

## Heath Maddox

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**From:** Heath Maddox  
**Sent:** Friday, April 17, 2026 3:53 PM  
**To:** Destinee Cooper  
**Cc:** Bart Webcustomerservices  
**Subject:** RE: [External] RE: Case 00383599: BART bike lockers [ ref:!00Dd00hrYV.!500VI0vIIAv:ref ]

Hi Destinee,

Judging by their high usage, plenty of people do find the eLockers a bargain. Everyday use of the eLockers does add up compared to the cost of renting the keyed lockers, but a high-quality U-lock will cost you about the same or even more and not come close to the same level of security. And, as mentioned, BART alone has eLockers at 38 stations.

The low hourly rate for the eLockers is not set to make money for BART. Rather, it's set just high enough to discourage people from monopolizing the resource, treating them like private lockers that often sit empty while some people go without.

Keyed lockers are expensive to operate and maintain and generally an inefficient use of space. At peak BART ridership prior to 2019, we had waiting lists years long for the keyed lockers (largely because the price was so low) and no space to install more, but use has dwindled post-COVID. Many people who leave their bike at a BART station don't do so every day, so we can serve far more customers with the shared lockers. We kept our keyed lockers going for many years, but their time is up.

I'm glad to hear that you have a free, secure option.

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: Destinee Cooper <[REDACTED]>  
Sent: Friday, April 17, 2026 9:53 AM  
To: Heath Maddox <hmaddox@bart.gov>  
Cc: Bart Webcustomerservices <webcust@bart.gov>  
Subject: Re: [External] RE: Case 00383599: BART bike lockers [ ref:!00Dd00hrYV.!500VI0vIIAv:ref ]

Thank you for the response.

Unfortunately, I disagree with the “bargain” part of this as, after doing the math for how long I keep my bike in the locker on a weekly basis, it adds up to \$130/year; if I take out my vacation/sick time, that would still be \$120/year. That’s 3x the current rate for money I just don’t have to spare. I think I have a different option that’s free to me.

May others find this to be a bargain,

Sent from my iPhone  
Destinee C. Cooper

> On Apr 14, 2026, at 3:56 PM, Heath Maddox <hmaddox@bart.gov> wrote:

>

> Dear Destinee,

>

> First, thanks for riding your bike to BART and for using BART's bike lockers, and thanks for reaching out.

>

> The attached memo to the BART Bicycle Advisory Task Force goes into more detail, but the decision to retire the keyed lockers has nothing to do with liability. Our keyed lockers are simply past the end of their useful life and it's no longer feasible for us to maintain them. We have ample capacity in our BikeLink eLockers and the plan was always to phase out the keyed lockers.

>

> BART remains committed to providing high quality secure bike parking and we will continue to offer bike lockers at all stations that currently have them. We are working with BikeLink to procure promo codes for \$20 in free value for distribution to our keyed locker customers that can be used in the BikeLink app at the 38 BART stations with BikeLink lockers and 6 (soon to be 7) BART BikeLink Bike Stations, as well in dozens of other locations around the SF Bay region, Central and Southern California, and the Pacific Northwest. Five cents an hour for secure, on-demand bike parking with 24-hour customer service is bargain, and we're not planning to raise our rates any time soon.

>

> Sincerely,

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> Heath Maddox

> Manager of Bicycle Access Programs

> Bay Area Rapid Transit District

> 2150 Webster Street, 8th Floor

> Oakland, CA 94612

> 415.728.1352

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> Contact Name Destinee Cooper

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> Contact Email [REDACTED]

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> Contact Phone [REDACTED]

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> Opened Date/Time 4/13/2026 4:29 PM

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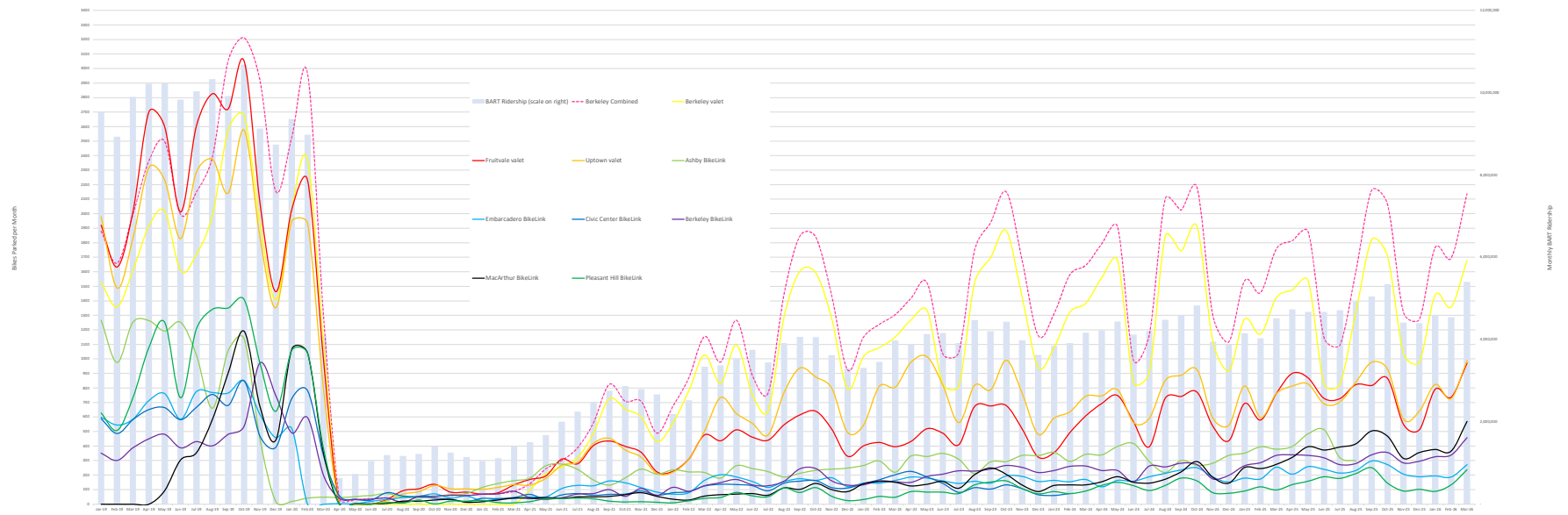
> Description I'm emailing as a bike locker renter who has now received notice to use a higher priced means to store my bike when I ride on BART. I don't find this to be acceptable. There's been no explanation about whether BART will manage lockers moving forward or not. The only thing that is clear is that BART wants less liability and isn't a means for low-income or middle-income households to use BART. BART is putting itself more and more out of the reach of the common person to use. This isn't okay. First there was ClipperCard and now the bike lockers.

> ref:!00Dd00hrYV.!500VI0vIIAv:ref

> <BBATF Memo--Keyed Locker Removal.pdf>

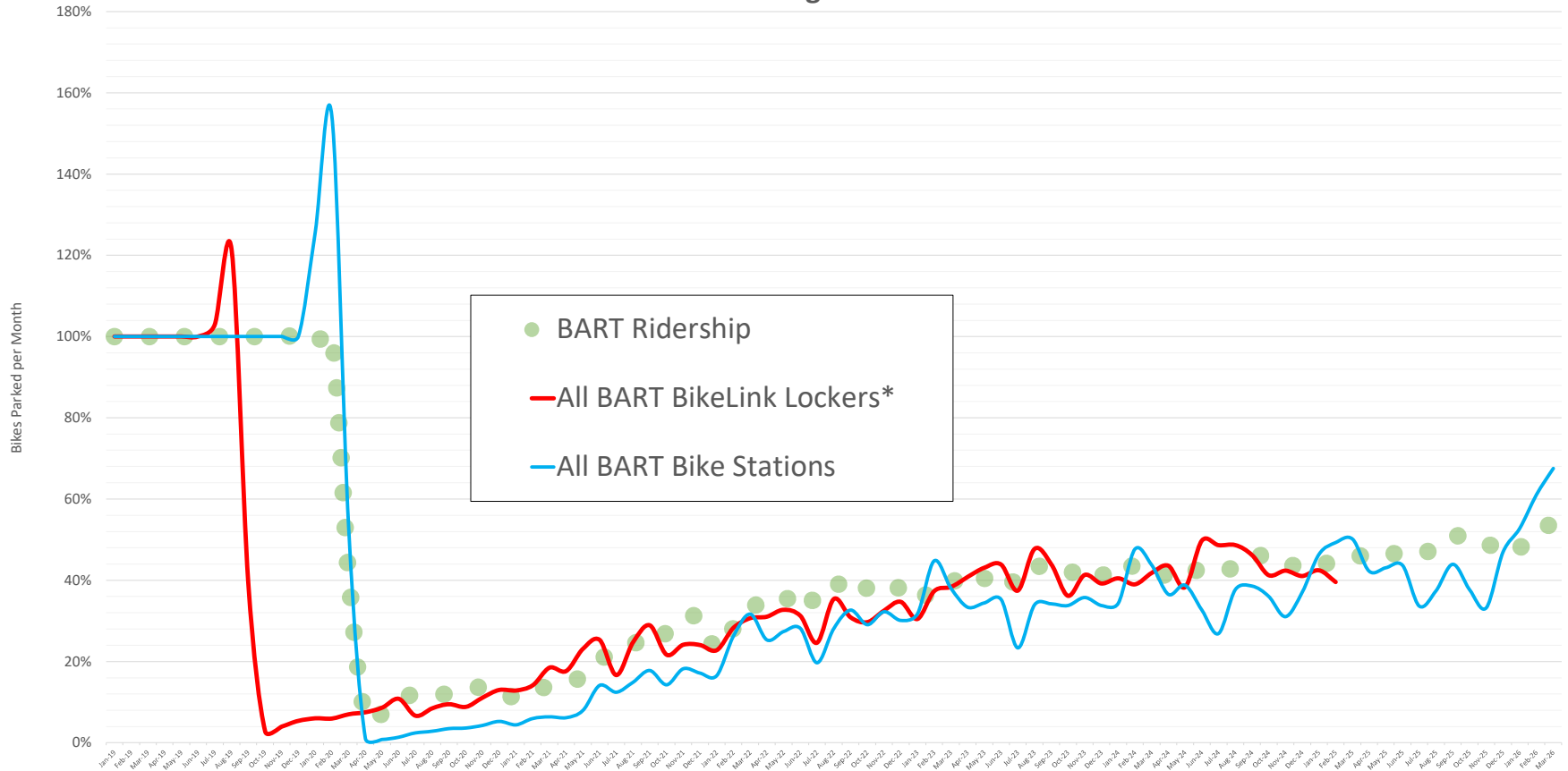


### Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-Mar 2026





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



\*BikeLink data lags by 6-8 mos.



### Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership Jan 2019-Mar 2026

