

Can I bring my bike on this car?



Not if it's the first car.

Then why do they have **bike racks on the first car**?

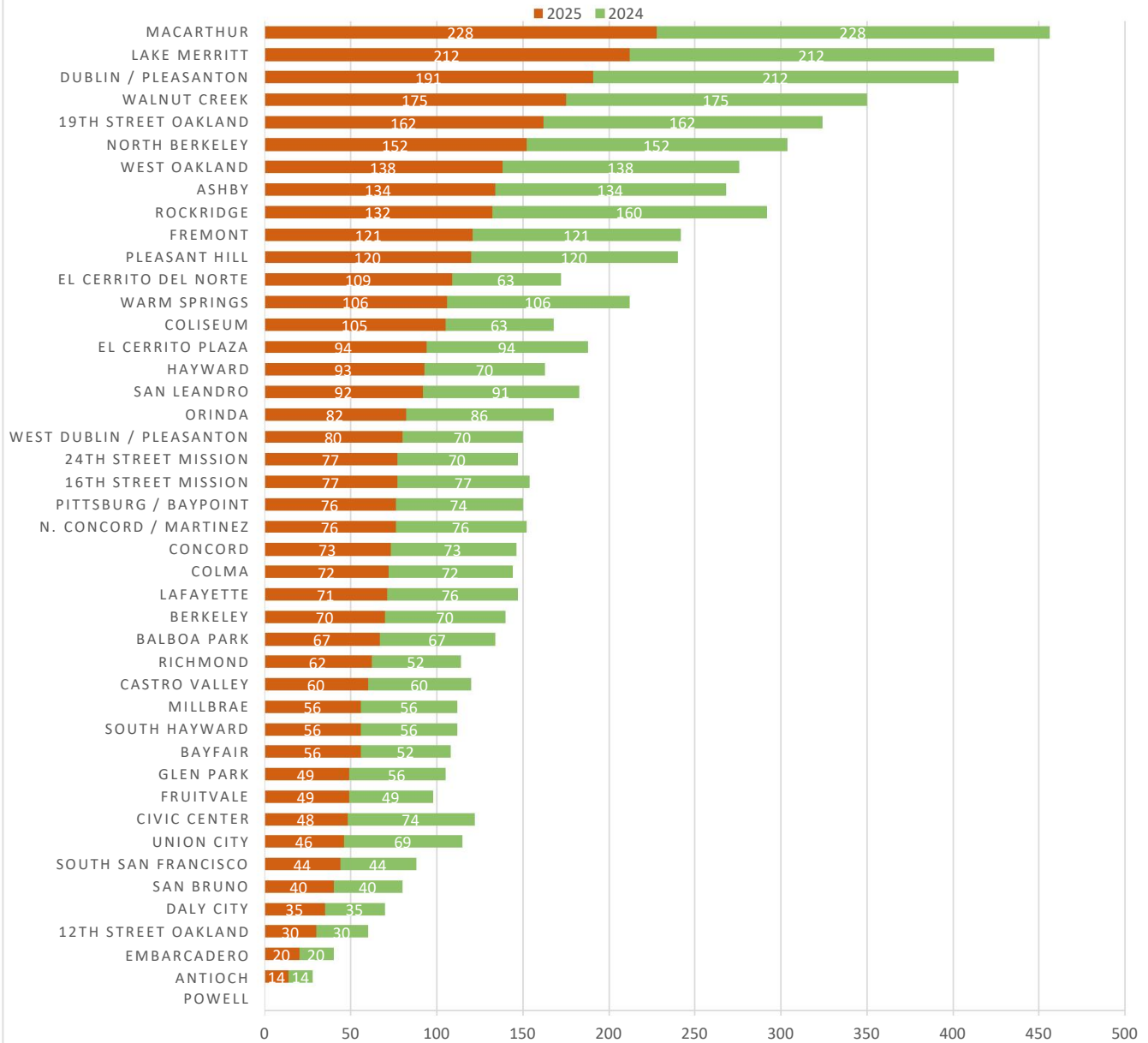
It's because BART trains don't turn around at the end of the line, they just go back the other way. So what was **the last car** going one way **becomes the first car** going the other way.

Find out more about riding BART at BART.gov/guide

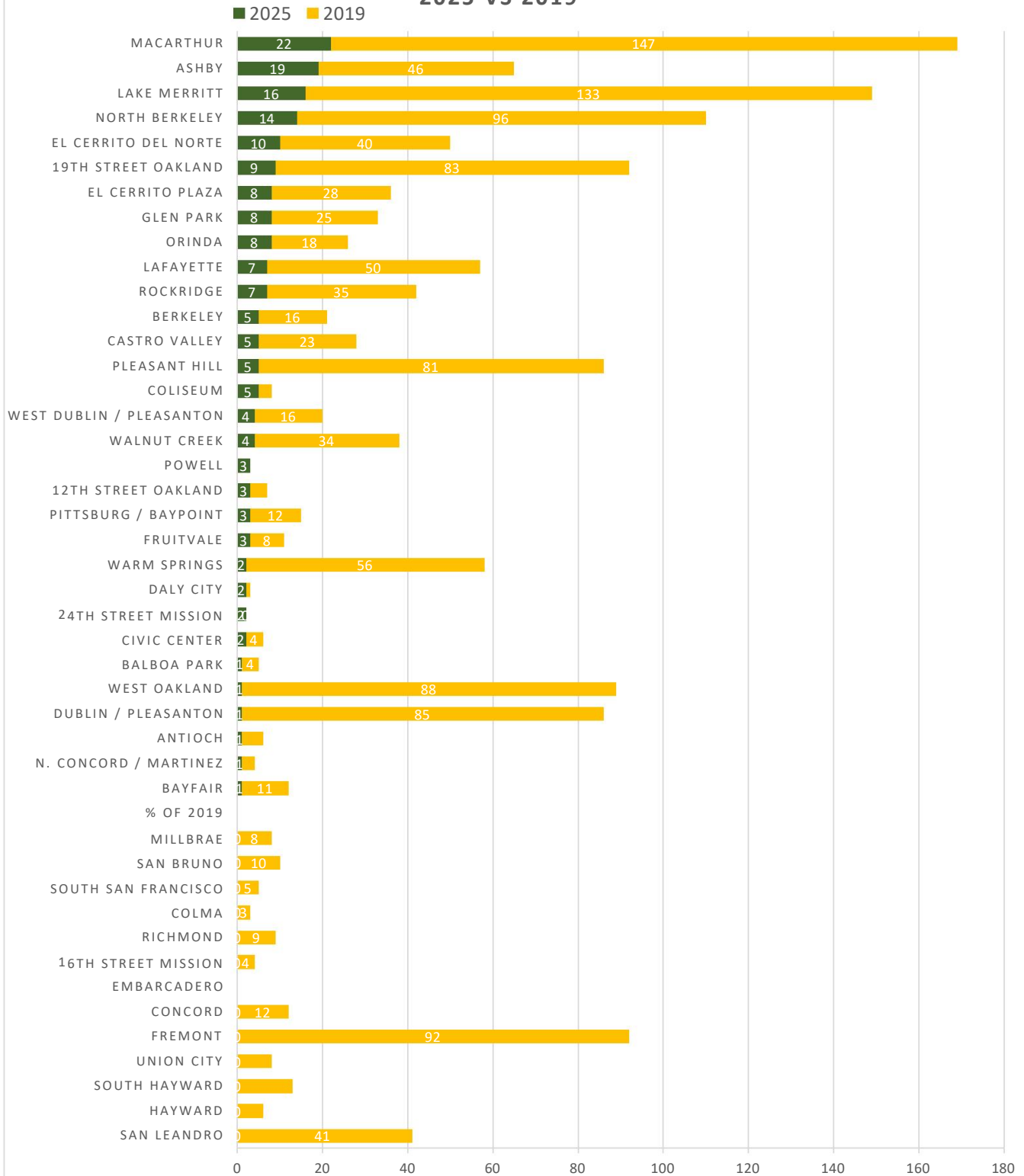


Let's go.

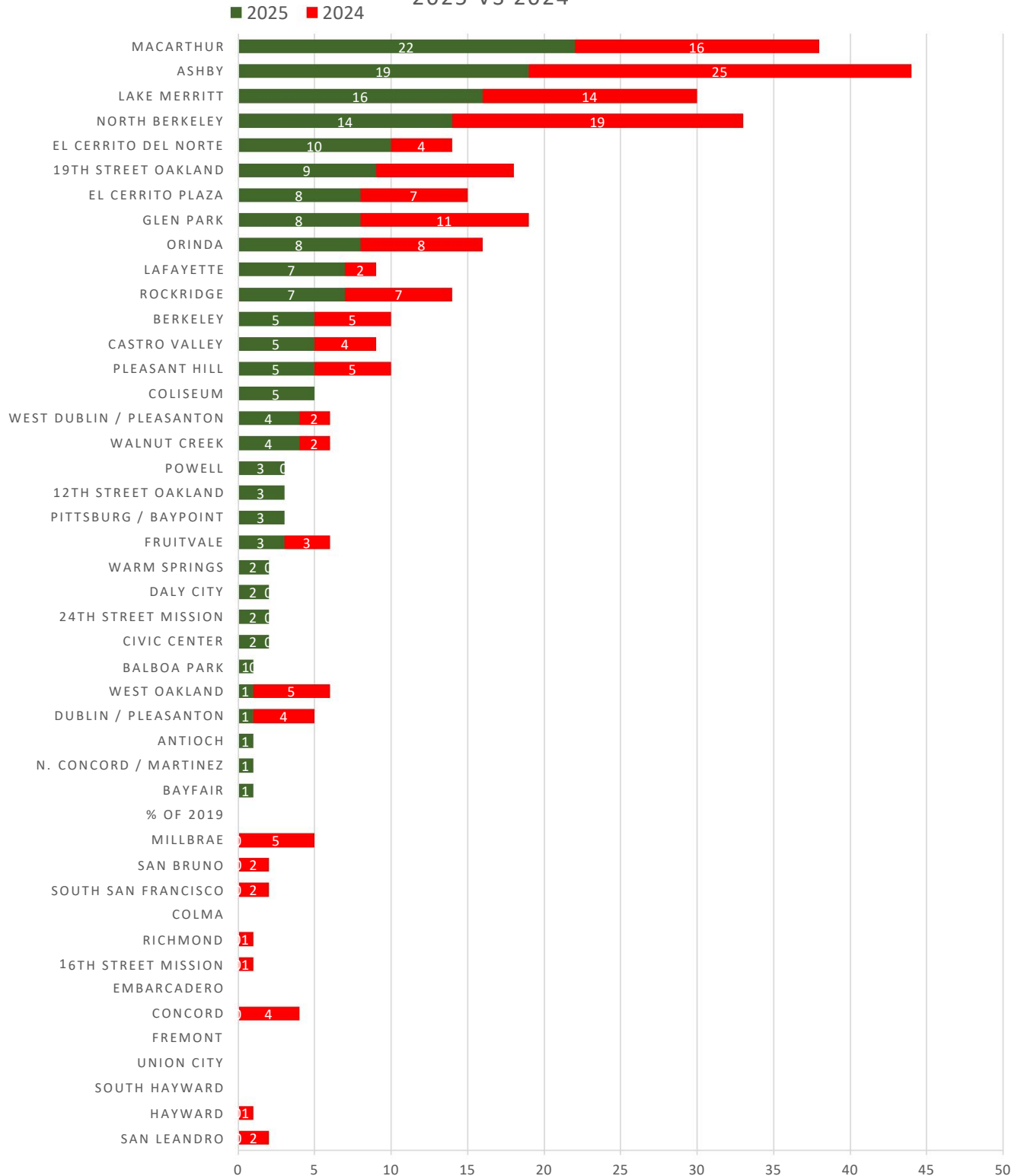
ANNUAL BART BIKE PARKING SURVEY CAPACITY, ALL RACKS AT STATIONS, 2025 VS. 2024



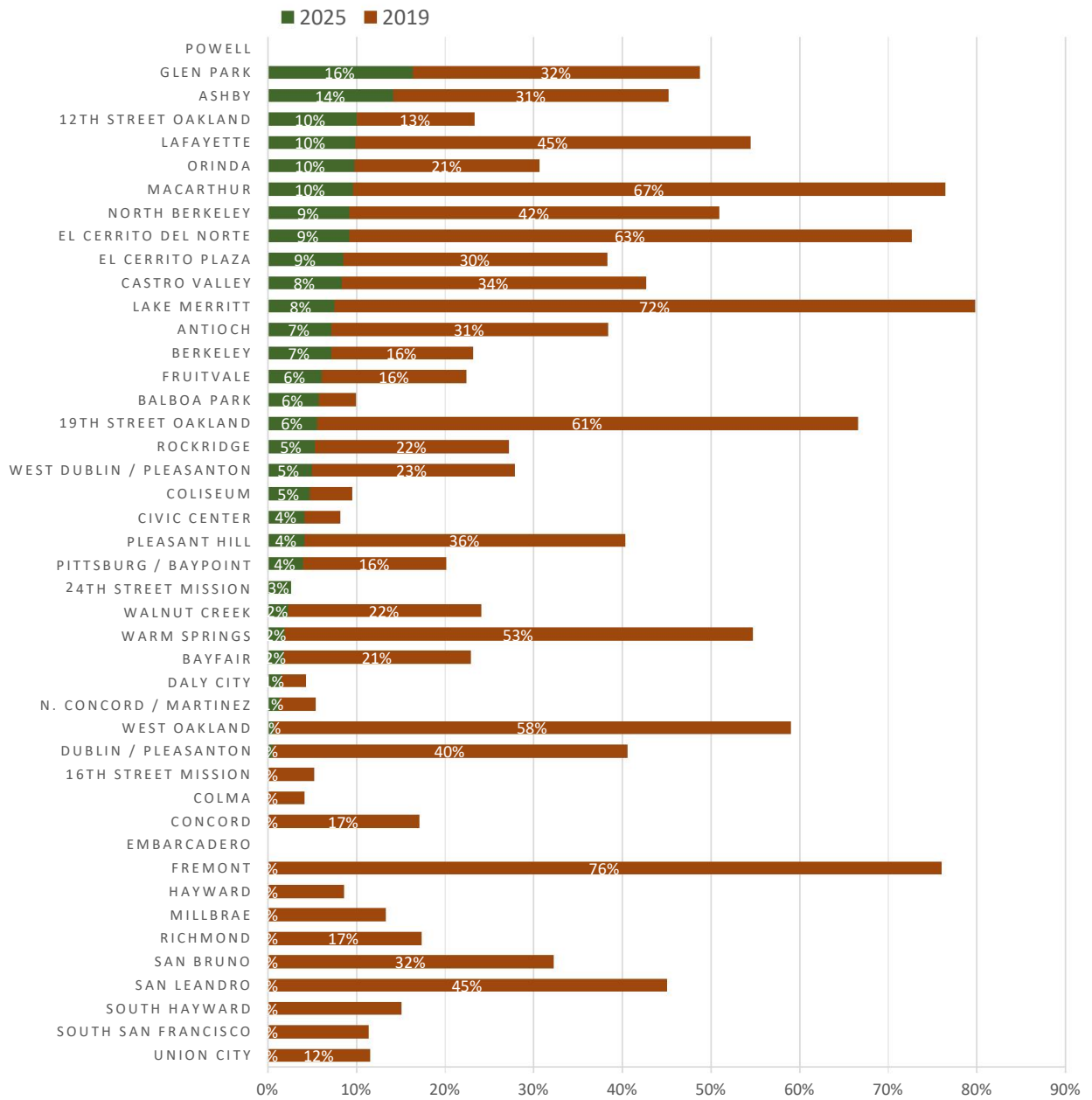
ANNUAL BART BIKE PARKING SURVEY OCCUPANCY COUNT, ALL RACKS AT STATIONS 2025 VS 2019



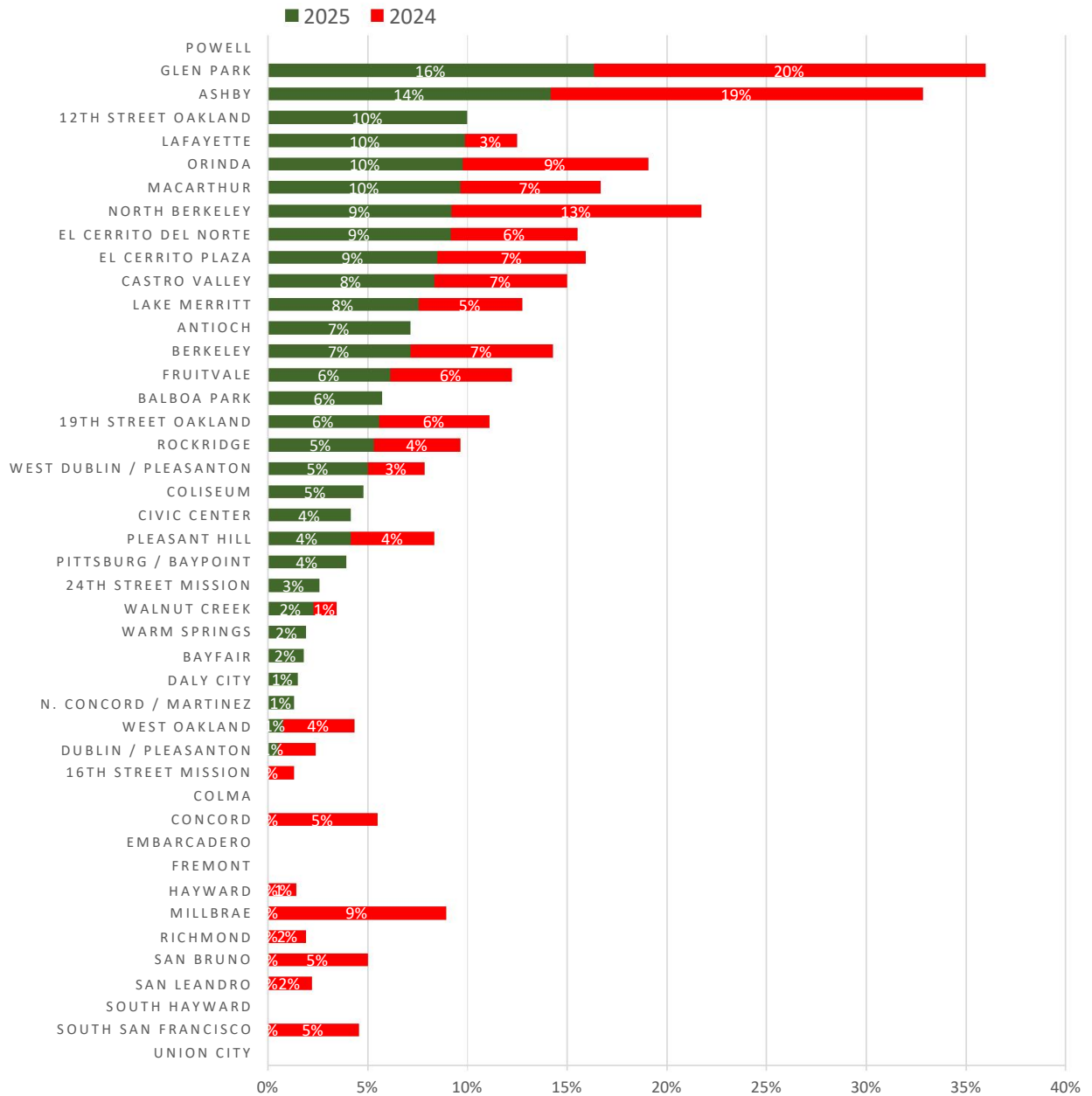
ANNUAL BART BIKE PARKING SURVEY OCCUPANCY COUNT, ALL RACKS AT STATIONS 2025 VS 2024



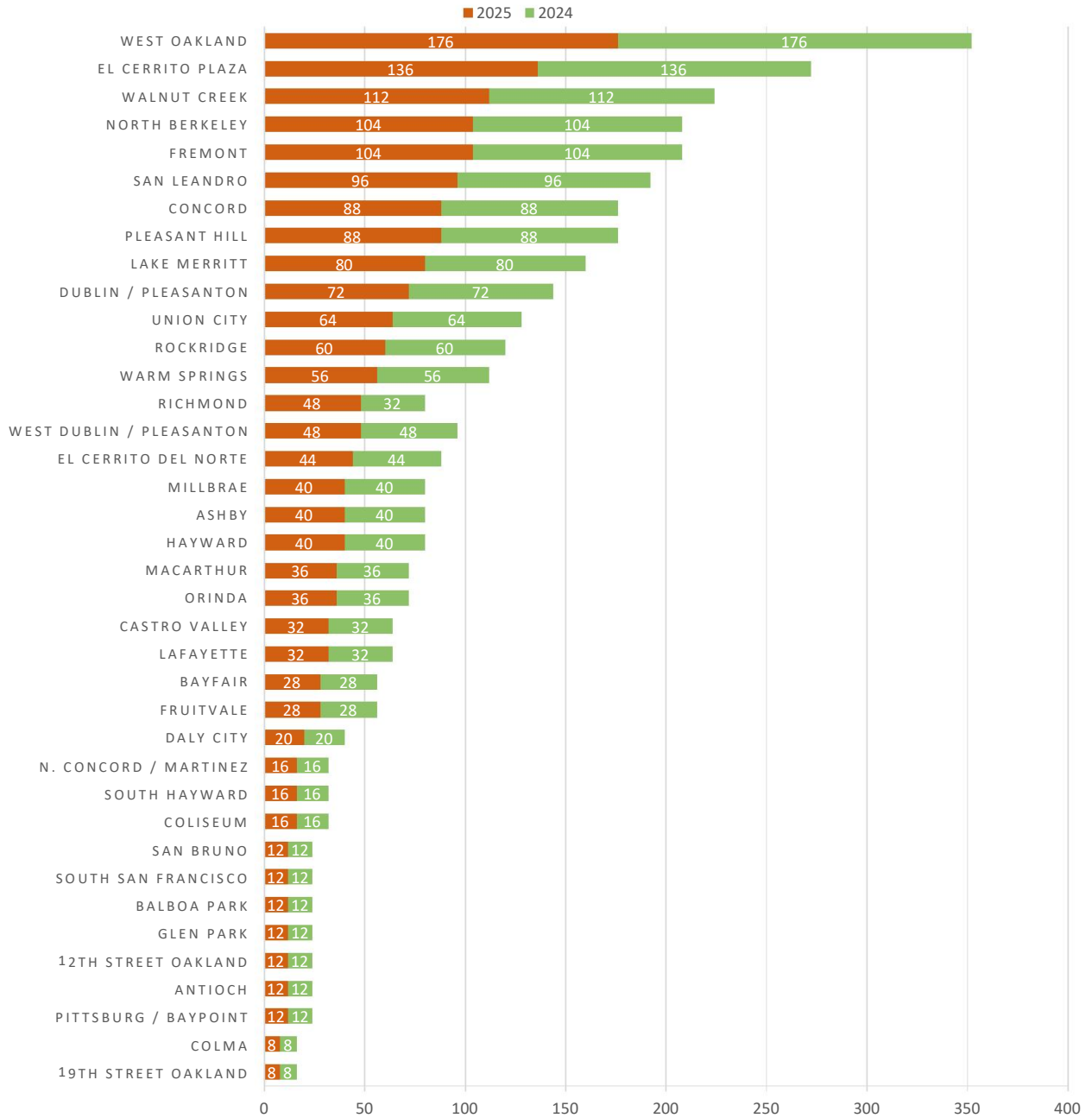
ANNUAL BART BIKE PARKING SURVEY % OCCUPIED, ALL RACKS AT STATIONS 2025 VS.2019



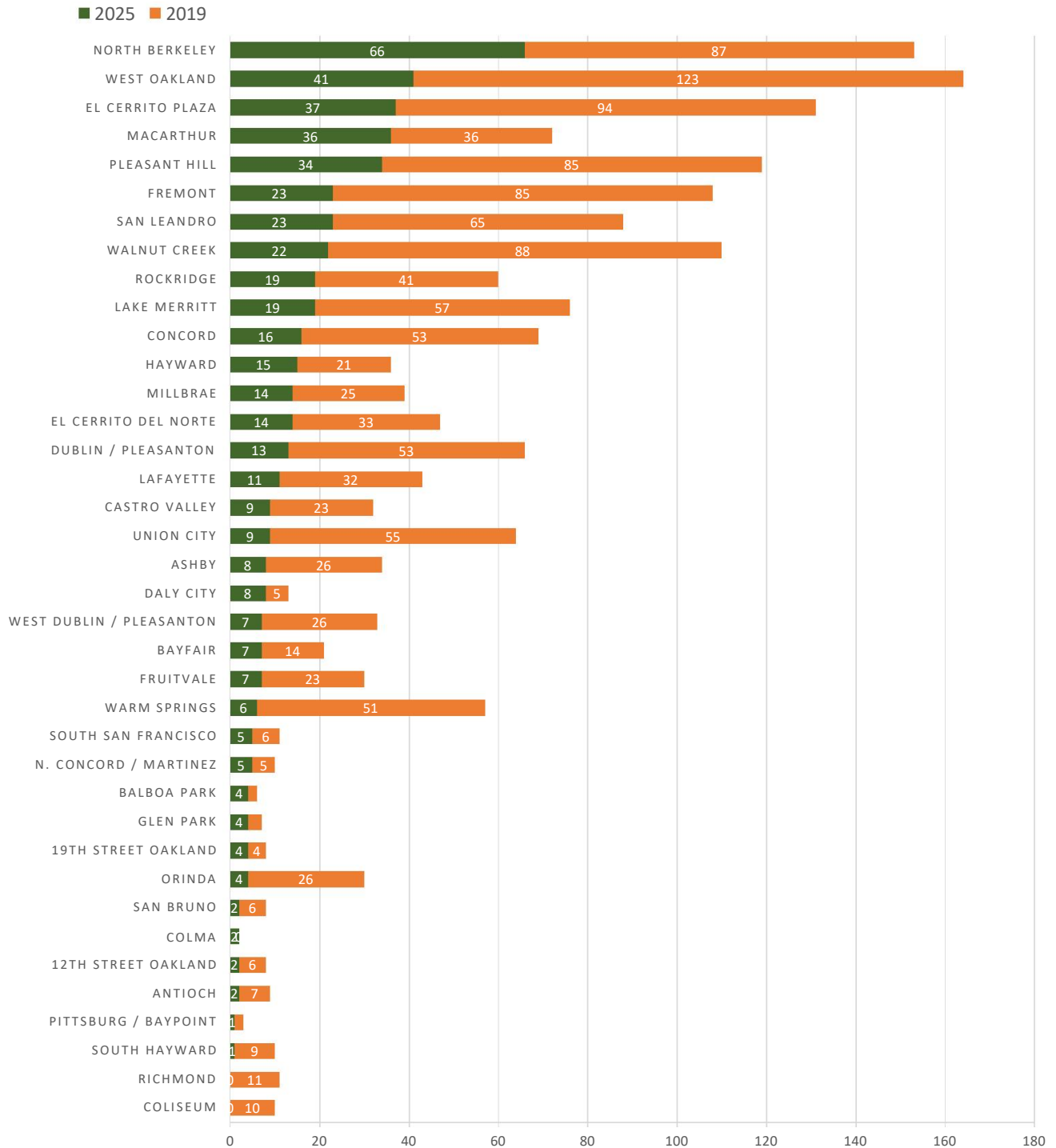
ANNUAL BART BIKE PARKING SURVEY % OCCUPIED, ALL RACKS AT STATIONS 2025 VS.2024



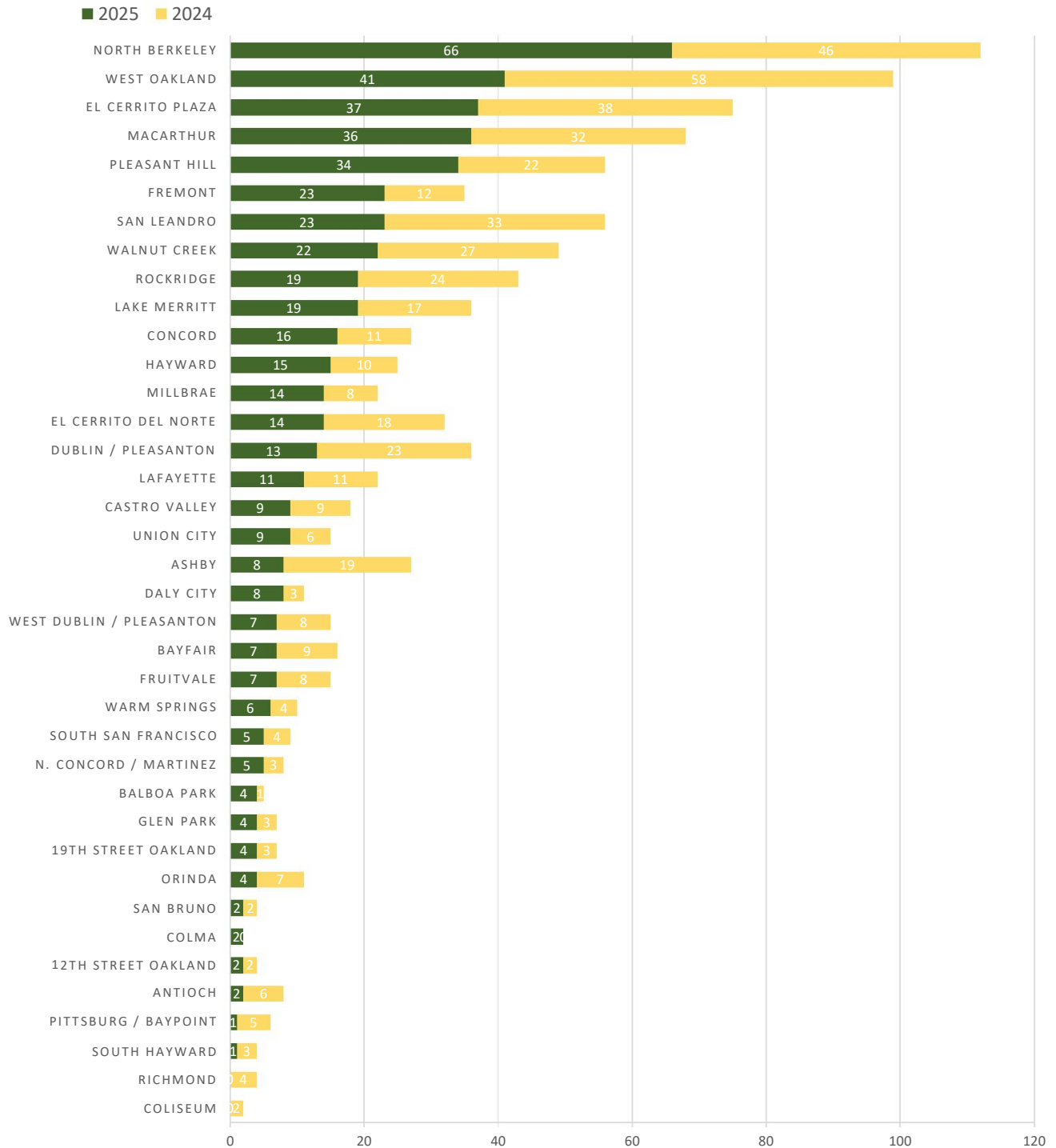
ANNUAL BART BIKE PARKING SURVEY CAPACITY, BIKELINK ELOCKERS, 2025 VS. 2024



ANNUAL BART BIKE PARKING SURVEY OCCUPANCY COUNT, BIKELINK ELOCKERS 2025 VS. 2019



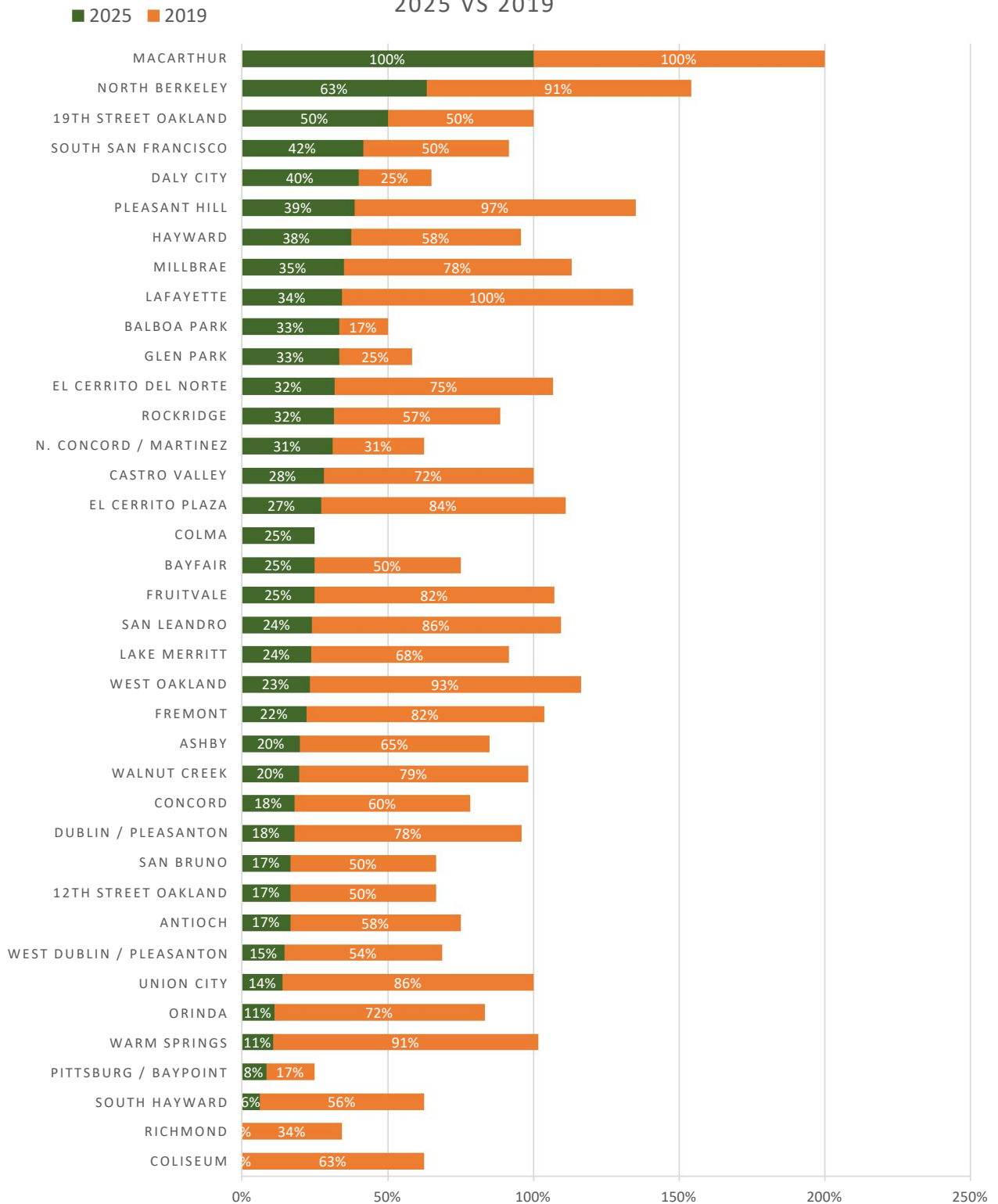
ANNUAL BART BIKE PARKING SURVEY OCCUPANCY COUNT, BIKELINK ELOCKERS 2025 VS. 2014



ANNUAL BART BIKE PARKING SURVEY

% OCCUPIED, BIKELINK ELOCKERS

2025 VS 2019

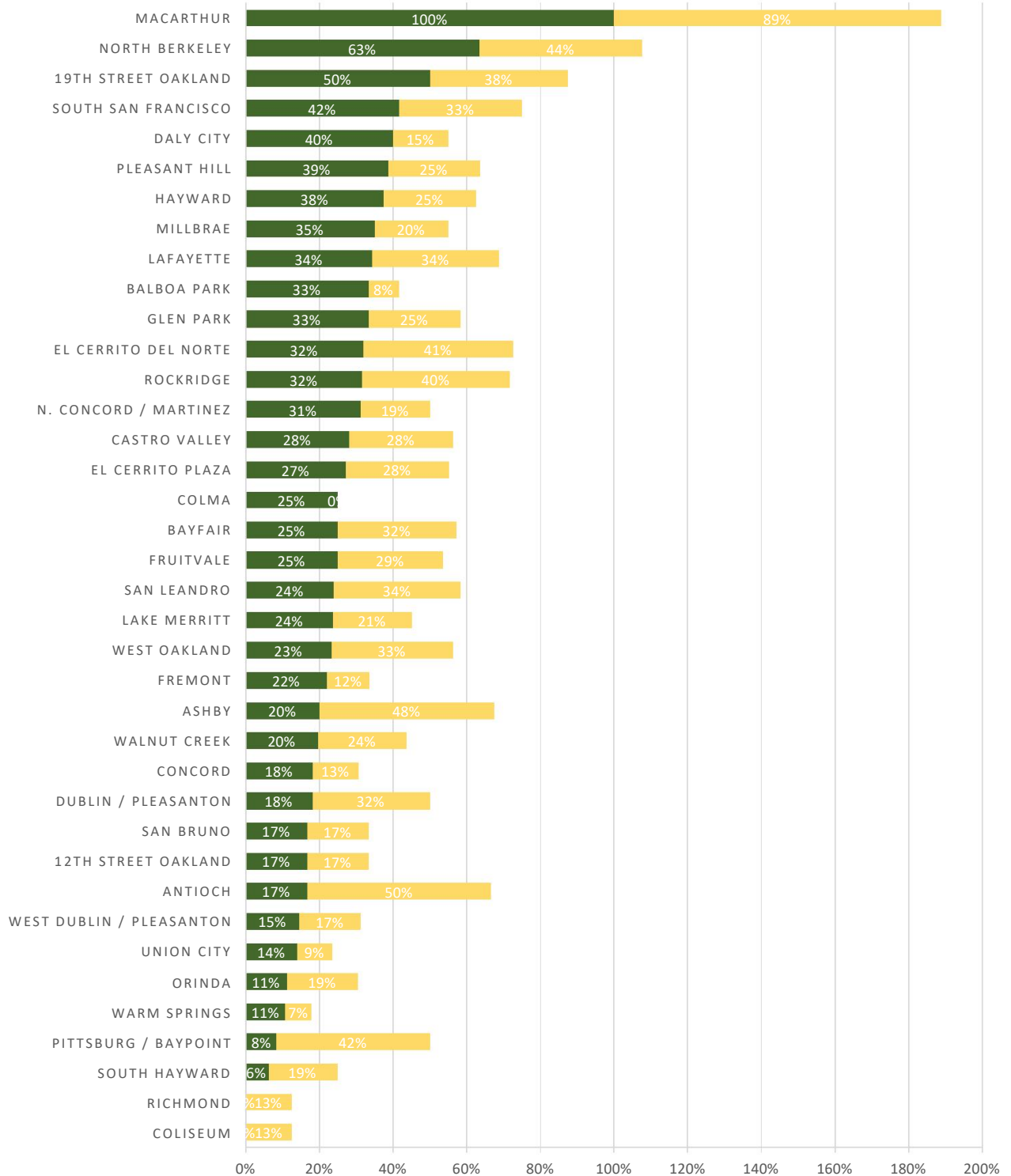


ANNUAL BART BIKE PARKING SURVEY

% OCCUPIED, BIKELINK ELOCKERS

2025 VS 2024

■ 2025 ■ 2024



SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

MEMORANDUM

TO: Board of Directors **DATE:** November 7, 2025

FROM: Rodd Lee
Assistant General Manager, External Affairs

SUBJECT: Regional Transportation Revenue Measure Polling Results

Overview

In October, EMC Research conducted a survey of 2,800 likely November 2026 voters across five Bay Area Counties (Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara) to assess opinions regarding a potential sales tax measure to support transportation and transit in the region. Results showed support for a regional measure today is above a majority, but below two-thirds.

Regional Optimism and Public Perceptions of Regional Transit

Optimism in the Bay Area has improved, with 55% of voters saying the region is moving in the right direction. Public transit continues to be valued highly, with 84% saying it's important to the region, up from 79% in 2023. Perceptions towards Bay Area public transit also improved to 61% holding a favorable view, up from 53% in 2023.

Proposed Measure

Voters were asked about a regional sales tax of 0.5% in Alameda, Contra Costa, San Mateo, and Santa Clara Counties, and 1% in San Francisco, for 14 years, generating approximately \$980 million annually, to support the following:

- Preserving and improving BART, Caltrain, VTA, SamTrans, AC Transit, and Muni
- Supporting transit safety, cleanliness, affordability, and reliability
- Repairing roads/potholes
- Requiring financial transparency, oversight, and accountability

Voter Support

Across the five counties, 56% of those surveyed were in support, while 44% were opposed. Support did not reach two-thirds in any of the five counties, but is at or above a majority in each:

County	% Yes
Alameda	60%
Contra Costa	55%
San Francisco	59%
San Mateo	57%
Santa Clara	50%

Voter Priorities

At least 70% of voters rated all potential outcomes as important:

- Strict oversight of spending with transparent plans and public reporting (94% important)
- Pothole repair and road maintenance (93% important)
- Cleanliness and safety on transit (92% important)
- Reliable transit for work, school, and other activities (90% important)
- Prevent increased congestion (88% important)
- Transit agency efficiency and cost cutting (87% important)
- Providing a faster and more connected public transit system (85% important)
- Protecting paratransit services (85% important)
- Modernizing transit system technology (85% important)
- Protecting against drastic cuts like closing stations and canceling weekend/evening services (81% important)
- Protecting public transit service, with no major cuts to frequency or routes (80%)

Next Steps

The Joint MTC/ABAG Legislation Committee is scheduled to meet on Friday, November 14, and will receive a presentation by EMC Research on the survey results. Key findings from the revenue measure poll are attached.

Attachment

cc: Board Appointed Officers
Deputy General Manager
Executive Staff
Director of Government and Community Relations



TO: Metropolitan Transportation Commission
FROM: EMC Research, Inc.
RE: Key findings from revenue measure poll
DATE: November 3, 2025

The following findings come from a recent survey completed by EMC Research among likely November 2026 voters in the five-county Bay Area to assess opinions regarding a potential sales tax measure to support transportation and transit in the region.

Conclusion: Support for a revenue measure today is **above a majority** but **short of the two-thirds threshold**. There is very high support for the outcomes of the measure.

Overall optimism in the Bay Area has improved.

In the five-county Bay Area, over half of voters (55%) feel things in the Bay Area are going in the right direction, and 44% feel things are off on the wrong track. This is significantly improved from polling in 2024 showing a net negative voter mood, and comes despite (or possibly because of) the national environment.

Public transit is important to voters, and perceptions of regional transit have improved.

The vast majority (84%) of voters say public transit is important to the region, up from 79% in 2023. Intensity has increased as well, with 58% indicating it is **very important** today, compared with 47% two years ago. Perceptions of public transit have also improved since the 2023 survey, with 61% of voters in the region holding a favorable opinion of Bay Area public transit, up from 53% in 2023. These ratings are positive in each of the five counties.

County	Transit Important to Bay Area	Favorable Rating of Transit
Alameda (25% of electorate)	87%	64%
Contra Costa (20% of electorate)	84%	61%
San Francisco (15% of electorate)	92%	71%
San Mateo (12% of electorate)	85%	63%
Santa Clara (28% of electorate)	76%	53%

Support for the sales tax is above a majority, but short of two-thirds.

Voters were asked about potential five-county measure:

To prevent major service cuts to BART and other transit, avoid increased traffic, and reduce pollution by:

- Preserving BART, Caltrain, VTA, SamTrans, AC Transit, Muni, other transit for everyone, including workers, students, seniors, persons with disabilities;
- Supporting transit safety, cleanliness, affordability, reliability;
- Repairing roads/potholes;
- Requiring financial transparency, oversight, accountability;

shall the measure enacting a 0.5% (Alameda, Contra Costa, San Mateo, Santa Clara counties) and 1% (San Francisco) sales tax for 14 years generating approximately \$980,000,000 annually, be adopted?

Yes	56%
No	44%

Additional analysis around the phrase "repairing targeted roads and potholes" showed no statistical difference in measure support.

Support varies somewhat by County.

Support does not reach two-thirds in any of the five counties, but is at or above a majority in each:

County	% Yes
Alameda	60%
Contra Costa	55%
San Francisco	59%
San Mateo	57%
Santa Clara	50%

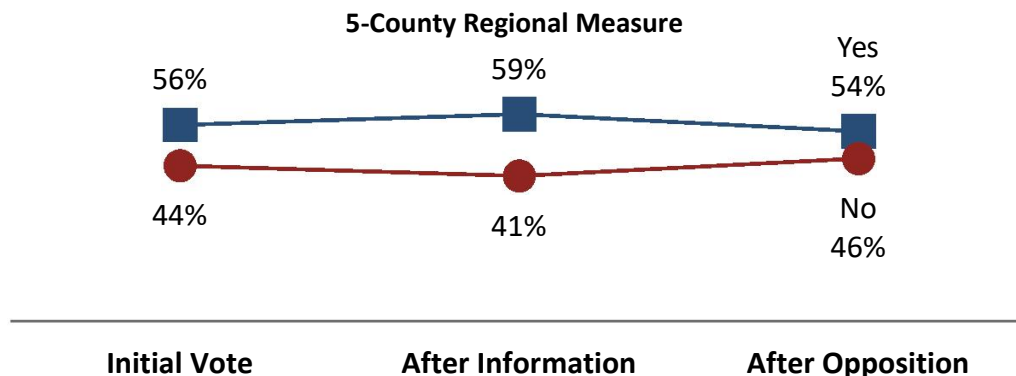
Voters rate outcomes of the potential measure as important.

Respondents were asked to rate a series of measure outcomes; all of them are rated as important by at least 70% of voters in the region, including:

- Provide strict oversight of how the money is spent, including transparent spending plans and publicly available detailed reporting (94% important)
- Provide targeted pothole repair and road maintenance (*not asked in San Francisco*) (93% important)
- Provide strict oversight of cleanliness and safety on public transit (92% important)
- Make sure reliable public transit is available for people who need it to get to school, work, and other activities (90% important)
- Prevent increased traffic congestion (88% important)
- Require transit agencies to run more efficiently and cut costs (87% important)
- Provide a faster and more connected public transit system (85% important)
- Protect specialized paratransit service for seniors and people with disabilities (85% important)
- Modernize transit system technology to improve safety and prevent service outages (85% important)
- Protect against drastic cuts to public transit, like closing stations and stops, canceling weekend and evening service, and eliminating entire lines (81% important)
- Protect public transit service, with no major cuts to frequency or routes (80% important)

Support for the measure remains fairly consistent throughout the poll.

While there is some movement in the vote as respondents are given additional information and opposition messaging, support for the measure remains above a majority and below two-thirds.



Methodology

This memo reflects results from a mixed-mode (live telephone, email-to-web, and text-to-web) survey of 2,800 likely November 2026 voters in Alameda, Contra Costa, San Mateo, San Francisco and Santa Clara Counties. The survey was conducted October 6 – 21, 2025. The overall margin of error is ± 2.3 percentage points.



FY27 Budget Strategy

BART Board of Directors Meeting

November 13, 2025



Delivering in FY26 for Success in FY27

FY26: Focused on Success

Focus on the Customer:

- ✓ Continue clean and safe
- ✓ Customer satisfaction is high
- ✓ Clipper BayPass
- ✓ Next Generation Fare Gates
- ✓ Tap and Ride
- ✓ Upcoming: Next Generation Clipper
- Key area for improvement: minimize service disruptions

Financial Stability

- ✓ Ridership is up
- ✓ Ongoing efficiencies & cost saving efforts
- ✓ FY26 Quarter 1 financials on-track
- ✓ Planning for multiple futures

FY27: Planning for Multiple Futures

Nov 2026
General
Election

Measure Passes: Base Budget

Continue to Deliver High Quality Transit &
Ensure Financial Stability

Measure Fails: Alternative Budget

\$300M+ in budget cuts and deferrals

Presentation Overview

- Updates

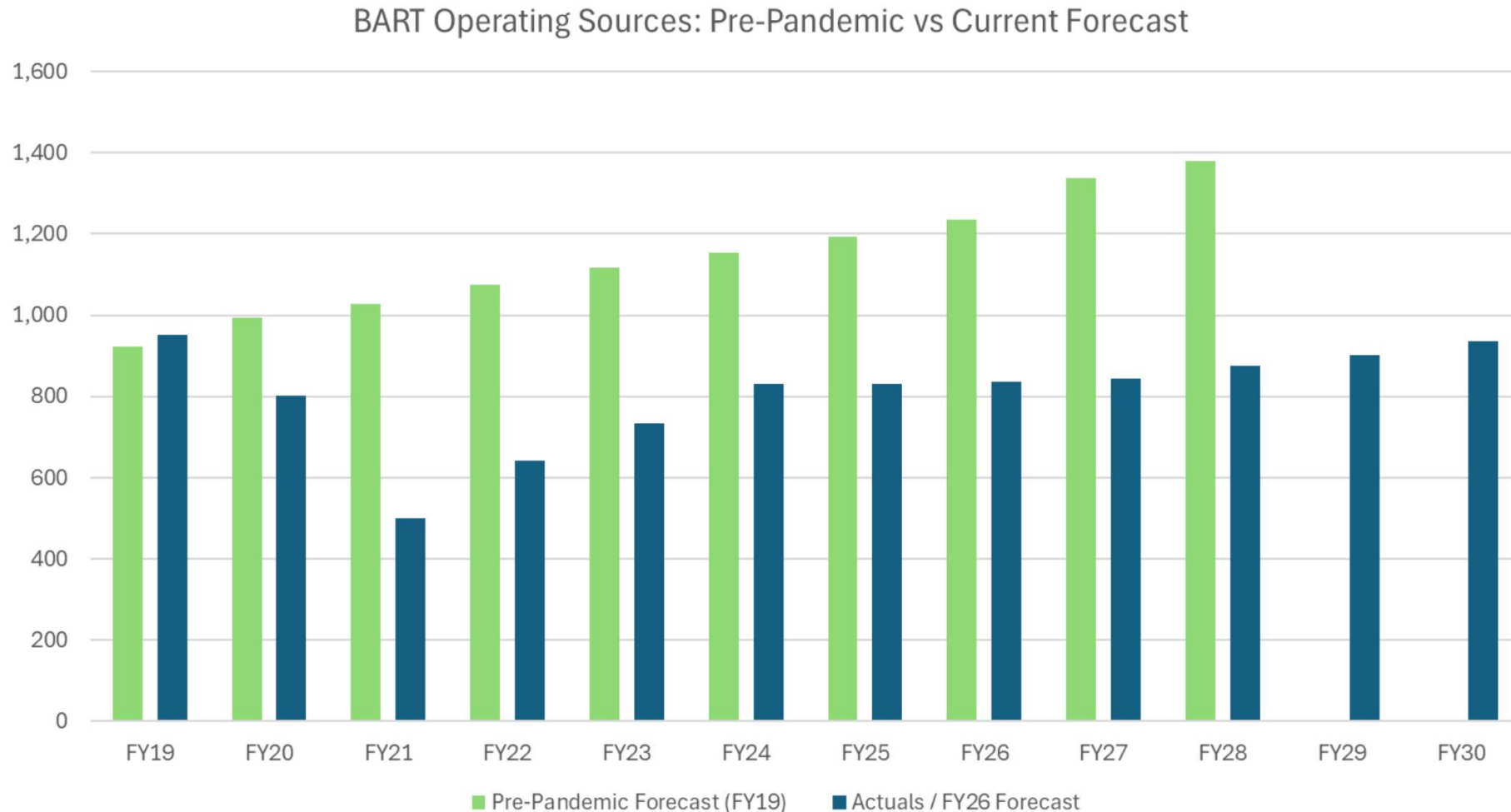
- Context: ridership, revenue, and BART's business model
- What BART has been doing
- Enabling legislation (Senate Bill 63) signed by the Governor – sets stage for 2026 ballot measure

- FY27 Budget Planning

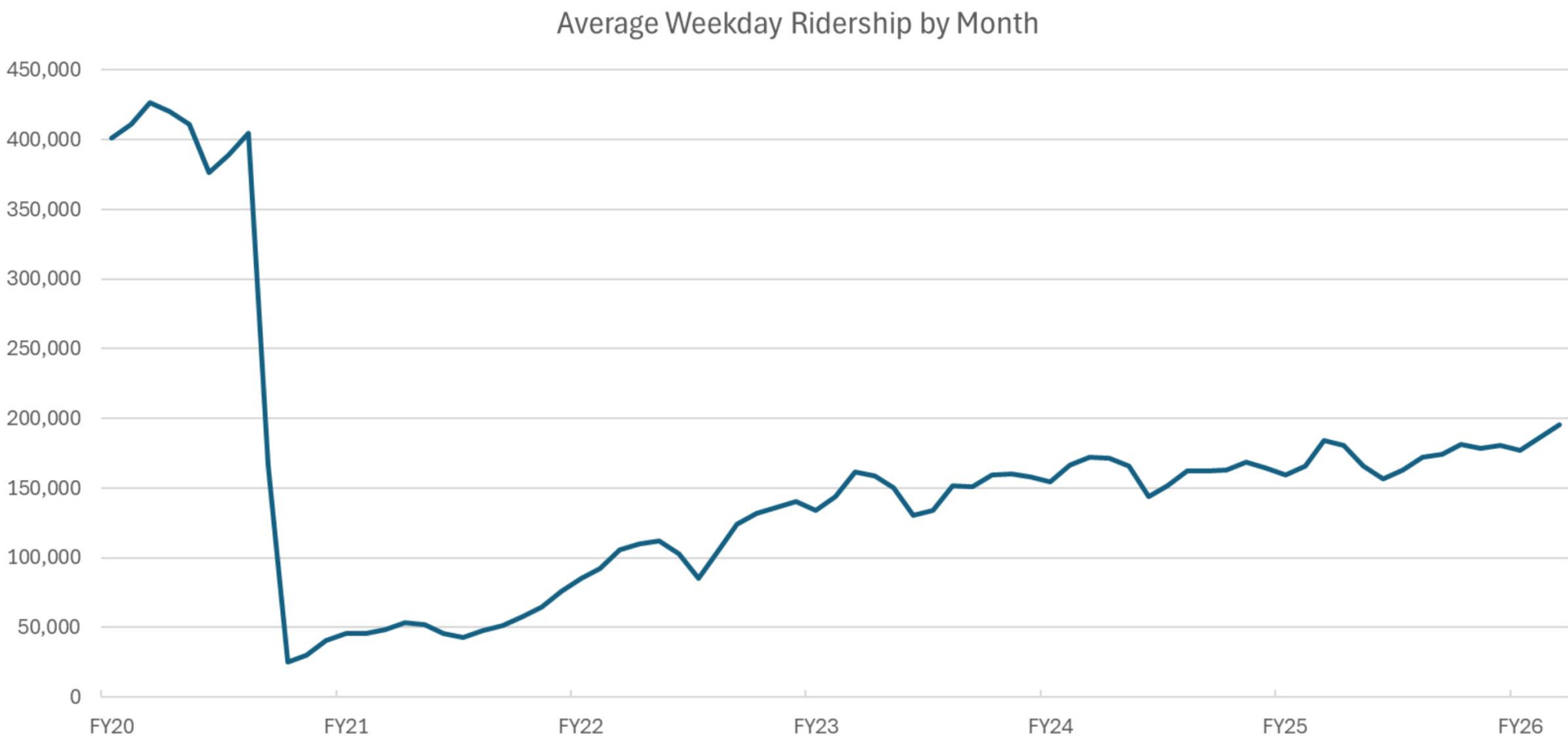
- Principles
- Budget strategy
 - Actions to balance the first half of year (i.e. cuts, reserves, deferrals, etc)
 - Actions for the second half of the year
 - If Nov 2026 ballot measure passes
 - If Nov 2026 ballot measure fails
- Timeline

What is the Challenge for BART?

Fare revenue is down \$300-400M compared to pre-pandemic forecasts



BART Ridership: Slow but Steady Recovery From Unprecedented Pandemic Low



Ridership Growth Alone Won't Solve Budget Shortfalls

- Each additional **5% growth in ridership = +\$13M/year**
- To close our ~\$375M deficit with just fare revenue, ridership would need to **more than double**
- Ridership and fare revenue growth is **part of the solution**, but other revenue is needed

5-Year Operating Financial Outlook

Revised Financial Outlook (\$M) 10/23/25	FY27	FY28	FY29	FY30	FY31
Regular Sources	859	890	919	951	983
Regular Uses	1,235	1,271	1,300	1,341	1,367
Net Result	(376)	(381)	(381)	(390)	(384)
Regional Measure Proceeds*	74	308	318	328	339
Net Result with Regional Measure	(302)	(73)	(63)	(61)	(45)

* MTC is currently updating the Regional Measure revenue forecasts

What BART Has Focused On Since Budget Adoption

- **Continued Efforts to Grow Ridership**

- Key efforts include completion of Next Gen Fare Gate installation, launch of Tap and Ride, and acceleration of BayPass participation

- **Engaged in Regional Advocacy for Transit**

- Supported the authorization of SB 63
- Joined with Muni, AC Transit, and Caltrain to advocate for a state loan, and rallied regional stakeholder support to keep it in play

- **Managed Operating Costs & Implemented Efficiencies**

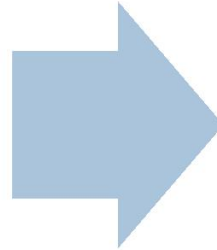
- Obtained Board approval of a balanced FY26 budget, with \$35M of ongoing reductions
- Continued the Strategic Hiring Freeze
- Improved capital labor cost recoveries
- Refinanced outstanding debt, saving: \$6.5M in FY26 sales tax debt service (benefits operating budget); \$23M in AA debt service and \$270M in future RR GO Bond debt service (benefits District taxpayers)
- Initiated draw down of \$395M as part of the 2nd tranche of federal TIFIA financing as a reserve

SB 63 Passage Sets the Stage for a Regional Ballot Measure

Senate Bill 63

(Signed into law October 2025)

- Allows for a regional transportation measure to be placed on the November 2026 ballot through action by a new Public Transit Revenue Measure District (TRMD) *OR* via a citizen's initiative
- Authorizes a 14-year sales tax in five Bay Area counties raising ~\$980M annually
- Funding directed to transit agency operations and rider focused improvements
- Includes several oversight and financial accountability provisions for specific agencies



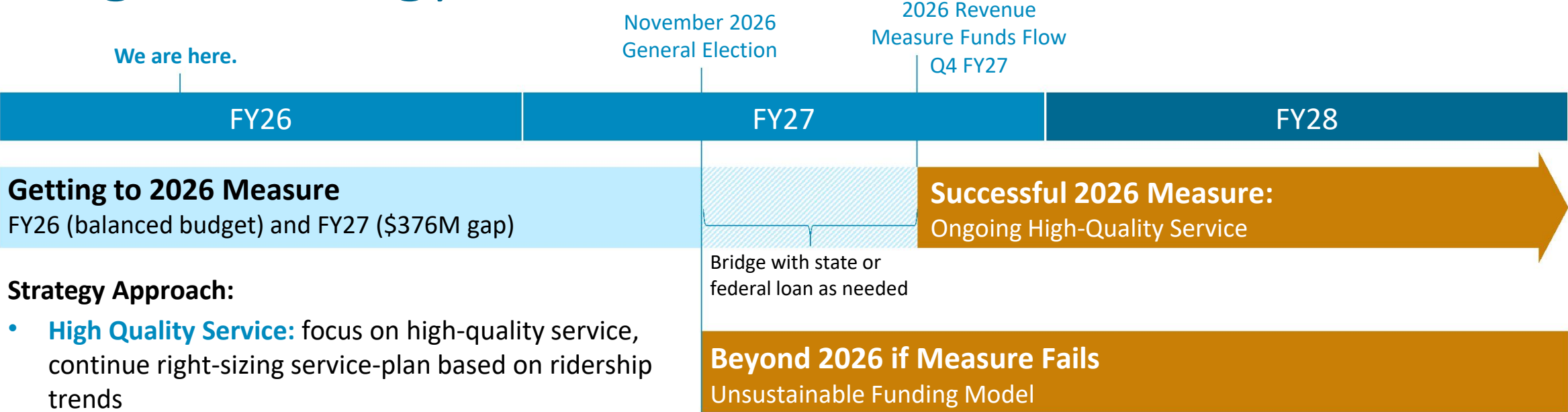
“Connect Bay Area Transit”

(November 2026 measure)

- Possible citizen's initiative requires simple majority (50% +1) voter approval
- TRMD initiative requires 2/3 voter approval
- Signature gathering conducted by a campaign and *NOT* public agencies
- BART can engage in ***fact-based*** regional education
- If passed by voters, BART would receive ~\$300M annually starting in FY28

\$300M per year solves most, but not all, of BART's revenue deficit

Budget Strategy Timeline



Strategy Approach:

- **High Quality Service:** focus on high-quality service, continue right-sizing service-plan based on ridership trends
- **Bridge the Funding Gap:** efficiencies, one-time actions, limited use of cost deferrals, limited use of state or federal loan
- **Advocacy, Communication & Education:** advocate for additional funding, ongoing public communication and education on negative impacts of service cuts

Strategy Approach:

- **Deep Cuts:** implement major service cuts and workforce reductions (ex: reduce frequency, reduce hours, close stations), resulting in reduced ridership/fare revenue and worse customer experience
- **Implement Emergency Financial Measures:** additional fares and parking fee increases, defer more current obligations (resulting in increased future costs)
- **Advocacy, Communication & Education:** continue to engage, advocate, educate the public, and explore funding options

Scenario 1: Measure Succeeds

FY27 “Measure Succeeds” Principles

Principles		Support ridership growth	Protect service, limit impacts to riders
		Financial efficiency	Reduce expenses and operate efficiently
		Regional partnership & advocacy	Increase support from other sources, collaborate with MTC
		Preserve future flexibility	Retain employees Reduce future costs and preserve cash flexibility & bond ratings
Strategies		Service quality	Maintain current service levels and system cleanliness / safety
		Expense reductions	Continue existing measures Identify \$20M in additional ongoing reductions
		Deferrals & 1x sources	Defer retiree medical contributions & capital allocations, change sales tax accounting basis to accrual

FY27 “Measure Succeeds” Scenario

- **Goal:** continue to operate normal BART service indefinitely with efficiencies implemented to ensure long term financial stability
- Bridge to revenue measure funding with limited use of federal or state loan proceeds, then post-election, pay down remainder

Planned actions to close \$376M gap	<i>All Scenarios</i>	<i>Scenario 1</i>	<i>Proposed</i>
(\$M); Favorable/(Unfavorable)	FY27 Half 1	FY27 Half 2	FY27
Spending Reductions	10	10	20
Capital Allocation Deferral	27	27	53
Defer FY27 Retiree Medical Contributions	19	19	38
Total Incremental Change to Uses	56	56	111
<u>Federal/State Loan</u>	<u>39</u>	<u>58</u>	<u>97</u>
<u>Sales Tax Accrual</u>	<u>53</u>		<u>53</u>
<u>FY25/FY26 Retiree Medical Contribution Deferrals</u>	<u>40</u>		<u>40</u>
<u>Regional Revenue Measure</u>		<u>74</u>	<u>74</u>
Total Incremental Change to Sources	132	132	265
Total Net Result - Measure Succeeds	188	188	376

FY27 Budget Process: “Measure Succeeds” Scenario



- Adopt baseline “Measure succeeds” budget in June
- Continue to operate normal BART service indefinitely with efficiencies implemented to ensure long term financial stability
- Targeting \$20M in operating expense reductions without impacting service
- Avoid cuts to existing staff

Scenario 2: Measure Fails

FY27 “Measure Fails” Principles



Minimize risk

Protect life safety as top priority
Ensure safety of property and infrastructure



Compliance with laws and policies

Local, state, and federal regulations
Labor laws, contracts, and loan agreements



Impacts to customers and operations

Impacts lowest number of stakeholders negatively
Minimizes negative impacts to protected populations



Maximize future rebuilding capacity

Preserve ability to restore staffing and infrastructure quickly and effectively

FY27 Potential Service Alternatives



	Scenario	Preliminary Assessment
A.	40% Service Reduction <i>(Actual 2021 service level)</i> 5-Line 30 min service, 9 PM close	Likely insufficient to close budget gap without added revenue
B.	70% Service Reduction <i>(May 8 Board Scenario)</i> 3-line 30 min service, -10 stations (+ 30% fare increase & deep cuts to all other BART functions)	Current working assumption for budget planning. Risk assessment in progress.
C.	90% Service Reduction <i>(2023 Short-Range Transit Plan lowest service)</i> 3-line 60 min service, -10 stations (+ 30% fare increase & deep cuts to all other BART functions)	Net cost savings may be worse than Alternative B due to fare revenue impact
D.	Scenario B + line/segment closures 3-line 30 min, shrink network	Risk assessment in progress, focused on security and maintenance of inactive infrastructure

Alternative B Assumptions and Impacts



Deep Service Cuts

- 3-line, 30 min service
- Peak Transbay capacity reduced from 15 to 4 trains per hour
- Fewer, more crowded trains
- Impacts to on-time performance
- Cascading negative effects on partner transit agency service



Closed Stations & Reduced Hours

- 9pm close
- Close 10 stations
- Impacts partner transit agencies – transfer points and shared facilities



Impacts to Customer Experience

- Impacts to police response times & progressive policing
- Impacts to cleanliness
- Impacts to infrastructure performance (e.g. elevator/escalator)
- Cuts to Quality of Life Initiatives



Emergency Financial Measures

- Defer capital allocations that leverage matching external funding for Core Capacity and state of good repair
- Defer retiree medical liabilities
- Deploy reserves



Fare & Parking Fee Increase

- 30% fare increase
- 30% parking fee increase
- BART is less affordable, with fewer riders



Impacts to Administrative Capacity

- Reduced administrative performance (slower invoicing, slower hiring, slower project delivery, reduced resources for advocacy, planning, development opportunities)
- Reduced capacity to restore service

Recovery from cuts of this scale would be very difficult and take many years to restore service, rehire, and train staff.

These cuts would reduce workforce by approximately 1,000 FTEs (26% of Operating-funded positions)

Impact to Ridership, Fare Revenue, Financial Assistance

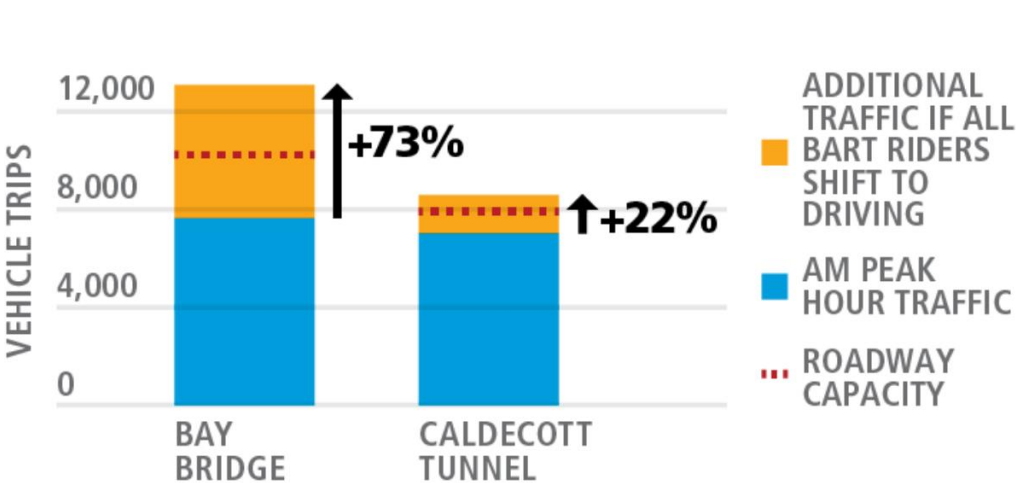
Combined, service cuts and fare increases would reduce ridership by an estimated 14M trips annually (26%), with risk of additional losses due to non-service cut impacts to customer experience.

	Revenue Impact, \$M <i>Annualized</i>	Revenue Impact, \$M <i>2nd half of FY27</i>
<u>User Fee Reduction due to Ridership Loss</u> - Fare Revenue - Parking Revenue	-\$60	-\$30
<u>Fare Increase (30%)</u> - Raises more revenue - Further decreases ridership	+\$54	+\$27
<u>Financial Assistance</u> - Service/cost cuts reduce VTA's proportional contribution - Low Carbon Fuel Standard revenues reduced	-\$32	-\$16
Total Reduction	-\$38	-\$19

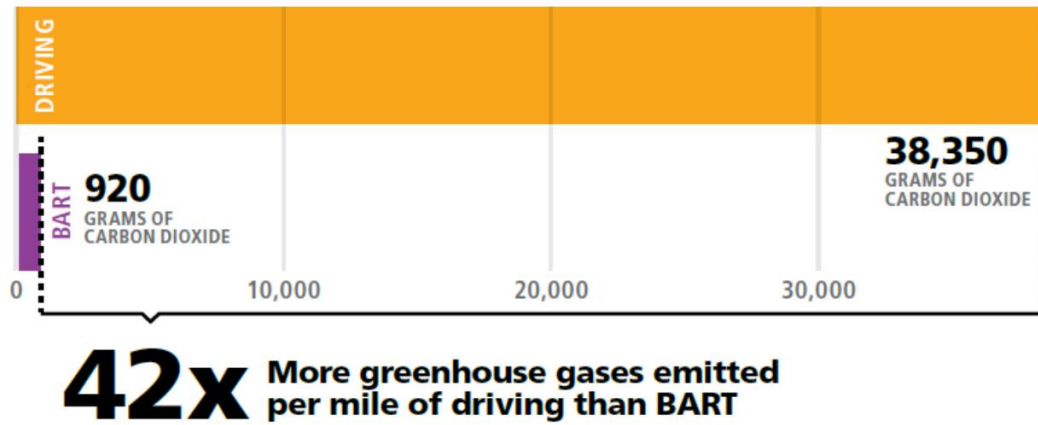
BART Supports Regional Mobility & Keeps Cars off the Road

While stopping BART service is not an option we are evaluating, BART’s 2024 [Role in the Region](#) Study considered a future without BART and found the region could experience worsened congestion, increased emissions, and impacts to the regional transit network.

TRAFFIC WITHOUT BART



VEHICLE EMISSIONS PER PERSON PER ROUNDTRIP: PITTSBURG/BAY POINT TO SFO



Scenario Refinement: Service Factors

Staff working to refine service scenarios in alignment with “FY27 Measure Fails Principles”

Service Factor	Considerations / Tradeoffs
Frequency (Trains / hour)	Impacts on ridership & revenue; deep cuts may be net negative to revenue
Weekend / Evening Service	Cutting low ridership periods reduces cost, impacts regional mobility / access
Number of Lines in Service	3-line network (i.e. Orange, Yellow, and Blue lines) serves all stations / segments; further cuts would deactivate line segments
Track / Station Segment closures	Closing track / station segments would reduce costs and staffing; but are high risk; risk / operational analysis underway
Station closures	Station closures reduce costs relative to station size; closed stations will need to be secured & maintained. Station closure criteria will be weighted and may include: • Current ridership • Current fare revenue • Protected populations per Title VI • Station substitution potential • Major destinations • Transit Oriented Development sensitivity • Operational Impact • Transfers and regional transportation network • Geographic distribution

FY27 “Measure Fails” Scenario B: 70% Service Reduction

- **Goal:** implement service and staff reductions while trying to maintain minimal level of service
- Rely on spending reductions rather than borrowing

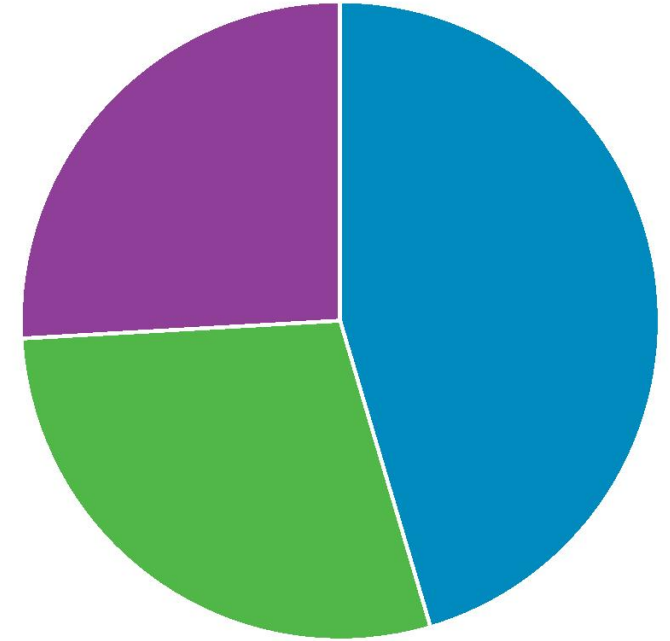
Planned actions to close \$376M gap	<i>All Scenarios</i>	<i>Scenario 2</i>	<i>Proposed</i>
(\$M); Favorable/(Unfavorable)	FY27 Half 1	FY27 Half 2	FY27
<u>Spending Reductions</u>	10	10	20
<u>Capital Allocation Deferral</u>	27	27	53
<u>Defer FY27 Retiree Medical Contributions</u>	19	19	38
<u>Service Reductions</u>		89	89
<u>Other Non-Service Spending Reductions</u>		56	56
Total Incremental Change to Uses	56	201	257
<u>Federal/State Loan</u>	39		39
<u>Sales Tax Accrual</u>	53		53
<u>FY25/FY26 Retiree Medical Contribution Deferrals</u>	40		40
<u>Revenue Impacts due to Service Reductions</u>		(46)	(46)
<u>Fare Increase</u>		27	27
<u>One-Time Reserves/Deferrals</u>		6	6
Total Incremental Change to Sources	132	(13)	119
Total Net Result - Measure Fails	188	188	376

Service Cuts Alone Won't Balance the Budget

FY27 balancing plan is **not sustainable** for the long term

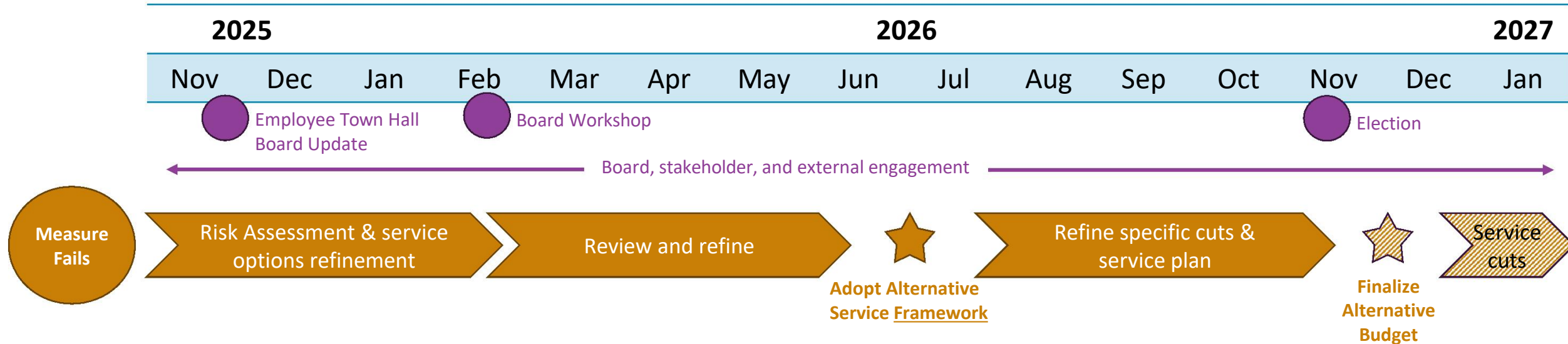
- Scenario B includes approximately \$180M/year in **service cuts** and \$50M/year in **fee increases**
 - Ridership impacts may result in net **revenue losses** of approximately \$90M
- Balancing FY27 also requires:
 - \$110M/year in **cuts to other functions** – including support functions, police, maintenance. Risk Assessment in progress
 - \$100M in **cost deferrals and one-time sources** that will be unavailable in FY28

Without new funding, BART may not be able to sustain even reduced service



- Service Cuts
- Cuts to Other Functions
- One-Time Sources

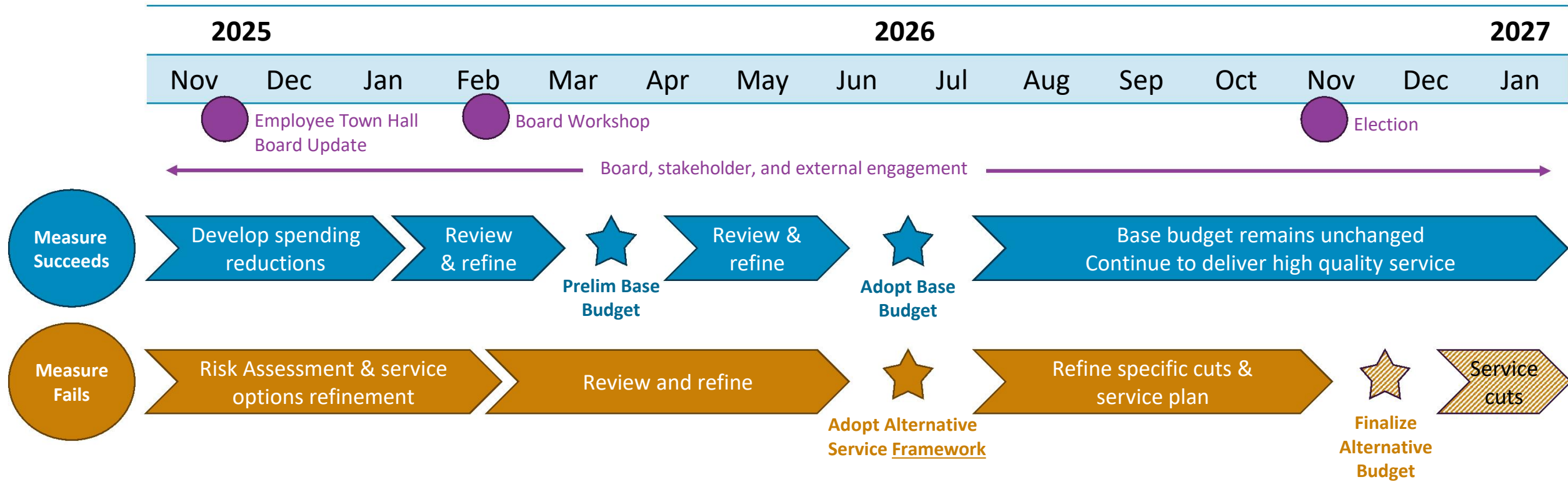
FY27 Budget Process: “Measure Fails” Scenario



- Conduct thorough risk assessment and service refinement
- Present “Measure Fails” framework alongside the baseline budget for adoption in June, illustrating projected impacts to budget and service if measure does not pass
- Finalize detailed alternative service plan and budget amendment for Board adoption in November/December if necessary
- If necessary, coordinate service plan changes with partner agencies
- If necessary, implement service cuts in January 2027

Wrap Up and Next Steps

FY27 Budget Process: Concurrent Planning



- This work to be integrated with District’s external engagement
- Adopt a “Measure Succeeds” budget in June 2026 while preparing for “Measure Fails” budget for potential adoption in November/December
- Adopt a “Measure Fails” alternative service framework in June 2026; refine through November 2026 to develop an alternative service framework and budget that could be finalized and adopted following a failed measure

From: [Heath Maddox](#)
To: [Sawyer Kridech](#)
Subject: RE: Question About Bart E-Bike Policy
Date: Wednesday, November 12, 2025 9:20:00 AM
Attachments: [image001.png](#)

Hi Sawyer,

From a quick look at the website, I don't believe the device you linked to meets the definition of an e-bike in California.

Here's a good article on CA law from the CBC:

<https://www.calbike.org/california-e-bike-classifications/#:~:text=California's%20e%2Dbike%20classifications,3%20riders%20must%20wear%20helmets.>

There are a lot of internet companies out there like this one that are pushing lifestyle e-motos as e-bikes. It has pedals, but it's a single speed and has a throttle and it weighs 87 lbs and has a top speed of 28 mph. With a top speed that high, to be an e-bike, it has to be pedal assist only (no throttle). Keep in mind that even if the power/speed regulations did not disqualify it, you still need to get it into the BART station, and 87 lbs is too heavy to navigate stairs and escalators.

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



From [REDACTED]
Sent: Saturday, November 8, 2025 10:28 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: Question About Bart E-Bike Policy

Hello,

I am a frequent commuter from San Francisco to Oakland and am considering purchasing an e-

bike. I was reviewing BART's e-bike policy and wanted clarification on whether the following model would be permitted on BART trains for daily commuting:

[https://qiolor.com/products/tiger-rl?](https://qiolor.com/products/tiger-rl?srltid=AfmBOorGaF9XoAA5ZZ9tCRoh7RKdnNkB3b9AWcxWbPX09ca1in6X63hm)

[srltid=AfmBOorGaF9XoAA5ZZ9tCRoh7RKdnNkB3b9AWcxWbPX09ca1in6X63hm](https://qiolor.com/products/tiger-rl?srltid=AfmBOorGaF9XoAA5ZZ9tCRoh7RKdnNkB3b9AWcxWbPX09ca1in6X63hm) - Fat Tire

Electric Cruiser Bike-QIOLOR Tiger RL

X-Class 60V Electric Bike | Powerful, Durable, Unmatched Performance

<https://share.google/b1XIMyCA5M626tw7>

Please let me know if this e-bike complies with BART's regulations or if there are any restrictions I should be aware of.

Thank you,

Sawyer K.

From: [Ryan Greene-Roesel](#)
To: [Heath Maddox](#)
Subject: FW: Case 00371732: Faulty ADA gate at 17th st. Oakland station [ref:!00Dd00hrYV.!500VI0ITjA3:ref]
Date: Tuesday, November 18, 2025 12:23:44 PM

FYI

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

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Monday, November 10, 2025 9:40 AM
To: Robert Franklin <BFrankl@bart.gov>; Elena Van Loo <EVanLoo@bart.gov>; Ryan Greene-Roesel <RGreene@bart.gov>
Subject: RE: Case 00371732: Faulty ADA gate at 17th st. Oakland station [ref:!00Dd00hrYV.!500VI0ITjA3:ref]

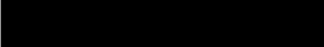
Hi,

See email below.

Regards,

Casey King
BART Customer Services

=====
Case 00371732: Faulty ADA gate at 17th st. Oakland station

Contact Name: Jenny Pollack
Contact Phone: 
Contact Email: 

Incident Date:
Case opened Date:10/26/2025 12:10 PM
Category: Policies
Sub-category: ADA Compliance
Line Code: K

Station: K20 - 19th St. Oakland

To whom it may concern,

I commute from Oakland to San Francisco 5-6 days a week and live 4 blocks from the 19th Street BART station. The station entrance closest to me is 17th Street and Broadway.

Even though I live so close to this station, I AVOID USING IT ALL COSTS and instead travel a farther distance in order to use the Lake Merritt station.

Sometimes however I am forced to use the 19th Street station because of the train schedule. So I wanted to give some feedback on my experience.

I take my bike on Bart and need to use the elevator at 17th st and an ADA fare gate. But the new ADA gate at 17th st. DOES NOT WORK.

EVERY SINGLE TIME that I try to use that gate, whether entering or exiting, and whether using the top sensor or the side sensor, I either get NO RESPONSE from the gate or it says "see agent."

And 9 1/2 times out of 10, THERE IS NO AGENT POSTED AT THAT STATION TO HELP ME.

One weeknight recently (around 6:30pm) I couldn't get out through the 17th st. gate, there was no agent there so I walked all the way down to the middle exit (between 17th and 19th st). The ADA gate DIDN'T WORK THERE EITHER and there was NO AGENT posted at THOSE gates either. Thankfully a janitor happened to walk by and HE helped me get out. I had to pass my card through the gate to him, and he scanned it on the outside and then I was able to scan it on the inside and get out.

This happens on a regular basis. Even though the gate opens for me with my card on one end of the line, the gate will NOT open for me on the other end of the line.

Another time, I tapped my card again and again on the sensor, and got the message "see agent." This was one of the very few times when there WAS an agent at the station. I said to him, "I don't know what's wrong, they're always seems to be something wrong," and he said "there's nothing wrong, just hold your card down for 3 to 4 seconds." I said, "I've tried that three times on each sensor (6 times total)" He took my card from me, held it down for 3 to 4 seconds, got the same "see agent" error message and had to go outside the gate, scan it on the other side and then let me through.

Yesterday morning, after tapping my card again and again on both the upper sensor and the lower sensor, with no luck and no agent at the gate, HALF of the gate finally opened and I was able to squeeze my bike through. I barely made my train and got to work on time.

When the gates were first installed and I was experiencing problems, I was told that I needed to take my Clipper card out of the little cloth holder that I had it in. So I have done that, but pressing my bare clipper card against the sensors hasn't helped in any way.

Not only does this ongoing problem cause anxiety and frustration and add to my commute time, but it MAKES ME LATE FOR WORK.

I do NOT experience the same issues at the Lake Merritt station. Their ADA gate seems to mostly work fine and THERE ARE ALWAYS AGENTS AT THEIR STATION to help if there's a problem.

I cannot imagine how infuriating this experience must be for people who use wheelchairs and don't have the option to use a different station.

When you first renovated the 17th Street Station, I was told that anytime there was no agent in the booth, the emergency exit gates would be left open so people experiencing problems could get in and out. THIS HAS NEVER BEEN TRUE. That emergency gate is ALWAYS locked.

And another INFURIATING thing about the 17th st station is that when you renovated it, you placed the agent booth INSIDE THE FARE GATES, rather than FLUSH with the gates, so that if someone is standing OUTSIDE the gates and needs help, they have to YELL FOR HELP and HOPE that there's an agent in the booth, and then HOPE that the agent hears them YELLING FOR HELP. For the life of me I can't understand how anyone thought this design was a good idea!

I have been a Bart user and supporter for decades, including during the height of the pandemic when everyone around me was jumping the gates and riding for free. I continued to pay because I wanted to support Bart.

You need to DO SOMETHING ABOUT THIS PROBLEM. If you can't fix that ADA gate, you need to either post an agent at that station, or leave the emergency gate open so people can get in and out.

I look forward to hearing your response.

Jenny Pollack
ref:!00Dd00hrYV.!500VI0ITjA3:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Tuesday, November 18, 2025 11:42 AM
To: Heath Maddox
Subject: RE: Case 00373753: Downtown Berkeley Elevator [ref:!00Dd00hrYV.!500VI0mx1R6:ref]

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

=====

Contact Name Alex Merenkov

Contact Email 

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: [Webcustomerservices](#)
To: [Heath Maddox](#)
Subject: RE: Case 00371299: Bike Storage On Train [ref:!00Dd00hrYV.!500VI0keoMz:ref]
Date: Wednesday, October 22, 2025 7:56:02 AM

Hi Heath,

Just an FYI, sharing customer feedback below.

Regards,

Nathan N. Customer Service

=====

Contact Name Allen Muntean

Contact Email 

Opened Date/Time 10/20/2025 7:14 AM

Description Never enough bike storage. I'm in a half full car and there are still 4 people who have to hold their bikes because of BART's inefficient bike storage
ref:!00Dd00hrYV.!500VI0keoMz:ref

NEWS > TRANSPORTATION - News

One Contra Costa County city has found itself at the center of the debate over bike safety and traffic congestion — and attitudes are changing

Treat Boulevard in Walnut Creek is set for a redesign after bicyclists have been hit





By **KATIE LAUER** | klauer@bayareanewsgroup.com | Bay Area News Group

PUBLISHED: October 30, 2025 at 4:00 AM PDT | UPDATED: October 30, 2025 at 3:26 PM PDT

WALNUT CREEK — Cara De Jong woke up, splayed out and covered in blood, on the corner of Treat Boulevard at the end of September. She had landed there after a four-door sedan collided into the side of her Urban Arrow cargo bike during her Monday morning commute to the office, while she was turning left onto Buskirk Avenue shortly before sunrise.

Now she's forced to drive through that same intersection almost daily, relegated to knee scooters and crutches while she heals from a collision that she said sent her to John Muir's trauma center for a broken nose and a laceration where her foot got tangled up in her bike's chain. Dizzy spells and nausea tied to inner ear trauma have prevented her from mounting her bike in the weeks since, she said.

"I felt shame when I got hit," De Jong said. "It was like it was sadness and regret and shame. Like, why was I even biking? Even though I'm allowed to, and it wasn't my fault that this happened."

Eight days after the accident, the city of Walnut Creek signed off on their share of a \$6.2 million project to transform a quarter-mile of De Jong's commute — hoping to attract safer roads for non-drivers with concrete, pylons and paint.

Treat Boulevard's redesign will feature zebra crossings, neon green lane markings, bicycle traffic signals, vehicle yield signs, turn queue boxes and "tuff" curbs that provide a 2-foot road buffer along the four hectic intersections.

Plans for the project — a joint effort between transportation officials with the city of Walnut Creek, Contra Costa County and Caltrans — also include installation of a Class IV bike lane that physically separates cyclists and pedestrians from oncoming motor traffic, which is one of the safest designs of its kind, and will create 4-foot lanes for cyclists traveling in either direction.



Cara De Jong reflects at the intersection of Treat Boulevard and Buskirk Avenue in Walnut Creek, Calif., on Wednesday, Oct. 29, 2025. De Jong was injured last month at the busy intersection after a sedan collided with her utility cargo bike during her morning commute. (Ray Chavez/Bay Area News Group)

Seeing those and other forms of physical barriers “makes a significant difference inside of your body as a rider — it’s a de-stressor,” De Jong said, later adding that she heard news that another cyclist had been struck by a car near the same corner roughly a week after she was hit.

But there’s one controversial tradeoff to the Treat Boulevard changes that will improve safety for bicyclists, and it’s a debate playing out in cities around the Bay Area and beyond: traffic-light delays may force motorists to wait up to 60 more seconds than they currently do for them to turn green, according to a Nov. 2023 analysis of vehicle flow at the intersections of N. Main and Buskirk, as well as Oak and Jones roads.

But that’s the whole point, according to Briana Byrne, an associate traffic engineer for Walnut Creek. Treat Boulevard has proven perilous for a number of cyclists, who have been hit by northbound traffic exiting Interstate 680 near Buskirk Avenue – collisions primarily driven by high speeds and unsafe right turns.

When traffic slows down – even a little bit, Byrne said — safety increases for everyone on the road.

In 2022, more than 40% of urban bike fatalities occurred at intersections, according to the National Association of City Transportation Officials. While researchers have long reported that even small increases in speed can lead to dramatic spikes in fatal collisions, a July study from UC Berkeley's Safe Transportation Research and Education Center emphasized that efforts to change driver behavior often required physical modifications to roadway geometry, traffic control devices or increased enforcement or other traffic calming strategies.

De Jong said such a slowdown is long overdue.

"This whole 60 seconds thing – that is not an inconvenience that's going to change anything," De Jong said. "The whole point (of the project) is that we want to make it more convenient for (bicyclists), so that people actually choose that method."

However, Kevin Wilk, Walnut Creek's mayor pro tem, said he's concerned that the proposed benefits for pedestrians and cyclists will not outweigh the ripple effects on an already clogged traffic artery through the city.

Councilmember Matt Francios agreed that Treat Boulevard is a congested mess "pretty much any time of day." That's especially true for any of the cyclists currently braving that stretch of road, which lacks any separation between the drivers struggling to navigate the lanes, aside from a thick strip of paint.

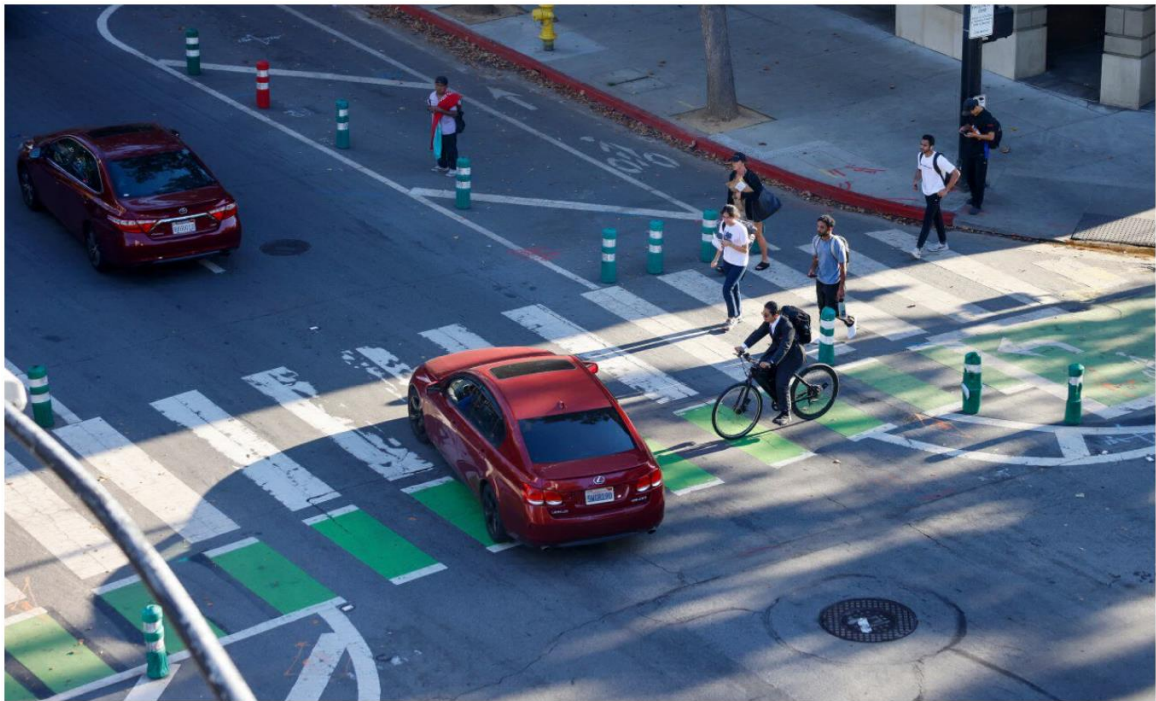


Traffic moves through the intersection of Treat Boulevard and Jones Road in Walnut Creek, Calif., on Tuesday, Oct. 22, 2025. (Jane Tyska/Bay Area News Group)

Byrne said vehicles won't get too jammed while they wait, or at least not noticeably compared to existing congestion. She added that the city will continue monitoring its signal timing system to mitigate persistent delays on Walnut Creek's streets, and that Caltrans officials have not raised any concerns about traffic backing up onto the interstate.

But the truth is that driver delays don't carry much weight within modern design standards for California's roadways, especially as environmental permits for transportation projects have explicitly prioritized the safety of pedestrians and cyclists – prioritizing them above relieving backed-up traffic or preserving drivers' favorite routes.

San Jose's cohesive network of bikeways and sidewalks got a nod from National Association of City Transportation Officials in 2019. "Mr. Barricade," Vignesh Swaminathan's viral alter ego on urbanist Tik Tok social media feeds, highlighted the corner of Park Avenue and Almaden Boulevard in downtown San Jose for showcasing "all the best practices and all the bells and whistles" for protected intersection design.



A car runs a red light in front of pedestrians and a bicycle at the intersection of South 4th Street and East San Fernando Street in downtown San Jose, Calif., on Tuesday, Oct. 21, 2025. (Nhat V. Meyer/Bay Area News Group)

Oakland started construction earlier this year to extend its two-lane cycle track near Lake Merritt, add directional protected bike lanes along several blocks of Harrison and protect the intersection where traffic meets Grand Avenue – construction that's expected to extend into 2026.

Other Bay Area cities like Berkeley, Alameda, Fremont, and Richmond which have been in the forefront of bike safety projects, have dealt with a lot of controversy at first, said Robert Prinz, Bike East Bay's advocacy director. And then people adapt, he said. Waiting for drivers' expectations or commutes to change is one of the biggest barriers impeding these kinds of projects, he said.

"I don't pretend like we're not asking people to make sacrifices for these changes, but I hope that people agree that the status quo isn't working very well, so there has to be some kind of change that needs to be made," Prinz said. "There's 100 years of car-oriented infrastructure that we're going to have to revisit – but the more work a city does around this stuff, the easier it gets. Anything new gets a lot of additional attention and scrutiny."



[Report an error](#)
[Policies and Standards](#)
[Contact Us](#)

2025 ▾ October ▾ 30

NEWS > TRANSPORTATION - News

One Contra Costa County city has found itself at the center of the debate over bike safety and traffic congestion — and attitudes are changing

Treat Boulevard in Walnut Creek is set for a redesign after bicyclists have been hit





By **KATIE LAUER** | klauer@bayareanewsgroup.com | Bay Area News Group

PUBLISHED: October 30, 2025 at 4:00 AM PDT | UPDATED: October 30, 2025 at 3:26 PM PDT

WALNUT CREEK — Cara De Jong woke up, splayed out and covered in blood, on the corner of Treat Boulevard at the end of September. She had landed there after a four-door sedan collided into the side of her Urban Arrow cargo bike during her Monday morning commute to the office, while she was turning left onto Buskirk Avenue shortly before sunrise.

Now she's forced to drive through that same intersection almost daily, relegated to knee scooters and crutches while she heals from a collision that she said sent her to John Muir's trauma center for a broken nose and a laceration where her foot got tangled up in her bike's chain. Dizzy spells and nausea tied to inner ear trauma have prevented her from mounting her bike in the weeks since, she said.

"I felt shame when I got hit," De Jong said. "It was like it was sadness and regret and shame. Like, why was I even biking? Even though I'm allowed to, and it wasn't my fault that this happened."

Eight days after the accident, the city of Walnut Creek signed off on their share of a \$6.2 million project to transform a quarter-mile of De Jong's commute – hoping to attract safer roads for non-drivers with concrete, pylons and paint.

Treat Boulevard's redesign will feature zebra crossings, neon green lane markings, bicycle traffic signals, vehicle yield signs, turn queue boxes and "tuff" curbs that provide a 2-foot road buffer along the four hectic intersections.

Plans for the project – a joint effort between transportation officials with the city of Walnut Creek, Contra Costa County and Caltrans – also include installation of a Class IV bike lane that physically separates cyclists and pedestrians from oncoming motor traffic, which is one of the safest designs of its kind, and will create 4-foot lanes for cyclists traveling in either direction.



Cara De Jong reflects at the intersection of Treat Boulevard and Buskirk Avenue in Walnut Creek, Calif., on Wednesday, Oct. 29, 2025. De Jong was injured last month at the busy intersection after a sedan collided with her utility cargo bike during her morning commute. (Ray Chavez/Bay Area News Group)

Seeing those and other forms of physical barriers “makes a significant difference inside of your body as a rider — it’s a de-stressor,” De Jong said, later adding that she heard news that another cyclist had been struck by a car near the same corner roughly a week after she was hit.

But there’s one controversial tradeoff to the Treat Boulevard changes that will improve safety for bicyclists, and it’s a debate playing out in cities around the Bay Area and beyond: traffic-light delays may force motorists to wait up to 60 more seconds than they currently do for them to turn green, according to a Nov. 2023 analysis of vehicle flow at the intersections of N. Main and Buskirk, as well as Oak and Jones roads.

But that’s the whole point, according to Briana Byrne, an associate traffic engineer for Walnut Creek. Treat Boulevard has proven perilous for a number of cyclists, who have been hit by northbound traffic exiting Interstate 680 near Buskirk Avenue – collisions primarily driven by high speeds and unsafe right turns.

When traffic slows down – even a little bit, Byrne said — safety increases for everyone on the road.

In 2022, more than 40% of urban bike fatalities occurred at intersections, according to the National Association of City Transportation Officials. While researchers have long reported that even small increases in speed can lead to dramatic spikes in fatal collisions, a July study from UC Berkeley's Safe Transportation Research and Education Center emphasized that efforts to change driver behavior often required physical modifications to roadway geometry, traffic control devices or increased enforcement or other traffic calming strategies.

De Jong said such a slowdown is long overdue.

"This whole 60 seconds thing – that is not an inconvenience that's going to change anything," De Jong said. "The whole point (of the project) is that we want to make it more convenient for (bicyclists), so that people actually choose that method."

However, Kevin Wilk, Walnut Creek's mayor pro tem, said he's concerned that the proposed benefits for pedestrians and cyclists will not outweigh the ripple effects on an already clogged traffic artery through the city.

Councilmember Matt Francios agreed that Treat Boulevard is a congested mess "pretty much any time of day." That's especially true for any of the cyclists currently braving that stretch of road, which lacks any separation between the drivers struggling to navigate the lanes, aside from a thick strip of paint.

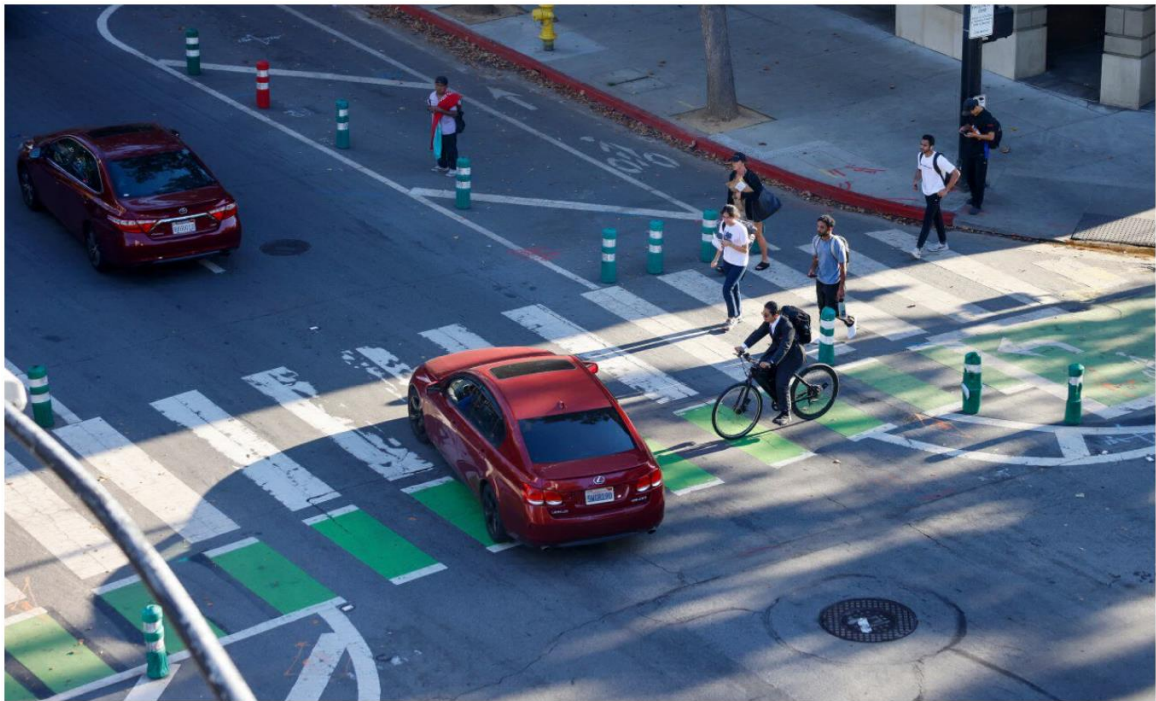


Traffic moves through the intersection of Treat Boulevard and Jones Road in Walnut Creek, Calif., on Tuesday, Oct. 22, 2025. (Jane Tyska/Bay Area News Group)

Byrne said vehicles won't get too jammed while they wait, or at least not noticeably compared to existing congestion. She added that the city will continue monitoring its signal timing system to mitigate persistent delays on Walnut Creek's streets, and that Caltrans officials have not raised any concerns about traffic backing up onto the interstate.

But the truth is that driver delays don't carry much weight within modern design standards for California's roadways, especially as environmental permits for transportation projects have explicitly prioritized the safety of pedestrians and cyclists – prioritizing them above relieving backed-up traffic or preserving drivers' favorite routes.

San Jose's cohesive network of bikeways and sidewalks got a nod from National Association of City Transportation Officials in 2019. "Mr. Barricade," Vignesh Swaminathan's viral alter ego on urbanist Tik Tok social media feeds, highlighted the corner of Park Avenue and Almaden Boulevard in downtown San Jose for showcasing "all the best practices and all the bells and whistles" for protected intersection design.



A car runs a red light in front of pedestrians and a bicycle at the intersection of South 4th Street and East San Fernando Street in downtown San Jose, Calif., on Tuesday, Oct. 21, 2025. (Nhat V. Meyer/Bay Area News Group)

Oakland started construction earlier this year to extend its two-lane cycle track near Lake Merritt, add directional protected bike lanes along several blocks of Harrison and protect the intersection where traffic meets Grand Avenue – construction that's expected to extend into 2026.

Other Bay Area cities like Berkeley, Alameda, Fremont, and Richmond which have been in the forefront of bike safety projects, have dealt with a lot of controversy at first, said Robert Prinz, Bike East Bay's advocacy director. And then people adapt, he said. Waiting for drivers' expectations or commutes to change is one of the biggest barriers impeding these kinds of projects, he said.

"I don't pretend like we're not asking people to make sacrifices for these changes, but I hope that people agree that the status quo isn't working very well, so there has to be some kind of change that needs to be made," Prinz said. "There's 100 years of car-oriented infrastructure that we're going to have to revisit – but the more work a city does around this stuff, the easier it gets. Anything new gets a lot of additional attention and scrutiny."



[Report an error](#)
[Policies and Standards](#)
[Contact Us](#)

2025 ▾ October ▾ 30