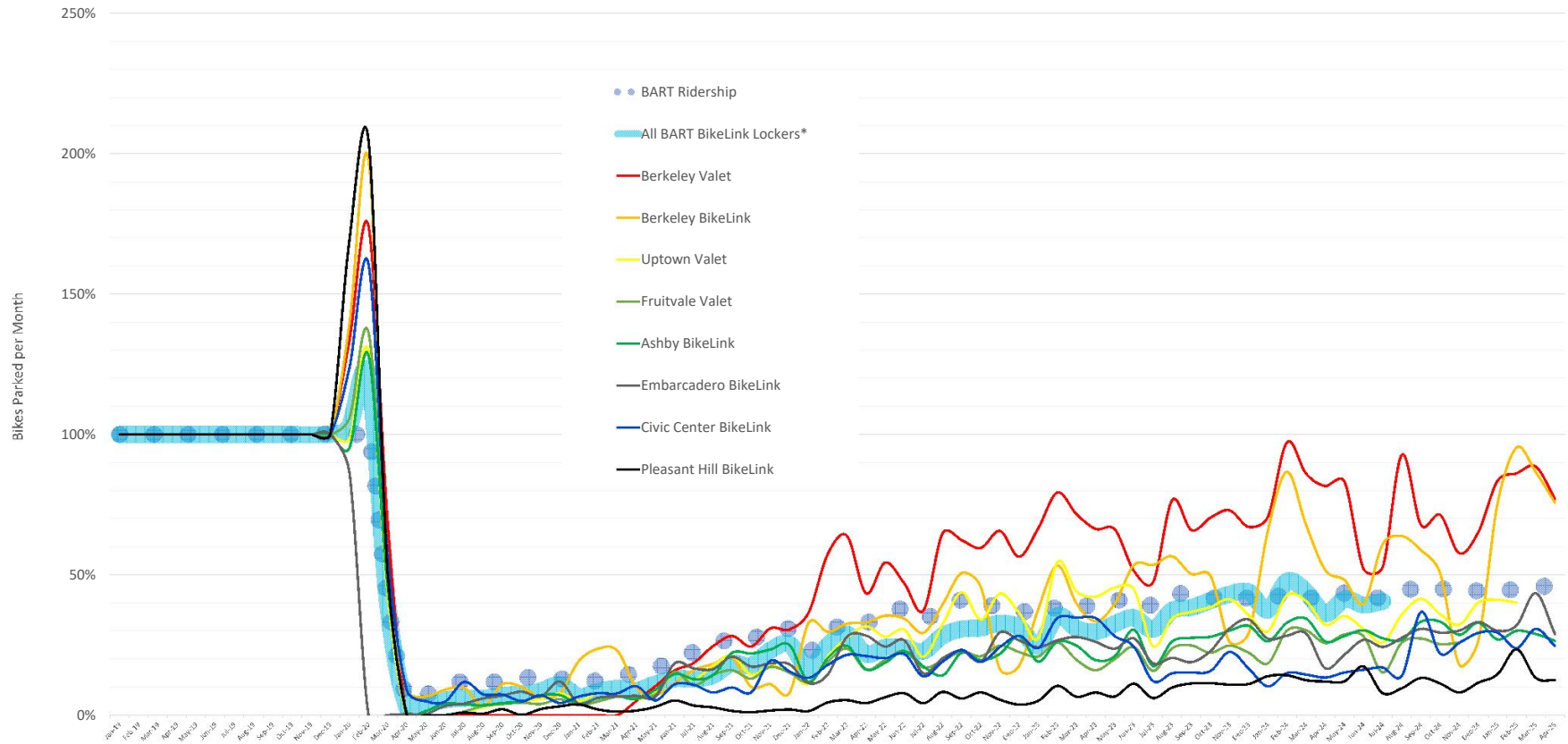




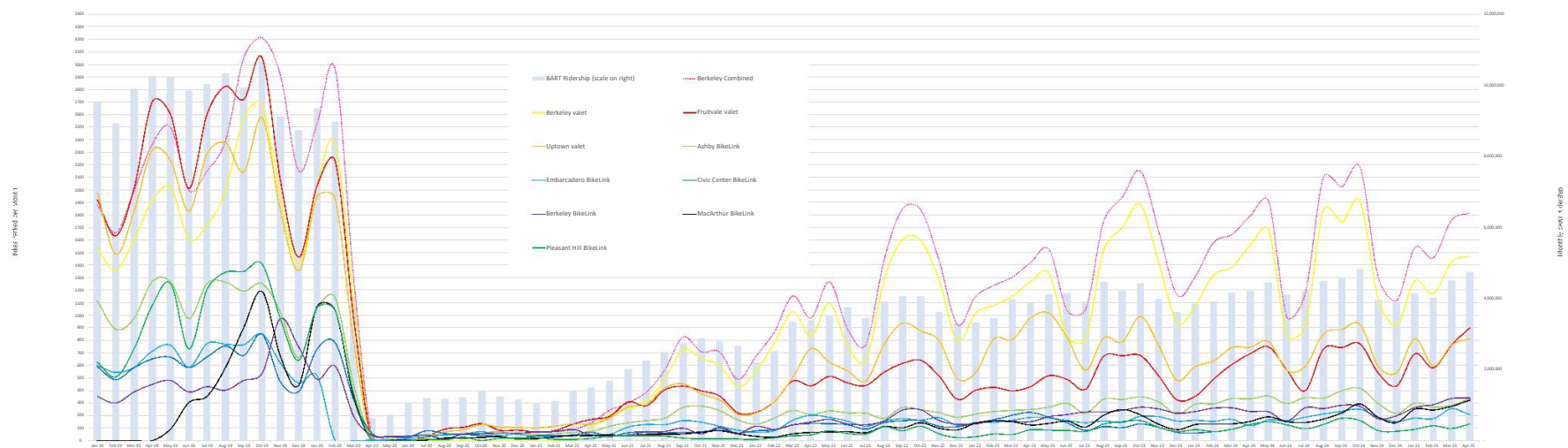
Monthly BART Bike Station, BikeLink Locker and BART Ridership As a Percentage of 2019



*BikeLink data lags by 6-8 mos.

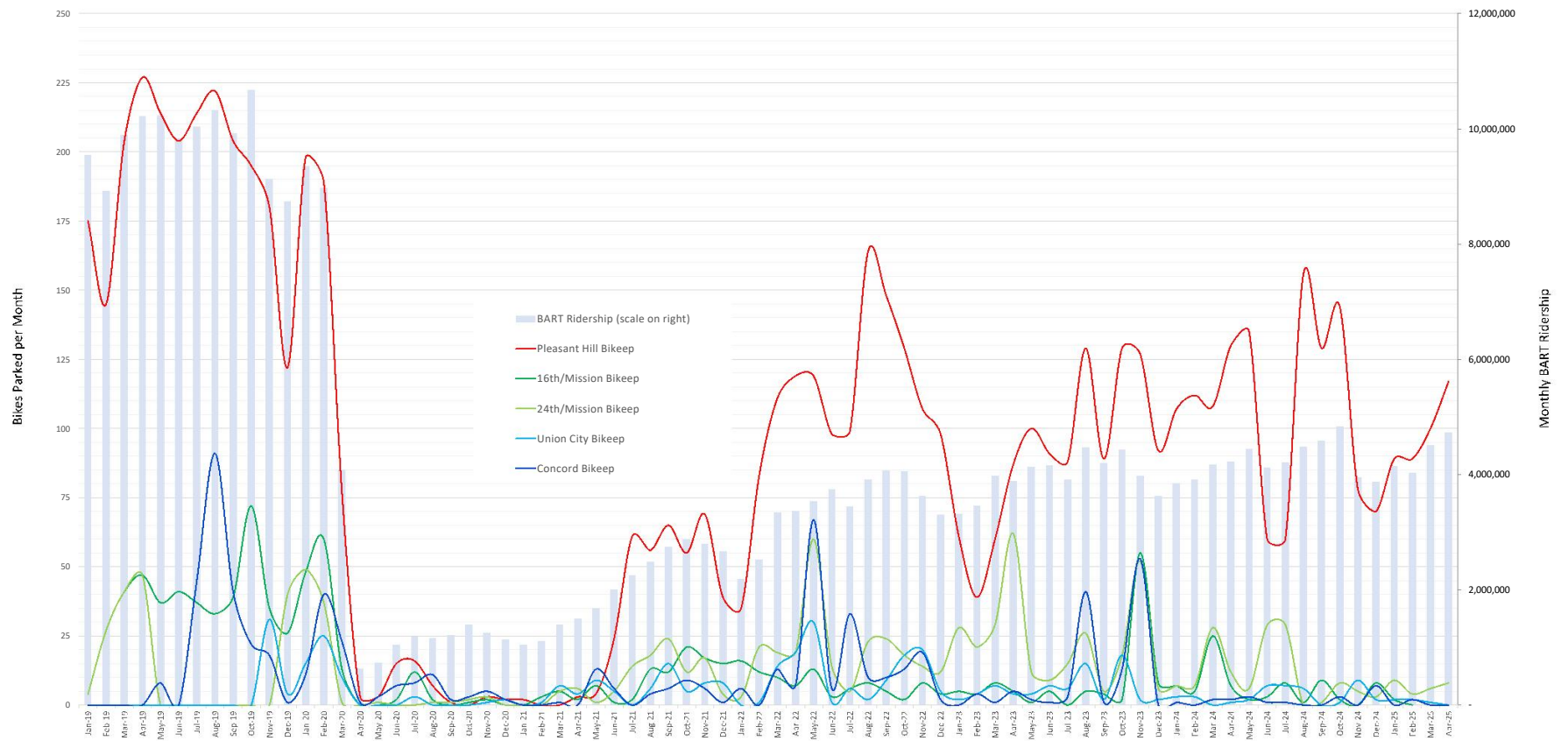


Monthly Volumes at BART Bike Stations & BART Ridership
Jan 2019-Apr 2025



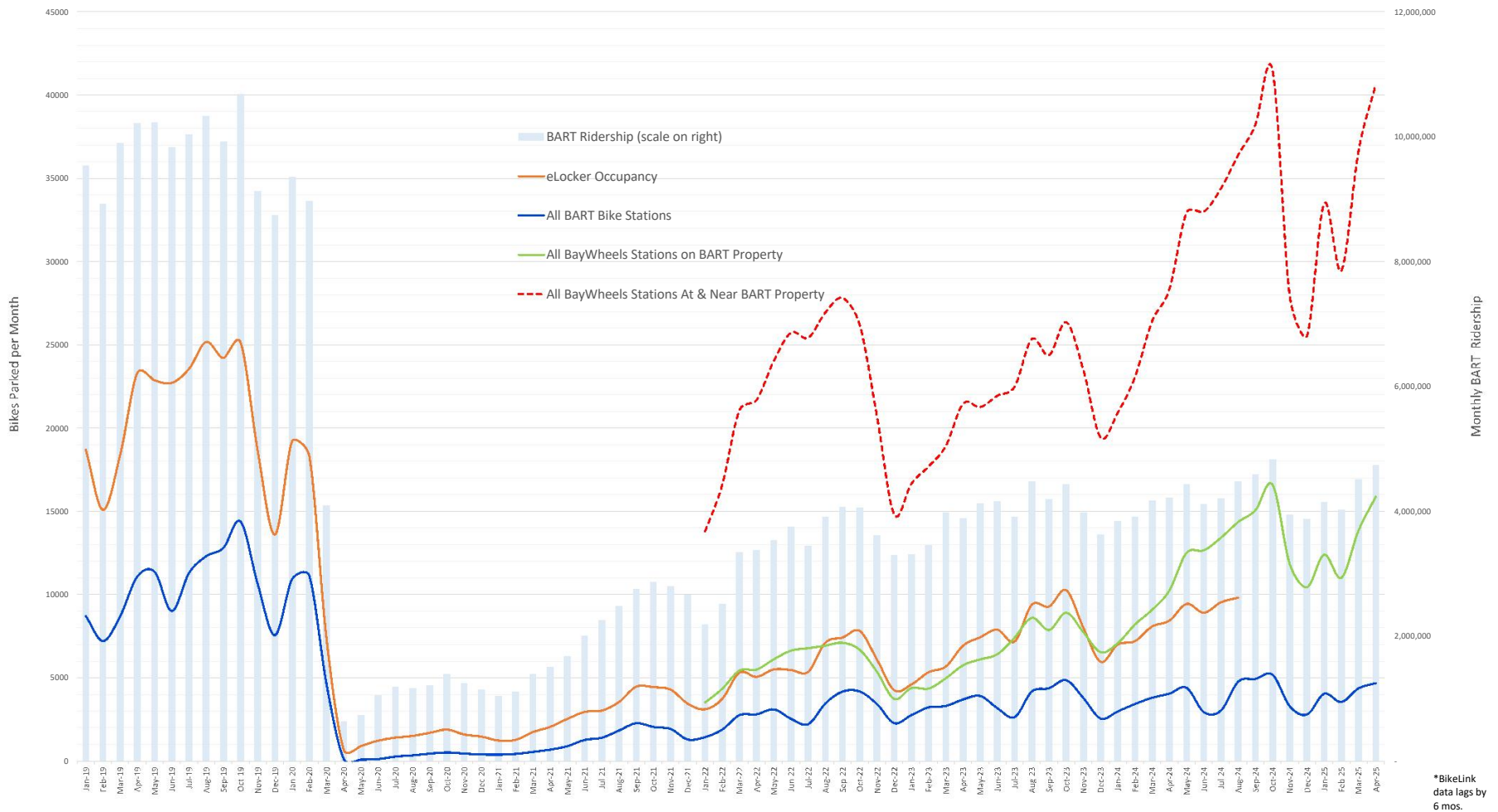


Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Apr 2025





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



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

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

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

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

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

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

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

--

Estrella Sainburg



me on [LinkedIn!](#)

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

Hi Heath,

No worries, and I appreciate your thorough response.

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

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

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

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

Reese

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

Dear Reese,

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

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

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

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

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

Sincerely,

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

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

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

Hi Heath,

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

Originally sent on 2/6/2025

Hello,

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

Any information is much appreciated. Thank you.

Reese Whitehead
[REDACTED]

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

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

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

Hi Webmaster:

See below. Thank you.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

cc: Heath

=====

Contact Name Storm not given

Contact Email [REDACTED]

Contact Phone

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

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

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

Hey there.

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

Thank you for considering my feedback!

-Storm

ref:!00Dd00hrYV.!500V10Vm8cc:ref

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

Hi Ivy,

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

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

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

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

Sincerely,

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

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

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

Hello Heath,

Please review customer email below.

Regards,

BART Customer Services

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

Contact Name: Ivy Tao

Contact Phone: [REDACTED]

Contact Email: [REDACTED]

Incident Date:

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

Category: Other

Sub-category:

Line Code: R

Station: R10 - Ashby (Berkeley)

Hi, would it be possible to have a few self-operated bike lockers to be full size at Ashby BART? I drop off my kid on a cargo bike and then BART into the city, but my cargo bike is unable to fit into the half-size bike lockers, and I don't see any full size lockers in the app. It would be great if at least a few of them are more accommodating to bike families. Happy to pay double the rental price!
ref:!00Dd00hrYV.!500VI0W7WNL:ref