

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)

February 2, 2026
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 Koscielniak, 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 February 2, 2026, 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 885 4417 3588, logging into Zoom.com and entering access code 885 4417 3588, or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/88544173588>

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 January 30, 2026 to be included in the record.
- 2) Call (833) 548-0282, enter access code 885 4417 3588, 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 885 4417 3588 and use the raise hand feature; or join the Task Force meeting via the Zoom link (<https://us06web.zoom.us/j/88544173588>) 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.	Public Comment on Non-Agenda Items (Information)	5	min.
3.	Approval of December 2025 BBATF Minutes (Action)	5	min.
4.	BBATF Memberships (Action) a) Maya Chaffee b) Jeremiah Maller	10	min.
5.	2026 BBATF Officer Elections (Action)	10	min.
6.	2024 BART Station Profile Study (Information)	20	min.
7.	El Cerrito Plaza BART Intersection Safety (Discussion)	15	min.
8.	Next Generation Faregate Reliability and Access (Discussion)	15	min.
9.	Subcommittee Reports (Information) a) Advocacy	5	min.
10.	Strategic Planning/End of Year Reflection Follow-up (Discussion)	15	min.
11.	BBATF Promotional Giveaway Items (Discussion)	5	min.
12.	BART Bike Program Updates (Information)	5	min.
13.	Future Agenda Items (Discussion)	5	min.
TOTAL: 120			min.

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MINUTES
BART Bicycle Advisory Task Force (BBATF)
December 1, 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 Koscielniak, Jonathan MacMillan, Maya Chaffee, Morris Gevirtz, Paul Valdez, Phoenix Magnum, Sam Greenberg.

Meeting called to order by Chairperson Jeremiah Maller at 6:03pm

Members in attendance:

Jeremiah Maller (Chair), Jon Spangler (Vice Chair), Tyler Morris (Secretary), Al Park, Maya Chaffee, Morris Gevirtz, Paul Valdez, Sam Greenberg, Alex Shu, Elena O'Curry, Jenn Koscielniak

BART Director: N/A

BART Liaison: Heath Maddox

Guests: Ryan Greene-Roesel (BART Customer Access), Nick Pilch, Bruce Dughi, Michael Gerbracht (BART)

Absent: Jonathan MacMillan, Phoenix Magnum, Ian Gaerlan,

Agenda with minutes follows as is:

1. 6:03pm Self-Introductions of Members, Staff, and Guests (Information) 5 min.
 1. Attendees introduce themselves
2. 6:09pm General Discussion and Public Comment (Information) 3 min.
 1. Jeremiah mentioned a cyclist was hit in the East Bay
 2. Heath mentioned the agenda is available via LegiStar on the BART BBATF website
 3. Morris expressed the importance of BART being maintained and how dependent Bay Area residence are of the system and its connections to last mile systems
 4. Tyler announced he and his wife are having a baby boy!
3. 6:15pm Approval of October 2025 BBATF Minutes (Action) 2 min.
 1. Morris moves to approve the minutes and Maya seconds the motion
 2. Motion is approved unanimously by those present
4. 6:17pm Next Generation Faregate Reliability and Access (Discussion) 20 min.
 1. Jon mentions the Accessibility Meeting next week to see the prototype faregate software

2. Heath mentioned you have to RSVP so that a quorum isn't assembled
3. Michael introduces the presentation
4. Accessible gates have a lower availability percentage though the rate is still high at 85%
5. Tyler asked why accessible gates break more than regular gates
6. Morris asked what the system process is to track gates being unavailable
7. Swing arms were not designed to withstand real-world force of fare-evaders pushing the gates open
8. There is a latency between the gate system and the reader system
9. Testing new software updates at Concord station have shown no decrease in fare evasion with changing the sensor timing
5. 6:50pm BART Bike Rules (Discussion) 20 min.
 1. Jon introduces the presentation
 2. BBATF members share their ideas around best practices and personal responsibility
 3. Suggestion was made that the rules be more visual than wordy
6. 7:04pm Castro Valley Blvd. Bike Lanes (Discussion) 5 min.
 1. Jeremiah introduces the presentation
 2. Castro Valley MAC are taking steps to see about replacing bike lanes with additional parking
 3. Bruce noted that businesses haven't been impacted by reduced parking
7. 7:10pm Subcommittee Reports (Information) 5 min.
 1. Advocacy
 1. Jon recapped Nov. 2 outreach at 24th Street BART
8. 7:11pm End-of-Year Reflection (Discussion) 35 min.
 1. Jeremiah summarizes BBATF responses to the survey
 2. Several themes common to feedback were presented
 3. Members share their 30-second opinions about how to improve the task force in 2026
 4. Members will submit feedback and share at the next meeting
9. 7:38pm Grand Boulevard Initiative: El Camino Real Bicycle and Pedestrian Improvement Projects (Information) 5 min.
 1. Jeremiah presents the presentation
 2. Purpose of the project is to increase pedestrian safety
 3. Proposed letter in response is shared to the Task Force
 4. Letter will be worked on further and drafted before the next meeting
10. 7:48pm BART Bike Program Updates (Information) 15 min.
 1. Heath introduces the presentation
 2. Colma station is net for a Bay Wheels station
 3. Staffing changes at BART in Heaths' department
 4. Lafayette contracts have been awarded
 5. Jeremiah asked for clarification as to why this station was picked
 1. Heath says it pre-dated his time at BART
 2. It was seen as a high-demand station for secure bike parking pre-covid
 3. Minimal existing infrastructure there and this project is future proofing
 6. Jon asked if there is work to get more stair channels added
 1. Heath said there isn't
 2. Heath mentioned Phase 2 begins next Spring
11. 8:00pm Future Agenda Items (Discussion) 5 min.

1. BBATF nominations
2. El Cerrito Plaza BART intersection safety
3. Strategic Planning
4. Bike-BART retail swag
5. Faregates follow-up
6. BBATF Officers

Meeting adjourned at 8:10p.m. by Chairperson Jeremiah Maller
Next meeting is called by Chairperson Jeremiah Maller on Feb. 2nd, 2026 at 6:00p.m.

BART Bicycle Advisory Task Force Membership Application

The BART Bicycle Advisory Task Force (BBATF) advises the BART Board on bicycle-related matters. The BBATF meets on the first Monday of even-numbered months from 6:00 to 8:00 PM in downtown Oakland at a BART-accessible location. Task force members are expected to attend all/most meetings. More information about the purpose of the task force can be found here: <http://www.bart.gov/about/bod/advisory/bicycle>

Please email application to:

Heath Maddox
BART Bike Program Manager
hmaddox@bart.gov
415-728-1352

(1) How frequently do you use BART or other public transit?

5 days a week or more A couple times a month
 1-4 days a week Once a month or less

(2) How often do you use a bicycle to get to and from BART or other public transit?

Always **Occasionally**
 Most of the time Never

(3) How often do you use a bicycle to commute to work or for daily transportation?

Always **Occasionally**
 Most of the time Never

(4) What motivates you to want to serve on the BBATF?

I live carfree and depend on public transit, walking and biking to get where I need to go. I bring my understanding of environmental and economic justice to the task force and how to continue pushing those ideals when working on BART Bike policy and to connecting projects and capital programs improving peoples connections to BART via non car modes of transportation.

(5) What perspectives, skills, or experiences you would bring to the BBATF?

I want to continue use my detailed knowledge of and passions for public transportation to the BBATF, and my future career goals of working the Transportation Planning public sector. I hope to use those skills, passions, and my connections to advocates and the community to bring change BART needs to not just survive in the current fiscal situation but thrive into the future. I am looking to focus my efforts over the next term on improving fare-gate accessibility, ensuring the next phase of the Preferred Path of Travel plan is the most biking, walking and transit accessible it can, and to ensure my local station 16th St mission is improved to serve the community through the plaza program and a future 17th street bike lane.

(6) Are you involved with any organizations or advisory boards related to public transit or bicycling?

No, but my enthusiasm and fresh perspective are just what the BBATF needs
 Yes, please describe:

I'm involved with many organizations in the space, particularly Muni Now Muni Forever, SFTR, and Transbay coalition as of recent. And have also volunteered for SFBC and Kidical Mass in the past.

(7) Could you commit to attending most or all of the BBATF's 6 meetings each year?

Yes No

Not sure: _____

(8) How did you hear about the BBATF?

I'm currently a part of it!

(9) What questions do you have about the role of the BBATF or being a BBATF member?

None!

(10) Your information:

Maya Chaffee

Name

San Francisco

County of Residence

San Francisco (currently a student)

County of Employment

chaffee.maya@gmail.com

Email and/or phone

JEREMIAH MALLER

BART Bicycle Advisory Task Force Membership Application

The BART Bicycle Advisory Task Force (BBATF) advises the BART Board on bicycle-related matters. The BBATF meets on the first Monday of even-numbered months from 6:00 to 8:00 PM in downtown Oakland at a BART-accessible location. Task force members are expected to attend all/most meetings. More information about the purpose of the task force can be found here: <http://www.bart.gov/about/bod/advisory/bicycle>

Please email or mail your application to:

Steve Beroldo
BART Bike Program Manager
300 Lakeside Drive, 16th floor, Oakland CA 94612
sberold@bart.gov

(1) How frequently do you use BART or other public transit?

<input checked="" type="checkbox"/> 5 days a week or more	<input type="checkbox"/> A couple times a month
<input type="checkbox"/> 1-4 days a week	<input type="checkbox"/> Once a month or less

(2) How often do you use a bicycle to get to and from BART or other public transit?

<input type="checkbox"/> Always	<input type="checkbox"/> Occasionally
<input checked="" type="checkbox"/> Most of the time	<input type="checkbox"/> Never

(3) How often do you use a bicycle to commute to work or for daily transportation?

<input checked="" type="checkbox"/> Always	<input type="checkbox"/> Occasionally
<input type="checkbox"/> Most of the time	<input type="checkbox"/> Never

(4) What motivates you to want to serve on the BBATF?

I would love to increase the percentage of riders arriving at BART stations using bicycles by identifying and overcoming barriers to bicycle use. I would like to empower historically underrepresented stakeholders in minority communities to express their needs and achieve transit policy objectives. I would like to advocate not just for current bicycle users, but potential future users who don't use bicycles now but could benefit from their use in the future. I believe increased public transit and bicycle use are a vital part of the solution to climate change.

(5) What perspectives, skills, or experiences you would bring to the BBATF?

I have relied on BART and bicycling as my sole means of transport since 2012, when I sold my car. Since moving to the Bay Area 12 years ago, I commute daily across the bay by BART (with my bicycle) as I live and work in Oakland and San Francisco. Recreational bicycle use occupies much of my spare time on weekends. Most of my bike rides take place in San Francisco, San Mateo, Alameda, Contra Costa, and Marin county. I use BART to get to many of these recreational rides. Thus, I am familiar with how many BART stations around the bay are connected to the communities they serve through bicycle infrastructure.

My undergraduate degree in Political Science and master's degree in Economics equip me with tools to assess and evaluate the impact of proposed transportation policies, understand complex policy briefs,

and craft resolutions and recommendations. My employment as a Data Analyst equips me with tools to analyze and present raw data relevant to transit policy decisions.

I am experienced empowering underrepresented stakeholders from diverse economic and cultural backgrounds as I worked as a social worker with young adults who are homeless and mentally ill for four years in East Oakland (near Fruitvale BART).

(6) Are you involved with any organizations or advisory boards related to public transit or bicycling?

No, but my enthusiasm and fresh perspective are just what the BBATF needs
 Yes, please describe:

I've been a member of both SF Bicycle Coalition and Bike East Bay for 10+ years, since I moved to the Bay Area in 2007. I attended my first meeting of Oakland BPAC (Bicycle and Pedestrian Advisory Committee) in Nov 2019 and plan to continue attending meetings as a community member. I'm a member of three bicycle clubs based in Alameda County: Oakland Yellow Jackets, Grizzly Peak Cyclists, and Berkeley Bicycle Club.

(7) Could you commit to attending most or all of the BBATF's 6 meetings each year?

Yes No
 Not sure: _____

(8) How did you hear about the BBATF?

I learned about BBATF on Nov 16 when I attended a workshop in Oakland titled, "From Activist to Public Servant" on the topic of joining regional commissions that recommend and make policy on important urban environmental problems including transportation.

(9) What questions do you have about the role of the BBATF or being a BBATF member?

What are examples of successful and unsuccessful efforts by BBATF members to impact the policy and operations of the BART system?

(10) Your information:

Jeremiah Maller

Name

Alameda

County of Residence

Santa Clara

County of Employment

[REDACTED] [REDACTED]
Email and/or phone

From: [Jessica Kapi](#)
To: [Jeremiah Maller](#)
Cc: [Heath Maddox](#)
Subject: Re: Requesting re-nomination for BBATF
Date: Monday, December 15, 2025 6:57:52 PM

Greetings Heath,

SVBC nominates Jeremiah Maller to the BART Bicycle Advisory Task Force in recognition of his deep subject-matter expertise and lived commitment to making transit and biking work together for everyday riders. Jeremiah brings a rare combination of technical knowledge, on-the-ground experience, and community-minded leadership that aligns directly with BART's goals of improving first- and last-mile access, bike safety, and station connectivity.



Jessica Kapi, MPPA | she/her
Campaign Manager
408-287-7259

Registration is Now Open for Bike to the Future 2025!

Join us, ride with purpose, and help create safer streets for everyone.

Your support makes a difference!

Safe streets don't happen by accident—your contributions directly fund our advocacy and programs. **Become a Donor Today!**

Upcoming Events: [SVBC Calendar](#)

On Mon, Dec 15, 2025 at 1:29 PM Jessica Kapi <jessica@bikesiliconvalley.org> wrote:
Happy to help!



Jessica Kapi, MPPA | she/her
Campaign Manager
408-287-7259

From: [Elena O'Curry](#)
To: [Heath Maddox](#); [Jeremiah Maller](#)
Subject: Re: BBATF Re-Appointment for 2026
Date: Saturday, December 13, 2025 12:30:30 AM
Attachments: [image001.png](#)
[image003.png](#)

Hi Heath & Jeremiah! While I've enjoyed the discussions at the BBATF meetings this year and deeply appreciate the role of citizen advocacy in shaping public services, I think my personal and work obligations at the moment are too time-consuming for me to be a useful member of this task force beyond February. It's been a pleasure getting to know this group, and if there are opportunities to help support the goals of BBATF in the future through advocacy campaigns or volunteer work, I would love to be a part of that.

Best,
Elena

On Fri, Dec 12, 2025 at 5:58 PM Heath Maddox <hmaddox@bart.gov> wrote:

Hi Folks,

I'm just following up on a topic I mentioned at the last BBATF meeting: annual member reappointment.

As you may be aware, BBATF membership terms are staggered to avoid repeat mass expiration events. Below is a snapshot from my term tracker, and you'll see that your terms are all expiring this year, so if you want to keep serving, we'll need to get you re-nominated in time for re-appointment in February.



Station Profile Study

BART's largest customer survey, the Station Profile Survey, was most recently conducted in 2024, primarily between April and December (weekdays only, primarily Tuesday – Thursday).

Approximately 32,000 questionnaires were completed, covering topics such as access modes to stations, origin and destination locations, and demographics.

The 2024 study used a mixed methods methodology, incorporating both self-administered online questionnaires and interviewer-administered tablet questionnaires. This was supplemented by a small number of telephone interviews for those who preferred to complete the questionnaire by phone.

The previous study, conducted in spring 2015, used interviewer-administered tablet questionnaires.

Highlights from the data include:

24th St. Mission Station has the highest percentage of customers walking from home to BART (77%).

Lake Merritt Station has the highest percentage of customers bicycling from home to BART (17%).

The top three home stations for students are Downtown Berkeley, Berryessa / North San José, and Richmond.

North Berkeley Station has the highest percentage of senior riders (16% ages 65+).

Coliseum Station has the highest percentage of frequent riders; 62% ride BART five or more days per week.

The Station Profile Study has been an important source of rider data for BART over the years; the first one was launched in 1973, and the latest one is the 15th such study in the history of BART. BART will use these data to better understand post-pandemic ridership and to plan for the future.

Thanks to the Metropolitan Transportation Commission (MTC) for providing the majority of funding for this study.

Please note that these survey data are based on a sample of BART trips, not a complete census of BART trips. As such, the data are subject to margins of error and other potential biases which could impact the accuracy of the data. Please refer to "2024 Sample Sizes by Station" for survey sample sizes.

Sortable Excel data files

[2024 Home Origin Frequencies](#)

[2024 Sample Sizes by Station](#)

[2024 Ridership by Station](#)

Station One-pagers

[2024 Station Profiles – Home Origins](#)

Station-level maps of home origin locations

[Home Origin Maps: 12th St. / Oakland City Center – Coliseum](#)

[Home Origin Maps: Colma – Hayward](#)

[Home Origin Maps: Lafayette – Pleasant Hill](#)

[Home Origin Maps: Powell – West Oakland](#)

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2024 BART Station Profile Study (weekdays only)

Systemwide Data

Q: How did you get from **(home)** to the **(BART entry station)** for this trip?

Base: Home origins

Weight: Origin/destination weight

		ACCESS MODE FROM HOME TO BART						
		Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool/ car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
HOME ORIGINS	n	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Systemwide (all stations)	17,593	34%	6%	2%	15%	27%	14%	3%

Station-level data

Q: How did you get from **(home)** to the **(BART entry station)** for this trip?

Base: Home origins

Weight: Origin weight

		ACCESS MODE FROM HOME TO BART						
HOME ORIGINS	ENTRY STATION	Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool/ car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
	n	Row %	Row %	Row %	Row %	Row %	Row %	Row %
12th Street / Oakland City Center	327	50%	6%	1%	35%	1%	4%	2%
16th Street / Mission	475	75%	6%	2%	13%	<1%	3%	1%
19th Street Oakland	407	65%	10%	2%	14%	1%	6%	2%
24th Street / Mission	563	77%	5%	1%	13%	1%	3%	<1%
Antioch	451	2%	2%	1%	10%	46%	31%	9%
Ashby	394	61%	12%	1%	3%	16%	6%	1%
Balboa Park	506	43%	3%	3%	37%	3%	10%	2%
Bay Fair	300	17%	5%	2%	8%	43%	22%	2%
Berryessa / North San Jose	288	7%	5%	1%	15%	45%	19%	9%
Castro Valley	259	21%	6%	2%	2%	48%	16%	5%
Civic Center / UN Plaza	344	57%	10%	3%	24%	0%	3%	2%
Coliseum	289	30%	6%	2%	26%	13%	18%	5%
Colma	205	33%	2%	2%	10%	37%	15%	1%
Concord	379	17%	7%	1%	8%	46%	17%	3%
Daly City	611	24%	2%	1%	23%	36%	12%	2%
Downtown Berkeley	232	67%	5%	1%	18%	1%	7%	2%
Dublin / Pleasanton	330	9%	3%	2%	4%	55%	22%	4%
El Cerrito del Norte	504	20%	4%	1%	19%	36%	17%	3%
El Cerrito Plaza	437	42%	8%	<1%	4%	31%	13%	1%
Embarcadero	231	34%	7%	2%	48%	0%	4%	5%
Fremont	336	22%	6%	1%	9%	34%	23%	5%
Fruitvale	628	24%	12%	3%	25%	21%	14%	2%
Glen Park	574	57%	2%	1%	18%	9%	11%	2%
Hayward	428	29%	5%	4%	12%	25%	21%	3%
Lafayette	380	10%	2%	1%	1%	68%	15%	3%
Lake Merritt	339	39%	17%	3%	13%	12%	13%	3%
MacArthur	422	49%	14%	1%	14%	12%	8%	3%
Millbrae	360	12%	2%	0%	22%	43%	16%	5%
Milpitas	236	15%	6%	2%	16%	36%	19%	6%
Montgomery Street	164	38%	3%	2%	47%	<1%	3%	7%
North Berkeley*	432	52%	11%	1%	2%	25%	9%	2%
North Concord / Martinez	196	16%	3%	1%	2%	50%	27%	1%
Orinda	303	9%	4%	0%	3%	62%	20%	2%
Pittsburg / Bay Point	408	10%	2%	<1%	11%	49%	25%	4%
Pittsburg Center	166	31%	5%	2%	13%	11%	33%	5%
Pleasant Hill / Contra Costa Centre	601	27%	4%	1%	3%	48%	15%	2%
Powell Street	275	52%	3%	<1%	41%	0%	2%	1%
Richmond	308	36%	5%	2%	22%	12%	17%	5%
Rockridge	474	39%	7%	1%	4%	36%	11%	1%
San Bruno	197	20%	4%	2%	6%	43%	20%	4%
San Leandro	416	26%	7%	2%	10%	35%	16%	4%
South Hayward	278	25%	8%	2%	11%	33%	19%	2%
South San Francisco	259	26%	2%	<1%	15%	35%	18%	3%
Union City	358	18%	4%	1%	13%	42%	19%	3%
Walnut Creek	433	17%	2%	2%	8%	50%	15%	6%
Warm Springs / South Fremont	172	21%	9%	3%	2%	37%	23%	6%
West Dublin / Pleasanton	261	8%	4%	1%	1%	57%	26%	3%
West Oakland	571	26%	10%	1%	8%	39%	12%	4%

Station Highlights

- Highest % walk from home: 24th. St Mission (77%)
- Highest % bike from home: Lake Merritt (17%)
- Highest % transit from home: Embarcadero (48%)
- Highest % drive/carpool from home: Lafayette (68%)
- Highest % drop off from home: Pittsburg Center (33%)
- Highest % Uber from home: Antioch (9%)

2024 BART Station Profile Study (weekdays only)

Systemwide Data

Q: How did you get from (non-home origin, e.g., work, school, etc.) to the (BART entry station) for this trip?

Base: Non-home origins

Weight: Origin/destination weight

		ACCESS MODE FROM NON-HOME ORIGIN TO BART						
		Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool /car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
NON-HOME ORIGINS	n	Row %	Row %	Row %	Row %	Row %	Row %	Row %
Systemwide (all stations)	14,260	66%	5%	2%	19%	1%	5%	2%

Station-level data

Q: How did you get from (non-home origin, e.g., work, school, etc.) to the (BART entry station) for this trip?

Base: Non-home origins

Weight: Origin weight

		ACCESS MODE FROM NON-HOME ORIGIN TO BART						
		Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool /car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
NON-HOME ORIGINS	n	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
12th Street / Oakland City Center	506	86%	3%	<1%	6%	<1%	4%	<1%
16th Street / Mission	656	65%	6%	1%	24%	0%	2%	2%
19th Street Oakland	452	87%	3%	2%	5%	<1%	2%	1%
24th Street / Mission	450	67%	4%	3%	20%	<1%	4%	2%
Antioch	37	6%	3%	3%	30%	8%	31%	18%
Ashby	134	63%	12%	5%	6%	6%	6%	2%
Balboa Park	244	61%	4%	2%	21%	1%	7%	4%
Bay Fair	98	34%	8%	5%	24%	9%	15%	5%
Berryessa / North San Jose	138	5%	6%	3%	52%	3%	18%	12%
Castro Valley	61	45%	3%	6%	15%	9%	14%	8%
Civic Center / UN Plaza	1,187	72%	4%	1%	19%	<1%	2%	1%
Coliseum	168	27%	6%	4%	34%	<1%	18%	10%
Colma	83	51%	3%	2%	23%	8%	12%	1%
Concord	159	30%	4%	3%	32%	8%	15%	7%
Daly City	348	13%	2%	1%	70%	5%	7%	2%
Downtown Berkeley	677	83%	4%	2%	8%	<1%	2%	<1%
Dublin / Pleasanton	114	27%	8%	0%	21%	10%	25%	9%
El Cerrito del Norte	95	33%	4%	1%	33%	14%	14%	1%
El Cerrito Plaza	67	59%	6%	0%	12%	11%	9%	3%
Embarcadero	1,503	80%	5%	2%	11%	<1%	1%	1%
Fremont	134	38%	10%	2%	22%	3%	17%	7%
Fruitvale	208	50%	7%	3%	19%	6%	11%	3%
Glen Park	175	31%	3%	0%	48%	1%	16%	2%
Hayward	190	24%	6%	2%	49%	3%	11%	5%
Lafayette	135	44%	7%	1%	9%	16%	17%	6%
Lake Merritt	253	69%	9%	1%	13%	1%	6%	1%
MacArthur	229	34%	7%	4%	39%	3%	12%	2%
Millbrae	185	28%	4%	1%	47%	8%	9%	2%
Milpitas	194	19%	9%	4%	44%	1%	11%	12%
Montgomery Street	1,577	90%	2%	1%	6%	<1%	1%	1%
North Berkeley	100	59%	8%	5%	9%	7%	9%	3%
North Concord / Martinez	34	18%	2%	0%	9%	9%	48%	14%
Orinda	64	50%	6%	8%	6%	9%	17%	3%
Pittsburg / Bay Point	30	33%	2%	0%	14%	11%	39%	0%
Pittsburg Center	36	62%	4%	0%	4%	2%	19%	8%
Pleasant Hill / Contra Costa Centre	118	53%	8%	3%	8%	9%	13%	6%
Powell Street	1,122	72%	2%	1%	22%	0%	2%	1%
Richmond	57	48%	14%	6%	11%	1%	17%	4%
Rockridge	146	61%	4%	<1%	14%	4%	13%	3%
San Bruno	94	48%	14%	2%	17%	1%	12%	7%
San Leandro	210	46%	10%	4%	14%	4%	16%	5%
South Hayward	100	34%	16%	4%	19%	8%	15%	4%
South San Francisco	64	31%	5%	0%	40%	5%	17%	2%
Union City	149	22%	12%	2%	47%	3%	9%	4%
Walnut Creek	170	47%	7%	1%	20%	8%	11%	6%
Warm Springs / South Fremont	138	27%	28%	6%	22%	2%	13%	3%
West Dublin / Pleasanton	125	65%	7%	2%	2%	4%	16%	5%
West Oakland	133	27%	26%	4%	7%	11%	18%	6%
SFO*	618	53%	0%	0%	47%	0%	0%	0%
OAK	289	99%	0%	0%	1%	0%	0%	0%

*Transit at SFO refers to AirTrain

Note: Stations with smaller sample sizes have less reliable data. Dark gray shading indicates sample size under 50; light gray shading indicates sample size of 50-99.

2024 BART Station Profile Study (weekdays only)

Systemwide Data

Q: How did you get from (origin) to the (BART entry station) for this trip?

Base: Total origins

Weight: Origin/destination weight

	n	ACCESS MODE FROM ALL ORIGIN TYPES TO BART						
		Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool/car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
TOTAL ORIGINS								
Systemwide (all stations)	31,905	51%	5%	2%	17%	13%	9%	3%

Station-level data

Q: How did you get from (origin) to the (BART entry station) for this trip?

Base: Total origins

Weight: Origin weight

	n	ACCESS MODE FROM ALL ORIGIN TYPES TO BART						
		Walk	Bicycle	Electric scooter	Bus / transit	Drive/carpool/car unspec.	Dropped off by someone I know	Uber, Lyft, Waymo, taxi
TOTAL ORIGINS								
ENTRY STATION		Row N %	Row N %	Row N %	Row N %	Row N %	Row N %	Row N %
12th Street / Oakland City Center	834	72%	4%	1%	17%	1%	4%	1%
16th Street / Mission	1,132	69%	6%	2%	20%	<1%	3%	1%
19th Street Oakland	860	76%	6%	2%	9%	1%	4%	2%
24th Street / Mission	1,017	72%	5%	2%	16%	1%	3%	1%
Antioch	488	2%	2%	1%	11%	43%	31%	10%
Ashby	531	61%	12%	2%	4%	13%	6%	1%
Balboa Park	751	49%	3%	3%	31%	2%	9%	3%
Bay Fair	399	21%	6%	3%	11%	35%	20%	3%
Berryessa / North San Jose	426	6%	6%	2%	28%	29%	18%	10%
Castro Valley	320	25%	5%	3%	4%	41%	15%	6%
Civic Center / UN Plaza	1,533	69%	5%	2%	20%	<1%	2%	1%
Coliseum	458	29%	6%	3%	30%	7%	18%	7%
Colma	288	38%	2%	2%	14%	28%	14%	1%
Concord	538	21%	6%	2%	14%	36%	17%	4%
Daly City	960	19%	2%	1%	42%	23%	10%	2%
Downtown Berkeley	910	79%	5%	2%	10%	<1%	3%	1%
Dublin / Pleasanton	444	13%	4%	1%	8%	45%	23%	5%
El Cerrito del Norte	599	21%	4%	1%	21%	33%	16%	3%
El Cerrito Plaza	504	44%	8%	<1%	5%	28%	12%	1%
Embarcadero	1,737	76%	5%	2%	15%	<1%	1%	1%
Fremont	470	26%	7%	2%	12%	25%	21%	6%
Fruitvale	836	31%	10%	3%	23%	17%	13%	2%
Glen Park	749	51%	2%	<1%	26%	7%	12%	2%
Hayward	620	27%	6%	3%	25%	17%	18%	4%
Lafayette	515	18%	3%	1%	3%	56%	16%	4%
Lake Merritt	593	52%	14%	2%	13%	7%	10%	2%
MacArthur	653	43%	11%	2%	24%	8%	9%	2%
Millbrae	546	19%	3%	<1%	33%	28%	13%	4%
Milpitas	431	17%	7%	3%	29%	20%	15%	8%
Montgomery Street	1,744	87%	2%	1%	8%	<1%	1%	1%
North Berkeley	533	53%	10%	2%	3%	21%	9%	2%
North Concord / Martinez	230	16%	3%	1%	3%	44%	30%	3%
Orinda	367	17%	4%	1%	3%	52%	20%	2%
Pittsburg / Bay Point	438	11%	2%	<1%	11%	46%	26%	4%
Pittsburg Center	202	35%	5%	2%	12%	9%	31%	5%
Pleasant Hill / Contra Costa Centre	719	31%	5%	1%	4%	42%	15%	2%
Powell Street	1,405	69%	2%	1%	26%	0%	2%	1%
Richmond	369	38%	7%	2%	21%	10%	17%	5%
Rockridge	621	44%	7%	1%	7%	29%	11%	2%
San Bruno	291	31%	8%	2%	11%	26%	17%	5%
San Leandro	627	32%	8%	2%	11%	26%	16%	4%
South Hayward	378	28%	10%	2%	13%	26%	18%	3%
South San Francisco	323	28%	3%	<1%	21%	28%	18%	2%
Union City	508	19%	6%	2%	23%	31%	17%	3%
Walnut Creek	604	25%	4%	2%	11%	38%	14%	6%
Warm Springs / South Fremont	311	24%	19%	4%	12%	19%	17%	4%
West Dublin / Pleasanton	386	24%	5%	1%	1%	42%	23%	4%
West Oakland	705	26%	13%	2%	7%	33%	13%	5%
SFO	619	53%	0%	0%	47%	0%	0%	0%
OAK	291	99%	0%	0%	1%	0%	0%	0%

2024 BART Station Profile Study (weekdays only)

Systemwide data

Origin/destination weight

Q: Did you park your bike at the station or bring it onboard with you?

Base: All origin types, bicycled to BART

		Did you park your bike at the station or bring it onboard with you?	
		Parked bike at station	Brought bike onboard with me
TOTAL ORIGINS	n	Row N %	Row N %
Systemwide (all stations)	1,704	18%	82%

Q: Did you park your bike at the station or bring it onboard with you?

Base: Home origins, bicycled to BART

		Did you park your bike at the station or bring it onboard with you?	
		Parked bike at station	Brought bike onboard with me
HOME ORIGINS	n	Row N %	Row N %
Systemwide (all stations)	1,021	27%	73%

Q: Did you park your bike at the station or bring it onboard with you?

Base: Non-home origins, bicycled to BART

		Did you park your bike at the station or bring it onboard with you?	
		Parked bike at station	Brought bike onboard with me
NON-HOME ORIGINS	n	Row N %	Row N %
Systemwide (all stations)	679	9%	91%

Q: Did you park your bike at the station or bring it onboard with you? (by type of bike)

Base: Home origins, bicycled to BART

		Did you use a personal bike or a shared bicycle service (e.g. Bay Wheels)?			
		Personal bike		Shared bicycle service	
n		976		45	
	Did you park your bike at the station or bring it onboard with you?			Did you park your bike at the station or bring it onboard with you?	
	Parked bike at station	Brought bike onboard with me		Parked bike at station	Brought bike onboard with me
HOME ORIGINS	Row N %	Row N %		Row N %	Row N %
Systemwide (all stations)	24%	76%		88%	12%

Q: Did you park your bike at the station or bring it onboard with you? (by type of bike)

Base: Non-home origins, bicycled to BART

		Did you use a personal bike or a shared bicycle service (e.g. Bay Wheels)?			
		Personal bike		Shared bicycle service	
n		640		39	
	Did you park your bike at the station or bring it onboard with you?			Did you park your bike at the station or bring it onboard with you?	
	Parked bike at station	Brought bike onboard with me		Parked bike at station	Brought bike onboard with me
NON-HOME ORIGINS	Row N %	Row N %		Row N %	Row N %
Systemwide (all stations)	2%	98%		97%	3%

2024 BART Station Profile Study (weekdays only)

Systemwide data

Origin/destination weight

Q. Did you use a standard bike or an electric bike?

Base: All origin types, bicycled to BART

		Did you use a standard bike or an electric bike?	
		Standard bike	Electric bike
TOTAL ORIGINS		n	Row N %
Systemwide (all stations)		1,706	82% 18%

Q. Did you use a standard bike or an electric bike?

Base: Home origins, bicycled to BART

		Did you use a standard bike or an electric bike?	
		Standard bike	Electric bike
HOME ORIGINS		n	Row N %
Systemwide (all stations)		1,021	81% 19%

Q. Did you use a standard bike or an electric bike?

Base: Non-home origins, bicycled to BART

		Did you use a standard bike or an electric bike?	
		Standard bike	Electric bike
NON-HOME ORIGINS		n	Row N %
Systemwide (all stations)		681	83% 17%

Q. Did you use a standard bike or an electric bike? (by type of bike)

Base: home origins, bicycled to BART

		Did you use a personal bike or a shared bicycle service (e.g. Bay Wheels)?			
		Personal bike		Shared bicycle service	
n		976		44	
		Did you use a standard bike or an electric bike?		Did you use a standard bike or an electric bike?	
		Standard bike	Electric bike	Standard bike	Electric bike
HOME ORIGINS		Row N %	Row N %	Row N %	Row N %
Systemwide (all stations)		83%	17%	49%	51%

Q. Did you use a standard bike or an electric bike? (by type of bike)

Base: Non-Home origins, bicycled to BART

		Did you use a personal bike or a shared bicycle service (e.g. Bay Wheels)?			
		Personal bike		Shared bicycle service	
n		642		39	
		Did you use a standard bike or an electric bike?		Did you use a standard bike or an electric bike?	
		Standard bike	Electric bike	Standard bike	Electric bike
NON-HOME ORIGINS		Row N %	Row N %	Row N %	Row N %
Systemwide (all stations)		87%	13%	27%	73%

2015 BART Station Profile Study (weekdays only)

How did you get from (home) to the (BART entry station) for this trip?

Base: Home origins

Weight: Origin weight

HOME ORIGIN STATIONS	n	ACCESS MODE FROM HOME TO BART					
		Walk	Bicycle	Bus, train, or other transit	Motorcycle / motorized scooter	Drive alone / carpool	Drop off / taxi / other
12th St. / Oakland City Center	449	61%	6%	15%	%	5%	14%
16th St. Mission	370	76%	10%	5%	1%	1%	8%
19th St. / Oakland	304	60%	14%	9%	%	1%	16%
24th St. Mission	486	79%	7%	7%	%	%	6%
Ashby	599	59%	11%	2%	%	18%	10%
Balboa Park	717	56%	6%	13%	%	6%	20%
Bay Fair	610	30%	6%	8%	%	29%	28%
Castro Valley	658	27%	9%	1%	1%	38%	25%
Civic Center / UN Plaza	300	60%	7%	20%	%	1%	11%
Coliseum	531	27%	5%	8%	%	31%	29%
Colma	573	25%	3%	8%	%	44%	19%
Concord	611	21%	5%	5%	%	48%	21%
Daly City	474	31%	3%	16%	%	24%	26%
Downtown Berkeley	370	74%	7%	10%	%	1%	9%
Dublin / Pleasanton	724	9%	5%	4%	1%	52%	30%
El Cerrito del Norte	796	25%	4%	13%	%	32%	26%
El Cerrito Plaza	634	38%	5%	4%	%	34%	19%
Embarcadero	185	48%	6%	28%	%	1%	16%
Fremont	604	12%	3%	8%	%	44%	33%
Fruitvale	710	34%	11%	11%	%	24%	20%
Glen Park	620	47%	5%	16%	%	6%	26%
Hayward	659	31%	5%	7%	1%	37%	20%
Lafayette	632	23%	5%	1%	1%	44%	26%
Lake Merritt	392	46%	15%	7%	1%	11%	21%
MacArthur	514	44%	14%	11%	%	9%	22%
Millbrae	508	15%	3%	16%	%	48%	19%
Montgomery St.	176	49%	7%	21%	1%	1%	21%
North Berkeley	636	45%	12%	1%	1%	25%	16%
North Concord / Martinez	750	6%	4%	1%	%	70%	19%
Orinda	631	16%	4%	2%	1%	54%	24%
Pittsburg / Bay Point	831	12%	3%	13%	1%	39%	31%
Pleasant Hill / Contra Costa Centre	707	24%	6%	3%	%	43%	24%
Powell St.	187	58%	6%	21%	%	1%	13%
Richmond	657	35%	5%	8%	%	26%	25%
Rockridge	585	35%	7%	6%	%	34%	16%
San Bruno	403	29%	5%	3%	%	42%	21%
San Leandro	606	41%	9%	3%	%	24%	23%
South Hayward	634	24%	5%	4%	%	47%	20%
South San Francisco	586	34%	4%	5%	%	34%	24%
Union City	729	22%	5%	6%	%	42%	24%
Walnut Creek	585	14%	4%	3%	%	50%	28%
West Dublin / Pleasanton	686	11%	4%	1%	%	60%	24%
West Oakland	596	41%	12%	5%	%	23%	19%

Systemwide Data

Base: Home origins

Weight: Origin/destination weight

HOME ORIGINS	n	SYSTEMWIDE: ACCESS MODE FROM HOME TO BART					
		Walk	Bicycle	Bus, train, or other transit	Motorcycle / motorized scooter	Drive alone / carpool	Drop off / taxi / other
Systemwide (all stations)	24,014	37%	6%	8%	%	29%	19%

Note: "%" indicates value between 0% and 0.49%.

December 2025 BBATF Fare Gate Questions

1. **How much money are physical hardening improvements and software changes to the faregates costing BART? Is it covered by the previously budgeted money for the BART gates? Could things be brought in house so less contracting out is needed saving BART money long term and building internal expertise?** (Bringing work in house instead of contracting it out is something BART did with the FoTF that saved money and time)

Response: Physical hardening improvements of this nature, like fare evasion barriers, are wrapped into a number of separate projects (e.g. Powell Street Modernization).

2. **Does BART have data on the frequency of fare evasion and/or piggybacking for the new gates?** Comparison data between old and new faregates as well as the data mentioned for the testing done in Concord and Antioch before/after.

Response: BART's most recent Quarterly Performance Report (covering July-Sept 2025), indicated 9% of customers witnessed fare evasion during the quarter. This is a 6% reduction from the prior quarter and the lowest level in a year. In the same quarter the previous year, 24% reported witnessing fare evasion. This question on the survey was the main way we tracked fare evasion in addition to Proof of Payment citations. We had very little data from our old fare gates to produce an accurate fare evasion rate or piggybacking rate. The new fare gates will give us better data related to piggybacking but we have not yet analyzed it. But we will be able to know if there are certain stations and arrays and times of the day where more piggybacking occurs. We plan to share this with BART Police for focused enforcement.

Data for the testing done at Concord and Antioch has not yet been compiled and summarized.

Additional software updates are forthcoming that will provide more granular data on piggybacking / fare evasion events as recorded by the Fare Gates. This will allow for a more targeted response. The legacy gates did not collect this data, so we will not have enough data for an exact comparison to the old gates.

3. **Can the call button to central operations be made more visible with signage/info?** So that when staff are on break/not present people can be let through the emergency gate if the accessible gate is ever broken or the reader is failing to

work. (If I remember correctly central can let people through gates remotely if needed)

Response: BART's policy is that Station Agents must unlock the emergency swing gate when they leave their post, so that customers have an option to exit if they cannot exit through the faregates. Station Agent call buttons do not currently route to the Operations Control Center (OCC). Only buttons in elevators route to the OCC. We do agree there is a benefit to making all of the call buttons throughout BART easier. This is something we can look at but there is no current project or funding to do so.

4. **What are current station staffing levels at? How many more staff would be needed to staff every gate booth at all hours of BART service (outside of staff breaks)?** For the purposes of helping people through emergency gates when accessible gates are down, helping those with reader issues, providing security by being present, and reporting issues when needed.

All stations (except Pittsburg Center) are currently operationally planned to provide Station Agent staffing/presence during all operating hours. High volume stations are staffed with multiple agents during peak hours. There are required station agent duties that may take them away from the booth area such as required station, elevator, and restroom inspections; assisting patrons outside the booth; and emergencies. There are also other unforeseen circumstances such as unscheduled absences for which coverage may not always be immediately available.

BART does not have immediate plans to hire additional agents at this time, but is continually monitoring to be conscious of budget but also ensure that we provide needed patron support.

5. **Regarding the new gates being installed in the mezzanine leading to the elevators that go to platforms at civic center, as this gate leads to both Muni and BART platform, how are fares/tapping in/out going to work?** Muni is only tap on and BART is in/out. If this proves to work out it could allow for the removal of fences between more market st platform stairs allowing easier transfer between agencies along the corridor which would be a huge boon to riders.

Response: BART staff are currently working to determine the approach to tapping in / out on the new concourse level fare gate at Civic Center, but the idea is to place a

Muni Clipper reader there to open the gate. The faregate will be left inoperable for now.

There is no infrastructure project or funding to remove the fencing between the Muni and BART platform. We also did not get funding to order more fare gates to install BART fare gates at the downtown stations Muni platforms at the stairwells for BART riders to tag out and Muni riders to tag into BART from that level.

6. **Is there any data that would allow BART to compare the *de facto* (daily, functional) accessibility to BART through the legacy fare gates and the new, Next Generation fare gates, particularly with respect to the AFGs and their higher failure/breakdown rates?**

Response: Quarterly progress reports to the BART Board (QPRs) are the best source of availability data for the legacy gates. Historical QPRs are online here:

<https://www.bart.gov/about/reports>

The PM team is continuing to track availability of the new gates by station and by gate. This information can be summarized to compare the availability of AFG's to RFG and shared to BATF / BBATF if desired.

7. **For gates that are operational (not out of service due to vandalism or mechanical issues), what is the failure rate for AFGs compared with the standard next-generation faregates?**
 - a. Specifically, how often do AFGs fail to open after a valid tap and display a “See agent” or similar error?
 - b. And are there particular AFG units or stations where these failures are more common, and what steps are being taken to diagnose and address the underlying causes?

Response: There are many potential causes of a see-agent or similar errors. BART does not collect sufficient data to accurately report on door failure rate as requested.

Adeline Quick Build

Type: Transportation Status: • Design

PROJECT LOCATION

Adeline Street from Ashby Avenue to southern City limits

WHAT'S HAPPENING

The Adeline Quick Build will use temporary materials to test street safety improvements on Adeline Street between Ashby Avenue and the Berkeley–Oakland border. These changes build on the community vision established in the 2020 [Adeline Corridor Specific Plan](#) and reflect what we've heard from residents: a desire for safer crossings, slower traffic, and a more welcoming street for everyone.

This project is part of a larger effort to improve safety under Berkeley's [Vision Zero](#) program, which aims to eliminate severe traffic injuries and fatalities. It will also help close a major gap in the bicycle and pedestrian network along the Adeline/MLK corridor.

Project Context

The Adeline Quick Build, planned for 2027, will:

- Reduce the number of vehicle lanes
- Add concrete transit boarding islands
- Add pedestrian refuge islands
- Create a mix of Class IV separated bikeways (cycle tracks) and Class II bike lanes

This section of Adeline will extend from Ashby Avenue to 61st Street and remove one lane in each direction from Adeline & MLK Way to the City of Oakland border.

Regional Coordination

- North: The [Adeline Street Improvements](#), completed in 2020, made similar changes from Shattuck Avenue to Ashby Avenue.
- South: The City of Oakland is implementing its [Martin Luther King Jr Way Complete Streets Paving Project](#) in 2026 from 47th Street to 61st Street, which will also reduce vehicle lanes, implement bike lanes, and add protected pedestrian crossings and bus boarding islands.

Together, the projects create a continuous 1.7-mile corridor that improves safety throughout Berkeley and Oakland.

The Adeline Quick Build will also serve as a pilot project to inform the long-term [Adeline Transportation Improvements Project](#) with before-and-after data collection on multimodal corridor use.

Project Schedule

As of December 2025, the project schedule is as follows:

- Late 2025 – Detailed design, data collection, public outreach
- Early 2026 – Public Meeting to inform Final Design
- Mid 2026 – Bid/award construction contract
- Late 2026/Early 2027 – Project Construction
- Mid-2027 – Post-construction data collection

Stay Updated and Get Involved

To receive updates and meeting notifications, email the project team with the subject line "Adeline Quick Build - Please add me to the email list" and provide your preferred contact information.

Images



UPCOMING EVENTS

Adeline Quick Build Community Meeting

January 21, 2026



PAST EVENTS

Transportation and Infrastructure Commission 2025-09-18

September 18, 2025 | 1 Documents



Funding Source

✓ [Metropolitan Transportation Commission Grant](#)

Project Team

Catherine Clark

Associate Transportation Planner

Public Works

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Create a resilient, safe, connected, and prepared City

[VIEW OUR STRATEGIC PLAN](#)

From: [Kevin McDonald](#)
To: [REDACTED]
Cc: [Bart Webcustomerservices](#)
Subject: RE: Case 00371568: Bikes & scooters at Castro Valley station [ref:!00Dd00hrYV.!500VI0l8fuA:ref]
Date: Monday, November 24, 2025 10:54:22 AM
Attachments: [image001.png](#)

Dear Patricia,

Thank you for raising this concern. I'm sorry to hear that you've had difficulty accessing the ramp at Castro Valley station due to others misusing the ramp with their bikes and scooters. You are correct to report these incidents to BART station agents or via the BART Watch App, but I can understand how it might feel frustrating or futile, given that it would be difficult for our officers to respond to such incidents in real-time. Still, these reports do help inform our decisions as we seek to prioritize projects that improve the customer experience, so I would encourage you to report these issues to us when you observe them.

At Castro Valley station, we've posted signage at the top of the ramp stating that skateboards, bicycles, and scooters are not permitted. Additionally, we've installed a metal barrier at the bottom of the ramp (see picture below), which may deter some bike and scooter travel, and may help to reduce travel speed by creating a 90-degree turn at the bottom of the ramp. We will continue to explore additional measures that deter misuse of our ramps. For example, the BART Bicycle Preferred Path of Travel Capital Plan has identified this as a location that would benefit from installation of bicycle stairway channels. Doing so would at least give cyclists an alternative to using the ramp or carrying their bike down the stairs. Visit our website at <https://www.bart.gov/guide/bikes/planning> for more information on that project.

Thank you for riding BART and sharing your concerns. Please let me know if you need any additional information or assistance.



With gratitude,

Kevin McDonald

Acting Manager of Access & Accessible Services
San Francisco Bay Area Rapid Transit District (BART)
510.874.7351 office



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Case 00371568: Bikes & scooters at Castro Valley station

Contact Name: Patricia Moreno

Contact Email: [REDACTED]

Incident Date:

Case opened Date: 10/23/2025 12:07 AM

Category: Stations

Sub-category:

Line Code: L

Station: L10 - Castro Valley

I'm a longtime Bay Area resident and physically disabled BART patron who just moved to Fairview nearest the Castro Valley station this summer. I can't use the "accessible" ramp to the Castro Valley station because too many selfish & inconsiderate people on motorized scooters, e-bikes & standard bikes ride on the platform, through the station and on this ramp leading to the sidewalk. I ride BART Monday through Wednesday and easily 75% of people on two wheeled vehicles during both the morning and evening commutes use this ramp at top speed and nearly take people out in the process. BART station agents can't or won't do anything about it, and reporting on the BART Watch app is futile because these people are long gone by the time I've launched the app & pulled up the report feature.

It's not hard to be considerate of others and walk your bike or scooter through the station. It won't kill people to walk that extra couple hundred feet.

ref: !00Dd00hrYV.!500VI0l8fuA:ref

From: [BART Customer Service](#)
To: Heath Maddox
Subject: RE: Case 00373753: Downtown Berkeley Elevator [ref:!00Dd00hrYV.!500VI0mx1R6:ref]
Date: Tuesday, November 18, 2025 11:41:37 AM

Hello Heath:

FYI. I presume that the bike rules (or common sense) would cover a situation like this. Patron was referred to bike rules and various info sources to check on elevator/escalator status and plan accordingly. Thanks.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

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Contact Name Alex Merenkov

Contact Email [REDACTED]

Contact Phone

Opened Date/Time 11/10/2025 6:44 PM

Description Hey the platform elevator for downtown Berkeley doesn't work. Tried to take my bike in it and it was down. Also since we don't have a down escalator for the platform I almost hurt myself getting by big cargo bike to the platform.

Via iOS app Version 1.20.0031
ref:!00Dd00hrYV.!500VI0mx1R6:ref

From: [BART Board](#)
To: [Kobin Lee](#)
Subject: Re: Installing Surveillance Cameras At BART Station Parking Areas
Date: Friday, January 2, 2026 2:08:46 PM

Dear Kobin:

Thank you for contacting the BART Board of Directors. They will see a copy of this email, as will the Department that oversees parking lots and the bikelink program.

Thank you for taking the time to share your suggestions about improving the safety and usability of the BART system. The relevant departments will take your suggestions into consideration.

Bob Franklin

District Secretary

From: Kobin Lee [REDACTED]
Sent: Friday, January 2, 2026 1:08 PM
To: BART Board <BoardofDirectors@bart.gov>
Subject: Installing Surveillance Cameras At BART Station Parking Areas

Dear Directors, please consider installing more of the surveillance cameras in the BART station's parking lots.

Especially for bicycles, the present "bikelink" program requires a separate App program, it does not accept Clipper card as payment, all make the system cumbersome. I lost 3 bikes in three different part of the days.

Thanks for your time,

Kobin Lee
A Fremont resident

From: [Heath Maddox](#)
To: [Kevin Burke](#); [REDACTED]
Cc: [Kamala Parks](#)
Subject: RE: Walnut Creek mobility hub - comment
Date: Friday, November 21, 2025 9:45:00 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Hi Kevin,

Thanks for pointing this out again. In winter 2024, you brought this issue to my attention during discussions around widening the entry to the ramp (since completed).

Here's a photo from then with the puddle, before we widened the entry:



I recall that when I met my maintenance foreworker in the field to discuss widening the ramp access, we looked at drainage too and found that there was already a drain hole in the curb at the back of the ramp (photo below). The maintenance team unclogged the drain, but it sounds like from your note that it's prone to clogging. I'll put in a request to have it reamed out again, and I'll share this issue with the team working on the mobility hub concept for WC Station so they can grade appropriately or build in a more robust drain.



Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
2150 Webster Street, 8th Floor
Oakland, CA 94612
415.728.1352



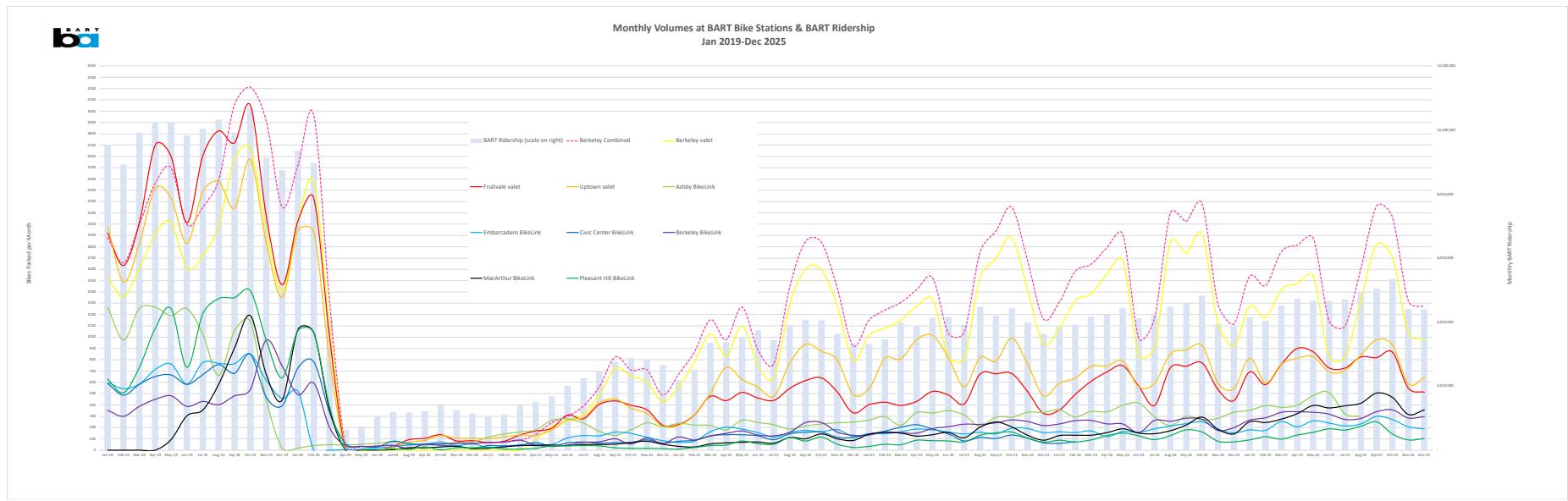
From: Kevin Burke [REDACTED]
Sent: Thursday, November 20, 2025 11:46 PM
To: StephanieH@ccta.net; Heath Maddox <hmaddox@bart.gov>
Subject: Walnut Creek mobility hub - comment

Any time it rains, water forms a puddle at the circled location, which makes it annoying to bike through this ramp. I will try to take a picture next time I am riding to the station in the rain.



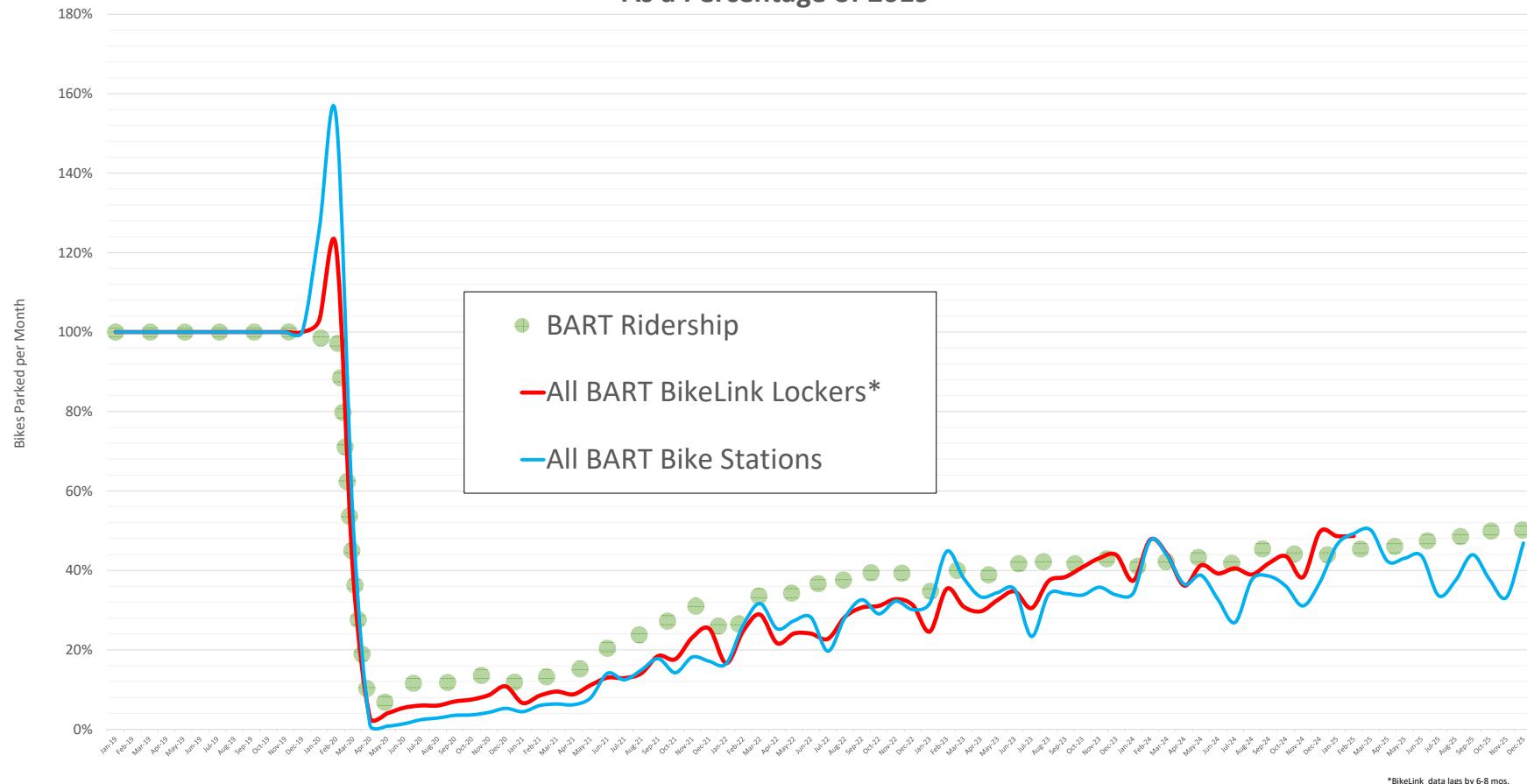
If we are going to redo the bike access - could we spent a bit of the funding to regrade this section or punching a hole in the far side curb to allow water to drain.

Thanks very much,
Kevin Burke





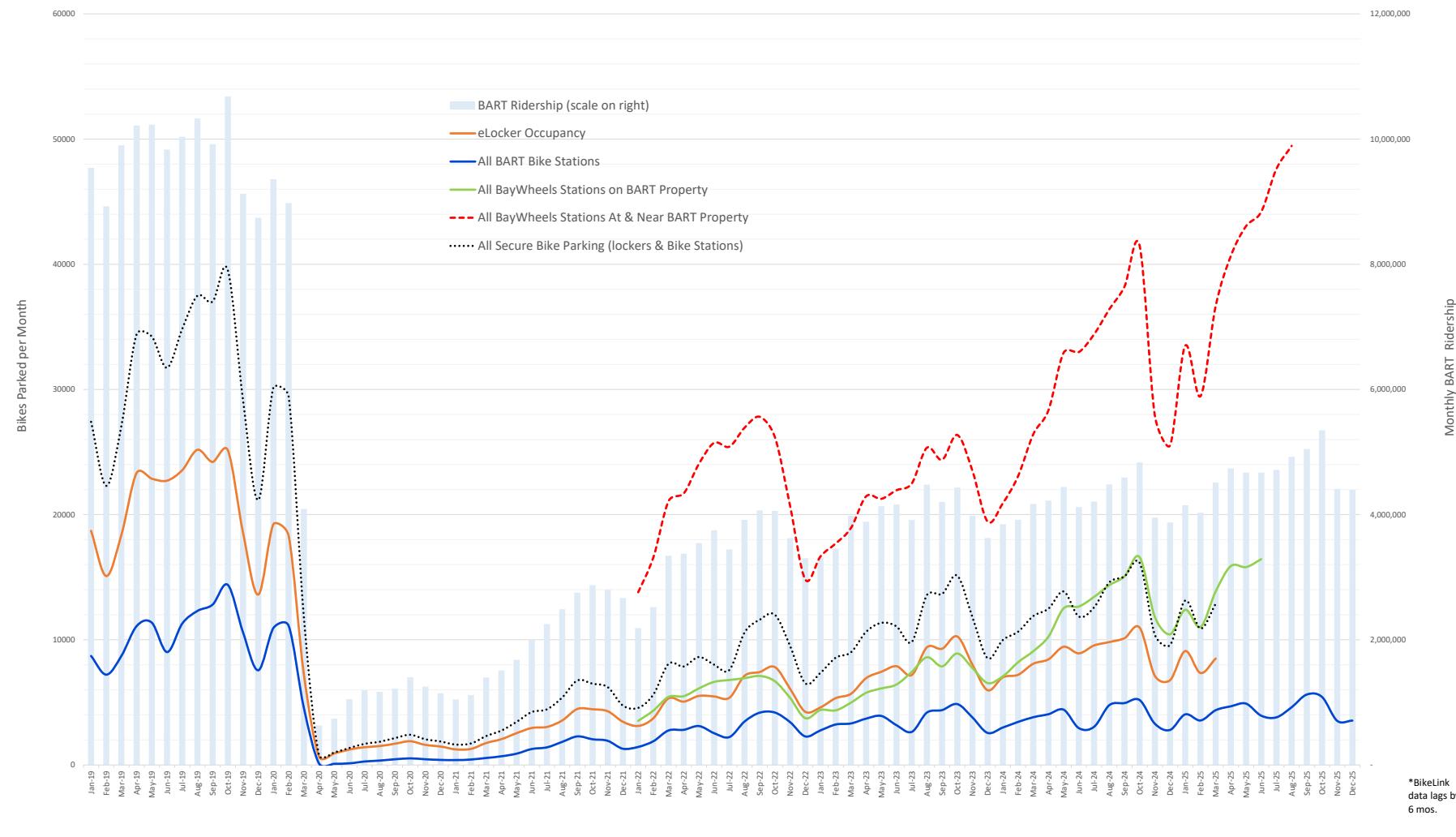
Monthly BART Secure Bike Parking Usage and BART Ridership As a Percentage of 2019





Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership

Jan 2019-Dec 2025





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

