San Francisco Bay Area Rapid Transit District

2150 Webster Street, P. O. Box 12688, Oakland, CA 94604-2688

COMMITTEE MEETING AGENDA

Monday, August 1, 2022

6:00 PM

via Teleconference Only. Zoom Link:
https://us06web.zoom.us/j/85848224314

BART Bicycle Advisory Task Force

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster St., Oakland, CA 94612 ● P.O. Box 12688, Oakland, CA 94604-2688
510-464-6000

NOTICE OF MEETING AND AGENDA
BART Bicycle Advisory Task Force (BBATF)

August 1, 2022
6:00 p.m. – 8:00 p.m.

BBATF Members: Jon Spangler (Chairperson), Rick Goldman (Vice Chairperson), Jianhan Wang, Jeremiah Maller, Phoenix Mangrum, Bill Pinkham.

Chairperson Jon Spangler has called a meeting of the BART Bicycle Advisory Task Force on August 1, 2022, at 6:00 p.m.

Please note, pursuant to all necessary findings having been made by the Board of Directors of the San Francisco Bay Area Rapid Transit District (for itself as well as all subordinate legislative bodies) to continue remote public meetings in the manner contemplated under urgency legislation Assembly Bill No. 361, public participation for this meeting will be via teleconference only.

Presentation materials will be available via Legistar at https://bart.legistar.com

You may join the Committee Meeting via Zoom by calling 833-548-0282 and entering access code 858 4822 4314; logging in to Zoom.com and entering access code 858 4822 4314; or typing the following Zoom link into your web browser: https://us06web.zoom.us/j/85848224314

If you wish to make a public comment:

1) Submit written comments via email to hmaddox@bart.gov, using "public comment" as the subject line. Your comment will be provided to the Committee and will become a permanent part of the file. Please submit your comments as far in advance as possible. Emailed comments must be received before 12:00 p.m. on August 1, 2022 in order to be included in the record.

2) Call 833-548-0282, enter access code 858 4822 4314, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested to speak; log in to Zoom.com, enter access code 858 4822 4314, and use the raise hand feature; or join the Committee Meeting via the Zoom link (https://us06web.zoom.us/j/85848224314) and use the raise hand feature.

Public comment is limited to two (2) minutes per person.

BART provides service/accommodations upon request to persons with disabilities and individuals

who are limited English proficient who wish to address Committee matters. A request must be made between one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

AGENDA

1. Self-introductions of members, staff, and guests: All. (For Information) 5 min.

2. General discussion and public comment: Jon Spangler. (For Information) 5 min.

3. Election of BBATF Secretary: Jon Spangler. (For Action) 10 min.

4. Review/Approve BBATF Member Application for Tyler Morris: Jon Spangler. (For Action) 5 min.

Attachments: BBATF Member Application for Tyler Morris - Item 4

5. Approval of May and June 2022 BATF minutes: Jon Spangler. (For Action) 5 min.

6. Access Projects Update: Dublin-Pleasanton, Ashby & North Berkeley Access Improvements: Mariana Parreiras, BART. (For Information/Action) 40 min.

Attachments: Access Projects Update - Item 6

7. El Cerrito Del Norte Transit-Oriented Development (TOD) Complete Street Project: Jason Chen/Robert Stevens, Anchor Consulting. (For Information/Action) 25 min.

Attachments: El Cerrito Del Norte TOD Complete Street Project - Item 7

8. BART Bike Program Updates: Heath Maddox. (For Information) 10 min.

Attachments: BART Bike Program Updates Heath Maddox - Item 8

9. BBATF Meeting Format Changes: Heath Maddox. (For Information/Discussion) 10 min.

10. Future Agenda Items: All (For Discussion)
5 min.

BART Bicycle Advisory Task Force Membership Application

The BART Bicycle Advisory Task Force (BBATF) advises the BART Board on bicycle-related matters. The BBATF meets on the first Monday of even-numbered months from 6:00 to 8:00 PM in downtown Oakland at a BART-accessible location. Task force members are expected to attend all/most meetings. More information about the purpose of the task force can be found here: http://www.bart.gov/about/bod/advisory/bicycle

Please email application to:

Heath Maddox
BART Bike Program Manager
hmaddox@bart.gov
415-728-1352

(1) How frequently do use BART or other public transit?

- ❑ 5 days a week or more
- ☒ 1-4 days a week
- ❑ A couple times a month
- ❑ Once a month or less

(2) How often do you use a bicycle to get to and from BART or other public transit?

- ☒ Always
- ❑ Most of the time
- ❑ Occasionally
- ❑ Never

(3) How often do you use a bicycle to commute to work or for daily transportation?

- ☒ Always
- ❑ Most of the time
- ❑ Occasionally
- ❑ Never

(4) What motivates you to want to serve on the BBATF?

To provide a robust cycling perspective from someone who depends on a bike for income, and who uses multi-modal systems to conquer the Bay Areas geography.

(5) What perspectives, skills, or experiences you would bring to the BBATF?

I also have a visual disability.
11 years - SF Bike Messenger; 7-years owner of a courier/mobile legal business; 20,000+ miles a year on my bike, Board of Directors San Francisco Bike Coalition, entregreneur & start-up consultant.

(6) Are you involved with any organizations or advisory boards related to public transit or bicycling?

❑ No, but my enthusiasm and fresh perspective are just what the BBATF needs

☒ Yes, please describe:

I'm an out-going elected board member at San Francisco Bike Coalition for the past 2 years, and a 7 year member of SFBC, & a leader of the San Francisco Bike Messenger Association for 11 years.

(7) Could you commit to attending most or all of the BBATF's 6 meetings each year?

☒ Yes ❑ No

❑ Not sure: _____

(8) How did you hear about the BBATF?

Shirley Johnson noted the opening to me.

(9) What questions do you have about the role of the BBATF or being a BBATF member?

I will be attending an up-coming meeting to better understand.

(10) Your information:

Tyler Morris

Name

San Francisco

County of Residence

San Francisco

County of Employment

[redacted]

Email and/or phone



Access Projects Update

Dublin/Pleasanton Access Improvements (Iron Horse Trail Gap Closure)

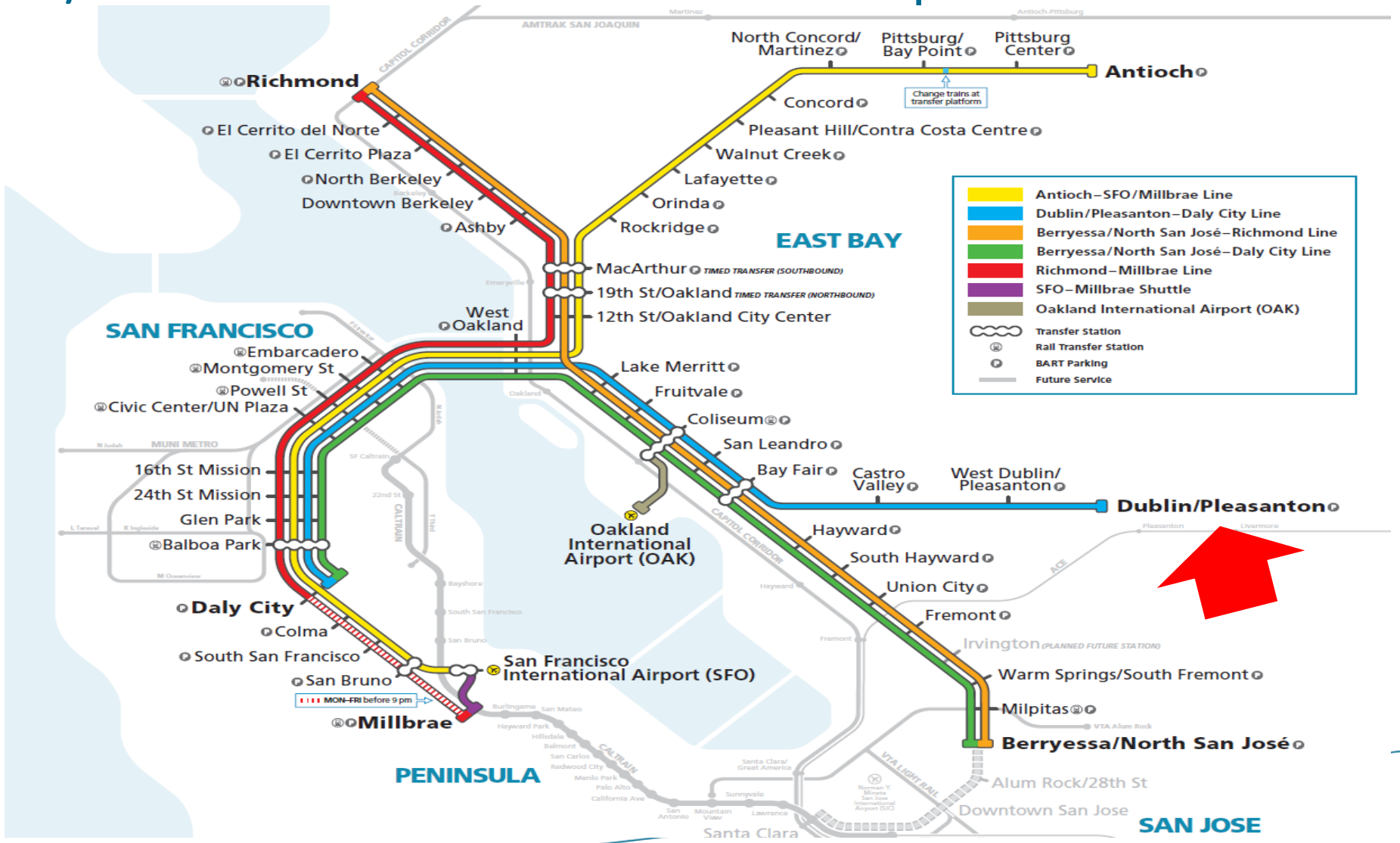
Ashby Access Improvements

Dublin/Pleasanton Access Improvements






Dublin/Pleasanton Location Map



Dublin/Pleasanton Site Map

Existing Trail Segment*

City of Dublin's Future Bike/Ped Bridge

Existing Trail Segment



BART's Future Trail Segment through Station Area

Existing Trail Segment

*Continues to Walnut Creek, Pleasant Hill and Concord BART Stations

Dublin/Pleasanton Access Improvements





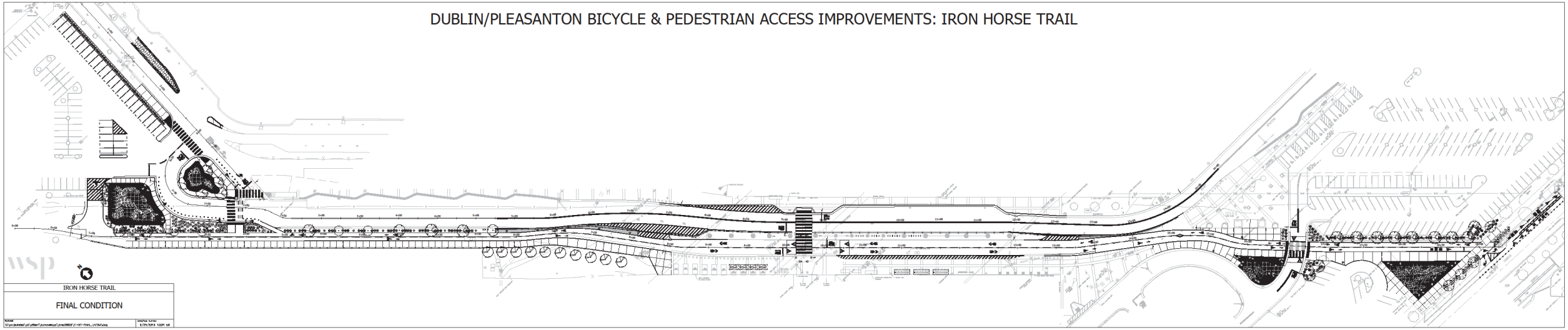
- Project will close another gap in the Iron Horse Trail and improve access to Dublin/Pleasanton Station
- Separated cycle-track, pedestrian scale lighting, secure bike parking, storm water management, wayfinding, art
- $15M cost with $7.5M secured RR funding
- Currently at 95% Design, seeking outside funding for construction
  - ATP Cycle 6
  - Alameda CTC CIP (with City of Dublin)
- If successful, construction start around Fall-Winter 2023 and last 18 months

City of Dublin's Iron Horse Trail Bike/Ped Bridge

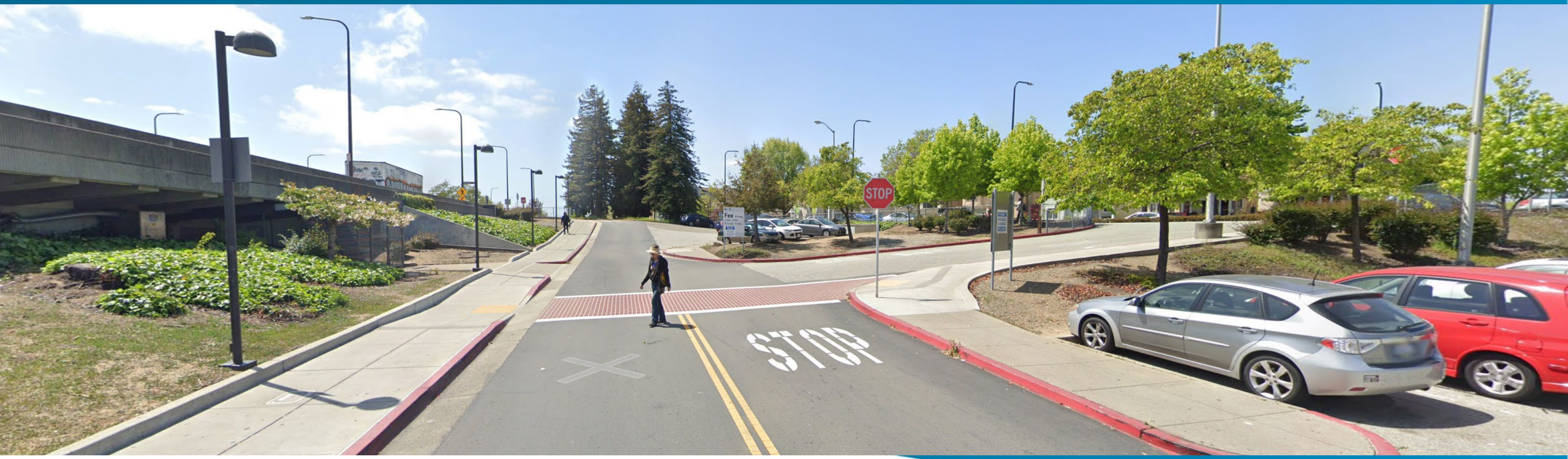


- Bike/Ped Bridge will close a major gap in the Iron Horse Trail and improve access to Dublin/Pleasanton BART Station
- Spans Dublin Boulevard
- $11.6M budget
- Project includes BART Grant of $1.5M from Measure RR Safe Routes to BART
- Construction Start Spring 2022
- Construction Finish Spring 2023

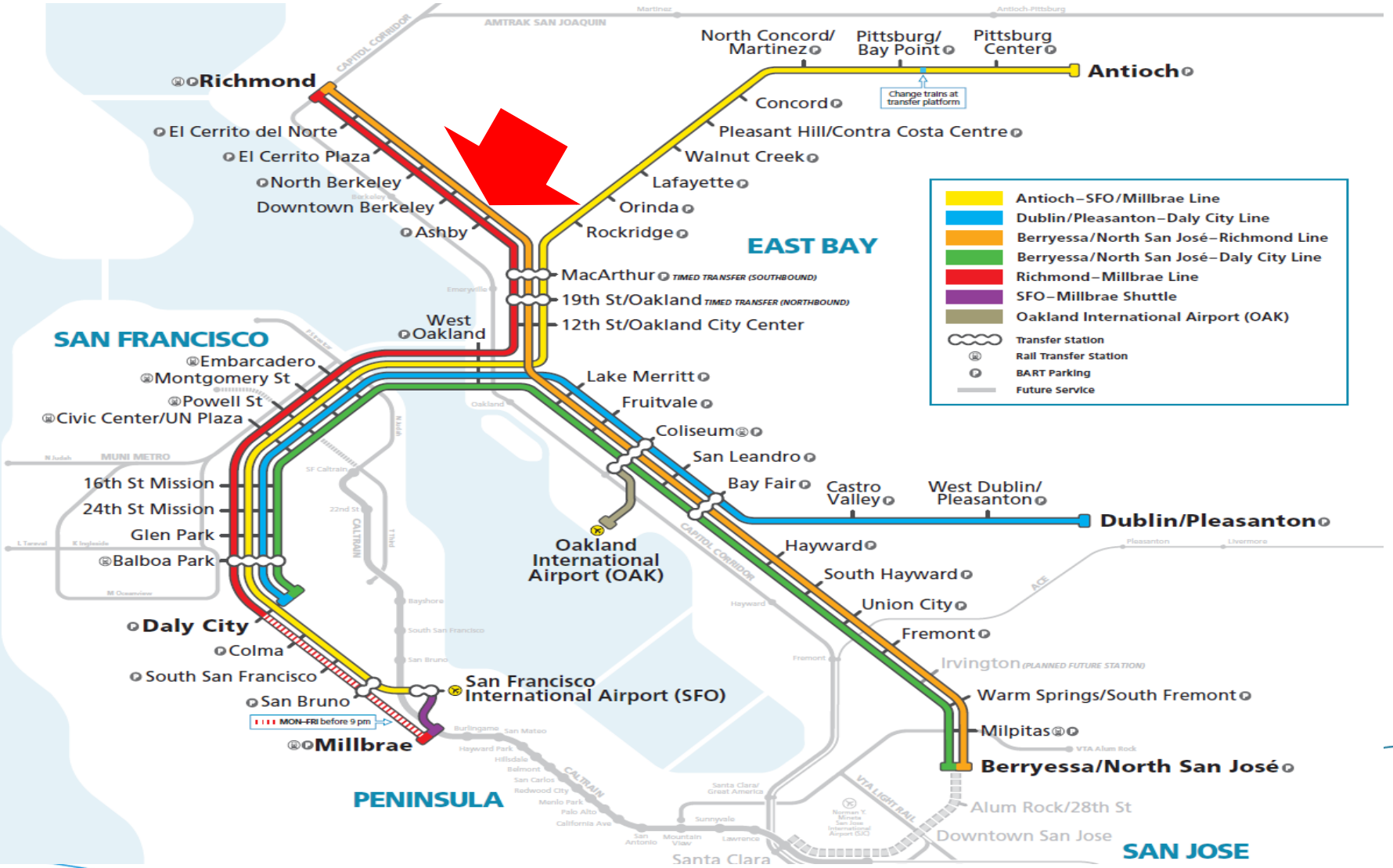
Dublin/Pleasanton Access Improvements



Ashby Access Improvements



Ashby Location Map

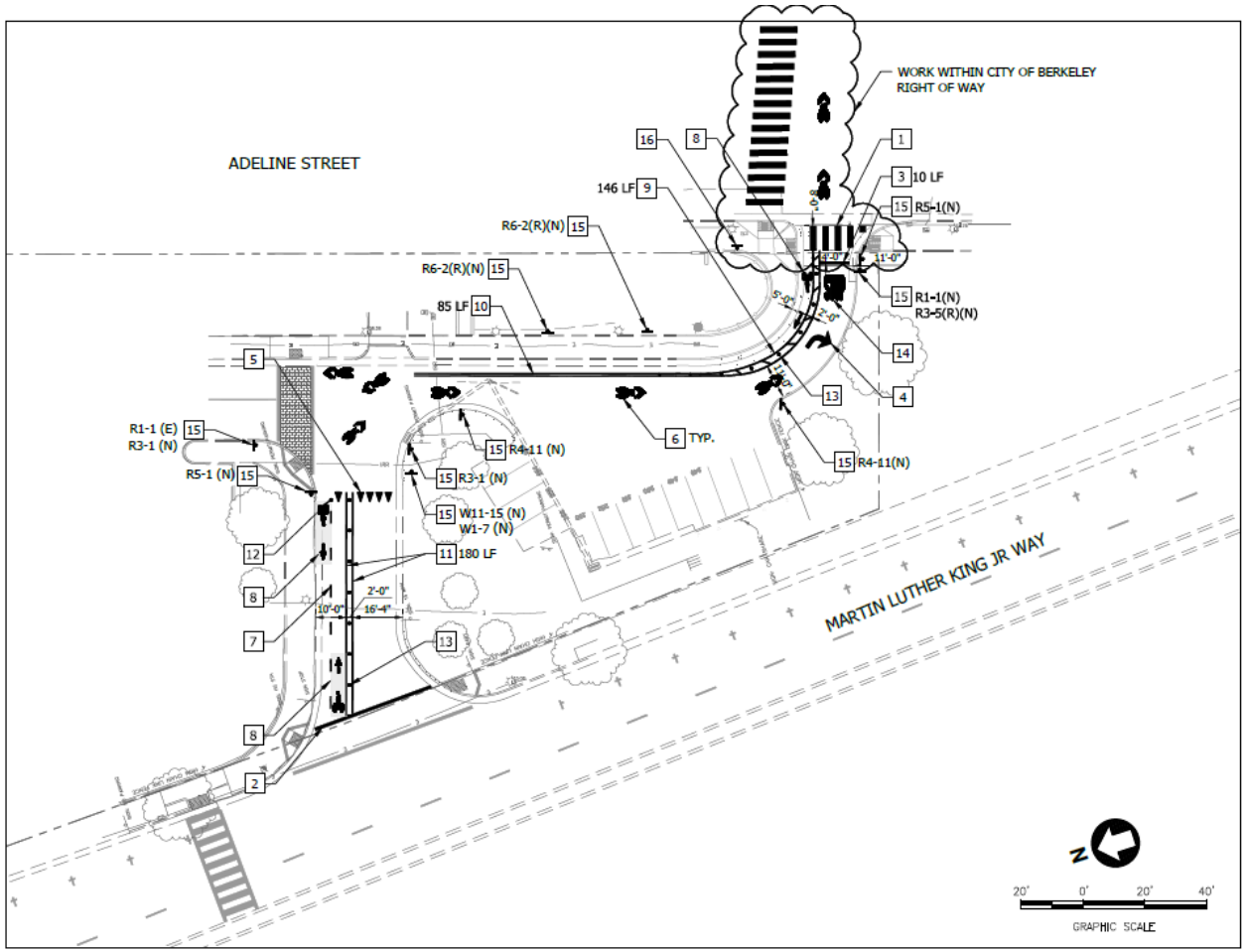


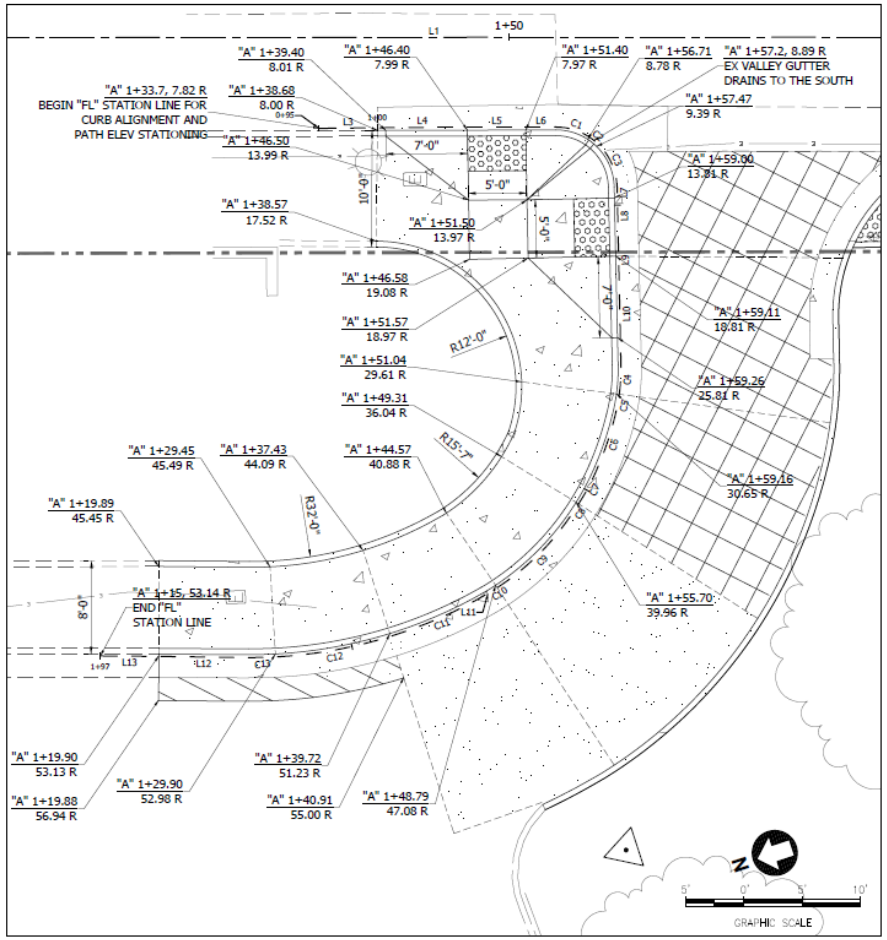

Ashby Station
Ashby
N
Image Landsat / Copernicus

Ashby Vehicle Circulation (Future)



Ashby Access Improvements





Ashby Access Improvements Update

- Currently at 65% Design
- Cost Estimate $974K
  - $ 600K Measure RR
  - $ 274K AHSC Round 5 Grant
- 100% Design: Spring 23
- Other work in progress at Ashby:
  - Planning for Transit Oriented Development
  - Adeline Road Diet Feasibility Study
  - Flea Market Relocation Study
- Construction Schedule: depends on availability of BART Facilities/Buildings Group, because…

…they have their hands full with North Berkeley!



Questions?



EL CERRITO DEL NORTE TOD COMPLETE STREETS IMPROVEMENT PROJECT







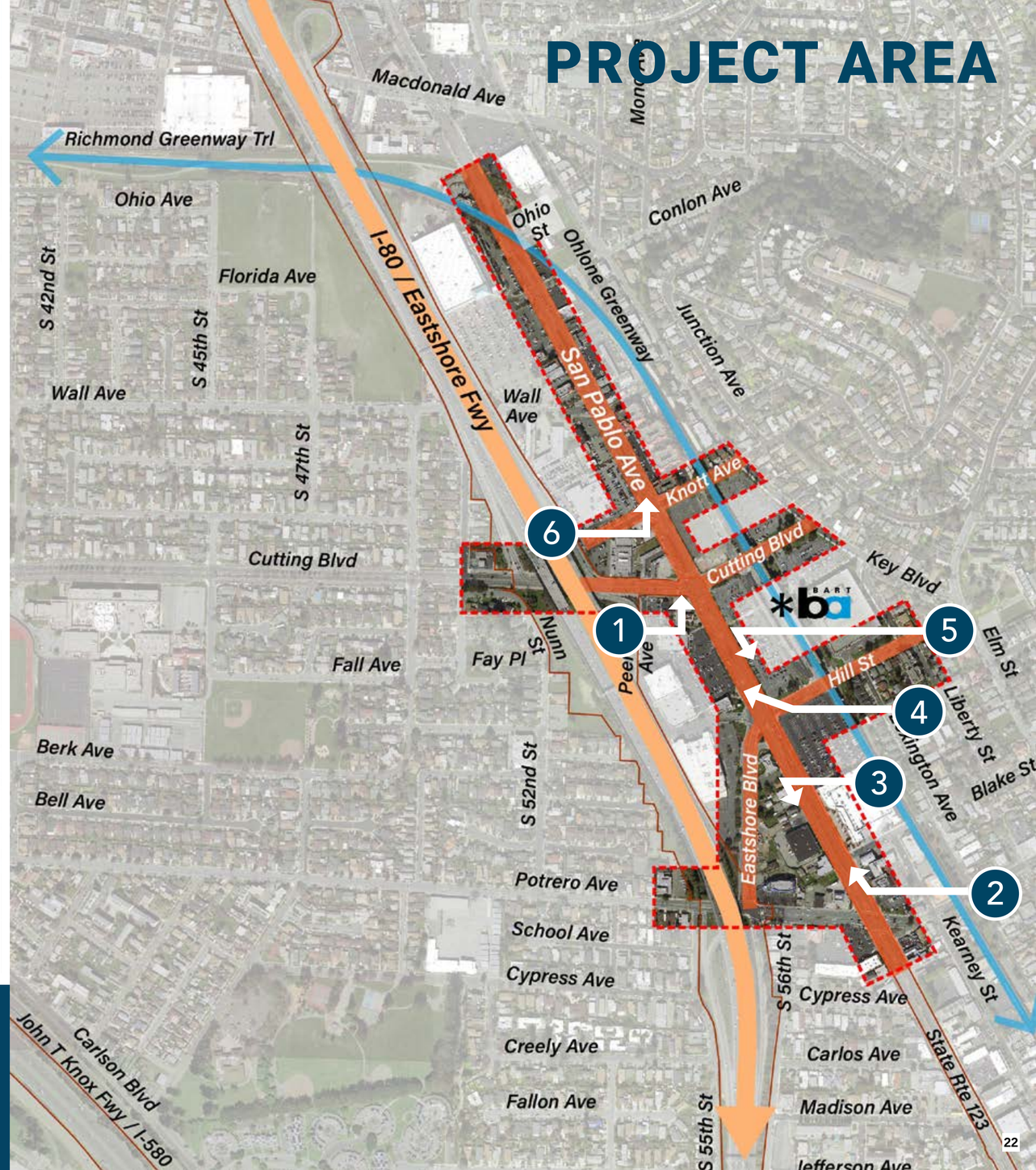








EL CERRITO DEL NORTE TOD
COMPLETE STREET IMPROVEMENT PROJECT





"IMAGINE SAN PABLO AVENUE AS A GRAND BOULEVARD STRETCHING FROM OAKLAND TO HERCULES, WITH JEWELS OF PEDESTRIAN-FRIENDLY & FAMILY-FRIENDLY MIXED-USE URBAN & DISTINCTIVE NEIGHBORHOODS ALONG THE WAY.

THE SAN PABLO AVENUE OF THE FUTURE WILL INCLUDE A DIVERSE RANGE OF HOUSING, BUSINESS, SERVICE, RECREATIONAL, EDUCATIONAL, TRANSPORTATION & CIVIC OPPORTUNITIES"

LONI HANCOCK

Former State Assembly Member/State Senator
Destination: San Pablo Avenue/SR 123 Vision (2004)



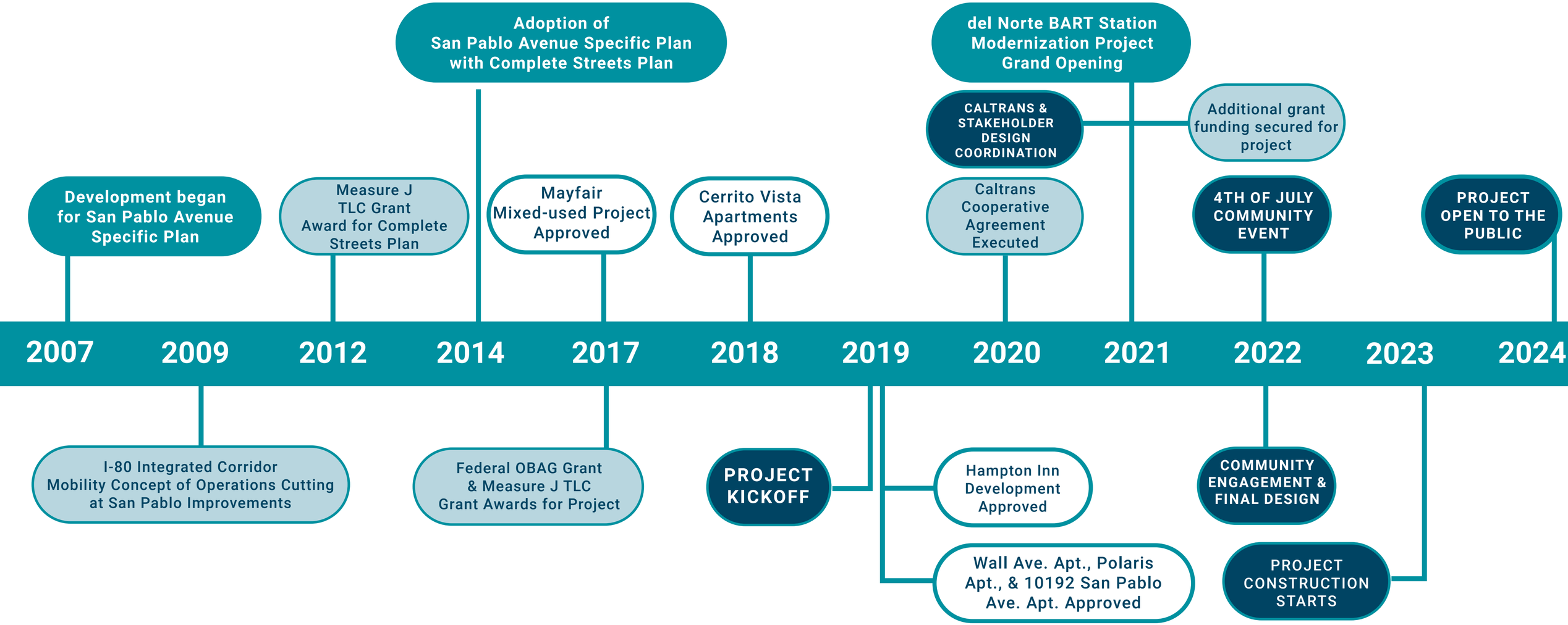
WORK WITHIN THE FRAMEWORK OF THE 2014 SAN PABLO AVENUE SPECIFIC PLAN & COMPLETE STREETS PLAN

IMPLEMENT MULTI-MODAL TRANSPORTATION IMPROVEMENTS TO SUPPORT TRANSIT-ORIENTED DEVELOPMENT

CREATE A SAFE & COMFORTABLE ENVIRONMENT THAT BALANCES THE NEEDS OF ALL USERS

SUPPORT DEL NORTE BART STATION AS A KEY LOCAL & REGIONAL TRANSPORTATION HUB BY IMPROVING TRANSIT RIDER ACCESS AND SAFETY

PROJECT GOALS



PROJECT BACKGROUND

WHY IS THIS PROJECT IMPORTANT FOR EL CERRITO?

The Complete Streets improvements are intended to:

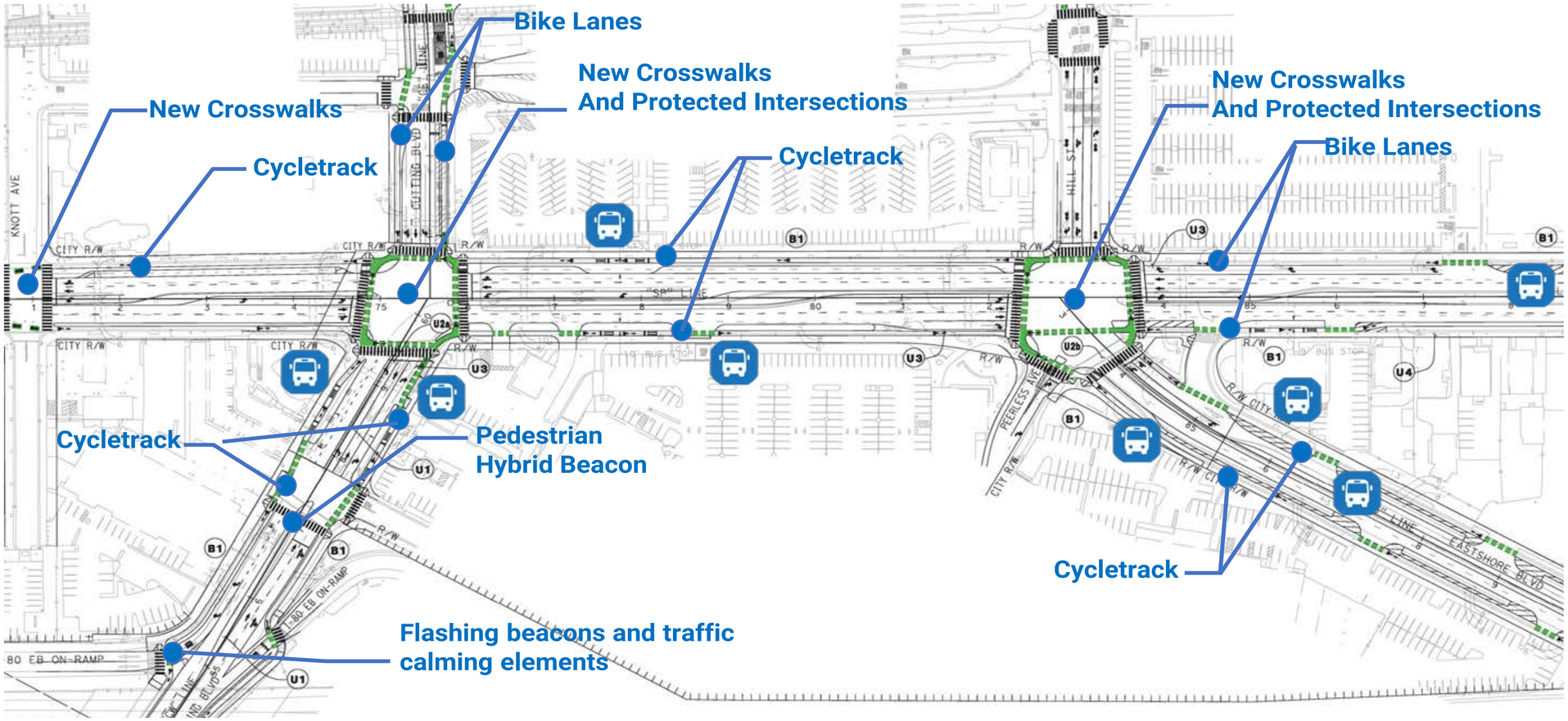
- **Catalyze and support transit-oriented development** by creating a safe and comfortable environment that **balances the needs of all street users**.
- **Improving pedestrian and bicyclist safety** and **access to housing** and a **key transportation hub**.
- **Offset some of the intense transportation impacts** in the San Pablo Avenue del Norte area due to proximity to I-80 and continue to help **encourage mode-shift** to walking, biking and taking transit.
- **Support economic development** in Uptown El Cerrito and **create a "sense of place"**.
- Improve overall environmental quality in the project area.





KEY DESIGN ELEMENTS

- Simplify Vehicle Circulation
- Class IV Cycle Tracks
- Crosswalk and Intersection improvements
- Signaling + Traffic Control Measures
- Sidewalk Improvements
- Streetscape
- Transit Islands



CYCLE TRACK







INTERSECTION IMPROVEMENTS







SIGNALING + TRAFFIC CONTROL MEASURES





SIDEWALK IMPROVEMENTS AT SELECT LOCATIONS







STREETSCAPE







TRANSIT ISLANDS





FUNDING SOURCES

1. FEDERAL ONE BAY AREA GRANT (OBAG) 2 PROGRAM
2. CALIFORNIA AFFORDABLE HOUSING & SUSTAINABLE COMMUNITIES GRANT
3. CONTRA COSTA TRANSPORTATION AUTHORITY (CCTA'S) MEASURE J TRANSPORTATION FOR LIVABLE COMMUNITIES GRANT
4. WCCTAC SUBREGIONAL TRANSPORTATION MITIGATION PROGRAM
5. CITY TRANSPORTATION IMPACT FEE & DEVELOPER CONTRIBUTIONS
6. SB1 LOCAL STREETS & ROAD PROGRAM

Project Timeline

Preliminary Engineering	Summer 2019	Fall 2021
Caltrans Project Development Process	Fall 2019	Winter 2021/22
Project-Level Environmental Compliance	Winter 2019/20	Winter 2021/22
Detail Design (including Plans, Specifications & Estimate)	Winter 2021/22	Fall 2022
Stakeholder & Community Engagement	Fall 2021	Fall 2022
ROW Certification	Fall 2022	Fall 2022
Federal Authorization to Proceed with Construction	Fall 2022	Winter 2022/23
Advertisement, Bidding and Award	Winter 2022/23	Spring 2023
Construction	Spring 2023	Spring 2024
Open to the Public		June 2024

STAY INFORMED



For more information visit:

WWW.EL-CERRITO.ORG/TRANSFORMINGDELNORTE

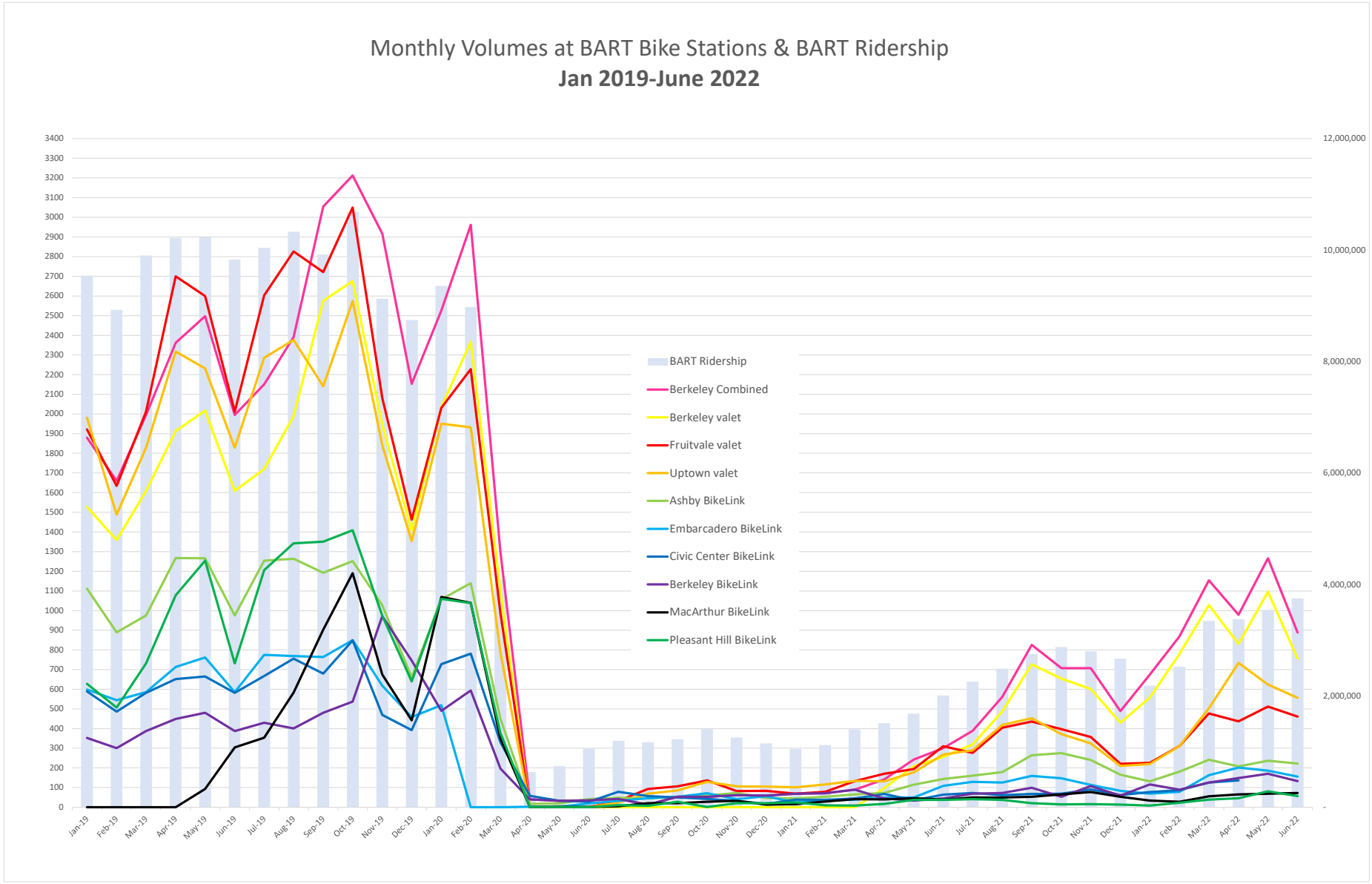
We want to hear from you!

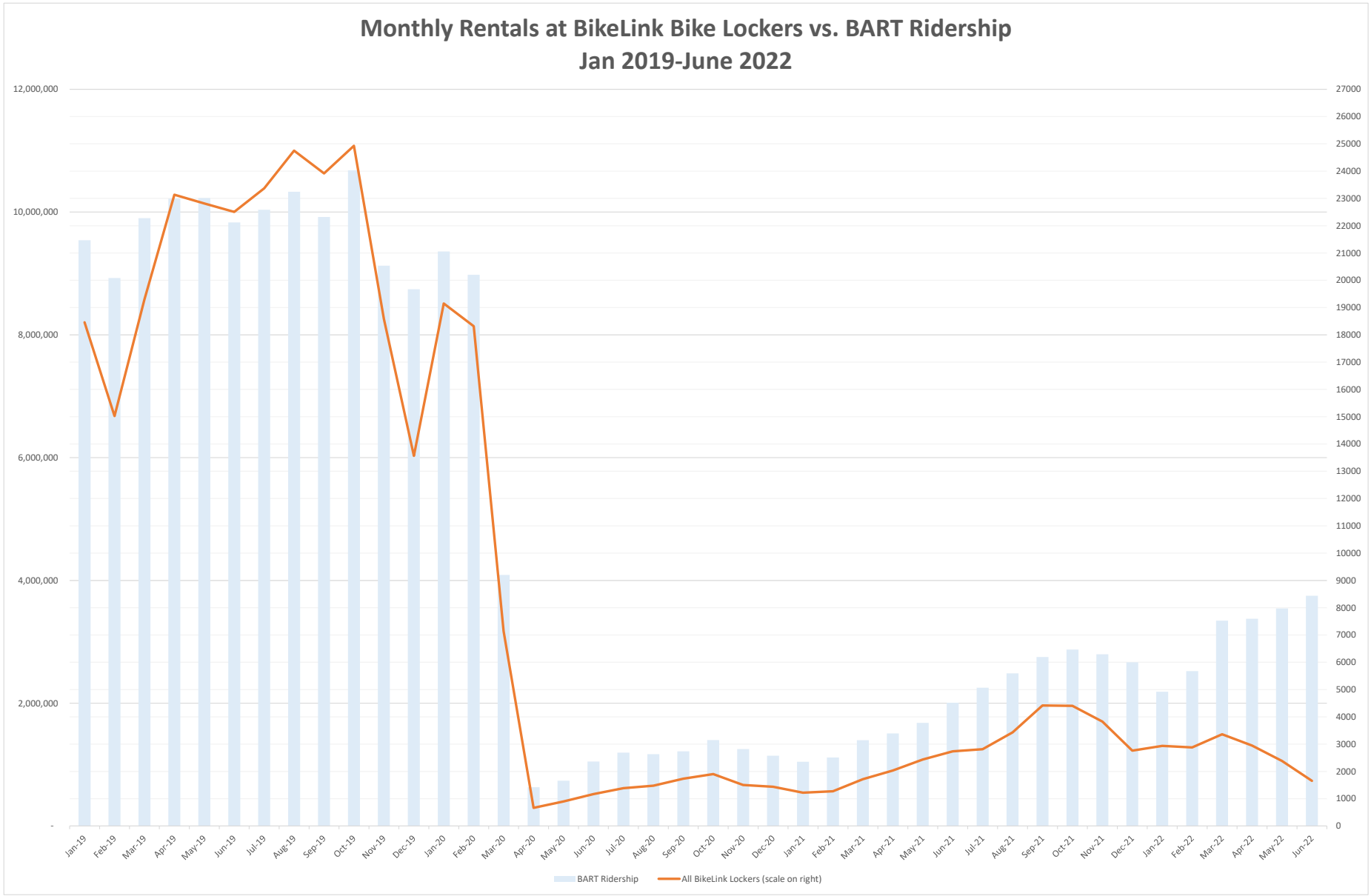
Visit the project website to **TAKE A SURVEY** & **SHARE YOUR THOUGHTS**

EL CERRITO DEL NORTE TOD
COMPLETE STREET IMPROVEMENT PROJECT

THANK YOU

THE CITY OF EL CERRITO


Monthly Volumes at BART Bike Stations & BART Ridership
Jan 2019-June 2022
BART Ridership
Berkeley Combined
Berkeley valet
Fruitvale valet
Uptown valet
Ashby BikeLink
Embarcadero BikeLink
Civic Center BikeLink
Berkeley BikeLink
MacArthur BikeLink
Pleasant Hill BikeLink
12,000,000
10,000,000
8,000,000
6,000,000
4,000,000
2,000,000
-


Monthly Rentals at BikeLink Bike Lockers vs. BART Ridership
Jan 2019-June 2022
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Dec-21
Jan-22
Feb-22
Mar-22
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Jun-22
BART Ridership
All BikeLink Lockers (scale on right)

Heath Maddox

From: jk102977 [redacted] >
Sent: Tuesday, May 3, 2022 9:13 PM
To: Heath Maddox
Subject: Re: Case 00282609: Bike Racks on new Trains [ref:_00Dd0hrYV._5006T1xDng1:ref]

I still think you should have the bike sign high up, it is visible all over the car. Bike riders getting in train cars are not going to have the luxury of having multiple emails with a BART employee. It should be easier to see, not hidden.

On Tue, May 3, 2022 at 3:51 PM jk102977 [redacted] > wrote:

> Okay, now I see where the outside is, I'll pay more attention to it and not use middle doors on new trains when with my bike. And I understand that not all cars are up to it yet & be patient as it evolves to getting completed. I was worried that the things you describe were not happening. Thanks again
>
> On Tuesday, May 3, 2022, Heath Maddox <hmaddox@bart.gov> wrote:
>
> > Hi John,
> >
> > Sorry, just one more thought as I think about the Bikes on BART rules:
> >
> > Please don't forget about this rule:
> >
> > *Bikes are never allowed on crowded cars (there must be enough room to comfortably accommodate you and your bicycle)*
> >
> > -Heath
> >
> > **From:** jk102977 [redacted] >
> > **Sent:** Monday, May 2, 2022 8:08 PM
> > **To:** Heath Maddox <hmaddox@bart.gov>
> > **Subject:** Re: Case 00282609: Bike Racks on new Trains [ref:_00Dd0hrYV._5006T1xDng1:ref]

Hi Heath,

Thanks so much for the reply. It's very good to hear that you're going back to the old style lean to the bar with straps on the new cars.

About the ability to tell where or which cars have bike racks. I have never seen anything on the outside of the cars, there is a little green sticker??? I'll have to look. Whatever is there it should be bigger, because I ride the train everyday & have never noticed it.

More so, I am talking about entering a train and being able to look and locate where the bike rack is. If the train is crowded, very hard, but even just a couple of people standing where the bike rack is to obscure the green Bicycle Priority Area sign. My suggestion is to also have one up at head level above the smaller window that is to the left of the Bicycle Priority area sign. Kind of like the crude Photoshop example I did here. I just placed it about where I think one should be, it's not a clear photo, people were standing in front of the area, but you get the idea.

Well, thanks for the reply and I hope some of my suggestions help you all to come up with better signage solutions for bikes on trains.

John Kohan

On Mon, May 2, 2022 at 1:30 PM Heath Maddox <hmaddox@bart.gov> wrote:

> Dear John,
>
> Thanks for sharing your thoughts and experience of riding BART with a bike.
>
> Can you clarify if you are having trouble locating the bike racks on the BART trains when you are inside a (crowded) train, or when you are waiting on the platform to board? There is small green bike symbol next to doors that are adjacent to on-train racks.

Regarding the style of rack, I am happy to report that going forward, all new cars will have tried and true, old style lean bar with straps. There may be some new cars in service with the short-lived clamper-style racks and some with no bike racks at all, but these are being retrofitted by BART maintenance crews, and the newest cars are now shipping with the lean bars and straps. Visit the BART New Train Car Project web page and scroll down to the update from 5/24/19 for an update on the bike racks. Layout of the new cars there shows 2 bike areas per car.

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: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, April 28, 2022 6:14 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00282609: Bike Racks on new Trains [ref:_00Dd0hrYV._5006T1xDng1:ref]

Hi Heath:

Can you reply to this customer? Thanks.

Regards,

Samson Wong

BART Customer Services

==========

Case 00282609: Bike Racks on new Trains

First name: John

Email: jk102977@gmail.com

Phone: 510-542-3655

Subject: Bike Racks on new Trains

Comment:

It is very hard to know where or if bike racks are on the new trains, especially when many people are on the train. How about a bike symbol up high on the wall above them so it can be visible above the crowd of people?

Something. Also, many cars don't seem to have bike racks, I can't find them???? Also more of the old style bike rack along the wall with straps.

The new style where you have to wedge your tire into it are absolutely horrible, absolutely horrible!!!

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, May 19, 2022 5:14 PM
To: Heath Maddox; Seung Lee
Subject: RE: Case 00283726: Re: BART is embracing big bikes and rolling out improvements for all cyclists [ref:_00Dd0hrYV._5006T1y8tBK:ref]

Hello Heath, Seung:

I'm sharing customer comment about bikes in reply to a BARTable story. Please advise if we should redirect. Email was sent on 5/18/2022 3:47 PM. Thanks.

Regards,

Samson Wong
BART Customer Services

==========
Case 00283726: Re: BART is embracing big bikes and rolling out improvements for all cyclists

Why doesn't this email mention that bikes are NOT allowed on escalators? There is a growing amount of bikes on escalators making it impossible to walk on the left. The stickers on the escalators fir no bikes are ignored. Large electric scooters are joining electric bikes on the escalators.

Stan Wong

Sent from the all new AOL app for Android

On Wed, May 18, 2022 at 2:22 PM, BART Updates <updates@info.bart.gov> wrote:
New Elevator Dimension Guide Available

We love big bikes. We are also rolling out improvements for all cyclists.

Bikes are playing a big role in our ridership recovery. We are seeing more of our riders bringing their bikes on board for car-free work commutes and fun trips exploring the Bay Area. Trains are less crowded than before the pandemic, and BART is working on new ways to make it easier than ever to bring your bike on BART. Bike enthusiasts have even organized monthly East Bay Bike Parties that start at BART stations on the second Friday of the month. We are delighted to see such joyful events that combine bikes and transit, and we want to do all we can to promote life on two wheels.

Elevator Dimension Guide

BART understands that bikes these days are big. Over the last decade, longer and heavier bicycles, such as e-bikes and cargo bikes, have soared in popularity. We have created an Elevator Dimension Guide to assist cyclists in navigating BART elevators. It outlines the dimensions of each elevator in the system including measurements of the door, width, length, and diagonal space across the floor. As always, use your best judgment when utilizing system elevators because individual bikes and elevators vary in size.

Bike Stair Channels

New bike stair channels are in the works for eight stations: 19th Street/Oakland, 12th Street/Oakland, Lake Merritt, Coliseum, Walnut Creek, Embarcadero, Civic Center, and 24th Street Mission. These channels will make it easy to roll your bike up and down stairs. New wayfinding signs will be installed at the stations to guide you to entrances and exits with the channels. 19th Street Station will be the first station to get the bike channels and we plan to do extensive user experience testing to ensure the design works for larger bikes before we move forward with the other stations.

Fare Gate Design

As we roll out next generation fare gates and prepare to purchase new gates, we plan to improve the experience for those bringing bikes through the gates. Some of our prototypes have not been bike-friendly and we want to make it clear, this is not the direction we are heading. We plan to offer wide gates with a door style that allows proper time and space to bring a bike through the gate without stress.

Bike Racks on Board

Our new Fleet of the Future cars include two bike areas at each end of the car, creating a predictable boarding location for bicyclists. Each bike area will have a horizontal leaning bar and straps that bicyclists can use to stabilize their bikes. Some new cars still have bike racks, but these will be removed and replaced with the lean bar.

Safe Routes to BART

BART's Measure RR infrastructure bond is helping pay for projects that improve bike connectivity to our stations. Funding has been awarded for the Iron Horse Trail Bridge near Dublin Station, the city of Fremont's Walnut Ave protected intersection project near our Fremont Station, the city of Pittsburg's bikeway project near our Pittsburg Center Station, and the city of San Francisco's 5th Street improvement project serving Powell Street Station.

Trip Ideas

BARTable offers detailed bike routes from our stations that make it easy to explore new areas and trails. From an adventurous ride to the top of Mt. Diablo to casual cruises around fun neighborhoods, our guide has you covered.

BART's Trip Planner on our website and official app lets you select bicycling as a segment of your trip and offers end-to-end directions including how long the trip will take. Under options, turn on "bicycle transport." You can even select various cycling speed to adjust travel time predictions.

Learn more about Bikes on BART including bike valets, lockers, self-park bike stations, and our bike rules at bart.gov/bikes.

Download our Elevator Dimension Guide below.

Follow us on Twitter @sfbart for news and @sfbartalert for automated service advisories

This email was sent to [redacted]

This email was sent by: San Francisco Bay Area Rapid Transit District
2150 Webster Street, Oakland, CA 94612

We respect your right to privacy: View Our Policy | Update Subscriptions

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Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, May 20, 2022 12:33 PM
To: Heath Maddox
Subject: RE: Case 00283812: Re: BART is embracing big bikes and rolling out improvements for all cyclists [ref:_00Dd0hrYV._5006T1y95fC:ref]

Hi Heath:

Feedback about the "big bike" article below. I informed patron that a list of prohibited bikes can be found online at https://www.bart.gov/guide/bikes and in the brochure at https://www.bart.gov/guide/brochures.

Regards,

Samson Wong
BART Customer Services

==========
Case 00283812: Re: BART is embracing big bikes and rolling out improvements for all cyclists

Wow! I'm impressed by this email. It sounds like Bart staff has devoted some serious effort to this issue.
I take my bike on Bart about five days a week, and I've moved in the opposite direction: toward a smaller bike. One day my top-heavy grocery getter fell on a passenger as the train went into a turn. The end of the handlebar struck her on the thigh before I could catch the bike. She was obviously in pain. I apologized and felt awful and stopped taking that bike on the train. Now I use a bike that's lighter, narrower and doesn't have sharp edges. Trains have become way too crowded now for big bikes. For my convenience and the comfort of other passengers. Honestly, I think you should discourage tandems, ebikes, gas powered bikes, trailers, and cargo bikes. But that's just my opinion. Thanks again,

Andy

From: BART Updates <updates@info.bart.gov>
Sent: Wednesday, May 18, 2022 2:22:51 PM
To: [redacted]<a[redacted]
Subject: BART is embracing big bikes and rolling out improvements for all cyclists New Elevator Dimension Guide Available

We love big bikes. We are also rolling out improvements for all cyclists.

Bikes are playing a big role in our ridership recovery. We are seeing more of our riders bringing their bikes on board for car-free work commutes and fun trips exploring the Bay Area. Trains are less crowded than before the pandemic, and BART is working on new ways to make it easier than ever to bring your bike on BART. Bike enthusiasts have even organized monthly East Bay Bike Parties that start at BART stations on the second Friday of the month. We are delighted to see such joyful events that combine bikes and transit, and we want to do all we can to promote life on two wheels.

Elevator Dimension Guide

BART understands that bikes these days are big. Over the last decade, longer and heavier bicycles, such as e-bikes and cargo bikes, have soared in popularity. We have created an Elevator Dimension Guide to assist cyclists in navigating BART elevators. It outlines the dimensions of each elevator in the system including measurements of the door, width,

length, and diagonal space across the floor. As always, use your best judgment when utilizing system elevators because individual bikes and elevators vary in size.

Bike Stair Channels

New bike stair channels are in the works for eight stations: 19th Street/Oakland, 12th Street/Oakland, Lake Merritt, Coliseum, Walnut Creek, Embarcadero, Civic Center, and 24th Street Mission. These channels will make it easy to roll your bike up and down stairs. New wayfinding signs will be installed at the stations to guide you to entrances and exits with the channels. 19th Street Station will be the first station to get the bike channels and we plan to do extensive user experience testing to ensure the design works for larger bikes before we move forward with the other stations.

Fare Gate Design

As we roll out next generation fare gates and prepare to purchase new gates, we plan to improve the experience for those bringing bikes through the gates. Some of our prototypes have not been bike-friendly and we want to make it clear, this is not the direction we are heading. We plan to offer wide gates with a door style that allows proper time and space to bring a bike through the gate without stress.

Bike Racks on Board

Our new Fleet of the Future cars include two bike areas at each end of the car, creating a predictable boarding location for bicyclists. Each bike area will have a horizontal leaning bar and straps that bicyclists can use to stabilize their bikes. Some new cars still have bike racks, but these will be removed and replaced with the lean bar.

Safe Routes to BART

BART's Measure RR infrastructure bond is helping pay for projects that improve bike connectivity to our stations. Funding has been awarded for the Iron Horse Trail Bridge near Dublin Station, the city of Fremont's Walnut Ave protected intersection project near our Fremont Station, the city of Pittsburg's bikeway project near our Pittsburg Center Station, and the city of San Francisco's 5th Street improvement project serving Powell Street Station.

Trip Ideas

BARTable offers detailed bike routes from our stations that make it easy to explore new areas and trails. From an adventurous ride to the top of Mt. Diablo to casual cruises around fun neighborhoods, our guide has you covered.

BART's Trip Planner on our website and official app lets you select bicycling as a segment of your trip and offers end-to-end directions including how long the trip will take. Under options, turn on "bicycle transport." You can even select various cycling speed to adjust travel time predictions.

Learn more about Bikes on BART including bike valets, lockers, self-park bike stations, and our bike rules at bart.gov/bikes.

Download our Elevator Dimension Guide below.

Follow us on Twitter @sfbart for news and @sfbartalert for automated service advisories

This email was sent to: [redacted]

This email was sent by: San Francisco Bay Area Rapid Transit District
2150 Webster Street, Oakland, CA 94612

Heath Maddox

From: Heath Maddox
Sent: Monday, May 23, 2022 1:31 PM
To: [redacted]
Cc: BART Customer Service; Brian Bentley; Matthew Martinez
Subject: RE: Case 00283744: Bikes and access to seats on eBART extension [ref:_00Dd0hrYV._5006T1y8ude:ref]

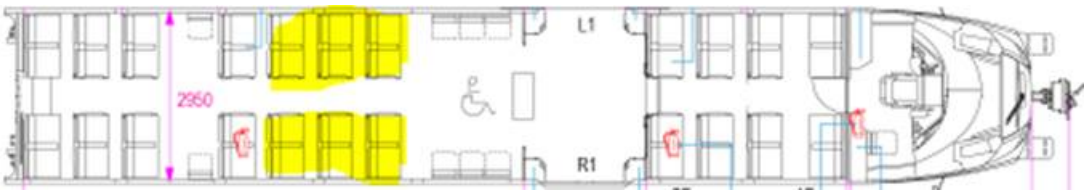
Dear Natalie,

Thanks for reaching out with a request to improve the customer experience on eBART.

Unfortunately, I do not foresee a modification to the seating for current or future eBART cars.

I reached out to our train car engineering team and found that the seats are not easily movable since they are bolted to the structural frame of the cars, as they must be in order to remain secure and safe.

In order to make way for another bicycle to fit along the window area, at least three rows of seats would have to be removed. This would be 12 seats, a reduction in seating of over 25%. You can see what I am referencing by the picture below.



Sincerely,

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

BART CUSTOMER ACCESS & ACCESSIBILITY DEPARTMENT

-----Original Message-----
From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, May 20, 2022 10:58 AM

To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00283744: Bikes and access to seats on eBART extension [ref:_00Dd0hrYV._5006T1y8ude:ref]

Hi Heath,

See email below.

Regards,

Michelle Pallen
BART Customer Services

==========
Case 00283744: Bikes and access to seats on eBART extension

Natalie
[redacted]
I have a bike related question/request. I read somewhere that eBART seats are moveable (if they aren't in fact changeable, for the future. : Can you change the seat configuration and make it more eBike/eScooter friendly? They share the access point with the disability accessible seats and often take up all that space. Most of the seats in back are unused because they lack quick access to doors as the empty space fills with a cluster of eBikes and scooters that can’t go anywhere else because the aisle is too narrow. You could seriously usually seat all the passengers (except maybe in very high commute hour with a 1 car, which happens) with sideways seats. Thanks for listening.

- - - - - - - -
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ref:_00Dd0hrYV._5006T1y8ude:ref

Heath Maddox

From: Michelle Pallen <webcustomerservices@bart.gov>
Sent: Tuesday, May 24, 2022 9:36 AM
To: Heath Maddox
Subject: RE: Case 00283897: bike access on e bart [ref:_00Dd0hrYV._5006T1y9FHH:ref]

Hi Heath

See customers concern below.

Regards,

Michelle Pallen
BART Customer Services

==========
Case 00283897: bike access on e bart

First name: Andre Lograsso
Email: [redacted]
Phone: [redacted]

Subject: bike access on e bart

Comment:
there is no designated bike location on the antioch-pittsburg e-bart train.
It is consistently frustrating to take my bike on these trains. This bike to work week I biked from home to antioch station. no problem. At 3:45 pm I took the return trip from oakland to antioch. Love the bike stations on the regular bart trains. When I transfer to the e-bart i go for the fold up seat spot first. 99% of the time a handicap or senior person will request me to move. I always honor the request. The issue is there is always a seat opposite me. More space is made available when those persons of need simply sit together without forcing me in the center of the aisle making a larger less comfortable foot print on the train. This happens a significantly majority of the time. I get anxiety every time i want to take my bike on
this train. What a poorly designed customer experience!
ref:_00Dd0hrYV._5006T1y9FHH:ref

Heath Maddox

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, May 27, 2022 5:12 PM
To: Heath Maddox
Subject: RE: Case 00284326: Bikes on Escalators [ref:_00Dd0hrYV._5006T1yARXd:ref]

Hello Heath:

Customer comment.

Regards,

Samson Wong
BART Customer Services

==========
Case 00284326: Bikes on Escalators

Customer: n/a
Phone: 415 984 6723
Date/Time: 1229 pm, 5/27/22

Report: Customer was reacting to the 5/18 bikes story on the website. She encouraged the need to educate, visible signage, enforcement, holding people accountable.

1. Customer feels that bicyclists do not following the decal signage on under the escalator handrails. This is the same warning signage that discourages strollers.

2. Same signage should be more visible, perhaps at eye level. The signage currently is below eye level.

3. Customer herself experienced a fall due to an emergency stop on an escalator due to a bicyclist violating the decal prohibiting bicyclists.

4. Station agents never approach violators or educate them about these prohibitions. They do not advise them to use stairs or elevators.

5. Customer witnessed a group of 12 bicyclists wearing same uniform/outfit violating the bike on escalator rule at Pleasant Hill.

In addition, there should be

- - - - - - - -
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Heath Maddox

From: Dylan Reichstadt <dylan.r.public@gmail.com>
Sent: Wednesday, June 1, 2022 8:33 AM
To: Heath Maddox
Subject: Re: Case 00284198: Bicycle Parking on FOTF ref:_00Dd0hrYV._5006T1yAB1L:ref

Hey Heath,

I appreciate the detailed response! It's great to know a lot of thought is being put into this.

It's unfortunate some bicycle frames are becoming pretty wide, particularly with ebikes, but I understand the concerns around the ventilation.

Have a nice rest of your week!

Regards,
Dylan

On Wed, Jun 1, 2022 at 8:26 AM Heath Maddox <hmaddox@bart.gov> wrote:

> Dear Dylan,
>
> Thank you for the note regarding your experience with the straps in the bicycle area on BART trains.
>
> I am sorry to hear that BART riders are having trouble securing their bicycles with the new straps, and I sincerely wish there were a simple solution we could offer. Clearly, to serve all potential cyclists and their foreseeable loads, the bike straps could be longer. The straps went through extensive and iterative testing but I'm afraid that, as is often the case, the final result was a compromise that responded to a number of competing priorities.
>
> Our initial design for the straps was in fact longer, to better accommodate wider or loaded bikes. Unfortunately, however, we were unable to implement the longer straps due to the potential for the straps to be sucked onto and obstruct the air intake grate immediately below the bike lean bar on both old and new BART cars (see attached photo). 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. We did try a number of different buckle and strap configurations to address the issue while still providing sufficient length for wider bikes, but were ultimately unsuccessful.
>
> All that said, the feedback we have received on the straps so far has been mostly very positive and reinforces the decision to halt installation of the clamper-style racks that were initially deployed on the new cars and replace all existing racks with bars and straps.

A few final things to consider:

• One observation that my colleagues and I made during testing was that if the bike nearest the lean bar is secured with a strap and additional bikes are leaned against this secured bike without being strapped themselves, the outer bikes are actually fairly stable since the handlebars, pedals, etc tend to keep them from rolling away.

• As a longtime BART-with-bike user, before the straps were implemented, I would try to sit in the seat nearest to my bike so I could keep a hand on it to keep it from rolling away. If a seat were not available, I'd either stand near my bike, or sometimes politely ask the person sitting nearest the bike area if they could perhaps move to a nearby seat.

Again, thanks for your note. I hope my long-winded response has given you some insights into the challenges of accommodating bikes on BART.

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: Michelle Pallen-Mendiola <MPallen@bart.gov>
Sent: Wednesday, June 1, 2022 8:06 AM
To: VTD NOTIFICATIONS [redacted]>; Bart Webcustomerservices <webcust@bart.gov>
Cc: Heath Maddox <hmaddox@bart.gov>
Subject: Case 00284198: Bicycle Parking on FOTF ref:_00Dd0hrYV._5006T1yAB1L:ref

Hi VTD,

Customer Service received email below on 5/25 at 4:18pm.

First name: Dylan Reichstadt

Email:

Hi BART,

For the fleet of the future, I noticed the bike strap on Car 4163X only fit my bike. When someone else tried to strap on, it wouldn't reach.

Please include longer straps. Also, as feedback, I still have a preference towards the old fleet of the future bike mounts for 2 bikes, as often I don't like to lean my bike on someone else's.

Thanks!

Michelle Pallen-Mendiola | Customer Services

San Francisco Bay Area Rapid Transit

2150 Webster St. 9th Fl. Oakland, Ca 94612

Work: (510) 464-7119 | District Cell: (510) 919-3860

Email: mpallen@bart.gov

Currently working remote Wednesday and Friday

BART Let's go.

Heath Maddox

From: Heath Maddox
Sent: Monday, June 6, 2022 11:23 AM
To: [redacted]
Cc: BART Customer Service
Subject: RE: Case 00284342: Unsafe driver [ref:_00Dd0hrYV._5006T1yASj6:ref]

Dear Ginger,

Thank you for sharing your experience riding BART with your bicycle. I am terribly sorry to hear that you fell and will share your feedback with the appropriate BART personnel.

In the future, if you have a mishap or wish to report any issues with BART train operation or equipment, I would encourage you to immediately use the intercom on the train to contact the driver directly.

Sincerely,

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

BART CUSTOMER ACCESS & ACCESSIBILITY DEPARTMENT

-----Original Message-----
From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Monday, June 6, 2022 11:07 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00284342: Unsafe driver [ref:_00Dd0hrYV._5006T1yASj6:ref]

Hello Heath:

FYI. Sharing customer bike experience.

Regards,

Samson Wong
BART Customer Services

==========
Case 00284342: Unsafe driver

First name: ginger brown

Email: [redacted]
Phone:

Subject: Unsafe driver

Comment:
Yesterday (5/27) We had just entered the Bart train at Bayfair with our bikes. We did not have time to place our bikes and strap them. I fell with my bike. The driver accelerated very quickly and so jerked us. The train was going to Berryessa arriving 1:50. It really shook us up.
Please remind drivers to speed up slowly as they exit station.

- - - - - - - -
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ref:_00Dd0hrYV._5006T1yASj6:ref

Heath Maddox

From: Heath Maddox
Sent: Thursday, June 16, 2022 10:14 AM
To: [redacted]
Cc: webcustomerservices@bart.gov
Subject: FW: Case 00285081: Bike Securing Straps Missing [ref:_00Dd0hrYV._5006T1zTfaq:ref]

Dear Morgan,

Thanks for reaching out about the missing straps on BART cars. All new cars are now shipping with straps, but we are in the middle of an extended change order and retrofit process for the earlier new cars, so you may encounter some cars that were shipped without one of the (now discontinued) bike racks but without straps as well. Also, we have found that some of the straps do go missing and we are replacing them as needed.

If you suspect a car has an issue such as missing straps or any other problem, the best way to report it is to note the 4 digit car number and contact the Train Operator via the intercom while you are on BART and the Operator will report the problem to our Operations Control Center.

Thanks,

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

BART CUSTOMER ACCESS & ACCESSIBILITY DEPARTMENT

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Thursday, June 16, 2022 9:20 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00285081: Bike Securing Straps Missing [ref:_00Dd0hrYV._5006T1zTfaq:ref]

Hello Heath,

Bike straps feedback below.

Regards,

Bernard Mark
BART Customer Services

==========

Case 00285081: Bike Securing Straps Missing

Contact Name: Morgan MacDonald
Contact Phone: [redacted]
Contact Email: macmorguester@gmail.com

Incident Date: 6/10/2022
Case received Date: 6/10/2022
Category: Bike Program
Sub-category: Bikes - Misc.

I am a bike commuter and have noticed many of the new trains are missing the securing straps for keeping my bike secured on the train. Please make sure before removing the bike tire securing stations to add in the straps! It makes my day more difficult and I have had to bring along my own straps and locks.



ref:_00Dd0hrYV._5006T1zTfaq:ref

Heath Maddox

From: Michelle Pallen <webcustomerservices@bart.gov>
Sent: Friday, June 17, 2022 11:14 AM
To: Heath Maddox
Subject: RE: Case 00285220: Great new bike straps! [ref:_00Dd0hrYV._5006T1zTq2v:ref]

Hi Heath,

Just an FYI. See email below.

Regards,

Michelle Pallen
BART Customer Services

==========
Case 00285220: Great new bike straps!

Amis Lans
[redacted]
Dear BART, I appreciate the new buke storage sreas on your three door trains. The straps make it much easier for stabilizing bikes thsn the skinny parking stands.

- - - - - - - -
Check Before You Go! Sign up for email and text alerts about BART service, improvements, and emergencies at https://www.bart.gov/alerts.
ref:_00Dd0hrYV._5006T1zTq2v:ref

Heath Maddox

From: Heath Maddox
Sent: Thursday, June 30, 2022 7:53 AM
To: Garth Bradley
Subject: RE: BART - Priority Bike Area

Hi Garth, thanks for the feedback. All new train cars are shipping with the straps now, and the first cars to ship with clamping racks are being retrofitted.

Ideally, the straps would be longer for bikes 2 and 3, but if they were longer they could interfere with the air filtration system that has intakes at the base of the bike area.

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

BART CUSTOMER ACCESS & ACCESSIBILITY DEPARTMENT

From: Garth Bradley [redacted]
Sent: Wednesday, June 29, 2022 7:14 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: BART - Priority Bike Area

Hi Heath,

The straps work best. Better than the big clamps for the wheels. Straps are most secure, safest.

All the best,
Garth Bradley

Heath Maddox

From: Heath Maddox
Sent: Friday, June 24, 2022 12:56 PM
To: [redacted]
Cc: BART Customer Service
Subject: RE: Case 00285763: no bike racks at Coliseum BART station [ref:_00Dd0hrYV._5006T1zUg5c:ref]
Attachments: Coliseum_bike parking all.pdf

Dear Ely,

Thanks for riding your bike to BART! I am sorry to hear that you were not able to find the bike parking at coliseum station. We'll look at improving the signs. See attached for a map that shows the location of bike racks and lockers (in red) on the east side of the station, also visible here in Google Streetview (racks on left, lockers on right).

Can you clarify if you biked from the west side (San Leandro Blvd) or from the east side (Snell Street).

Sincerely,

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

BART CUSTOMER ACCESS & ACCESSIBILITY DEPARTMENT

From: BART Customer Service <webcustomerservices@bart.gov>
Sent: Friday, June 24, 2022 12:40 PM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00285763: no bike racks at Coliseum BART station [ref:_00Dd0hrYV._5006T1zUg5c:ref]

Hi Heath,

Can you help with the complaint below please?

Regards,

Bernard Mark
BART Customer Services

==========
Case 00285763: no bike racks at Coliseum BART station

Contact Name: Ely Newman

Contact Phone:
Contact Email: e[redacted]

Incident Date: 6/20/2022
Case received Date: 6/20/2022
Category: Bike Program
Sub-category: Bikes - Want More Accommodation

Station: A30 - Coliseum

I bike to the Coliseum BART station and there were no racks to lock my bike to eitjer inside or outside the station. This is the only BART station i konw without them. Please fix this!!!

ref:_00Dd0hrYV._5006T1zUg5c:ref

Heath Maddox

From: Heath Maddox
Sent: Tuesday, July 19, 2022 12:52 PM
To: [redacted]
Subject: RE: Case 00286128: Bike racks [ref:_00Dd0hrYV._5006T1zV8YO:ref]

Dear Andrew,

Please forgive my late response, your email was not forwarded to me with the complaint initially and it took some time to get it.

Thanks for reaching out regarding the different bike racks on BART cars. FYI, all new cars are now shipping with the bara and straps, but we are in the middle of an extended change order and retrofit process for the earlier new cars, so you may encounter some cars that were shipped without one of the (now discontinued) bike racks but without straps as well. Also, we have found that some of the straps do go missing and we are replacing them as needed.

Your experience notwithstanding, feedback we have received on the straps to date has been overwhelmingly positive and reinforces the decision to halt installation of the clamper-style racks that were initially deployed on the new cars and replace all existing racks with bars and straps.

Regarding broken or missing straps, if you suspect a car has an issue such as missing straps or any other problem, the best way to report it is to note the 4-digit car number and contact the Train Operator via the intercom while you are on BART and the Operator will report the problem to our Operations Control Center.

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: Thursday, June 30, 2022 11:27 AM
To: Heath Maddox <hmaddox@bart.gov>
Subject: RE: Case 00286128: Bike racks [ref:_00Dd0hrYV._5006T1zV8YO:ref]

Hi Heath,

Customer Service received email below on 6/23.

Regards,

Michelle
BART Customer Services

==========
Case 00286128: Bike racks

Why do the new Bart cars have two versions of bike racks? The version that just has a bar and stamps is terrible. Often the buckles on the straps are broken and it is awkward to stack multiple bikes. You should get rid of these and put in the ones that have spots for 3 bikes that clamp on the front tire.
ref:_00Dd0hrYV._5006T1zV8YO:ref