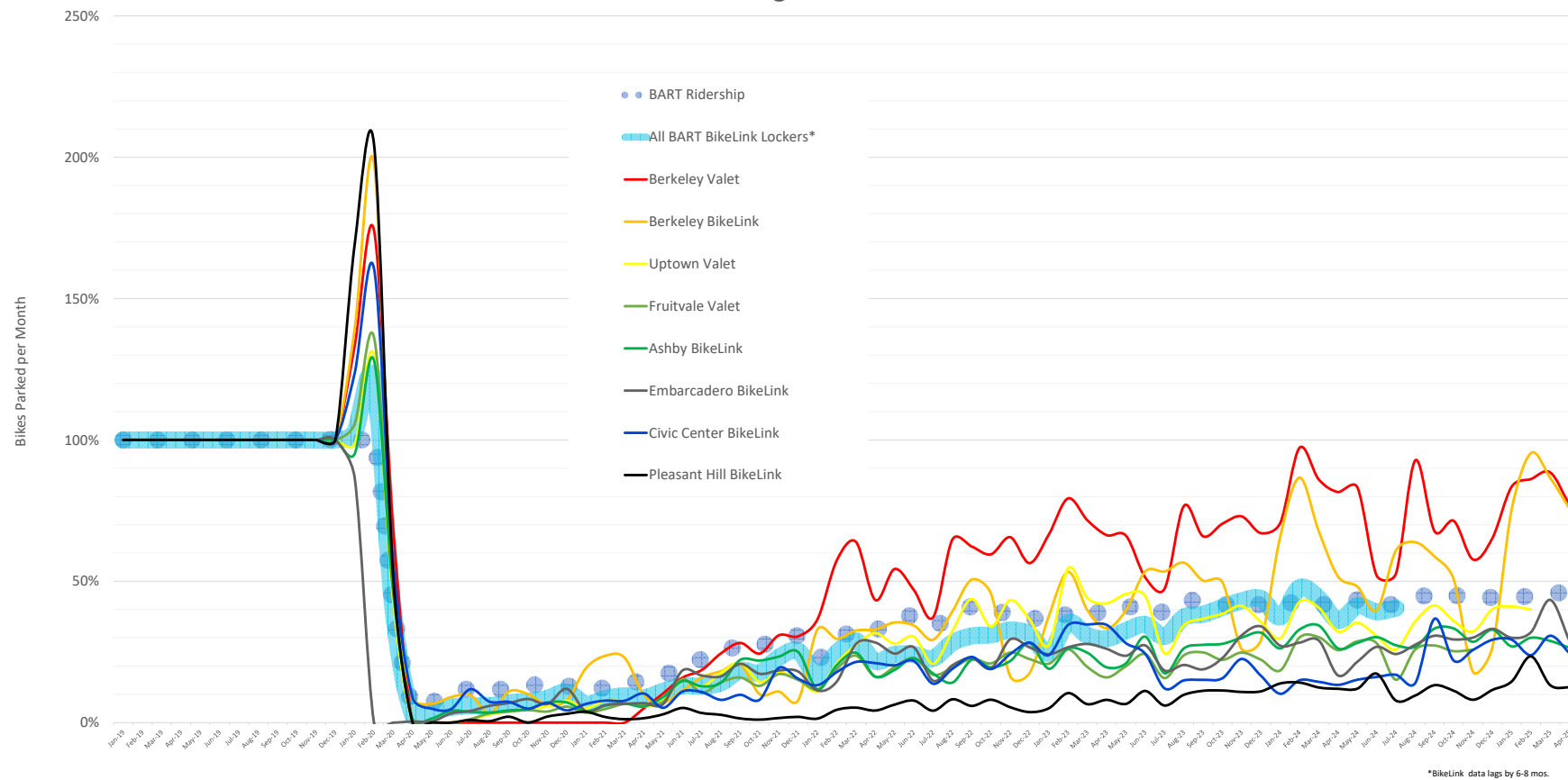
XIN QUÝ VỊ HÃY TÔN TRỌNG NHỮNG QUY LUẬT SAU ĐÂY VỀ XE ĐẠP:

- Trong những lúc ngoài giờ cao điểm, hành khách được phép mang xe đạp lên tất cả các chuyến xe ngoại trừ toa xe đầu hoặc toa xe có đông người.
- Trong giờ cao điểm (7:00 sáng tới 9:00 sáng và 4:30 chiều tới 6:30 chiều, ngày thường), không được phép mang xe đạp lên ba toa đầu tiên của bất kỳ tàu nào.
- Được phép mang xe đạp gấp lại được lên các tàu vào mọi lúc.
- Bất luận có quy luật nào khác, hành khách không được phép mang xe đạp lên những toa xe đông người. Hãy sử dụng óc phán đoán sáng suốt của quý vị và chỉ lên những toa xe nào có chỗ thoải mái cho quý vị và xe đạp của quý vị.
- Người dùng xe đạp phải giữ xe đạp của mình trong lúc ở trên xe.
- Người dùng xe đạp phải sử dụng thang máy hoặc cầu thang, nhưng không được dùng thang cuốn, và luôn luôn dắt xe đạp.
- Người dùng xe đạp phải nhường chỗ ngồi ưu tiên cho người cao niên và người bị khuyết tật, nhường cho những hành khách khác, và không được cản trở lối đi hoặc cửa xe.
- Trong trường hợp phải di tản, hãy để xe đạp lại trên xe và không được cản trở lối đi hoặc cửa xe.
- Người dùng xe đạp dưới 14 tuổi phải có người lớn đi cùng.
- Không bao giờ được phép mang theo xe chạy bằng hơi đốt.
- Trên đất của BART, xe đạp phải được đậu trong các khung và tủ khóa. Những xe đạp đậu dựa vào cột đèn, hàng rào hoặc chắn song sẽ bị dẹp đi.

Vi phạm những quy luật trên có thể bị phạt chiếu theo Bộ Luật Xe Cộ California Đoạn 21113 và Đoạn 42001.

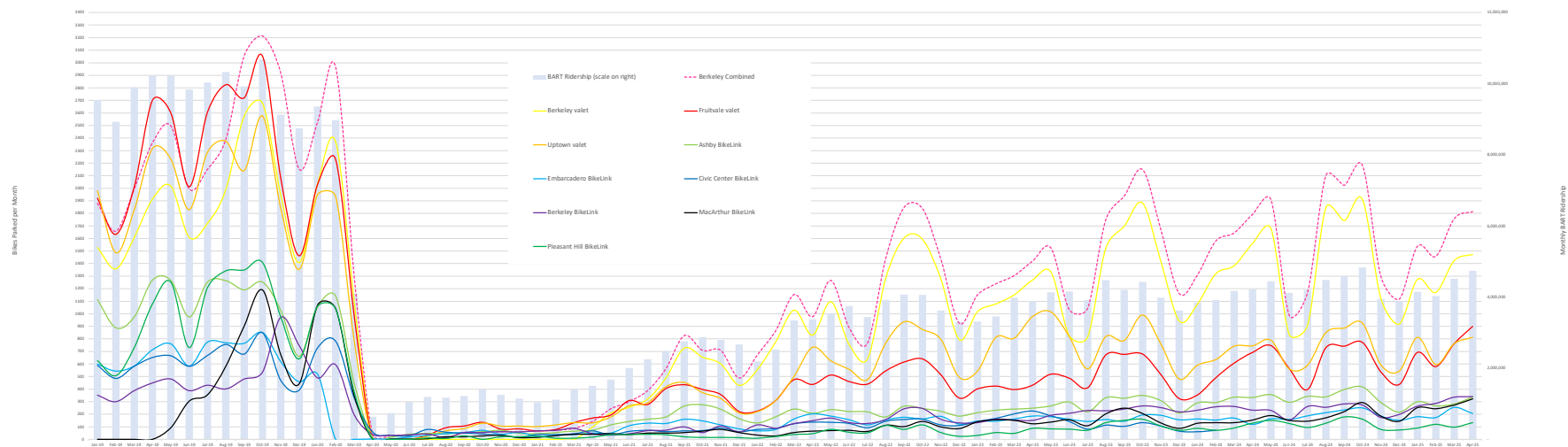
For more information
about this program, visit
www.bart.gov/bikes





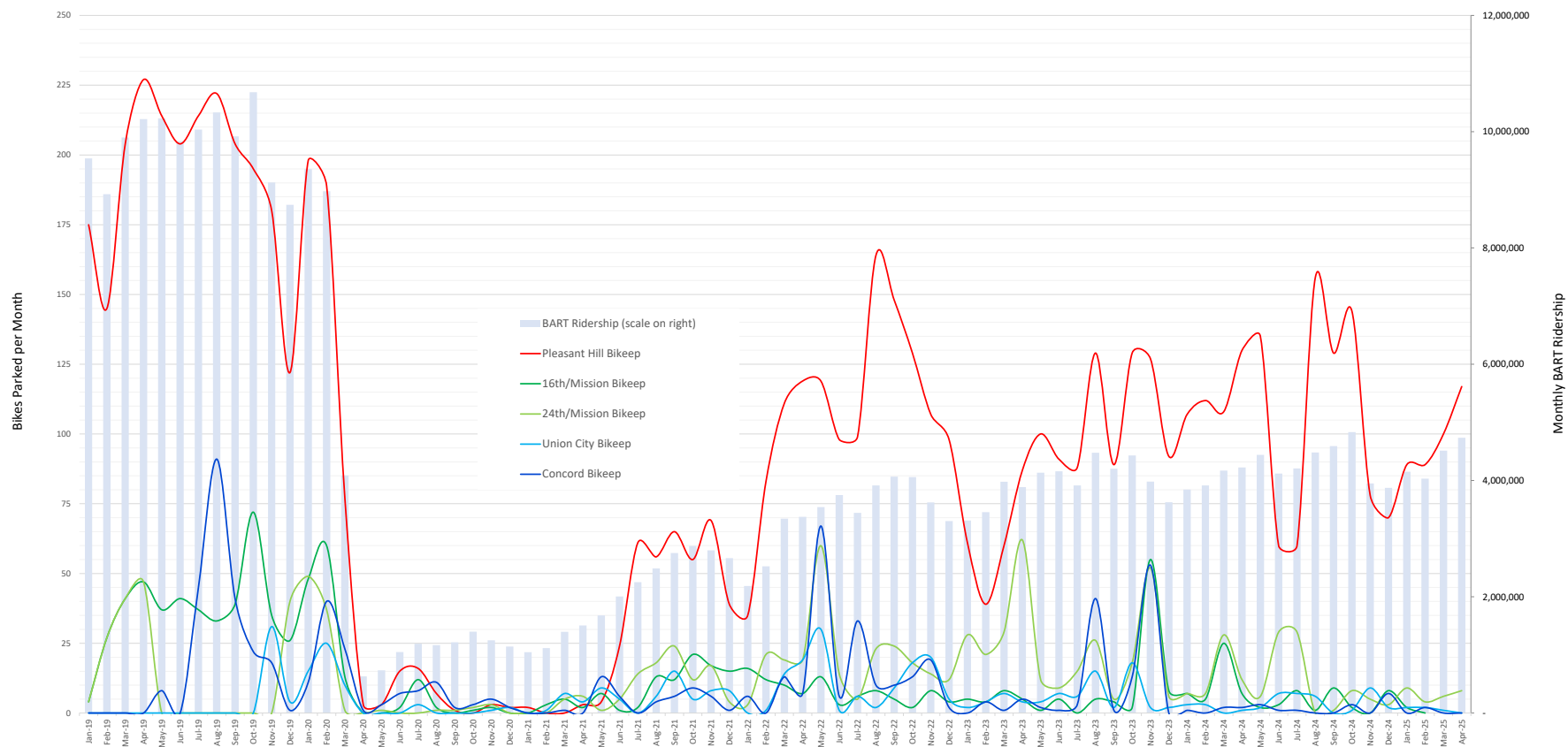


Monthly Volumes at BART Bike Stations & BART Ridership
Jan 2019-Apr 2025



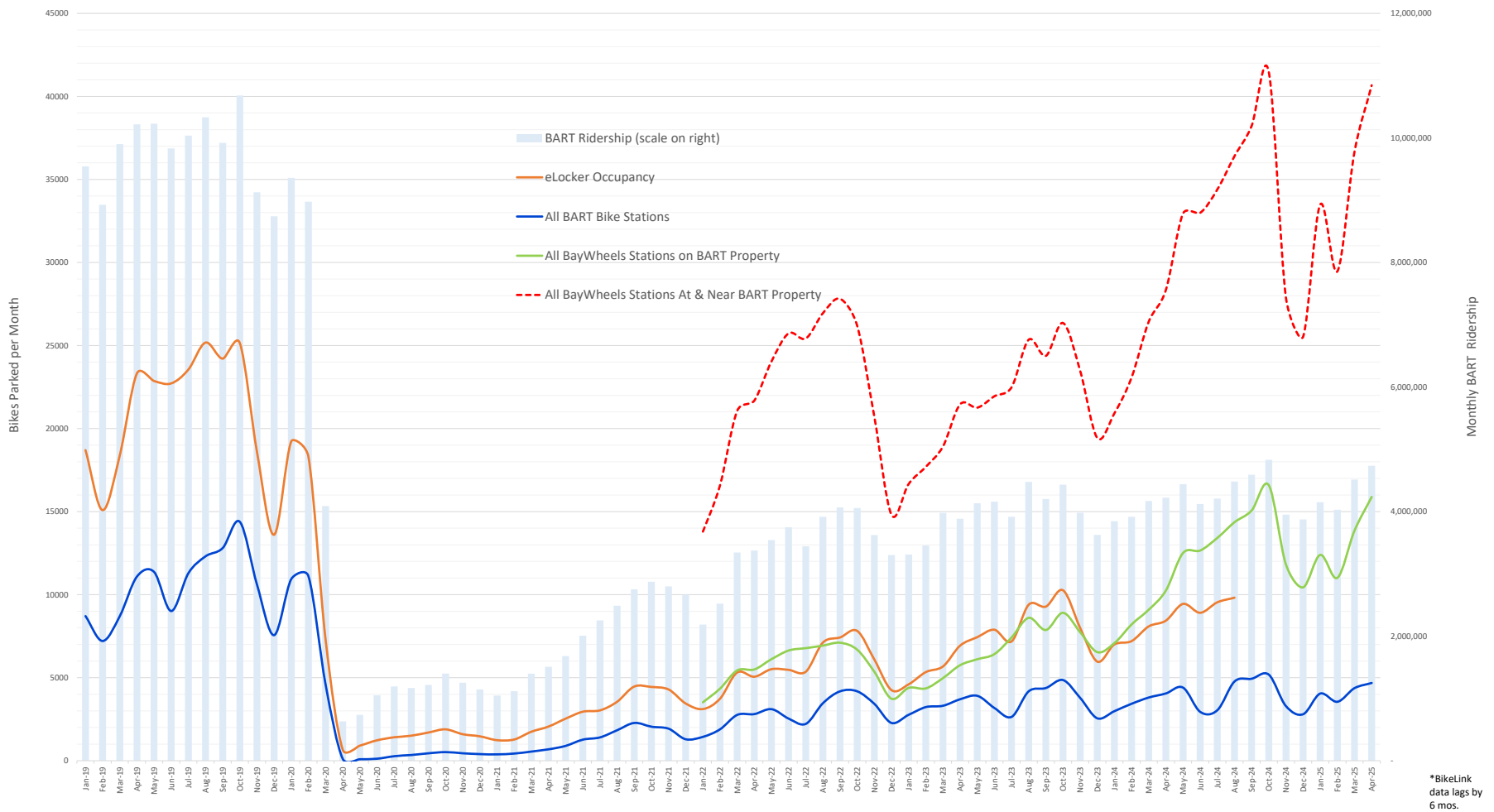


Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Apr 2025





Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership Jan 2019-Apr 2025



From: [Estrella Sainburg](#)
To: [CustomerServices Bart](#)
Cc: [Heath Maddox](#)
Subject: El Cerrito station agent/elevator gate
Date: Tuesday, April 1, 2025 8:55:59 AM

Hello - this concerns the response by a station agent to my sharing of the elevator gate at El Cerrito.

This morning at 815 am, I headed into the El Cerrito plaza elevator to head North toward Richmond. Soaking wet from the rain and on my bike, I stepped toward the elevator gate to swipe in. The card seemed to have opened the gate, but at the same time said "see agent". It seemed that I had indeed swiped in. As I was waiting for the train and as a former BART Bicycle Advisory Task Force member, I figured I would let the agent know that the gate was seeming to have issues. The week prior, I let the station agent know about issues on the Elevator gate heading Southbound and they thanked me for letting them know. For that gate, they ended up closing it down and I have not checked how that gate is doing. (This is not a letter about the gate functionality there and accessibility for elevator users, but do please take note of the persistent problems with the elevator gate on both sides).

I rung the assistance button on the exterior of the gate today. The agent thought I could not get through or had not swiped in because I was ringing them and directed me to go to the station. I let them know I had already swiped in and was waiting for my train, but that I was letting them know that the gate was acting up. He said again, "Then you need to come swipe in downstairs". I let him know "I am pretty sure I swiped in and I need to get on this train. I am already on the other side of the gate". Again, he insisted I come down and then hung up on me as I was sharing my concern.

These small details matter. My already difficult start to the day then got more difficult and more importantly, instead of being grateful for me raising awareness about the faulty gate and many more dollars that BART could lose, the agent was concerned with my \$2.50 that I needed to pay.

Sure enough, I arrived to my destination (Richmond) and I had swiped in as I was able to swipe out through the large gate no problem. I am a regular at El Cerrito and have never not paid BART one day in my life. *We cannot be focused on the \$2 when someone is trying to help the larger system.* I truly hope that lessons like these are incorporated into the training for agents as I know that BART is seeking to improve its customer relations and the improvements are noticeable at MOST BART stations.

I have copied the BBATF coordinator, who I know through my previous work with the advisory body. I will not stop advocating for a better system externally, but that starts internally with the agents and their training. Thank you for taking the time to read this.

--

Estrella Sainburg



me on [LinkedIn!](#)

From: [Reese Whitehead](#)
To: [Heath Maddox](#)
Cc: [Bart Webcustomerservices](#)
Subject: RE: FW: Re: BART Case #00353654 [ref:!00Dd00hrYV.!500VI0QfbKq:ref]
Date: Monday, April 7, 2025 6:18:34 AM

Hi Heath,

No worries, and I appreciate your thorough response.

So, in short, there is no official policy that bars (folded) scooters in the first car, but the Train Operator may use their discretion on whether or not they allow it? This seems inconsistent with existing guidelines, which generally outline that operators are to follow established policy and procedure.

I understand the reasoning for the "no bikes in the first car" rule, although an operator friend of mine noted that the rule pre-dates the two sets of longitudinal seats being removed to establish the multi-use/bike area. Coupled with other improvements that were made with the Fleet of the Future, including relocation of diagnostics to the cab; it seems unlikely that this rule is necessary anymore. I agree that changes to the bike and scooter policies are in need of updating and it will be interesting to see what input from all departments would be if it were to happen.

On the subject of scooters, it seems like the only policy in writing on BART's website is that scooters are only permitted if they CAN be folded and carried, not that they HAVE to be. Sometimes it seems like I'm the only one who actually folds and carries my scooter in the paid area, and I don't think I ever seen this enforced; but it does seem like this policy needs to be either clarified or just rescinded. Maybe you would know more about this, but to me it seems like this language was used more to prevent larger form-factor, non-folding scooters from being brought into the system, which I could definitely understand. By the same token however; most foldable scooters take up no more space than a bike would, and unless you fold the scooter and hold it vertically it takes the same amount of floor space regardless of if it is folded or not.

Thank you again for your response, and looking forward to any official changes to scooter policy if progress on it is made in the future.

Reese

---- On Thu, 03 Apr 2025 15:39:46 -0700 **hmaddox@bart.gov** wrote ----

Dear Reese,

Apologies for the delay in responding, it looks your inquiry was forwarded to a non-existent email address for me some time ago, and we only just now discovered the mistake.

BART does not have any official policy or rules for e-scooters, but I think it's needed, and I have brought it up with my managers.

FYI, the primary grounds for not allowing bikes on the first car is so that in the event of an emergency, the train operator will have a quick, unimpeded path through the first car to emergency controls and to provide assistance.

My own feeling is that, with regard to the first car, a folded scooter should be as good as a folded bike, and should be allowable on the first car as long as it's kept out of the way. That said, I'm not the one out there on the trains making the call and until we have scooter rules, there's no practical way I'm going to get my judgement to guide all the train operators and officers on the front line. Any policy or rules we come up with will require full review by all the various affected BART departments within BART. Only once rules are adopted can communicate to all the front-line staff.

Thanks for scooting to and from BART. I'm sorry I can't be of more help to you in the short term, but hopefully this gives you some understanding.

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: Michelle Pallen [webcustomerservices@bart.gov]
Sent: 3/28/2025 2:56 PM
To: hmaddox@gmail.com
Subject: FW: Re: BART Case #00353654 []

Hi Heath,

3rd time customer is contacting us to follow up about an inquiry about a scooter policy. Please respond to customers inquiry below.

Originally sent on 2/6/2025

Hello,

I was hoping for some guidance on the official policy for properly folded scooters in the first car. The bike policy mentions that folded bikes are permitted in the first car, but there doesn't seem to be any written policy for scooters. I have been told on multiple occasions to move to the second car and even been threatened with BART Police action.

Any information is much appreciated. Thank you.

Reese Whitehead
[REDACTED]

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

From: Reese Whitehead [REDACTED]
Sent: 3/16/2025 9:36 PM
To: webcustomerservices@bart.gov; customerservices@bart.gov

From: [BART Customer Service](#)
To: [BART Webmaster](#)
Cc: [Heath Maddox](#)
Subject: RE: Case 00358265: Route Planner Feedback [ref:!00Dd00hrYV.!500V10Vm8cc:ref]
Date: Tuesday, April 22, 2025 9:59:29 AM

Hi Webmaster:

See below. Thank you.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

cc: Heath

=====

Contact Name Storm not given

Contact Email [REDACTED]

Contact Phone

Opened Date/Time 4/15/2025 4:15 PM

Description Please tell us about your experience planning your trips linked below. Did you get what you needed? If no, explain what you were expecting and how we can improve?

<https://planner.bart.gov/?SID=A%3D4%40O%3DFarmer%20Joe's%20Marketplace%2C%20Oakland%40X%3D-122215964%40Y%3D37799452%40U%3D101%40L%3D990477615%40B%3D1%40p%3D1673006867%40&ZID=A%3D4%40O%3DJack%20London%20Square%2C%20Oakland%40X%3D-122274834%40Y%3D37793842%40U%3D101%40L%3D990471289%40B%3D1%40p%3D1673006867%40&date=15.04.2025&time=16:09:00&timeSel=1&journeyProducts=492&start=1>

Hey there.
I have a heavy ebike that makes it difficult for me to lift it quickly enough to not annoy bus drivers when I use it with busses. So I was hoping to see bike + only BART Trains as an option for route selection, but all shown routes involved at least one bus. I wish there was an option to specifically just include biking estimates to and from the relevant Bart stations.
Thank you for considering my feedback!
-Storm
ref:!00Dd00hrYV.!500V10Vm8cc:ref

From: [Heath Maddox](#)
To: [Heath Maddox](#)
Subject: FW: Case 00358585: Bike lockers at Ashby station unable to fit cargo bikes
Date: Wednesday, May 21, 2025 11:19:42 AM

Hi Ivy,

Thanks for your inquiry, and thanks for riding your cargo bike to BART!

We have just completed a long-anticipated bike access project (it dates back to before COVID) at North Berkeley that installed a bunch of newer, slightly larger BikeLink bike lockers. Some of these new lockers are undivided and will already accept a longtail cargo bike (e.g. an Xtracycle). And in the coming months, we are planning to experiment with some modifications to allow these new lockers to accept even larger, bakfiets style cargo bikes. Given BART's slow Covid recovery, we have excess locker capacity at North Berkeley, even once the new lockers have been modified, so if we're satisfied with the way the modifications are working, we'll look at moving some of the XL lockers around the BART system to high-demand locations, and Ashby is definitely on the list.

Sorry I can't offer you an immediate locker solution for Ashby, but I can share that when my own kids were very young, we would park our cargo bike in the Ashby bike station. The double-decker racks there are not explicitly intended for cargo bikes, but my family had no trouble making it work on the lower level. I understand that, especially for an expensive bike, individual lockers are preferred by many of our customers, but the reason Ashby has a bike station is that it's a much more space efficient way of securely storing bikes compared to lockers. There's just no way to meet all the demand there with lockers. Currently, at MacArthur, where our lockers are basically at capacity on many days, some of the most regular customers in the bike station are cargo bike riders who can't fit their bikes into the standard lockers.

There used to be two of us working on bike projects and programs here at BART, but in recent years I'm the only one. I don't have a specific timeline for modifying and relocating the North Berkeley lockers, but I would hope to be able to get to it this calendar year.

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: Webcustomerservices <webcustomerservices@bart.gov>
Sent: Monday, April 21, 2025 2:56 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00358585: Bike lockers at Ashby station unable to fit cargo bikes [ref:!00Dd00hrYV.!500VI0W7WNL:ref]

Hello Heath,

Please review customer email below.

Regards,

BART Customer Services

Case 00358585: Bike lockers at Ashby station unable to fit cargo bikes

Contact Name: Ivy Tao

Contact Phone: [REDACTED]

Contact Email: [REDACTED]

Incident Date:

Case opened Date: 4/21/2025 8:31 AM

Category: Other

Sub-category:

Line Code: R

Station: R10 - Ashby (Berkeley)

Hi, would it be possible to have a few self-operated bike lockers to be full size at Ashby BART? I drop off my kid on a cargo bike and then BART into the city, but my cargo bike is unable to fit into the half-size bike lockers, and I don't see any full size lockers in the app. It would be great if at least a few of them are more accommodating to bike families. Happy to pay double the rental price!

ref:!00Dd00hrYV.!500VI0W7WNL:ref