

## Appendix A. Outreach Milestone Reports

## Memorandum

**To** Kamala Parks, Seung-Yen Hong  
**Date** November 15, 2024  
**Copies**  
**Reference number** 298809  
**From** Brooke Dubose, Carleton Wong, Stella Yip  
Ivy Morrison, Patti Ransdall, and Claire Chang  
**File reference**  
**Subject** Outreach Milestone Report #1 (August 1, 2023 – September 30, 2024)

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*Safe Trips to BART: An Action Plan for Safer Roadways* (the Project) is a regional plan to improve pedestrian, bicyclist, and motorist safety on streets in and around BART station areas in addition to roadways that parallel the BART system. As part of this effort, the Project team is holding a series of outreach and engagement activities to solicit input on concerns, priorities, and visions related to roadway safety from BART riders, BART staff, and local and regional partners.

The Project's Communications Plan was finalized in June 2024. It outlined goals and objectives for outreach and engagement with a variety of interested parties, including strategies for engaging different audiences, preferred communication channels and tools for gathering input. This memo documents the activities and outcomes from the first phase of outreach, which has been focused on input for roadways in and around BART station areas.

### 1. Stakeholder Outreach

Stakeholder engagement is key to building support for Safe Trips to BART and its methodology, especially considering implementation will require coordination across BART departments and local jurisdictions. So far, stakeholder engagement has included the following:

- Initial one-on-one video-conference meetings with local and regional agency partners in August and September of 2023
- Hybrid in-person/video-conference meetings with an internal BART working group and meetings with selected members
- Hybrid in-person/video-conference meetings with the Project's steering committee

#### 1.1 Agency Partner Engagement

Prior to the development of the Project's Communications Plan, BART reached out to 38 stakeholders from MTC, Caltrans, and local jurisdictions with a BART station to raise awareness about the Project, learn about planned and ongoing safety efforts at the local level, and gauge local agency interest and

capacity to collaborate on the Focus Station Area Action Plans (FSAAPs). Stakeholders identified projects and specific plans for BART to review to understand existing local efforts.

### **1.2 Steering Committee**

The purpose of the Project's steering committee is to inform the plan's development by reviewing key deliverables and sharing resources on best practices for local roadway safety programs, and to strengthen relationships between BART and partner agencies to collaboratively advance roadway safety around BART stations. The Project's steering committee includes representatives from five countywide transportation authorities, MTC, and Caltrans. During this period, two meetings were held.

The first meeting on June 11, 2024, introduced the project, the outreach and engagement plan, the role of the steering committee, the station catchment areas and the methodology behind their creation, and the approach for developing the High Injury Network (HIN). The meeting concluded with a guest presentation by Contra Costa Transportation Authority's (CCTA) Colin Clarke, who provided an overview of CCTA's Vision Zero Policy Resolution and lessons learned from their Vision Zero program. Following this meeting, the Steering Committee reviewed a draft HIN and provided comments. The consultant team addressed these comments and provided an update at the next meeting.

The second meeting on August 27, 2024, included an update on the changes to the HIN, findings from the existing condition analysis, potential roadway safety measures, and draft criteria for selecting Focus Station Areas. The guest presenter was Eric Hu, principal transportation engineer from the City of Fremont, who provided an overview of different tools implemented for Fremont's Vision Zero program. Following the meeting, members were asked to provide any comment on the draft selection criteria for the Focus Station Areas.

### **1.3 Internal BART Working Group**

A BART Working Group for the Project was also assembled across various departments and divisions to advise and provide input and lend their expertise. The Working Group includes representatives from the following:

- Station Area Planning,
- BART Police
- Infrastructure Delivery: Core Capacity
- Customer Access
- Sustainability
- Transit-Oriented Development
- Ridership Modeling
- District Architect: BART Facilities Standards
- Communications/Outreach.

During this period, the Working Group met on April 30, 2024, for a Project overview, the role of the Working Group, and the Project's Communications Plan and some members provided input after the meeting. Additionally, coordination with individual Working Group members for specialized topics occurred during this time period, such as with Communications in preparation for and following the Project's website launch and with Ridership Modeling as we developed the regional HIN parallel to the BART system.

The first phase of public outreach was broad and open to all BART riders across the system, implemented when the Project's website was launched on July 15, 2024, and announced to the public via email blast and social media. Asynchronous input is being collected via a brief survey hosted on the Project's Get Involved webpage that asks participants to share their experience related to roadway safety around BART stations. This survey serves as an icebreaker exercise for the project and gathered anecdotal information from BART riders about their experiences with the following questions:

1. Do you have a story you want to share about your experience with traffic safety getting to or from BART? (250-word limit)
2. What does safe trips to BART mean to you? For example, slower traffic speeds, better lighting, low stress bikeways, etc. (5-word limit)

While the asynchronous survey remains open through January 6, 2025, the following is a summary of the input received from July 15 through September 30, 2024. There have been a total of 81 responses to the survey, with 85 percent (69 respondents) requesting to be updated about the project via email.

General feedback about roadway safety included increased enforcement of traffic laws, especially regarding speeding, red light violations, and illegal parking in bike lanes or bus-only zones. Respondents also reported that biking to and from BART stations felt unsafe due to speeding cars, distracted drivers, and insufficient bike facilities. Feedback also include non-safety related comments regarding better service, including requests for safer and more coordinated transfers between BART and other public transit and more directional signage at stations.

This general feedback relates to the responses to the second survey question, which were primarily concerned with making all pedestrian and bicycle travel around BART stations safer. Some suggestions included more protected bike lanes, more sidewalks, better street lighting, and slower driving speeds; key words included in responses are shown in the word cloud below.



Beyond general feedback, most respondents expressed station-specific roadway safety concerns. The stations mentioned, along with the summarized feedback for each, are included below:

- Ashby

- The Adeline/Ashby intersection is too large; cars make turns very close to the crosswalk and make it feel unsafe for pedestrians.
- Bay Fair
  - The parking lot and sidewalks are badly lit and make it feel unsafe for pedestrians; need more street lighting and BART safety officers present.
  - There is a lack of safe pedestrian and bike access from Hesperian Blvd.
  - There is a request for a separate bikeway to/from the bridge to the mall; currently, cyclists are forced onto the sidewalk when traveling north.
- Berkeley (North and Downtown)
  - On large streets, cars don't stop for pedestrians.
  - There is a lack of safety for bike parking at stations.
- Berryessa
  - The Bay Wheels Bike Share is too far from the station entry/exit point.
- Daly City
  - There is no safe bike route between Westlake and the station; narrow sidewalks are being used by pedestrians and cars speed on the roads.
- El Cerrito del Norte
  - Drivers are distracted and run stop signs, which puts pedestrians and cyclists in danger.
- Fremont
  - Sidewalks on the west side of the station should be widened, and foliage should be trimmed to increase pedestrian visibility.
- Fruitvale
  - Cycling is dangerous along Fruitvale Ave between the estuary and the station.
  - Pavement conditions are bad for electric scooters.
  - Cars park in bike lanes, making it unsafe and difficult for cyclists.
- Glen Park
  - There is poor cycling and pedestrian infrastructure around this station; there are requests for curb extensions and bulb-outs at intersection crosswalks due to the existing safety concerns crossing the streets near the station.
  - The connection from the Hearst Slow St. across the I-280 off/on ramp is dangerous.
- Hayward
  - It is dangerous for pedestrians and cyclists to cross the I-880 on-ramp to get to the station due to speeding cars.
  - Some access roads between BART and bus connections don't have crosswalks, signals, or sidewalks, making it dangerous for pedestrians.
  - One respondent collided with another biker while using the sidewalk to avoid cars.
- MacArthur
  - The streets and underpasses around the station must be safer for pedestrians and cyclists.
  - Cycling on 40<sup>th</sup> St. is very dangerous (one rider was sideswiped by a driver while bicycling toward the station), and there is a need for a protected bike lane, instead of a painted lane, to increase cyclist safety.

- Millbrae
  - There is no safe bike-way to exit the station, especially with speeding cars around the parking lot; there is a need for brightly colored or separated bike lanes.
- Union City
  - Crosswalk times/signals should be increased to make it safer for pedestrians.
- Walnut Creek
  - At the Oakland Blvd./Ygnacio Valley Rd. intersection, cars speed and do not stop before turning right at the I-680 off-ramp. This makes pedestrian crossings at the intersection very dangerous and having two right turn lanes limits pedestrian visibility.
  - There are no safe biking paths through downtown Walnut Creek to the station.
  - At the N. California/Ygnacio intersection, pedestrian and bike visibility is blocked by buildings and foliage, and cars speed, making it feel unsafe.
  - There are many vehicle collisions in front of the station.
- West Dublin/Pleasanton
  - The Golden Gate Dr./St Patrick Way intersection is dangerous for pedestrians due to distracted drivers, especially in the evenings.
  - At the Dublin Blvd./Golden Gate Dr. intersection cars making right turns do not pay attention to pedestrians and cyclists; there should be a No Right Turn On Red signal here.
- 16<sup>th</sup> St/Mission
  - The station needs better lighting and wider sidewalks for pedestrian safety.
  - There is currently no way to safely cycle to the station; the 16<sup>th</sup> St. intersection is built for cars, not multi-modal access.

### 3. Upcoming activities in the next reporting period

- The project team will be conducting public outreach from November 21 through December 19, 2024 at pop-up events at selected Focus Station Areas to collect input on safety concerns at these stations. This will include an in-person intercept survey as well as an online survey option for those who want to fill in their responses later.
- BART will follow up with steering committee members about project status via email, and an upcoming office hour call will be scheduled to answer any questions about FSAAP development and their upcoming review of the draft safety action plan.
- The BART working group will review and provide comments on the administrative draft safety action plan document and white paper about the safety benefits of transit.

## Memorandum

**To** Kamala Parks, Project Manager  
Seung-Yen Hong, Deputy Project Manager

**Date** February 24, 2025

**Copies**

**Reference number** 298809

**From** Brooke Dubose, Carleton Wong, Stella Yip,  
Ivy Morrison, Patti Ransdell, and Claire Chang

**File reference**

**Subject** Outreach Milestone Report #2 (October 1, 2024 – January 5, 2025)

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*Safe Trips to BART: An Action Plan for Safer Roadways* (the Project) is a regional plan to improve pedestrian, bicyclist, and motorist safety on streets in and around BART station areas in addition to roadways that parallel the BART system. As part of this effort, the Project team is holding a series of outreach and engagement activities to solicit input on concerns, priorities, and visions related to roadway safety from BART riders, BART staff, and local and regional partners.

This memo documents the activities and outcomes from the second phase of outreach, which included:

- Gathering initial stakeholder input to finalize the seven Focus Station Areas (FSAs);
- Conducting FSA stakeholder and public outreach; and
- Finalizing the asynchronous public survey phase.

### 1. Stakeholder Outreach

During this period, the project team met with stakeholders to help identify the focus stations, engage BART riders at station pop-up events, identify walk audit routes, and review the draft action plan.

#### 1.1 Agency Partner Engagement

BART contacted agency partners and steering committee members during FSA selection to discuss which stations could benefit from this effort and which Authorities Having Jurisdiction (AHJs) were interested and had capacity to participate. Multiple meetings were held with representatives from the county and local jurisdiction(s). The selected FSAs were Balboa Park, Oakland Coliseum, Colma, Concord, Hayward, Milpitas, and Richmond stations.

After the seven stations were selected, BART reached out to the agency partners to invite them to in-person outreach events at the selected stations, where both the project team and agency partners surveyed riders about perceived safety issues in the vicinity of the station. Input from the surveys and agency partners were then used to inform route selection for the walk audits conducted in early January.

### 1.2 Steering Committee

In lieu of a steering committee meeting during this period, a steering committee ‘office hour’ was held on December 5, 2024, from 9:30-10:30am to provide members with a forum to ask any questions about the study or to receive updates on the selected Focus Station Area locations, final report outline, and schedule updates. No steering committee members attended the ‘office hour.’

### 1.3 Internal BART Working Group

The second BART Working Group meeting was held on November 14, 2024, to discuss the review of the draft action plan and the Safety Benefits of Transit white paper. Comments were received on November 19, 2024, and December 3, 2024.

## 2. Public Outreach

The second phase of public outreach included FSA pop-up events and online survey between November 21, 2024 and December 19, 2024 and the ongoing asynchronous online survey, which was open from August 26, 2024, until January 5, 2025.

### 2.1 Asynchronous Survey Results

In parallel to Phase 1, asynchronous input was collected via a brief survey hosted on the Project’s Get Involved webpage that asks participants to share their experience related to roadway safety around BART stations. This survey allowed the project to continue collecting broad feedback and anecdotal information from BART riders to supplement the station-specific feedback gathered through the intercept survey. The following is a summary of the input received from October 1, 2024, through January 5, 2025, when the survey was closed to the public. There was a total of ten new responses to the survey during this period, with seven respondents requesting to be updated about the project via email.

General feedback about roadway safety included concerns about pedestrian safety and speeding around BART stations. Most respondents expressed station-specific roadway safety concerns, which included the following:

- Rockridge Station
  - Cars speed through the light at the intersection of College Ave. and Miles St. without regard for pedestrians.
- 16<sup>th</sup> and Mission Station and MacArthur Station
  - Station surrounded by dangerous roads that prioritize car traffic compared to transit riders.
- Daly City Station
  - There is no safe bike route to/from the station.
- Balboa Station
  - The surrounding roads are dangerous, especially due to speeding cars.
- Glen Park Station
  - The 280 on-ramp from Bosworth St. is a main pedestrian route but has no protection from cars and reckless driving.

### 2.2 Focus Station Area Pop-Up Events

From November 21 through December 12, a pop-up event was held at each of the seven FSAs from 4:30 – 6:30 p.m. to share information about the project, assist riders taking the online survey, and hand



out flyers or postcards with the survey's Quick Response (QR) code. Depending on station size and layout, some pop-up events included two tables in different areas of the station to reach as many riders as possible.

The project team also set up A-frame signs with information about the project and a QR code to the online survey, which were left at each FSA until the survey closed on December 19, 2024.

### 2.3 Focus Station Area Intercept Survey

The goal of the intercept survey was to collect information from riders at the seven FSAs about their experience traveling to and from the station, including anecdotal information about what and where their most significant traffic safety concerns were. The intercept survey received a total of 503 responses, with a significant majority of respondents being the target audience of people who access BART to and/or from one of the seven focus stations. 466 surveys were taken in English, 36 surveys were taken in Spanish, and one survey was taken in Chinese. Beyond the multiple-choice questions, respondents also had the opportunity to drop a pin on a station area map and share more information about their traffic safety concerns.

The following sections summarize survey data, open-ended responses, and location pins by FSA:

#### Balboa Park

The Balboa Park pop-up took place on December 10, 2024, and the intercept survey received 111 responses. Of the respondents, 75 percent had taken a ride from Balboa Park Station. The majority of respondents walk or take transit to this station (see Figure 1), have traffic safety concerns about motorists' driving (see Figure 2), and ride BART 3 to 4 days a week (see Figure 3).

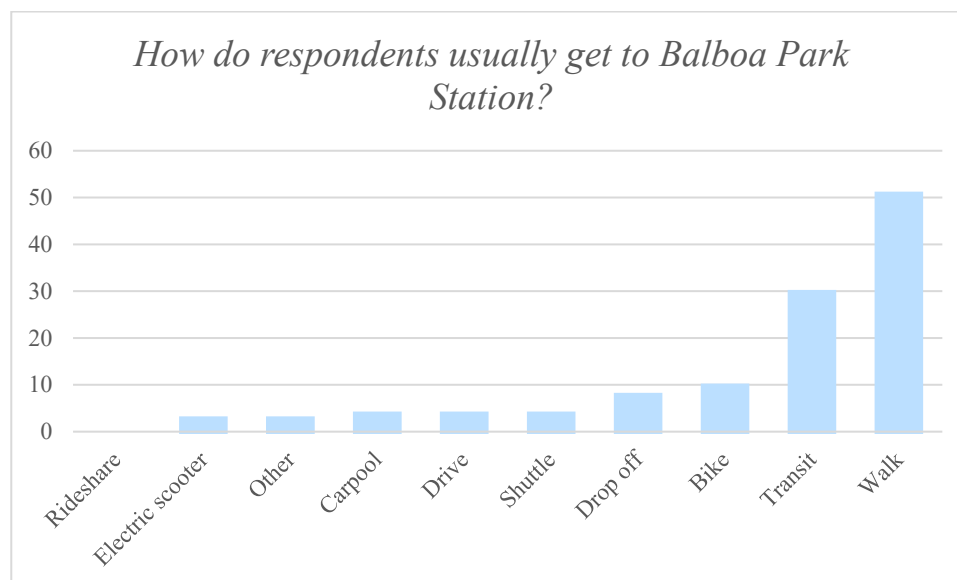
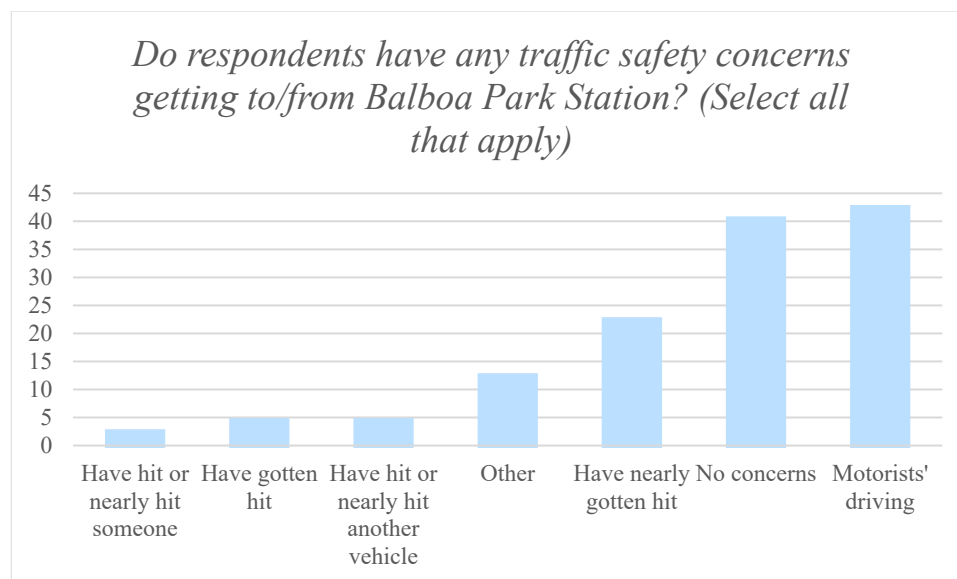
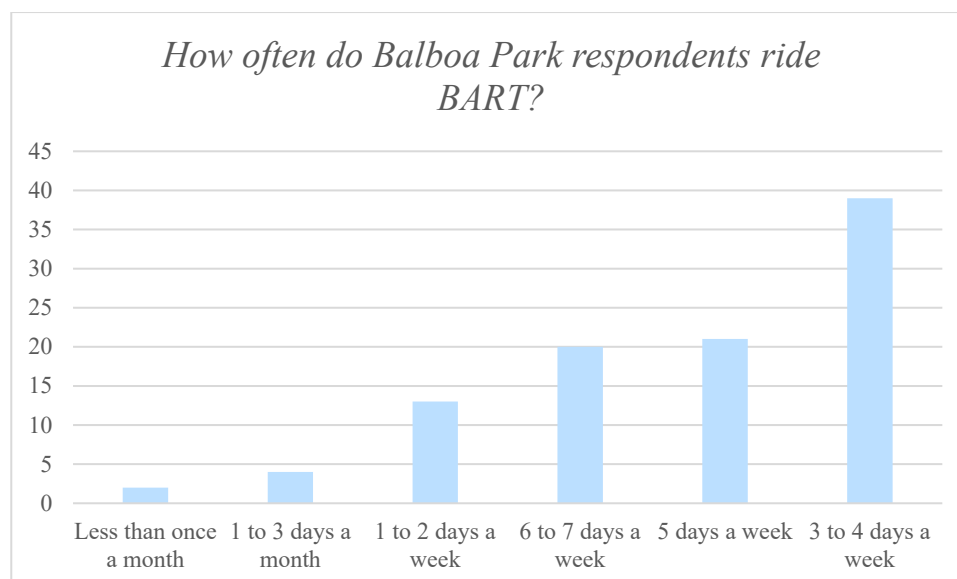


Figure 1. Travel to Balboa Park Station by Mode



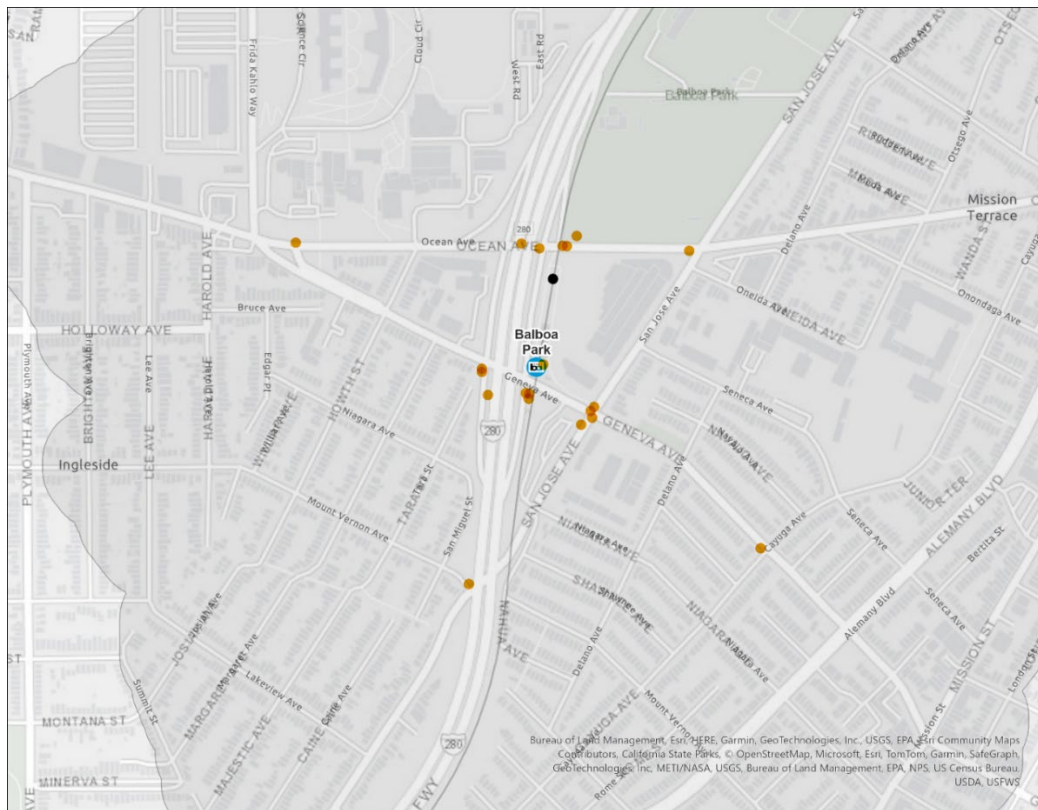
**Figure 2. Balboa Park Station Traffic Safety Concerns**



**Figure 3. Balboa Park Station Trip Frequency**

Respondents at Balboa Park Station were primarily concerned with pedestrian safety, especially at intersections on Ocean Ave., Geneva Ave., and San Jose Ave. Concerns included dangerous intersections and freeway on/off ramps where motorists often speed, disregard traffic signals, and do not yield to pedestrians. Some respondents also expressed concern with the lack of prominent crosswalk signals and safe pedestrian crossing opportunities around City College, the MUNI tracks, and the BART station.

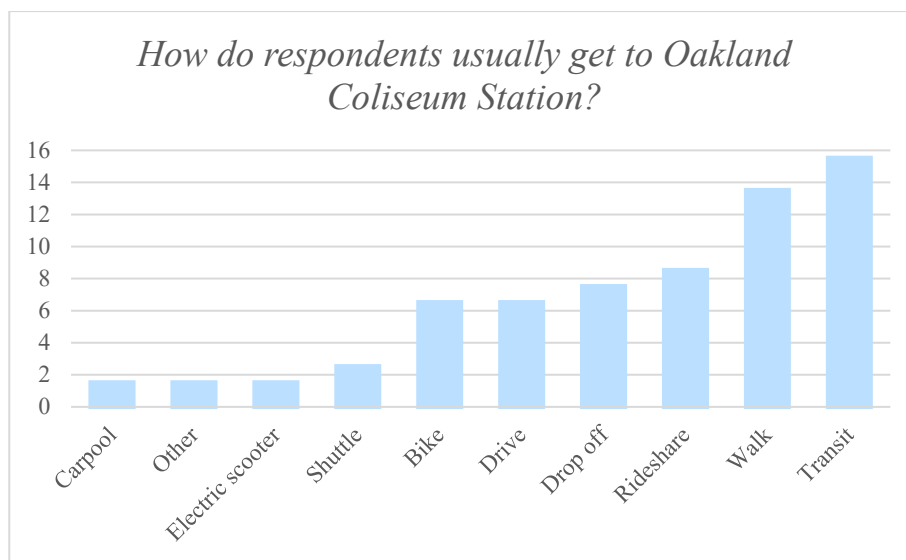
The orange dots in Figure 4 illustrate specific locations identified by respondents as areas facing safety concerns and that could benefit from safety improvements.



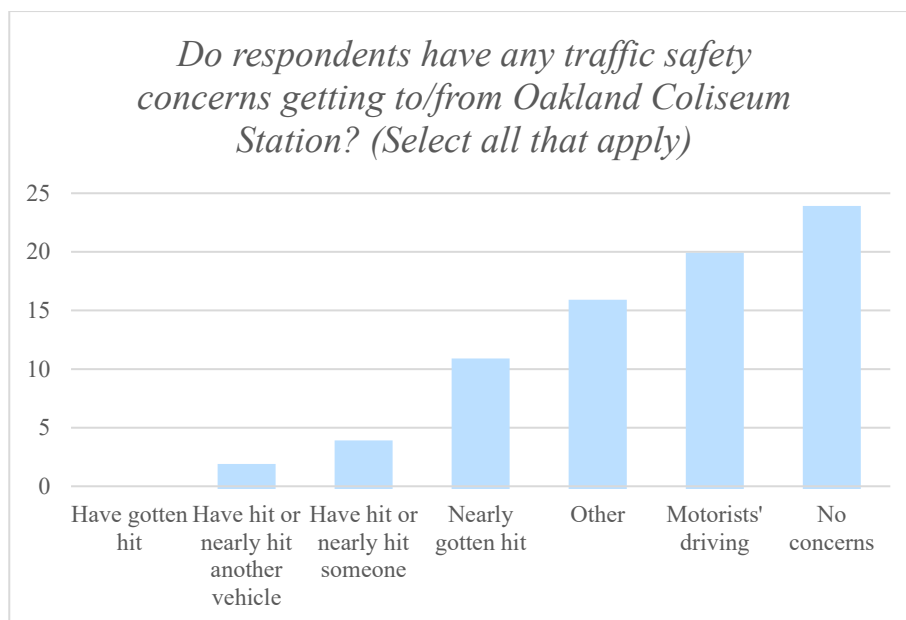
**Figure 4. Balboa Park Station Survey Map Responses**

## Oakland Coliseum

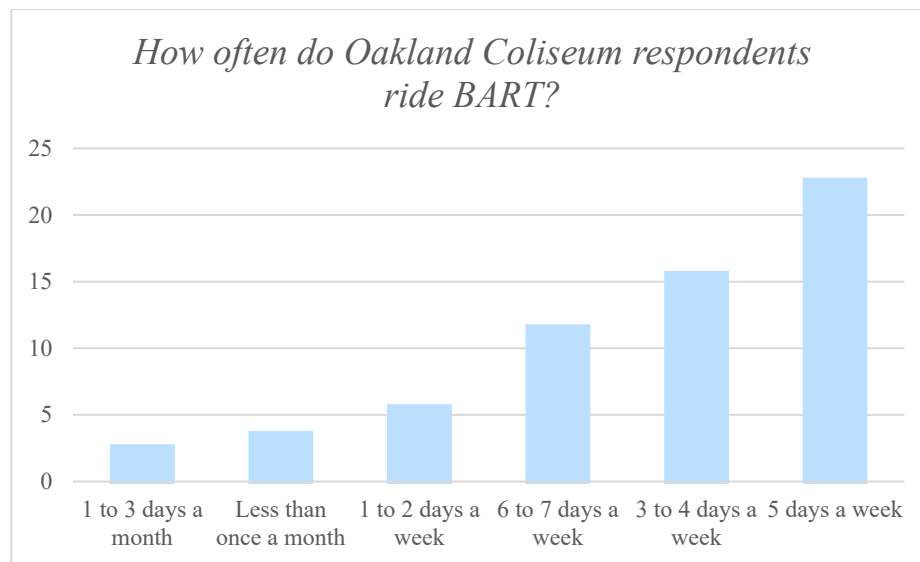
The Oakland Coliseum pop-up took place on December 5, 2024, and the intercept survey received 73 responses. Of the respondents, 71 percent had taken a ride from Oakland Coliseum Station. The majority of respondents take transit or walk to the station (see Figure 5), and ride BART 5 days a week (see Figure 7). Most respondents indicated they have no traffic safety concerns, but many respondents also indicated they had concerns about motorists' driving or have had experience with nearly getting hit by a vehicle (see Figure 6). The high number of "Other" responses included concerns about speeding, local crime and safety concerns, and poor street lighting around the station.



**Figure 5. Travel to Oakland Coliseum Station by Mode**



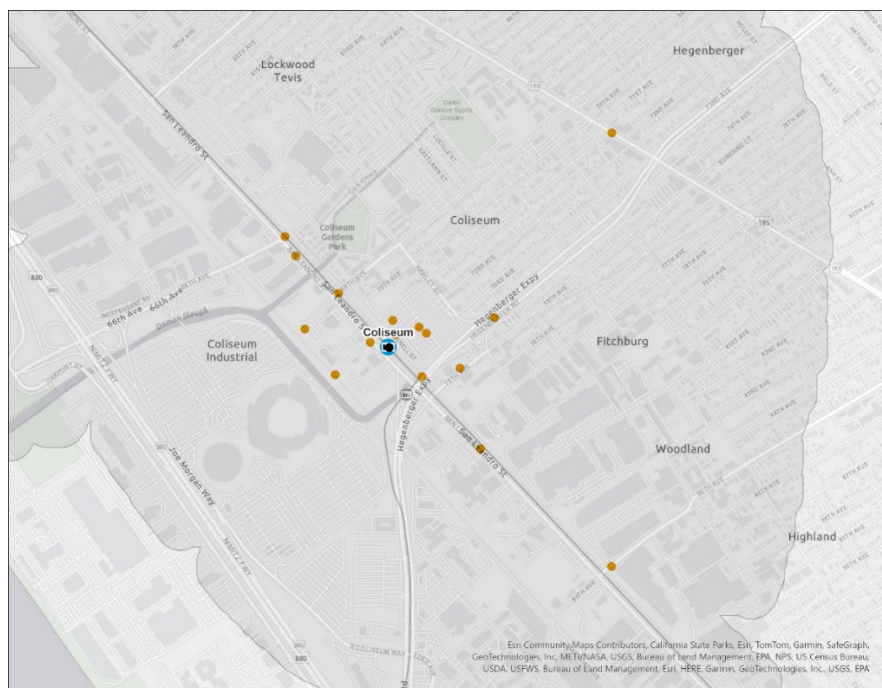
**Figure 6. Oakland Coliseum Station Traffic Safety Concerns**



**Figure 7. Oakland Coliseum Station Trip Frequency**

Respondents at Oakland Coliseum Station were concerned with speeding and reckless driving on San Leandro St. and Snell St., and cited the need for improved street lighting around the station. Suggestions to improve safety around the station included implementing improved pedestrian crosswalks on San Leandro St. and more robust bicycle and pedestrian facilities on Hegenberger Rd.

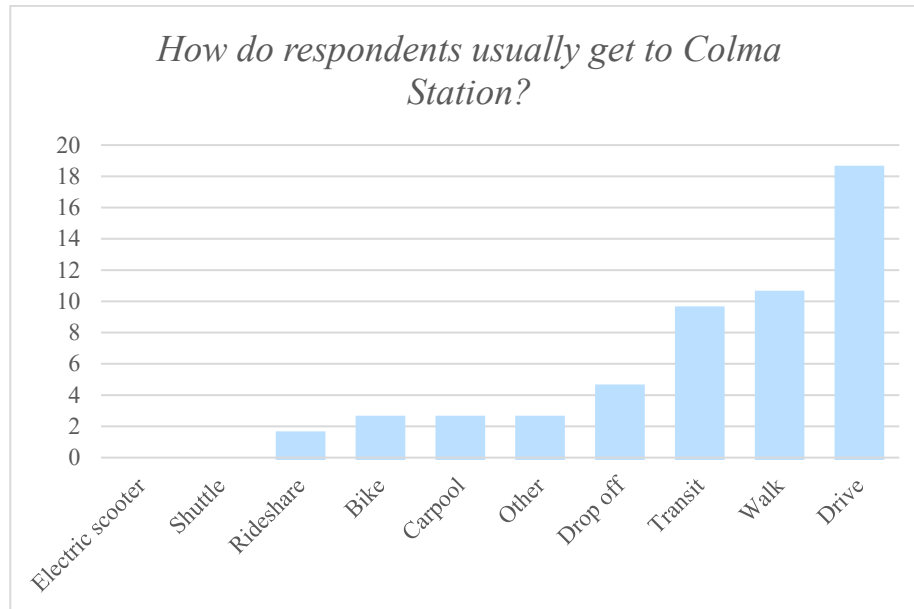
The orange dots in Figure 8 illustrate specific locations identified by respondents as areas facing safety concerns that could benefit from safety improvements.



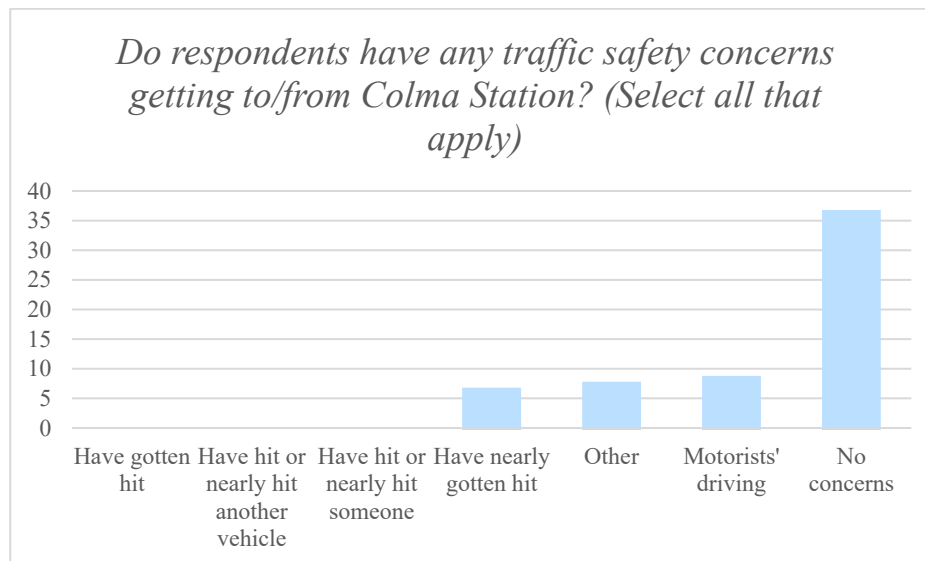
**Figure 8. Oakland Coliseum Station Survey Map Responses**

## Colma

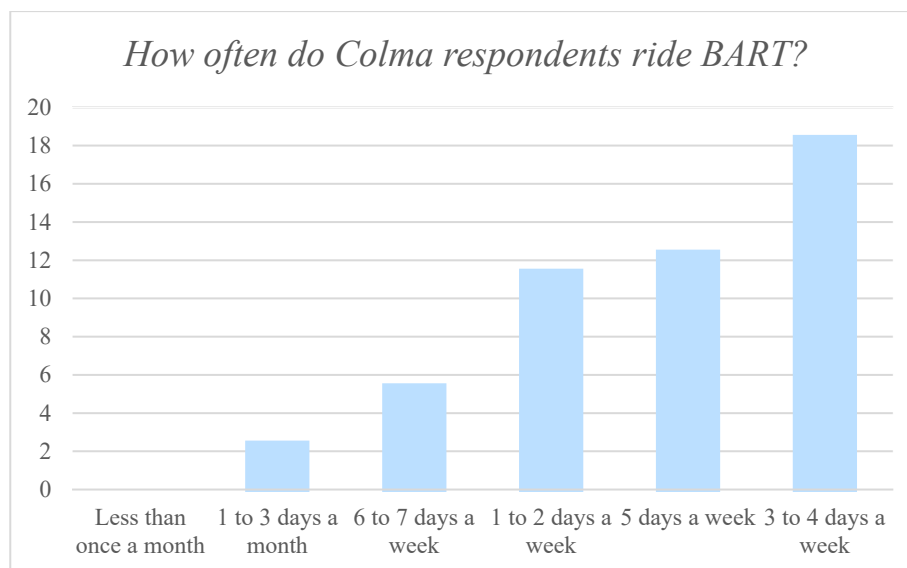
The Colma pop-up took place on December 11, 2024, and the intercept survey received 60 responses. Of the respondents, 78 percent had taken a ride from Colma Station. The majority of respondents drive to the station (see Figure 9), had no traffic safety concerns (see Figure 10), and ride BART 3 to 4 days a week (see Figure 11).



**Figure 9. Travel to Colma Station by Mode**



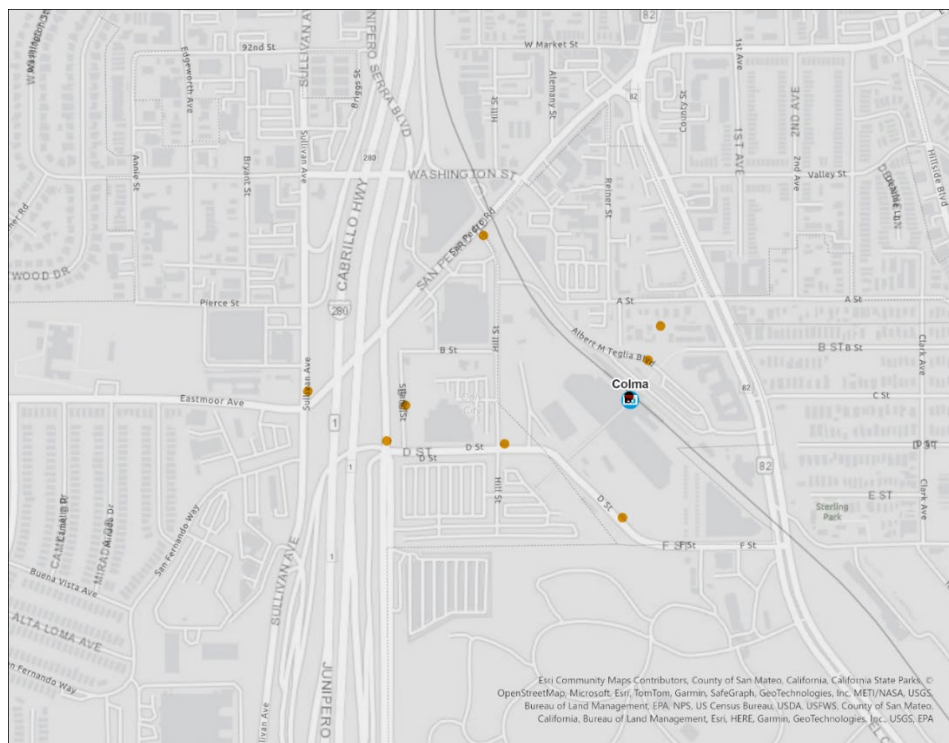
**Figure 10. Colma Station Traffic Safety Concerns**



**Figure 11. Colma Station Trip Frequency**

Respondents at Colma Station were concerned with speeding on D St. and insufficient street lighting. They suggested implementing more stop signs as a means to slow cars for crossing pedestrians.

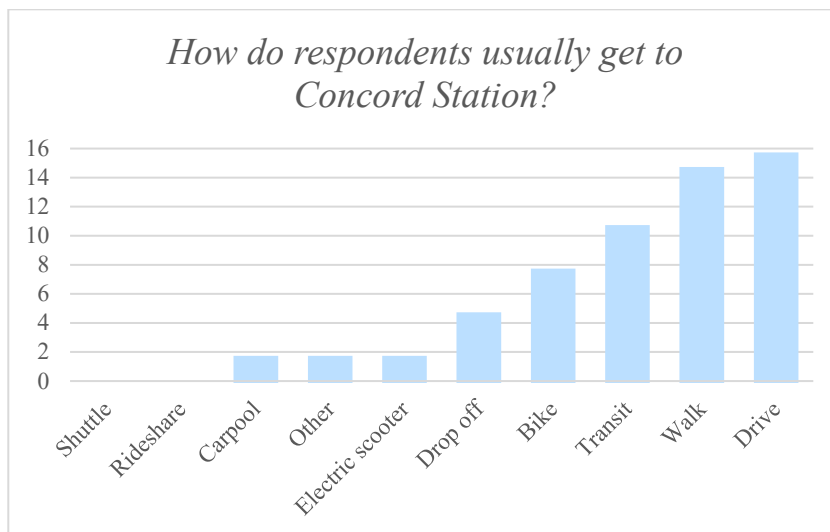
The orange dots in Figure 12 illustrate specific locations identified by respondents as areas facing safety concerns and that could benefit from safety improvements.



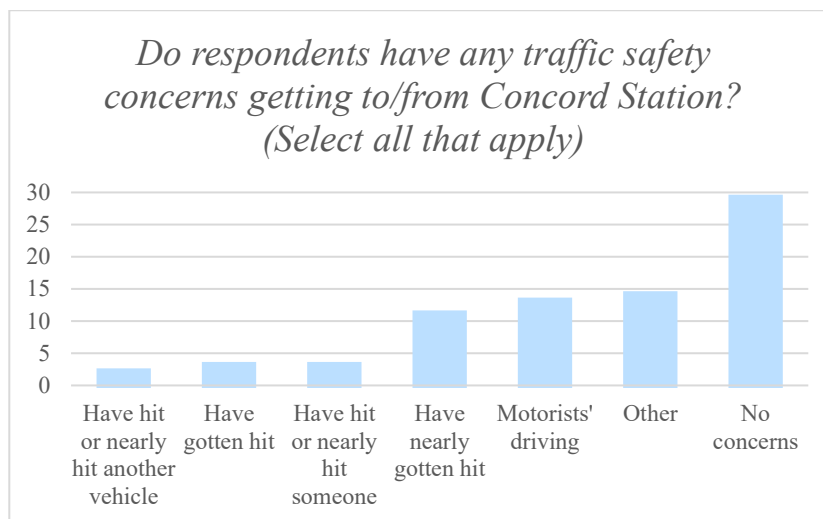
**Figure 12. Colma Station Survey Map Responses**

## Concord

The Concord pop-up took place on December 3, 2024, and the intercept survey received 58 responses. Of the respondents, 76 percent had taken a ride from Concord Station. The majority of respondents walk or drive to the station (see Figure 13), have no traffic safety concerns (see Figure 14), and ride BART 3 to 4 days a week (see Figure 15). The high number of “Other” responses included concerns about illegally parked vehicles crowding bike lanes, unhoused populations, and a lack of a crosswalk across Park St.

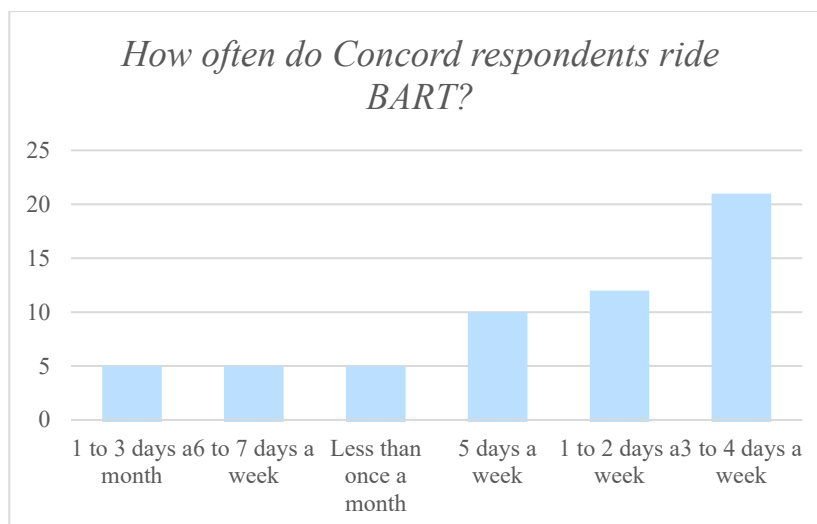


**Figure 13. Travel to Concord Station by Mode**



**Figure 14. Concord Station Traffic Safety Concerns**





**Figure 15. Concord Station Trip Frequency**

Respondents at Concord Station were concerned about vehicles parking in bike lanes along Grant St., creating traffic crowding and safety issues. Other concerns included inadequate street lighting, lack of pedestrian crosswalks around the station (including to One Concord Center), reckless driving along Grant St., Clayton Rd., and Oakland Ave., and insufficient bike facilities on Clayton Rd.

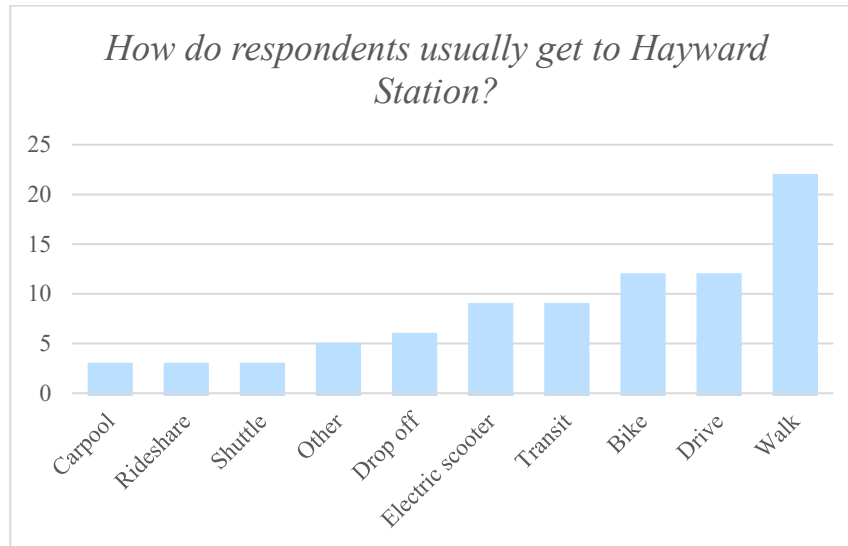
The orange dots in Figure 16 illustrate specific locations identified by respondents as areas facing safety concerns and that could benefit from safety improvements.



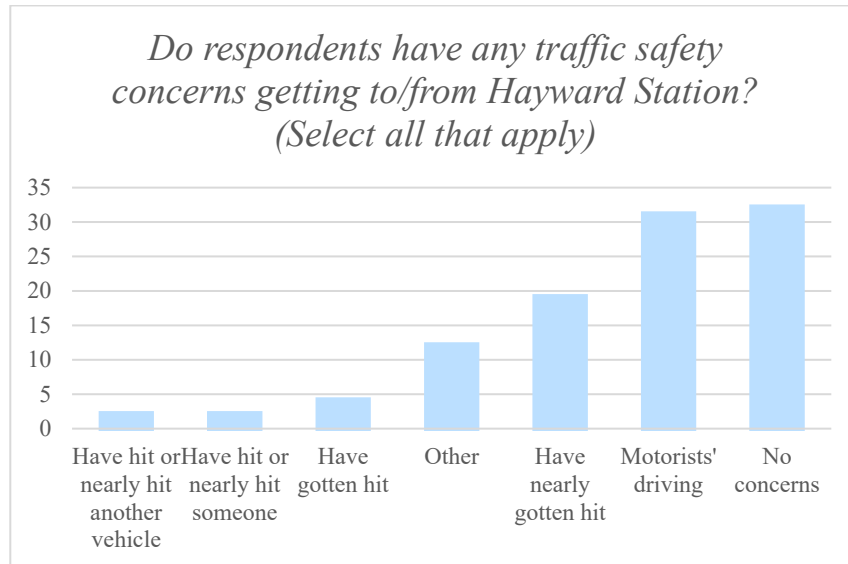
**Figure 16. Concord Station Survey Map Responses**

## Hayward

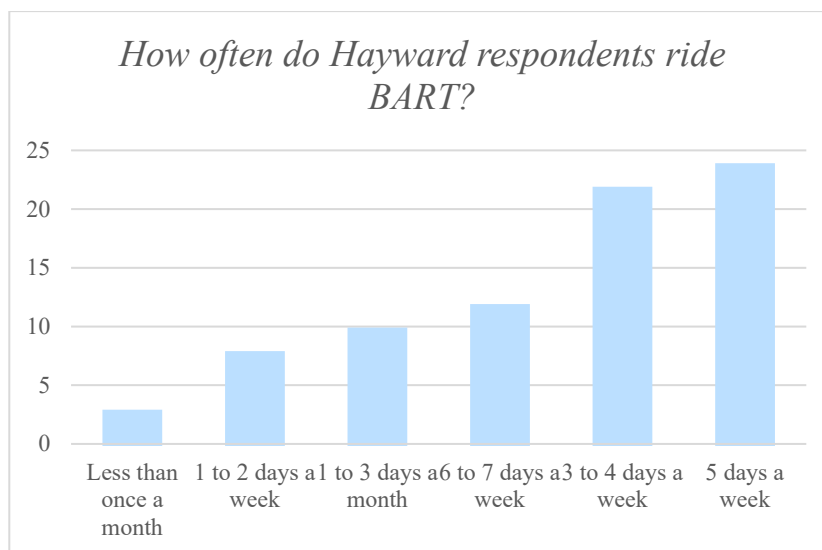
The Hayward pop-up took place on December 4, 2024, and the intercept survey received 88 responses. Of the respondents, 78 percent had taken a ride from Hayward Station. The majority of respondents walk to the station (see Figure 17) and ride BART 5 days a week (see Figure 19). Some respondents indicated that they have no traffic safety concerns, while some shared that they have concerns about motorists' driving or have nearly gotten hit (see Figure 18).



**Figure 17. Travel to Hayward Station by Mode**



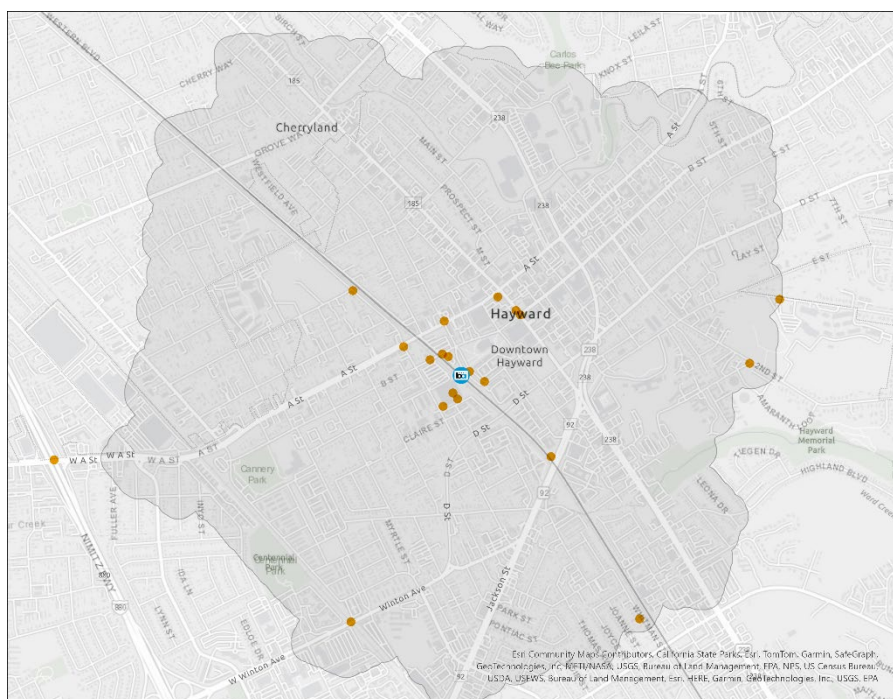
**Figure 18. Hayward Station Traffic Safety Concerns**



**Figure 19. Hayward Station Trip Frequency**

Respondents at Hayward Station were concerned with speeding and reckless driving, especially where there is a lack of separated bike and pedestrian facilities (e.g., Winton Ave.), and bike and pedestrian safety at the intersections of D St., Mission Blvd., B St., and Foothill Blvd. There were also concerns about pedestrian safety on Montgomery Ave. and the lack of separated bike lanes on Western Blvd.

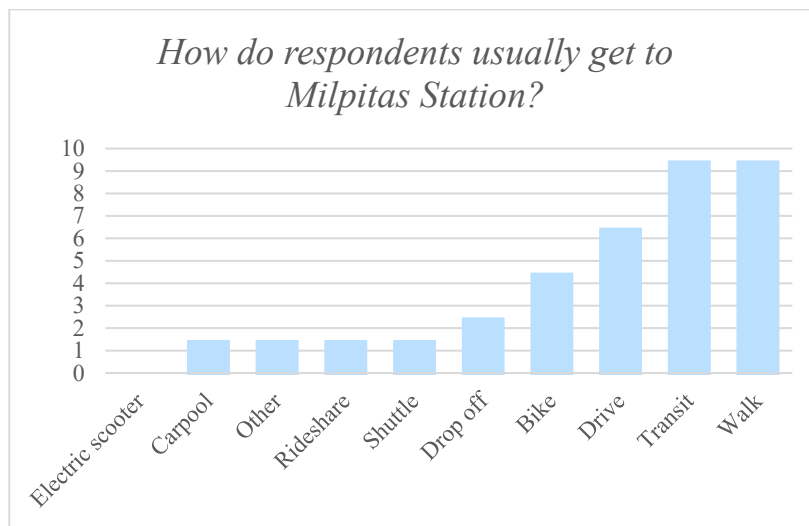
The orange dots in Figure 20 illustrate specific locations identified by respondents as areas facing safety concerns that could benefit from safety improvements.



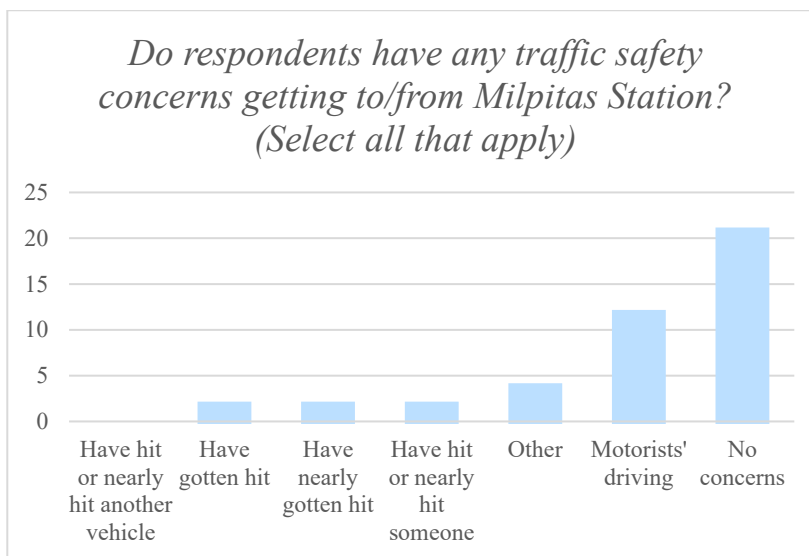
**Figure 20. Hayward Station Survey Map Responses**

## Milpitas

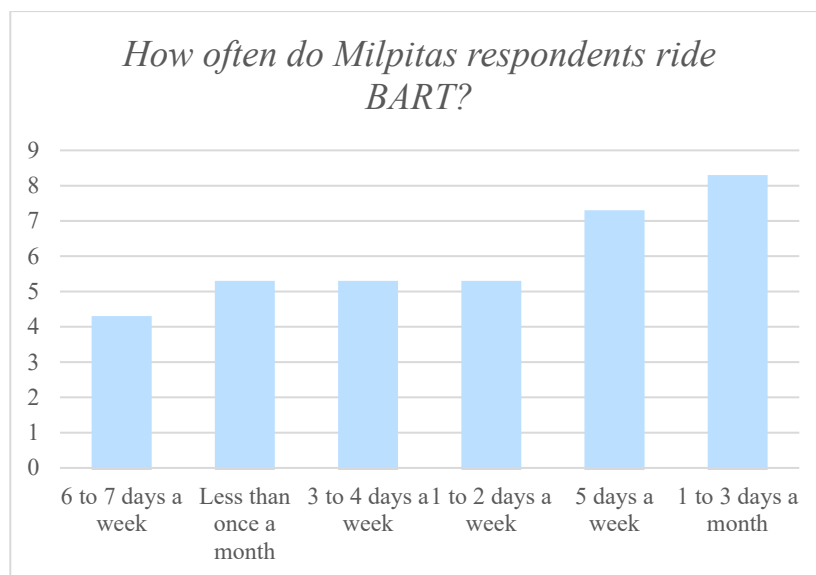
The Milpitas pop-up took place on December 12, 2024, and the intercept survey received 41 responses. Of the respondents, 61 percent had taken a ride from Milpitas Station. This pop-up was held on the day of a 49ers football game, which may have skewed the intercept survey responses with non-regular riders. In this context, the majority of respondents take transit or walk to the station (see Figure 21), and ride BART 1 to 3 days a month (see Figure 23). Most respondents indicated they have no traffic safety concerns, but some respondents have concerns about motorists' driving (see Figure 22).



**Figure 21. Travel to Milpitas Station by Mode**



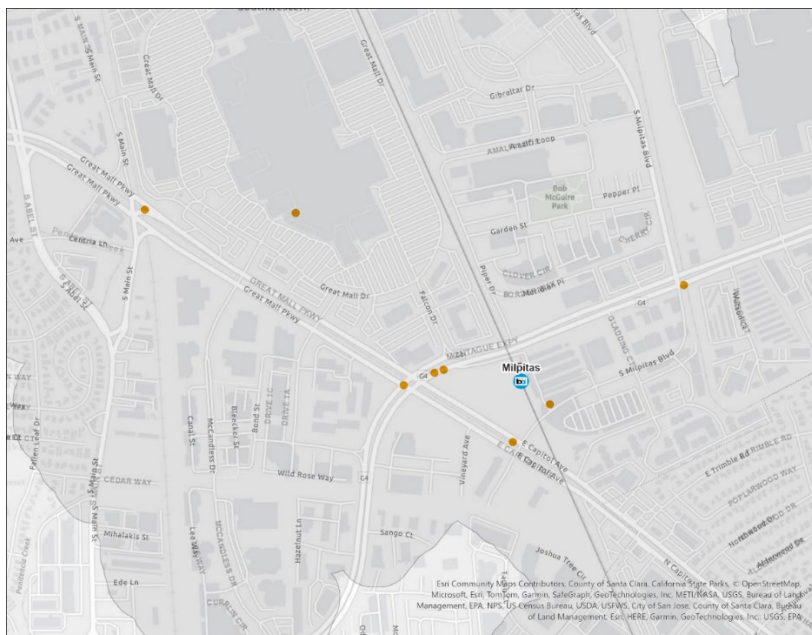
**Figure 22. Milpitas Station Traffic Safety Concern**



**Figure 23. Milpitas Station Trip Frequency**

Respondents at Milpitas Station expressed the need for more protected bike lanes and were concerned that Montague Expwy. and Great Mall Pkwy. were too wide for safe pedestrian crossings. There were also speeding and reckless driving concerns on Montague Expwy. and Milpitas Blvd. as well as a note that motorist visibility of cyclists on Montague Expwy. at the station entrance is poor due to sight line issues.

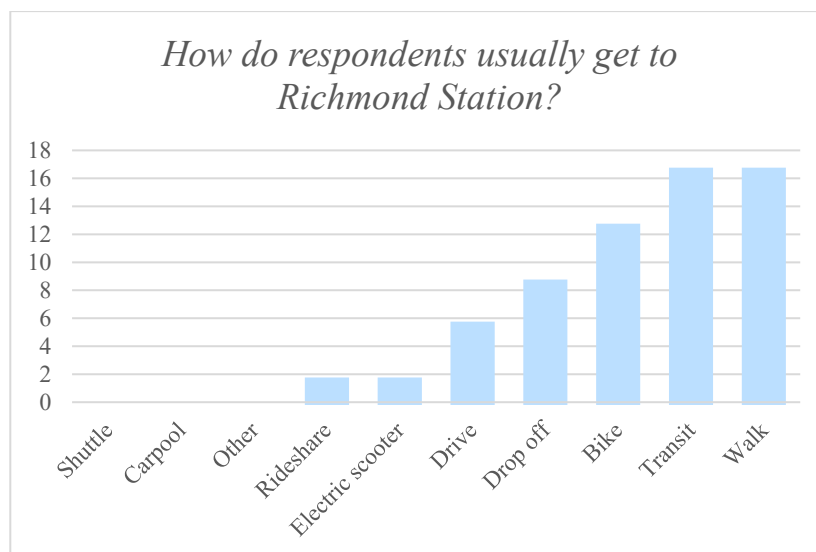
The orange dots in Figure 24 illustrate specific locations identified by respondents as areas facing safety concerns and that could benefit from safety improvements.



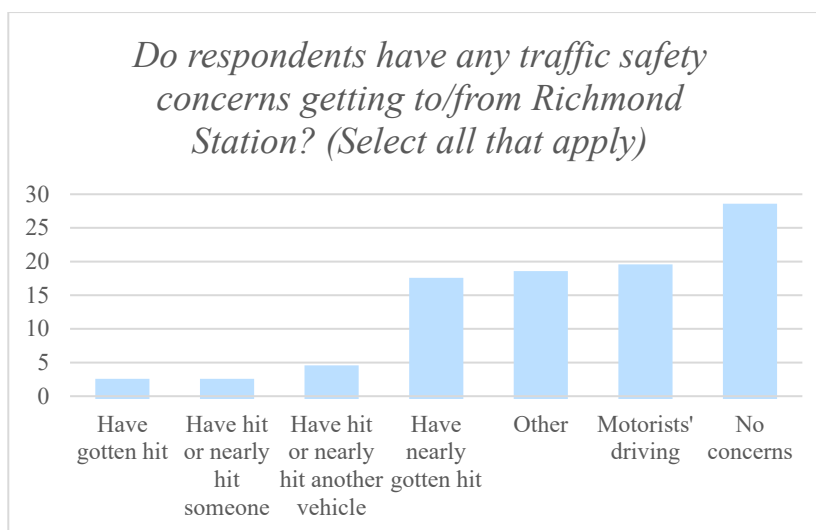
**Figure 24. Milpitas Station Survey Map Responses**

## Richmond

The Richmond pop-up took place on November 21, 2024, and the intercept survey received 74 responses. Of the respondents, 77 percent had taken a ride from Richmond Station. The majority of respondents take transit or walk to the station (see Figure 25) and ride BART 5 days a week (see Figure 27). Many respondents indicated they have no traffic safety concerns, while others shared they had concerns about motorists' driving and have almost gotten hit by vehicles (see Figure 26). The high number of "Other" responses included concerns about the lack of pedestrian lighting, crime and security, and poor road conditions for bicycles.

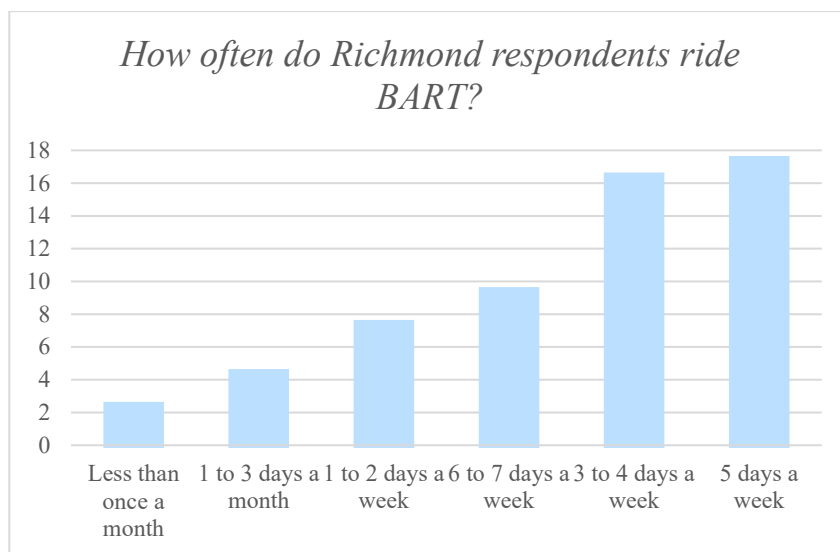


**Figure 25. Travel to Richmond Station by Mode**



**Figure 26. Richmond Station Traffic Safety Concerns**

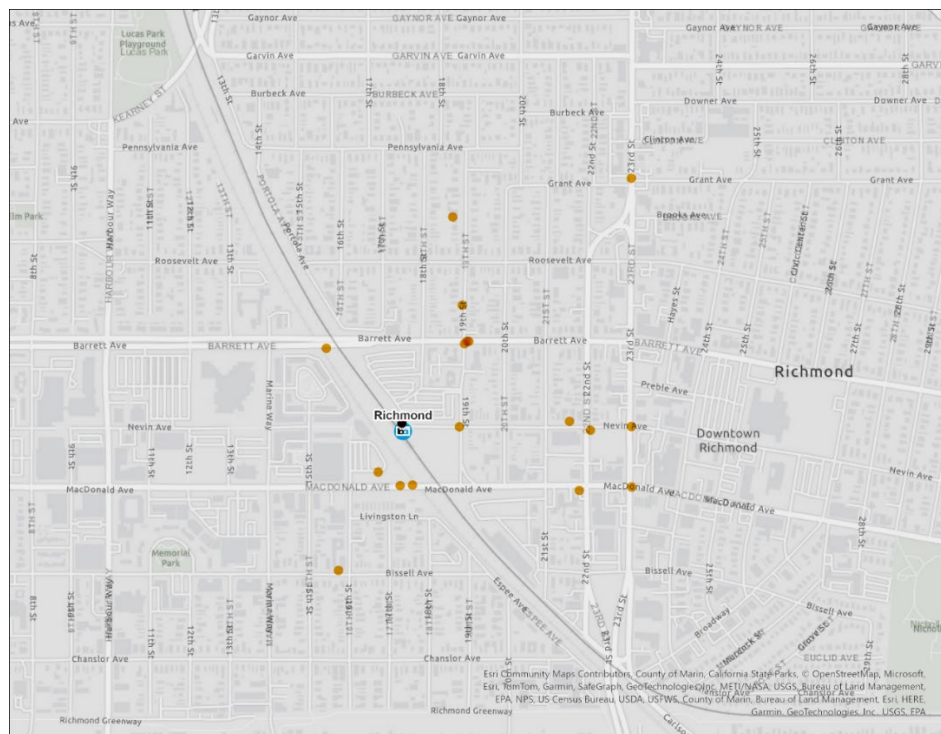




**Figure 27. Richmond Station Trip Frequency**

Respondents at Richmond Station were concerned with poor lighting and reckless driving at nearby intersections, 23<sup>rd</sup> St., and the MacDonald Ave. underpass, which makes pedestrians and cyclists feel unsafe.

The orange dots in Figure 28 illustrate specific locations identified by respondents as areas facing safety concerns and that could benefit from safety improvements.

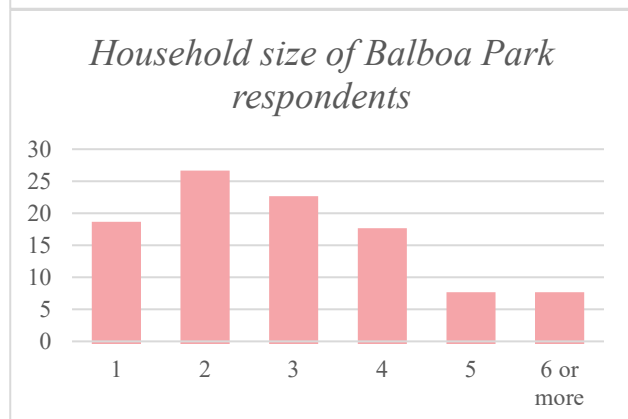
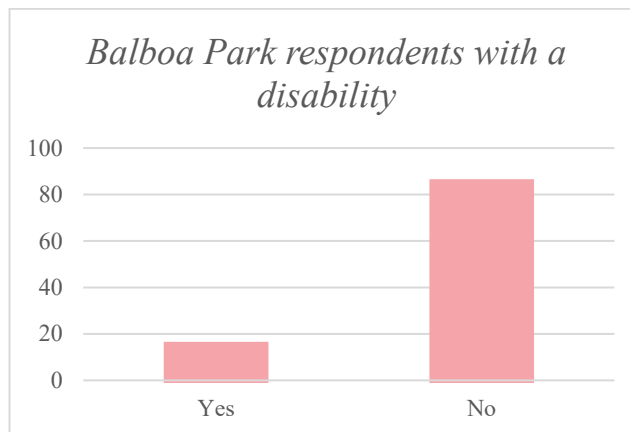
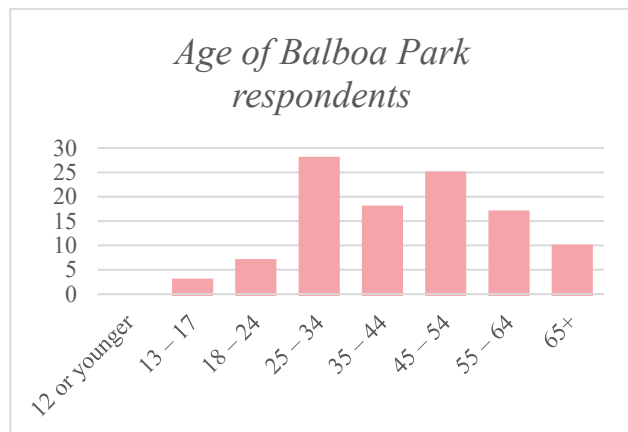


**Figure 28. Richmond Station Survey Map Responses**

## 2.4 Focus Station Area Intercept Survey Demographics

To better understand survey respondents, several optional demographic questions, including questions about ethnicity, age, and household income, were asked at the end of the intercept survey. The following charts provide a demographic summary of the respondents who opted to provide their information, by FSA:

### Balboa Park





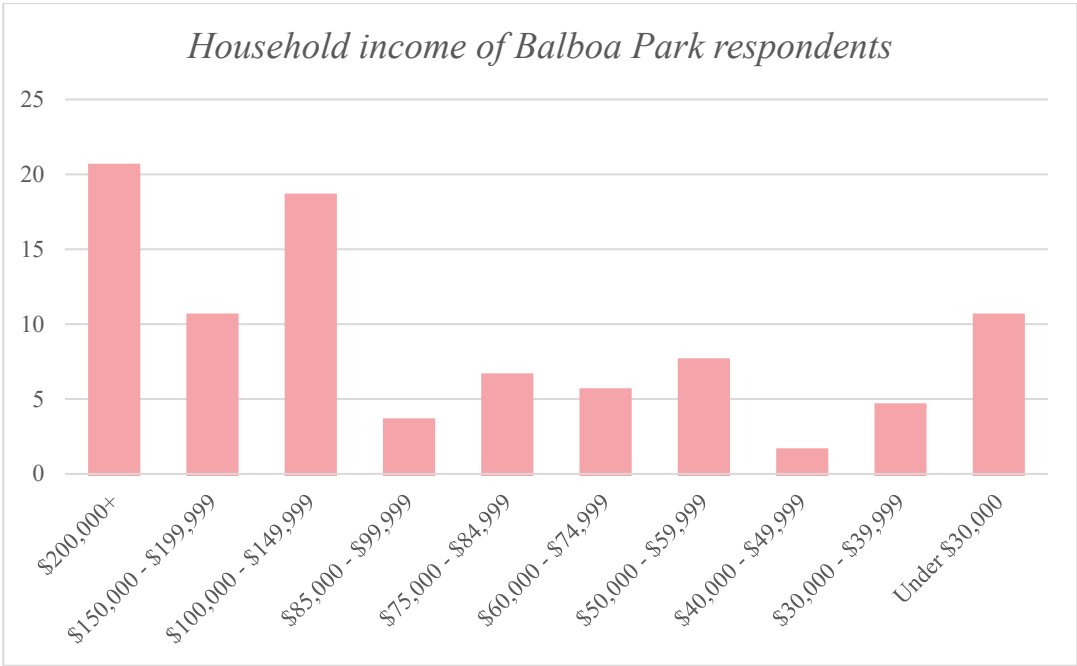


Figure 29 Balboa Park Survey Demographics Summary

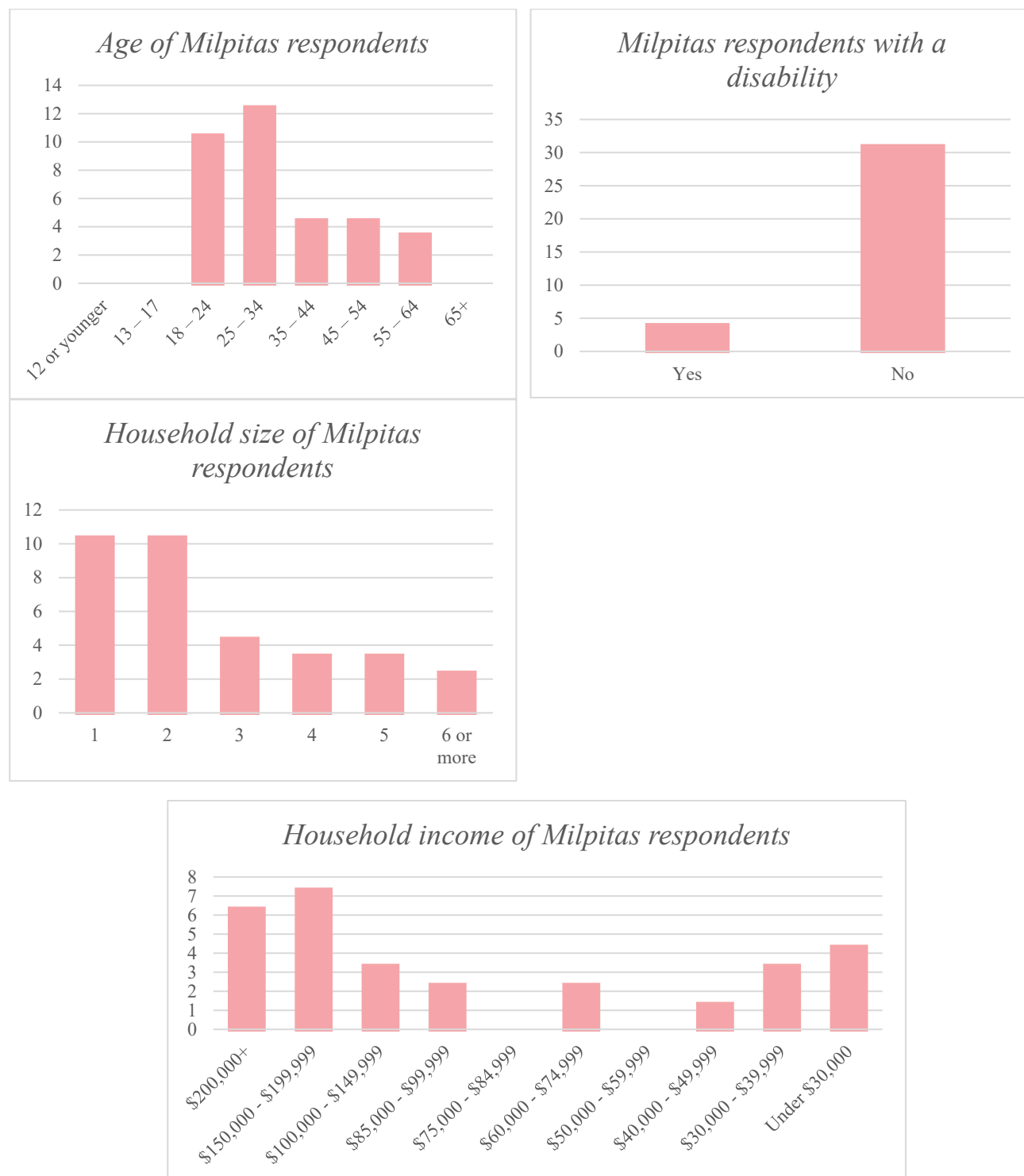
**Oakland Coliseum**

**Figure 30 Oakland Coliseum Survey Demographics Summary**

**Colma****Figure 31 Colma Survey Demographics Summary**

**Concord****Figure 32 Concord Survey Demographics Summary**

**Hayward****Figure 33 Hayward Survey Demographics Summary**

**Milpitas****Figure 34 Milpitas Survey Demographics Summary**

**Richmond****Figure 35 Richmond Survey Demographics Summary**

**3. Upcoming activities in the next reporting period**

- The project team is leading walk audits with agency partners at each of the seven stations in the first week of January to identify safety challenges and recommend safety interventions.
- The steering committee and BART working group are meeting in January to review the draft safety action plan and provide feedback on the next steps for implementation. Steering Committee Meeting #3 is planned for January 9, 2025, from 10:30 am – 12:00pm. The next BART working group meeting is planned for January 13, 2025.
- Once all stakeholder comments have been received and reviewed by BART, the project team will address them in the next draft to the public.
- The project team will conduct an online public meeting in Spring 2025 to share the draft safety action plan and draft focus station area action plans with the community and report back what was heard during Phases 1 and 2 of outreach.



## Memorandum

**To** Kamala Parks, Project Manager  
Seung-Yen Hong, Deputy Project Manager  
**Date** August 20, 2025  
**Copies**  
**Reference number** 298809  
**From** Brooke Dubose, Carleton Wong, Stella Yip,  
Ivy Morrison, Patti Ransdell, and Simon Stahl  
**File reference**  
**Subject** Outreach Milestone Report #3 (January 6, 2025 – August 19, 2025)

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*Safe Trips to BART: An Action Plan for Safer Roadways* (the project) is a regional plan to improve pedestrian, bicyclist, and motorist safety on streets in and around BART station areas in addition to roadways that parallel the BART system. As part of this effort, the project team held a series of outreach and engagement activities to solicit input on concerns, priorities, and visions related to roadway safety from BART riders, BART staff, and local and regional partners.

This memo documents activities and outcomes from the third phase of outreach, which included:

- Leading walk audits of the focus station areas with agency stakeholders and representatives from community groups
- Meeting with the project Steering Committee
- Conducting public engagement with presentations to the BART Bicycle Access Task Force and an Online Open House for the draft plan's release
- Summarizing results of the public survey of the draft plan

### 1. Stakeholder Outreach

During this period, the project team met with stakeholders for walk audits of the focus station areas, to discuss focus station area recommendations, and review the action plan.

#### 1.1 Agency Partner Engagement

The project team completed walk audits with agency partners in January 2025. Walk audits for Hayward and Coliseum stations were held on Tuesday, January 7; Concord and Richmond stations on Wednesday, January 8; Milpitas station on Thursday, January 9; and Colma and Balboa Park stations on Friday, January 10.

#### 1.2 Steering Committee

The third steering committee meeting was held on Thursday, January 9, 2025, from 10:30am-12:00pm. The meeting agenda included a progress update on the project, including the focus station area pop-up

and walk audit dates, summary statistics from the focus station area intercept survey and general takeaways from the stations. The meeting was held in the week of the walk audits, so feedback about the audits were discussed.

The fourth steering committee meeting was held on Tuesday, May 27, 2025, from 11:00am-12:30pm at BART headquarters in Oakland to provide members with a forum to ask any questions from the study. Two main inputs for the action plan arose from the meeting; members mentioned that safety recommendations for freeway ramps would be different from the safety improvements in the toolbox, and that the main issue for stations near freeways is speeding cars which necessitate strategies to reduce speed.

### **1.3 Internal BART Working Group**

No additional BART Working Group meetings were held during this reporting period.

## **2. Public Outreach**

The third phase of public outreach was centered around an Online Open House that was launched on June 25, 2025. In addition to informing audiences about *Safe Trips to BART*, an online survey was available through August 6 as part of the Online Open House to understand both general attitudes and concerns around roadway safety and to pinpoint specific issues riders experienced. The survey asked riders to review *Safe Trips to BART: An Action Plan for Safer Roadways* as well as individual *Focus Station Area Action Plans* for any of their preferred stations, and to weigh in on as many plans as they wanted. Respondents were only asked to provide feedback on the individual plans which they selected.

The Online Open House included an informational video, frequently asked questions (FAQ), fact sheet, and links to the draft plan and all its appendices. Key material was provided in Spanish and Chinese, as was the survey. A Logistics Plan and Toolkit were developed to guide outreach efforts around the Open House, map out a messaging framework, and determine the timing of posts and website updates. The Open House and accompanying survey were primarily marketed by messages on digital display signs at BART platforms systemwide, posters located at seven BART focus stations, as well as e-blasts from BART and social media.

### **2.1 Online Open House Video**

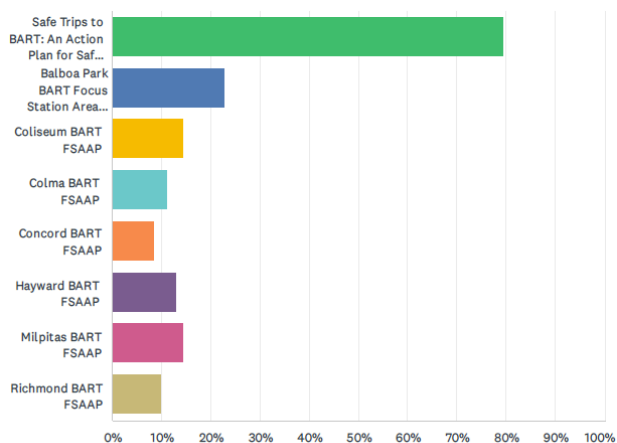
The Online Open House included a four-minute informational video explaining *Safe Trips to BART*, providing background information, and encouraging viewers to take the survey. Versions of the video were provided in English, Spanish, and Chinese; each version of the video included in-language subtitles for the hearing-impaired, and content was reviewed to ensure both clarity and accessibility.

### **2.2 Asynchronous Survey Results**

The survey received 156 responses, 154 of which were in English, as shown in Q1 below. The remaining two responses were in Spanish and Chinese; neither opted to respond to the open-ended questions. Of the English responses, nearly 80% opted to provide feedback on *Safe Trips to BART: An Action Plan for Safer Roadways*. The most commented on individual *Focus Station Area Action Plan (FSAAP)* was Balboa Park, with 35 responses. The least comment on was Concord, with 13 responses.

Q1 Select those for which you would like to provide feedback. Choose as many as you like.

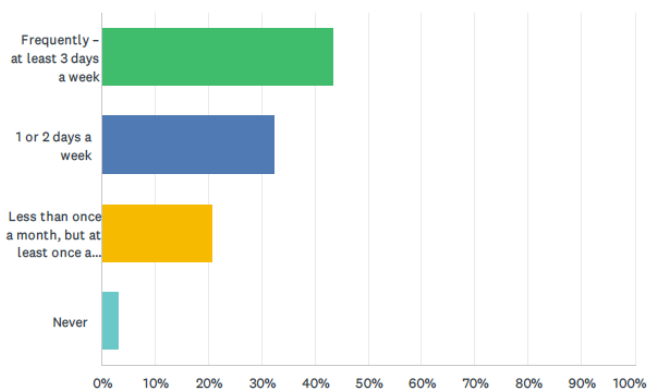
Answered: 154 Skipped: 0



Most survey respondents (76%) reported using BART at least weekly, as shown in Q2 below.

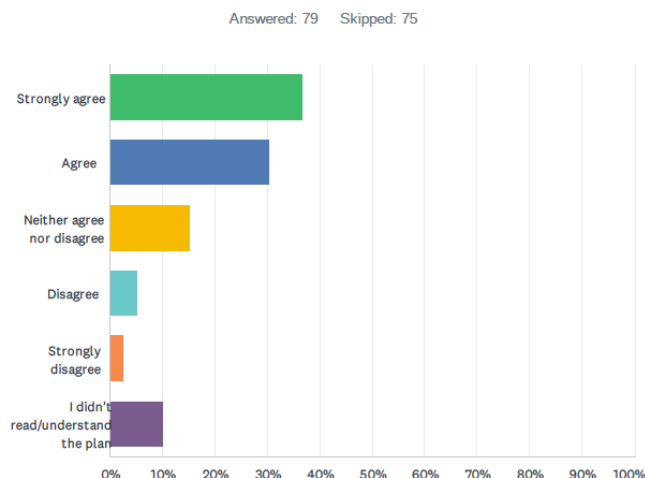
Q2 How often do you use BART?

Answered: 154 Skipped: 0



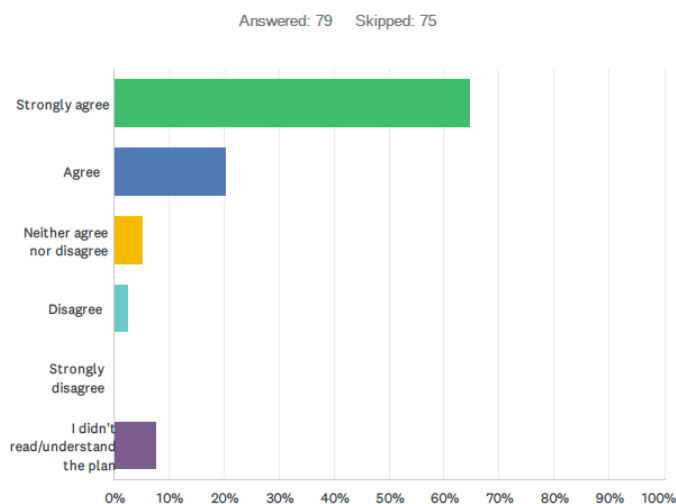
Respondents overwhelmingly agreed that the High-Injury Network (HIN) accurately represented their real-life experience of which streets felt unsafe. 66% either agreed or strongly agreed it matched their experience, while only 7% disagreed, as shown in Q4 below.

Q4 The High-Injury Network in Appendix D of the Plan matches my experience of which streets have higher chances for life-altering crashes.



Similarly, 85% of respondents thought the proposed roadway safety measures would make them feel safer; only 2 disagreed, and nobody taking the survey strongly disagreed as shown in Q5 below.

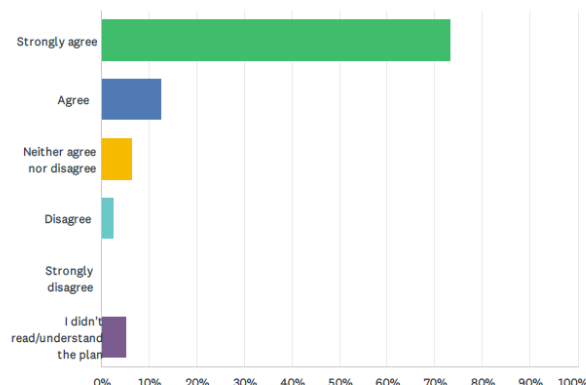
Q5 Implementing some of the roadway safety measures in Table 4 (PDF pages 37-51 of the Plan) would make me feel safer on roads near BART stations.



86% felt the Plan should be put into use as shown in Q6 below.

Q6 I think the Plan should be used to identify and prioritize roadway safety projects on the streets near BART stations I use.

Answered: 79 Skipped: 75



In terms of qualitative feedback, respondents felt strongly about roadway safety and were happy to see BART's initiative.

***“Thank you for doing this, even though Bart doesn’t control the streets. It’s great that you have that vision and that are trying to tackle this problem.”***

Many comments displayed a strong understanding of transportation infrastructure and some of the difficulties involved in working across jurisdictions. Several respondents complained that “paint is not a plan” — stronger barriers are needed, such as concrete barriers or grade separation between cars and cyclists. Several comments urged BART to look at other countries for examples. Comments discussed a variety of travel modes — predominantly cycling and walking— though motorists, scooter, and wheelchair users also weighed in.

***“Unprotected bike lanes make me feel virtually just as at-risk of being struck by a vehicle as streets with no bike lane at all, as motorists park in the lanes, open doors into the lanes, swerve into the lanes, and otherwise obstruct their passage constantly.”***

Some comments also pointed out ways they felt the HIN or Plan fell short; for example, multiple respondents wanted to see local bike plans and regionally significant bike routes accounted for in a more integrated approach to planning.

The station-specific input varied considerably depending on the station in question; some stations had a clear top priority project emerge, while others were split more evenly, as shown below. However, considering the low number of respondents for any given station — 20 on average — these results don’t indicate a large enough sample size to be truly representative of BART riders at any given station. Further outreach may be warranted to help prioritize roadway safety projects at specific stations.

- Balboa Park FSAAP: Ocean Avenue from I-280 to Cayuga Avenue (44%, 8)
- Coliseum FSAAP: 66th Avenue from San Leandro Street to International Boulevard (36%, 5)
- Colma FSAAP: Albert M Teglia Boulevard at Colma BART to El Camino Real & A Street (33%, 3)

- Concord FSAAP: Clayton Road from Park St to The Alameda; Sunset St and East St (33%, 2) & Salvio Street from East Street to Parkside Drive (33%, 2)
- Hayward FSAAP: D Street & Grand Street (23%, 3) and Other (38%, 5)
- Milpitas FSAAP: Great Mall Parkway & Main Street (38%, 5)
- Richmond FSAAP: MacDonald Avenue from 15th Street to 23rd Street (63%, 5)

Overall, it's clear that this is a very important issue to BART riders. They're glad to see BART prioritize it. They understand that the challenges are significant, but they want to see real, meaningful infrastructure interventions such as concrete barriers. Riders are willing to get involved and push for safer roads if they're provided with the means to do so. One respondent put it clearly: "Please create tools (form letters, directories listing email addresses of elected officials in the city/county of each of the 7 stations) to make it easier for BART riders to contact their elected officials to urge them to implement *Safe Trips to BART*."

### 2.3 BART Bicycle Advisory Task Force (BBATF)

BART staff presented to the BBATF on August 4, 2025, to promote the Online Open House and solicit input. Generally, the project was well received, and they indicated a willingness to use the Plan to engage with agencies for roadway safety improvements.

## 3. Summary

- The project made significant progress in soliciting feedback and input on *Safe Trips to BART: An Action Plan for Safer Roadways* indicating a robust desire to improve pedestrian, bicyclist, and motorist safety on public streets near BART stations.
- The public survey received 156 responses, with most respondents supporting the proposed safety measures and the overall plan.
- Overall, the project has garnered strong support from BART riders, who are willing to get involved and advocate for safer roads.