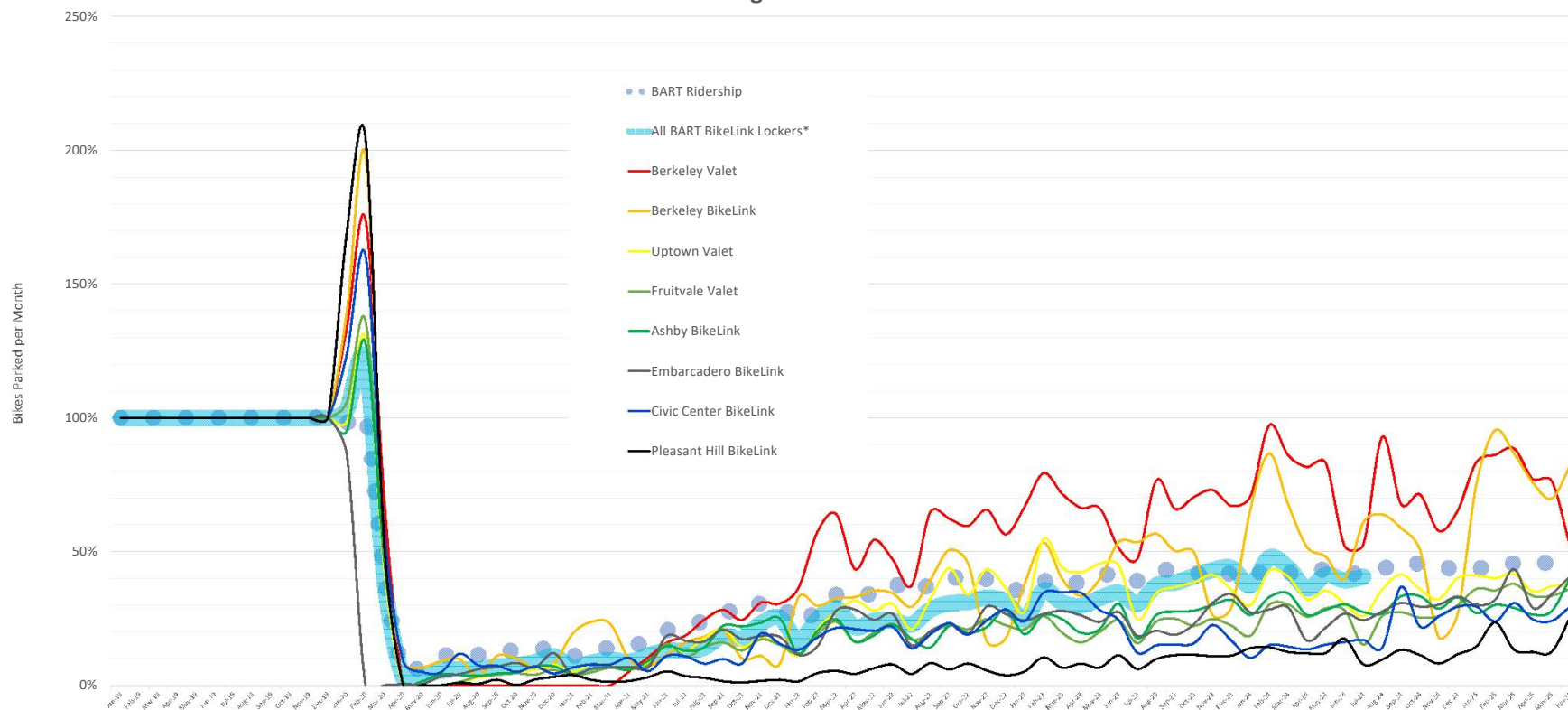


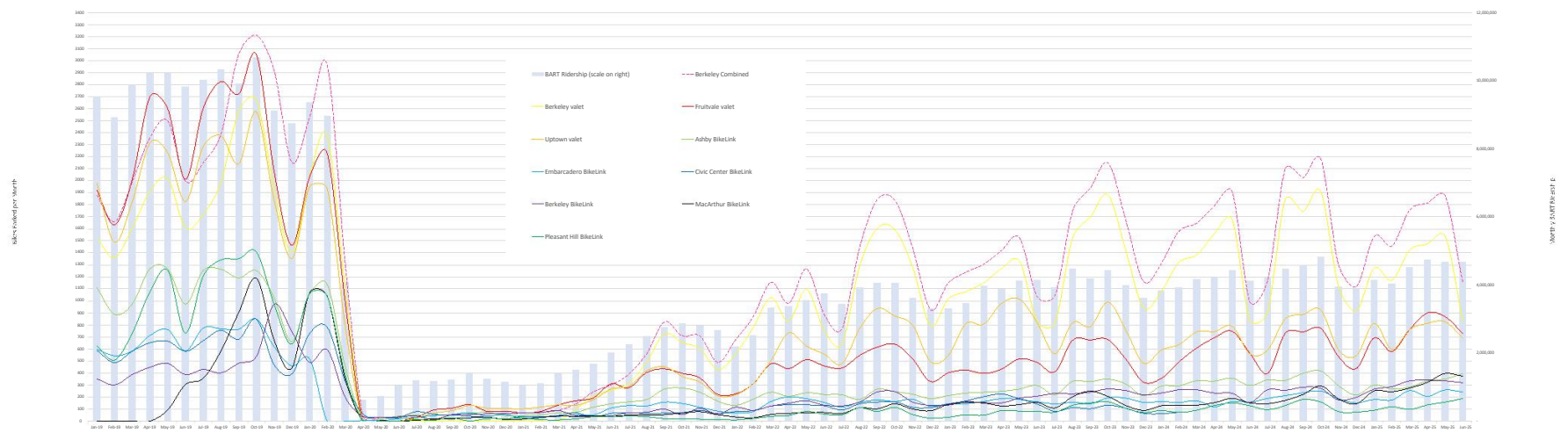


Monthly BART Bike Station, BikeLink Locker and BART Ridership As a Percentage of 2019



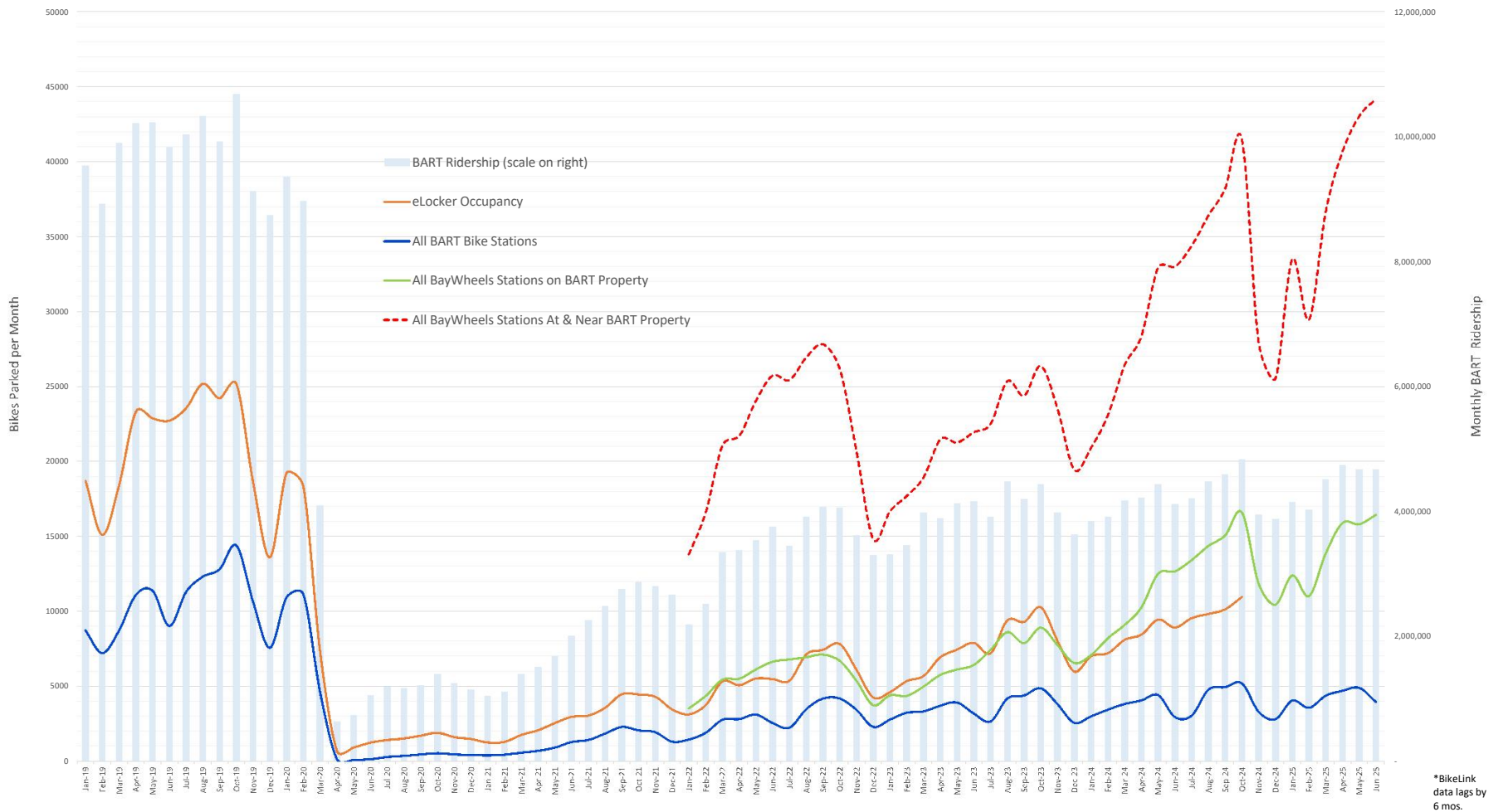


Monthly Volumes at BART Bike Stations & BART Ridership
Jan 2019-Jun 2025



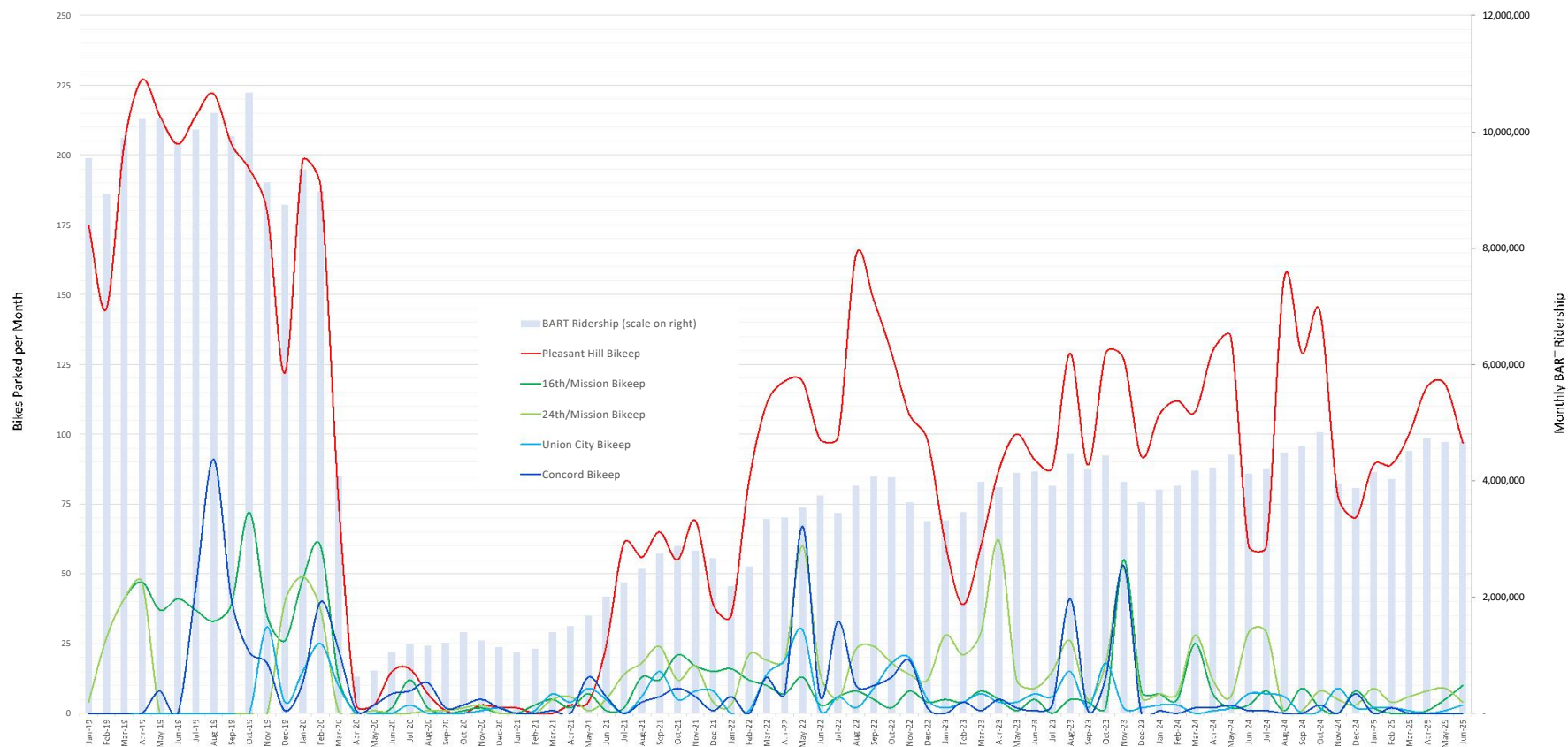


Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership Jan 2019-Jun 2025





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



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: (

Contact Email:

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

From: [Heath Maddox](#)
To: [Heath Maddox](#)
Subject: FW: Case 00360185: Bikes on BART [ref:!00Dd00hrYV.!500VI0XITLv:ref]
Date: Wednesday, July 23, 2025 10:07:43 AM
Attachments: [image001.png](#)
[image002.png](#)

From: Heath Maddox
Sent: Thursday, May 15, 2025 12:09 PM
To: Erik Scales [REDACTED]
Cc: Bart Webcustomerservices <webcust@bart.gov>
Subject: RE: Case 00360185: Bikes on BART [ref:!00Dd00hrYV.!500VI0XITLv:ref]

Thanks, yes, that thing is wide. Trikes may deserve special treatment. On the one hand they are BIG, but on the other hand could be considered an “adaptive bike” and merit accessibility consideration.

Food for thought. Thanks for bringing it to our attention, much appreciated.



Adaptive E-Bike

Heath Maddox
Manager of Bicycle Access Programs
Bay Area Rapid Transit District
th

2150 Webster Street, 8 Floor
Oakland, CA 94612
415.728.1352



CUSTOMER ACCESS & ACCESSIBILITY
DEPARTMENT

From: Erik Scales [REDACTED]
Sent: Tuesday, May 13, 2025 5:25 PM
To: Heath Maddox <hmaddox@bart.gov>
Cc: Bart Webcustomerservices <webcust@bart.gov>
Subject: Re: Case 00360185: Bikes on BART [ref:!00Dd00hrYV.!500VI0XITLv:ref]



I understand. This seemed overly large today and I have seen some even bigger.

Erik S.

From my Gmail Account

On Tue, May 13, 2025 at 3:35 PM Heath Maddox <hmaddox@bart.gov> wrote:

Dear Erik,

Thanks for your inquiry about bikes on BART.

BART encourages the use of all manner of bikes to access the system, especially now as we seek to reinforce the concept that BART is not just for getting to work, it's useful and even fun for leisure and family trips as well.

Customers with bikes were some of our very first riders to come back during the long recovery from the pandemic. We changed our policy to allow bikes on escalators in response and we view people who bike as a key demographic to engage with.

We have not set any specific limits on allowable sizes of bikes, but our Elevator Dimension Guide is intended to make it easier for customers with larger bikes to safely navigate the BART system:

<https://www.bart.gov/guide/bikes#:~:text=secured%20bike%20parking.-,Elevator%20Dimension%20Guide,-BART%20understands%20that>

One of BART's key bike rules (<https://www.bart.gov/guide/bikes/rules>) is that bikes are never allowed on crowded cars. So, large bikes should not be on crowded trains, and if the car is not crowded, any cargo bike that got as far as the platform is unlikely to pose problems.

That said, we will consider offering guidance for larger, heavier bikes on future updates to the bike rules, which may be coming soon.

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: Tuesday, May 13, 2025 2:52 PM

To: Heath Maddox <hmaddox@bart.gov>

Subject: RE: Case 00360185: Bikes on BART [ref:!00Dd00hrYV.!500VI0XITLv:ref]

Hello Heath,

Are you able to answer the question posed by our customer below.

Regards,

Nathan Nguyen

BART Customer Services

=====

Contact Name Erik Scales

Contact Email esscales@gmail.com

Opened Date/Time 5/13/2025 8:47 AM

Description I have noticed lately that the bikes that are allowed on BART are getting bigger and bigger. With the prevalence of E-bikes, some of them are getting more powerful and bigger. Some seem as big as motorcycles. Is there or will there ever be a size restriction of bikes on BART? If there was a way to attach a picture to this communication I can send a picture of the bike that was on my train today.

ref:!00Dd00hrYV.!500VI0XITLv:ref

From: [Heath Maddox](#)
To: [REDACTED]
Subject: FW: Case 00363090: Feedback on Bicycle Rules
Date: Monday, June 30, 2025 1:51:00 PM
Attachments: [image001.png](#)

Dear Maya,

Thanks for your thoughtful comment regarding the bicycle priority area on the first car of BART trains. You are not the first customer to be perplexed by this and provide comments.

Because BART trains don't turn around at the end of the line (they simply reverse direction), the first car is the last car half of the time.

We are considering an update to the signage in the bicycle priority area to alleviate confusion on this point.

Sincerely,

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



From: Jumana Nabti <JNabti@bart.gov>
Sent: Wednesday, June 25, 2025 5:34 PM
To: Bart Webcustomerservices <webcust@bart.gov>; Heath Maddox <hmaddox@bart.gov>
Subject: Re: Case 00363090: Feedback on Bicycle Rules [ref:!00Dd00hrYV.!500VI0atusr:ref]

Thank you, I'm adding Heath Maddox our bike planner.

Jumana Nabti
Manager of Access Programs
Buses, Curbs, Signage, and Circulation
[Regional Mapping & Wayfinding Project](#)
Cell: (510) 912-8118
Email: jnabti@bart.gov

San Francisco Bay Area Rapid Transit
2150 Webster Street, 8th Floor
Oakland, CA 94612

From: BART Customer Services <webcustomerservices@bart.gov>
Sent: Tuesday, June 24, 2025 9:43 AM
To: Jumana Nabti <JNabti@bart.gov>
Subject: RE: Case 00363090: Feedback on Bicycle Rules [ref:!00Dd00hrYV.!500VI0atusr:ref]

Hi Maya,

Just a FYI. Please see the email below. Thanks, and have a great day.
Regards,

Christina Dimaya
BART Customer Services

=====
Case 00363090: Feedback on Bicycle Rules

Contact Name: Maya Estrada
Contact Email: [REDACTED]

Incident Date:
Case opened Date:6/23/2025 5:38 PM
Category: Bike Program
Sub-category: Bikes - First Car

I am not someone who brings a bicycle on Bart but the past few trips, the conductor has brought up bicycles not being allowed on the first car although there are bicycle sections on the first car. If this is a rule, you should think about getting rid of those sections on the first car.

Via iOS app Version 1.20.0027
ref:!00Dd00hrYV.!500VI0atusr:ref

From: [Heath Maddox](#)
To: [Heath Maddox](#)
Subject: FW: Re: Case 00363213: New Gates (Lake Merritt Station and Dublin/Pleasanton Station)
Date: Wednesday, July 23, 2025 9:58:20 AM

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

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Monday, June 30, 2025 4:08 PM
To: Joy Sharma <jyotsna.sharma@bart.gov>; Mitra Moheb <MMoheb@bart.gov>; Michael Gerbracht <MGerbra@bart.gov>; Heath Maddox <hmaddox@bart.gov>; Roman Kotlyar <RKotlya@bart.gov>
Cc: Sylvia Lamb <SLamb@bart.gov>
Subject: FW: Re: Case 00363213: New Gates (Lake Merritt Station and Dublin/Pleasanton Station) [ref:!00Dd00h [ref:!00Dd00hrYV.!500VI0b396K:ref]]

Hello Joy, Mitra, Michael, Roman, Heath:

Bicyclist complaint and injury about Lake Merritt and Dublin/Pleasanton accessible fare gates and comments about station agent interaction. Patron was offered a claim form but is healing since the injury.

Regards,

Samson Wong
BART Customer Services

cc: Sylvia

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

From: Lyndsie Francis [REDACTED]
Sent: 6/26/2025 2:14 PM
To: webcustomerservices@bart.gov
Subject: Re: Case 00363213: New Gates (Lake Merritt Station and Dublin/Pleasanton Station) []

Hi there,

Please see my responses below in bold.

On Thu, Jun 26, 2025 at 12:49?PM BART Customer Service < webcustomerservices@bart.gov> wrote:

> Hello Lyndsie,
>
> We are very sorry about your hand, bike and missed train. If you would
> like us to continue reviewing the reported issues, we will need
> additional information. The following questions require "yes", "no" or
> very short answers. This will help direct your feedback and request for a reply:
>
> For the morning of 6/25/25:
>
> 1. Were you injured or was your bike damaged? If so, use attached
> claim form and follow directions. *No, not in a meaningfully way. My
> hand was a little tender yesterday, but it's fine today, no bruising.*
> 2. What station were you at? Lake Merritt or Dublin/Pleasanton?

> *Dublin/Pleasanton*

> 3. What was the time? *7:50am* (6/25/25) 4. Were you entering or
> exiting? *Exiting* 5. Was this thru the wider accessible fare gate or
> regular gate? *Wider accessible gate* 6. Do you recall the specific
> gate? *The wide accessible gate closest to the gate agent. * 7. Do you
> want to report a complaint about a specific employee? *No. *

>

> For 6/24/25:

>

> 1. What time were you delayed by the fare gate sensor? *7:15am*

> (6/24/25) 2. Was this thru the wider accessible fare gate or regular
> gate? *Wide accessible gate* 3. Do you recall the specific gate? *The
> gate closest to the gate agent * 4. What station were you at? Lake
> Merritt or Dublin/Pleasanton? *Lake
> Merritt*

> 5. To confirm, you were entering the station? *Entering* 6. Do you
> want to report a complaint about a specific employee? *No. *

>

> General Question:

>

> 1. What station did you see fare evaders "climbing over the tall
> gates"? *Embarcadero
> Station*

>

(edited for relevance)

>

> At Customer Services, we respond to public inquiries, comments and
> complaints. At times we are like a library and/or a post office.
> Customer Services can answer or forward customer feedback to staff. If
> necessary, staff can be asked for a reply. Customer feedback is also
> analyzed and shared with senior management and departments.

>

> If you need further assistance, please contact us at 510-464-7134.

>

> Thank your comments and helping the public.

>

> Regards,

>

> Samson Wong
> BART Customer Services

>

> =====

> Case 00363213: New Gates (Lake Merritt Station and Dublin/Pleasanton
> Station)

>

> Customer Name: Lyndsie Francis
> Customer Phone: [REDACTED]

[REDACTED] Date/Time of Email/Call:

> 6/25/2025 8:24 AM

>

> Station:

> Area of Station: faregates
> Employee Description: station agent
> Date/Time of Incident: prior to 6/25/2025 8:24 AM

>

>

> Report:

> I am lodging another complaint. I just got off the phone with a
> customer service rep, but given how that call went, I doubt it will
> reach the proper parties.
>
> This morning (6/25/25) I was smashed in the new fare-evasion "preventing"
> gates that were installed in the last year. The gate was open because
> the person in front of me had just passed through, I tagged my phone
> and it said my pass was accepted. So I went through the gate with my
> bike and the gates closed on me, smashing my hand into my bike and trapping my bike.
>
> The gate agent suggested my bike tire was touching the gate and that's
> what caused the issue, but that is not possible because the gate was
> already open. That makes me question the competence of the people BART
> hires for gate agents on top of their ever-present apathy for what's
> happening in the station.
>
> This is absolutely unacceptable, on top of the fact that I missed my
> train yesterday (6/24/25) because the gate sensor would not register
> my clipper card on my phone, which is a reoccurring issue. The gate
> agents give me different reasons every time for why it didn't work
> properly, once again calling their competence into question.
>
> These issues did not happen with the prior gates, and I still see
> people evading fares by climbing over the tall gates. This is
> ridiculous and I expect a response and for these useless and DANGEROUS
> gates to improve or be removed.
>

ref:!00Dd00hrYV.!500VI0b396K:ref

From: [BART Customer Service](#)
To: [Frederick Edwards](#); [Heath Maddox](#); [Ryan Greene-Roesel](#)
Subject: RE: Case 00363393: ADA and Bike Space for eBART line trains [ref:!00Dd00hrYV.!500VI0bFdv0:ref]
Date: Friday, June 27, 2025 11:20:45 AM

Hello Fred, Ryan, Heath:

Sharing customer feedback about disabled/bike access on eBART trains. Thank you .

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====
Contact Name not given not given

Contact Email

Contact Phone [REDACTED]

Opened Date/Time 6/27/2025 11:15 AM

Description Customer Name: n/a
Customer Phone: **BART Voicemail** (5109351000)
Customer Email: n/a
Date/Time of Email/Call: Jun 27, 10:06AM

Train: eBART
Train line: E-Line
Area of Station: disability and bike space

Report: Customer left voice message to bring attention "massive problems with doorway" on the Antioch extension. Patron said ADA reserved areas are "constantly taken" without regard for their passage way. People with bikes and wheelchairs are being denied space and end up "massive" blocking of doorways. Patron suggested improving notices, restrictions, pictures or even removing one side of seating for disabled/bike space near door like other transit/trains. By having no seats next to door, this would improve safe entry/exit when door opens.

Customer did not request call back.
ref:!00Dd00hrYV.!500VI0bFdv0:ref

From: [Dustin Lagman](#)
To: [Bart Webcustomerservices](#); [Revenue Vehicle Trouble Desk](#); [CS Train Trouble](#)
Cc: [Heath Maddox](#)
Subject: Re: Case 00364887: Bike Strap Replacement [ref:!00Dd00hrYV.!500VI0dCOpk:ref]
Date: Wednesday, July 23, 2025 10:00:24 AM

Hi all,

the car has been written up.

Thank you,
Dustin Lagman

Central Maintenance Supervisor
101 8th St. Oakland, CA 94607
Ext 4168
510-464-7277
510-427-6556

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Wednesday, July 23, 2025 09:49 AM
To: Revenue Vehicle Trouble Desk <rvtd@bart.gov>; CS Train Trouble <CSTrainTroubleDesk@bart.gov>
Cc: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00364887: Bike Strap Replacement [ref:!00Dd00hrYV.!500VI0dCOpk:ref]

Hello Vehicle Desk:

See car 4117x issue below and suggestion. Thank you.

Regards,

Samson Wong
BART Customer Services

M-F 8am to 5pm

510-464-7134

cc: Heath

=====

Contact Name Joseph Phillips

Contact Email [REDACTED]

Contact Phone



Opened Date/Time 7/23/2025 6:25 AM

Description Hello,

On Train 4117x which is currently being used in the Yellow Line on 7/23/2025 needs the Bike Straps replaced as the buckles are broken and not useful. Also would recommend to add longer straps so multiple types of bikes can be stacked together.

ref:!00Dd00hrYV.!500VI0dCOpk:ref

From: [Estrella Sainburg](#)
To: [CustomerServices Bart](#)
Cc: [Heath Maddox](#)
Subject: Richmond BART wide gate
Date: Tuesday, May 27, 2025 8:54:18 AM

Good morning,

The large fare gate at Richmond BART is not working for heading out. It would be helpful if there was a sign providing instructions to people as to what to do in this case. Another cyclist and I had to walk our bikes out, leave them unattended on the outside, and walk back in to scan out. The attendant did not provide any assistance while this was all happening and the other cyclist guided me through the steps to take. Can a protocol for public notification, instruction, and guidance be created for when gates are not working across the system if this does not already exist?

Thank you.

--

Estrella Sainburg

 on [LinkedIn!](#)