

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: BART Bicycle Advisory Task Force

FROM: Heath Maddox, Customer Access & Accessibility

DATE: March 23, 2026

SUBJECT: Removal of keyed bicycle lockers from BART stations

The purpose of this memo is to update the BBATF on the planned removal of BART's obsolete keyed bicycle lockers.

DISCUSSION

For nearly 20 years, BART has been gradually phasing out its older, keyed bicycle lockers in favor of on-demand, electronic BikeLink lockers. In 2008, BART had 1,000 keyed lockers. In 2026, there are a total of 334 remaining at 15 stations, 254 of which are still operational and 120 of which are rented. Over the years, BART has kept some of its keyed lockers because demand has historically been steady, but recently, especially since 2019, demand has dwindled in favor of BART's 1,900 more modern, secure and flexible BikeLink lockers.

Keyed lockers are an inefficient and outdated method of storing bikes at transit stations, and BART's depleted inventory of keyed lockers is now several decades old, well past its useful life. Due to their age, repairing BART's keyed lockers often requires custom fabricating parts that are no longer available. Coupled with low demand, the expense of maintaining and re-keying BART's keyed lockers has led BART's locksmiths to leave 25% of them un-repaired. Despite the low usage and deferred maintenance, BART Customer Service estimates that the keyed locker program costs approximately \$30,000 per year to administer and brings in under \$6,000 in rental income.

Considering the aged keyed lockers' condition, low renter demand, and high cost of maintenance, BART Customer Access & Accessibility and BART Customer Services concur that removal is the best option. Bike access to BART and secure bike parking utilization mirrors BART ridership, leaving ample capacity in the District's eLockers to accommodate all BART's current keyed locker renters, although some relocation of BikeLink lockers will be necessary to ensure adequate levels of secure bike parking at all stations. BART staff will begin reaching out to keyed locker renters in April, setting a move-out deadline of May 30th, 2026, with removal occurring from June through August.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: Board of Directors **DATE:** February 27, 2026
FROM: Boris Lipkin, Assistant General Manager, Planning & Development
SUBJECT: Accessibility Update: Fare Gate Tones & March 25 Orientation Event

This memo provides an update on efforts to improve accessibility for blind and low-vision customers.

(1) **Improved fare gate tones – systemwide rollout:** During the first week of March, BART will update fare gates systemwide to feature new “chime” tones that will replace the beeps that currently let blind and low vision customers know the fare gate is open. The new tones were piloted at the Ashby, Rockridge, and Civic Center stations beginning in October 2025 (the Board was informed of the pilot via a previous memo on September 11th, 2025). Feedback collected from the BART Accessibility Task Force and an online survey indicated the new tones are more pleasing overall and easier to hear above station background noise. Some customers were unaware the fare gates could generate the tones and suggested BART conduct additional outreach to inform the public how to generate the tones by holding the Clipper card on the reader for an extra second. BART Communications will create helpful content about the new tones and conduct news media outreach. Staff will continue to share this content with stakeholders.

(2) **Orientation event for blind & low vision customers:** On March 25 from 12:00-1:30 PM, BART will be hosting an orientation event for blind and low-vision customers at the 19th Street Oakland Station. Customers will be able to explore an out-of-service train at their own pace while BART staff demonstrate features such as Braille car identification numbers. Customers will also be able to navigate the vending machines and fare gates (including exploring the new “chime” tones) with plenty of staff on hand to answer questions and provide information.

Please contact me at boris.lipkin@bart.gov or (510) 506-5850 if you have any questions.

cc: Board Appointed Officers
General Manager
Executive Staff

District Announcements

A message from BART Communications



Let's go.

BART's Next Generation Fare Gates Project wins two prestigious honors

BART's transformative Next Generation Fare Gates Project is being recognized by two prestigious national organizations. The American Public Works Association named the fare gates as its winner of the 2026 Public Works Project Award and the International Partnering Institute announced the gates as its 2026 Collaborative Project of the Year. In August 2025, BART completed the replacement of 715 gates in all 50 stations across a system that spans five counties. The project was completed four months ahead of schedule.

"No other transit agency in the world has fare gates quite like these," said BART Assistant General Manager for Infrastructure Delivery and head of the fare gates project Sylvia Lamb. "This project is a true example of a BART-wide effort with every department contributing to the successful installation of new fare gates at every station."



There are several examples of how Next Generation Fare Gates have transformed the rider experience:

- The number of riders who tell BART they've witnessed fare evasion has dropped more than 50% compared with before the start of installation.
- New gates and BART Police Department's increased visible presence are critical parts of a comprehensive approach to rider safety that has resulted in a 41% drop in BART's overall crime rate.

- Hours spent on corrective maintenance inside BART stations for vandalism, graffiti, and broken items decreased 961 hours in the first six months after all stations had new gates.
- Early indications are the gates are responsible for BART fare revenue growing by about \$10 million annually through reduced fare evasion.

The gates feature a unique door locking mechanism that makes their swing barriers very hard to push through, jump over, or maneuver under. The overall fare gate array height (gate, console, integrated barrier) forms a barrier of 72 inches minimum to deter fare evasion.

Learn more about BART's Next Generation Fare Gates Project [here](#).

District Announcements | March 16, 2026
San Francisco Bay Area Rapid Transit District

From: Heath Maddox
Sent: Friday, March 6, 2026 10:26 AM
To: [REDACTED]
Cc: Bart Webcustomerservices; Heath Maddox
Subject: RE: Case 00381472: Bike straps [ref:!00Dd00hrYV.!500VI0tWoEw:ref]

Dear Kim,

Thanks for your comment regarding the bicycle straps onboard BART trains, and thanks for biking to BART.

We are aware of the strap length issue, especially for bikes with panniers, but unfortunately, we are unable use longer straps. To better accommodate more than two bikes and/or wider or loaded bikes, our initial design for the straps was in fact a good deal longer, but we were ultimately unable to implement these longer straps due to the high likelihood the straps would be sucked onto and obstruct the air intake grate which is located immediately below the bike lean bar on all BART's rail cars. Due to the very real potential for compromising the climate control and air filtration system on the cars, having longer straps was unfortunately non-negotiable with our car engineers. We tried a number of different buckle and strap configurations to address the issue while still providing sufficient length for wider bikes, but were ultimately unsuccessful.

I have had discussions with BART's Bicycle Advisory Task Force about developing a "bring your own" strap that's a little longer and can be distributed through the BART Railgoods store (<https://www.railgoods.com/bart/>) for low to no cost, but can't offer a timeline for when it might be available. In the meantime, if this is a regular need, I'd suggest bringing your own bungee or simple nylon strap with buckle to supplement the BART straps.

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: Friday, March 6, 2026 10:10 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00381472: Bike straps [ref:!00Dd00hrYV.!500VI0tWoEw:ref]

Hi Heath,

I'm not sure if you're the decision-maker when it comes to bike straps on the trains. If not, could you please point me to the appropriate contact person or department? Please see below.

Regards,

BART Customer Services

M-F 8am to 5pm

510-464-7134

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Contact Name Kim Anderson

Contact Email [REDACTED]

Contact Phone [REDACTED]

Opened Date/Time 3/6/2026 7:10 AM

Description Hello, I use Bart & bike to commute to/from work, and a lot of other people on my train do as well. But the straps are only long enough to strap down 2 bikes (and that can be difficult; sometimes 1 if it's a big bike). Can you please extend the straps so more bikes can fit? (My Bart ride is 40 mins - too long to stand and hold my bike.) Thanks!
ref:!00Dd00hrYV.!500VI0tWoEw:ref

From: Heath Maddox
Sent: Wednesday, January 21, 2026 3:15 PM
To: [REDACTED]
Cc: Jumana Nabti; Webcustomerservices; Javier Panzar
Subject: RE: Case 00378052: Bike Channel Stairwell Information [ref:!00Dd00hrYV.!500VI0qk5i:ref]

Dear Landon,

Thanks very much for your thoughtful note regarding BART's bicycle stairway channels.

I agree that we could do a better job of communicating to our customers which stations and which stairways have bike channels. It's easy enough to add that information to the "Bikes" section of our individual station pages and I'll work with our webmasters to get that done. I think to add more detail like dimensions and photos, we'd need to link to a separate page, something I'll consider.

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: Wednesday, January 21, 2026 2:44 PM
To: Heath Maddox <hmaddox@bart.gov>; Javier Panzar <javier.panzar@bart.gov>
Cc: Jumana Nabti <JNabti@bart.gov>
Subject: RE: Case 00378052: Bike Channel Stairwell Information [ref:!00Dd00hrYV.!500VI0qk5i:ref]

Hello Heath/Javier,

Please review customer email and feedback below.

Regards,

BART Customer Services
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Contact Name Landon Kan Huy

Contact Email [REDACTED]

Contact Phone [REDACTED]

Opened Date/Time 1/16/2026 12:15 AM

Description Hello,

I'm a frequent user of BART, combining it with bikes, both cargo and conventional, quite often. I noticed the available information regarding stairway channels has not been updated in a while on the website, for example not reflecting that 16th St. Mission now has channels, or at least the pages are not yet consistent or easily accessible.

I also wanted to request accompanying information regarding stations with stairwell channels; information about which exits at stations have channels, as well as their widths (4in wide vs 11in wide) and pictures of the channels if possible, as I've noticed not all the channels are the same and some bikes may not be compatible. This would be helpful, as I've avoided trips on BART as if I wasn't sure if my origin/destination station would provide me a comfortable experience entering/exiting the system.

I applaud the changes BART has made to improve the rider experience for passengers with bicycles, and because of the changes in recent years, I definitely am encouraged to ride BART more often.
ref:!00Dd00hrYV.!500VIOqk5i:ref