

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**

2150 Webster Street, 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)**

April 7, 2025  
6:00 p.m. – 8:00 p.m.

BBATF Members: Jeremiah Maller (Chairperson), Jon Spangler (Vice Chair), Tyler Morris (Secretary), Maya Chaffee, Morris Gevirtz, Jenn Koscielniak, Phoenix Mangrum, Elena O'Curry.

Chairperson Jeremiah Maller has called a meeting of the BART Bicycle Advisory Task Force on April 7, 2025, at 6:00 p.m. 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 Task Force meeting via Zoom by calling (833) 548-0282 and entering access code 847 9991 9358, logging into Zoom.com and entering access code 847 9991 9358, or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/84799919358>

**If you wish to make a public comment:**

- 1) Submit written comments via email to [hmaddox@bart.gov](mailto:hmaddox@bart.gov) using “public comment” as the subject line. Your comment will be provided to the Task Force 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 noon on April 7, 2025, in order to be included in the record.
- 2) Call (833) 548-0282, enter access code 847 9991 9358, dial \*9 to raise your hand when you wish to speak, and dial \*6 to unmute when you are requested to speak; log into Zoom.com, enter access code 847 9991 9358 and use the raise hand feature; or join the Task Force meeting via the Zoom link (<https://us06web.zoom.us/j/84799919358>) and use the raise hand feature.

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

BART provides services/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.

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**AGENDA**

1.	Self-Introductions of Members, Staff, and Guests (Information)	5	min.
2.	General Discussion and Public Comment (Information)	5	min.
3.	Approval of February 2025 BBATF Minutes (Action)	5	min.
4.	Approval of BBATF Member Applications (Information/Action)	20	min.
	• Paul Valdez, San Francisco County		
	• Jonathan MacMillan, Contra Costa County		
	• Sam Greenberg, San Mateo County		
	• Al Park, Santa Clara County		
	• Alexander Shu, Santa Clara County		
	• Ian Gaerlan, At-Large		
	• Johnny Lane, At-Large		
5.	Richmond-San Rafael Bridge Pathway Update (Discussion/Action)	10	min.
6.	BART to Silicon Valley Update (Information/Discussion)	15	min.
7.	BART to Nature: Planning & Promoting Multimodal Bike-BART Outings (Information/Discussion)	20	min.
8.	BBATF Action List (Discussion)	5	min.
9.	Strategic Planning: 2025 BBATF Work Program (Discussion/Action)	15	min.
10.	BART Bike Program Updates (Information)	10	min.
11.	Future Agenda Items (Discussion)	10	min.
		<b>TOTAL:</b>	<b>120 min.</b>

MINUTES of the BART Bicycle Advisory Task Force (BBATF)  
February 3, 2025 6:00 p.m. – 8:00 p.m.

BBATF Members: Jon Spangler (Chairperson), Jeremiah Maller (Vice Chair), Tyler Morris (Secretary), Maya Chaffee, Morris Gevirtz, Phoenix Mangrum.

Meeting called to order by Chair Jon Spangler at 6:01pm

Members in attendance:

Jon Spangler (Chairperson), Jeremiah Maller (Vice Chair), Tyler Morris (Secretary), Maya Chaffee, Morris Gevirtz, Phoenix Mangrum

BART Director: Robert Raburn, Barnali Ghosh  
BART Liaison: Heath Maddox

Guests:

Alex Shu, Al, Bryan Culbertson, Bryan Redmond, Elena O'Curry, Estrella Sainburg, Ian Gaerlan, Ivan V, Jenn Koscielniak, Joe Wong, Johnny Lane, Jordan Moldow, Lynn Baer, Michael Sacks, Paul Valdez, Raul Maldonado, Sam Greenberg, Tyler Compton, William Z, Alexander Shu, Jonathan MacMillan, Al Park.

Absent: N/A

Agenda with minutes follows as is:

1. 6:02pm Self-Introductions of Members, Staff, and Guests: All. (For Information) 5min.
  - a) Members introduced themselves
2. 6:15pm General Discussion and Public Comment: Jon Spangler. (For Information) 5min.
  - a) Tyler applauded transit planning
  - b) Jon mentioned the upcoming Bike East Bay annual meeting coming up
3. 6:18pm Approval of December 2024 BBATF Minutes: Jon Spangler. (For action) 5min.
  - a) Jeremiah motioned to approved the minuets, and Jon seconded the motion
  - b) Unanimous consent approves the motion
4. 6:19pm BBATF Membership Update. (Information) 10min.
  - a) Heath shared the current roster of the BBATF and the open positions
  - b) 18 total positions with 6 currently filled and 12 vacant
  - c) Heath reiterates the requirements to join the BBATF
  - d) Jon reminds candidates that the BBATF bylaws allow you to represent the county where you live OR work
  - e) Michael Sacks removes his application
  - f) Tyler asked Jon to give a synopsis of BBATF commitments and duties
5. 6:32pm Approval of BBATF Member Applications. (Information/Action) 15min.
  - a) Jenn Koscielniak, Contra Costa County
  - b) Elena O'Curry, Alameda County
  - c) Jon motions to accept Jenn and Elena's application, and Morris second
  - d) Unanimous consent approves the motion
6. 6:37pm Election of 2025 BBATF Officers (Discussion/Action) 20min.
  1. Jon nominates Jeremiah for Chair, Jeremiah nominates Jon for Vice Chair, and Jon nominates Tyler for Secretary

- a) Morris seconds the motion of candidates slate
  - b) Motion is unanimously approved
  - c) Morris motioned to reapprove Jon's membership, and Tyler seconded the motion
  - d) Motion is approved unanimously
7. 6:44pm BART Bicycle Preferred Path of Travel Capital Plan Update (Information) 10min.
- a) Heath gives a verbal presentation on the background of the BART Bicycle Access plan for new members
  - b) Phase Two begins this year
  - c) Maya asked what the next round of stations will be
  - d) Heath says the next stations are Fremont, Glen Park, San Bruno, Union City, Colma, South Hayward, South San Francisco, Orinda, and Pleasant Hill
8. 6:57pm Richmond-San Rafael Bridge Pathway Update (Discussion/Action) 10min.
- a) MTC a year ago presented a plan to eliminate the bike path to 3 days a week
  - b) BCDC will hold a public hearing coming up to approve or deny the proposed changes
  - c) Heath mentions that bridge access for the public via foot or bicycle is critical during natural disasters
  - d) Jordans' blood is boiled at the thought of the bridge access being closed and is in full support of BBATF efforts to advocate for bridge path access
9. 7:11pm Coliseum Station Secure Bike Parking (Information) 10min.
- a) Heath gives an overview of bicycle access and parking at Coliseum Station
  - b) Bike lockers are becoming a target for theft
  - c) Heath is working on a plan to install bike lockers within the station's paid area
  - d) Tyler asked if old fare-gates can be removed to make room for new double-decker lockers in conjunction with installing "Next-Gen" fare-gates
  - e) Jeremiah had a similar thought and comment to the above
10. 7:33pm BART Next Generation Fare Gates—Proposed letter to BART Board of Directors on BBATF concerns with the new fare-gates (Discussion/Action) 15min.
- a) Tyler motioned to approve the letter and appendix with Maya seconding the motion
  - b) The motion to send the letter is unanimously consented to
- c) 11. 7:55pm BART Bike Program Updates (Information) 10min.
- d) Heath directs peoples' attention to the agenda packet for data updates
12. 7:57pm Future Agenda Items: All. (For Discussion) 5min.
- a) BART to Silicon Valley update
  - b) BART to Nature
  - c) BBATF action calendar
  - d) Coliseum BART Bay Trail Connector
  - e) Strategic Planning
  - f) Welcome new BART Board Directors

Thank you to Jon for his years of leadership in Chairing BBATF

Meeting adjourned at 8:06 p.m. by Chairperson Jon Spangler  
 Next meeting is called for by Chairperson Jon Spangler on April 7th, 2025 at 6:00p.m.

## **BART Bicycle Advisory Task Force**

January 31, 2025

TO: President Mark Foley and Members of the BART Board of Directors

RE: BART's Next Generation Fare Gates Are Not Accessible Enough

FROM: BART Bicycle Task Advisory Force

The BART Bicycle Task Advisory Force (BBATF) supports effective and accessibility-sustaining means of reducing fare evasion, modernizing the BART system, and improving rider experience. Unfortunately, when compared to the legacy fare gates, the new Next Generation (NG) fare gates reduce timely access for fare-paying BART users with wheelchairs, walkers, bicycles, cargo bikes, e-bikes, luggage, shopping carts, baby strollers, scooters, and other mobility devices.

Although our members are aware of fare evasion, the BBATF usually addresses other priorities affecting BART station accessibility and bicycle facilities. (We also review new station designs, legacy station renovations, and BART car design.) The BBATF was not asked to field-test the NG gate designs prior to the prototype gates' installation. We were told that the new gates and gate arrays would provide safe, efficient, and timely access for fare-paying BART patrons with bikes. This has not been the case.

Not field-testing the NG fare gates and gate arrays with wheelchairs, cargo bikes, e-bikes, scooters, baby strollers, and large luggage — all of which require special access — before installation was, in hindsight, a major blind spot in the NG Fare Gate project. Whether or not the NG gates have reduced fare evasion, they have created access barriers to BART for those who have special access needs.

The BBATF has found that the NG gates (both standard and accessible) and arrays — as now configured — inhibit fast, safe, and equitable BART access for bicyclists and other users. Continuing to install NG gate arrays without fixing the current bike, mobility device user, and traveler access restrictions will only multiply the accessibility problems reported by users of the West Oakland and other NG fare gates — and make the implementation of solutions more expensive.

## NEW FARE GATE ACCESS ISSUES AROSE IMMEDIATELY

Members of the BBATF began hearing reports from bicyclists about problems with the first NG gates at West Oakland soon after they were installed. We became concerned and asked cyclists to report their issues in detail to us and to Heath Maddox, our staff liaison and BART's Access Coordinator of Bicycle Programs.

Increasing reports of problems reached us throughout the spring and summer of 2024 about slowed and blocked access for travelers with luggage, parents with strollers, and people using walkers, wheelchairs, scooters, and bikes — especially cargo bikes, e-bikes, and bikes with baskets, panniers, and/or wide handlebars. In fact, most bicyclists with bikes other than light “road bikes” were having difficulty getting through the non-accessible NG gates or had to find a station agent to get through the emergency gate when the few accessible NG gates (one per gate array) failed. The BBATF then requested a detailed presentation from the Next Generation Fare Gate team.

## BBATF MEETING: AUGUST 5, 2024

At our August 2024 meeting, Michael Gerbracht and Derry Moten of the NG team presented updates on the NG gates' design, upgrades, and installations. Task force members shared the problems bicyclists, wheelchair users, and other BART riders with special access needs had regularly experienced with the NG gates. Sadly, the NG team had not heard of most of these incidents. They asked the BBATF and staff to pass along any issues brought to us by the public, which we have done.

The NG team told the BBATF that the NG fare gates and arrays did not have a robust real-time monitoring and feedback system: NG gates were not being tracked 24/7 for incidents of slowed and/or blocked access. Since the Next Generation team's gate monitoring process had not been set up to capture slowed or blocked access that the new gates caused, the team remained unaware of many problems that BART riders had reported after using the NG gates — until the BBATF and staff informed them that NG gate and gate array access failures had prevented cyclists, parents with strollers, people with luggage, and users of mobility devices from using BART — especially when the lone wide/accessible NG gates in some arrays stopped working.

Worse yet, BART users slowed or blocked by inaccessible NG gates were expected to use BART's online feedback tool or file handwritten reports with the station agent. Many NG gate users were not aware of the options to report accessibility problems or get immediate help or know about contacting the BART Accessibility Task Force (BATF) or the BART Bicycle Advisory Task Force (BBATF).

## BART'S LEGACY GATES OFFERED GREATER BICYCLE ACCESSIBILITY

The shorter legacy gates allowed many fare-paying bicyclists to roll their bikes through on the rear wheel so that the handlebars were not caught in the closing gate — or to simply lift their bikes (or their carry-on luggage) up and over a legacy fare gate.

The regular NG gates, however, are too tall and narrow to allow rolling bicycles with wider handlebars or bags through the gate like that. This forces many more cyclists to compete for the limited number of wider, accessible NG gates along with cargo bike and e-bike riders, people with walkers, scooters, wheelchairs, and luggage, or parents with baby strollers.

The NG gate design creates a *de facto* reduction in BART's accessibility for many BART users because more passengers are now forced to use the limited number of accessible gates. Since more BART passengers are forced to use the wider NG gates, when that single wider gate in each array fails — and they fail often — the entire array becomes inaccessible to more passengers than with the legacy gates. This leaves no other access to BART for such riders at that NG array — unless both a station agent and an emergency gate are present. Congestion is even worse when staff are not present to open the emergency exit gates and during peak travel times.

## RECOMMENDATIONS: IMPROVE GATE & ARRAY EVALUATION AND DESIGN

First and foremost, the BBATF urges the BART Board and staff to strengthen their commitments to accessibility. *Please offer fare-paying riders with bicycles, strollers, wheelchairs, large luggage, e-bikes, cargo bikes, scooters, and mobility devices fare gate arrays that are at least as accessible overall as the legacy fare gate arrays.* Legitimate BART users should not suffer reduced access to BART as a result of efforts to reduce fare evasion. *Nor should BART be penalized by MTC for maintaining constant accessibility levels for fare-paying BART users with special accessibility needs.*

The following are the BBATF's more detailed recommendations on:

- 1) NG fare gate and gate array evaluation, design and reliability;
- 2) reporting and feedback options for BART users;
- 3) increasing access to more of the wider NG gates;
- 4) providing more NG gate information to BART patrons; and
- 5) meeting the Metropolitan Transportation Commission's (MTC's) fare-evasion gate deadlines as well as funding much-needed NG accessibility equity improvements.

## 1. EXPAND EVALUATION PROCESS FOR NEXT GENERATION FARE GATES

- A. Expand the scope of NG fare gate and array evaluation criteria to include all incidents of reduced access (slowing and/or blocking) for fare-paying BART passengers with wheelchairs, walkers, bicycles, baby strollers, large luggage, cargo and e-bikes, scooters, as well as others with special access needs.
- B. Continuously monitor every installed NG fare gate and array with 24/7/365 video, sensors, and/or in-person methods to ensure that every access problem is tracked.
- C. Set up alerts, measurement, and evaluation tools to capture the details of every NG gate failure/access delay (e.g., gate closure on cargo bikes, inadequate gate width for bike handlebars) to track when and how NG gate failures delay BART users.
- D. Implement new gate and array designs and improvements based on this new data. Continuously improve the NG gate designs, durability, hardware, sensors, timing, and software to offer consistent, reliable accessibility and keep the NG gates from injuring BART patrons, slowing access, or closing on BART's fare-paying wheelchair users, travelers with luggage, parents with strollers, or bike riders.

## 2. EXPAND GATE ALERT AND REPORTING OPTIONS FOR BART USERS

- A. Provide multiple easily-accessed ways — with signage — for BART users to report NG gate and array access problems immediately, including filing reports with onsite station agents. Offer digital and other options in multilingual formats.
- B. BART users whose bicycle, luggage, wheelchair, or stroller is jammed in or blocked by a fare gate should be able to immediately signal onsite BART staff for immediate assistance at any time — without leaving the fare gate.
- C. BART Director Janice Li suggested at the December 9, 2024, Board meeting that information on NG gate and array problems could be collected by: “(1) establishing a centralized email address, such as [faregates@bart.gov](mailto:faregates@bart.gov), for riders to submit feedback and ideas; and (2) deploying QR codes at fare gate locations to provide information about the project and an easy way for riders to offer feedback.” We support this.
- D. Actively request feedback on the NG gates from patrons and groups whose members take strollers, walkers, wheelchairs, cargo and e-bikes, scooters, bikes, and luggage on BART. Offer multilingual focus groups, surveys, and online platforms.

## 3. PROVIDE ADDITIONAL ACCESSIBLE NEXT GENERATION FARE GATES

Provide BART's passengers with special access needs and who use wheeled devices efficient, safe, and equitable access at every NG gate array by:



A. Install at least two wider (wheelchair/bike/stroller accessible) NG fare gates in every array of NG gates. Where one wider gate is now installed, provide two, so that patrons who need them are not delayed or denied BART access because a lone wider (wheelchair/bicycle) gate is not working.

B. Increasing the number of accessible fare gate arrays so every station has the capacity to easily and quickly handle larger numbers of bikes and cargo bikes as well as users with wheelchairs, luggage, strollers, personal shopping carts, e-scooters, etc. (For example, 16th Street BART now has gates to the south but not by the eastern stairs and elevator.) *Every NG gate array should be an accessible array.*

#### 4. PROVIDE MORE NG GATE AND ACCESS INFORMATION TO BART PATRONS

A. Produce instructional videos, signage, and/or flyers showing how BART passengers should use the NG gates — especially riders with e-bikes, cargo bikes, baby strollers, large luggage, etc.

B. Improve BART station wayfinding and signage to notify patrons who need accessible NG fare gates or emergency gates: a) where working and staffed accessible gates are available, and b) and by which escalators, stairs, or elevators they can be reached.

#### 5. MTC DEADLINES AND ACCESSIBILITY AS A FUNDING PRIORITY

Despite the looming deadlines imposed by MTC, we urge the BART Board to pause the installation of the Next Generation Fare Gates until more reliable and accessible gate and array designs are developed, so that two of the wider (wheelchair-accessible) fare gates can be installed in every NG gate array. *Adequate and reliable accessibility for all BART patrons needs to be ensured at any new NG gate arrays that are installed.*

Making every Next Generation Fare Gate array more accessible will cost more than is currently budgeted for the project. However, additional work is needed to make the NG gates and arrays *at least* as accessible overall as the legacy fare gates and arrays.

Once the gates and arrays are more accessible, BART can seek grant funding for these necessary equitable-access improvements. The BBATF stands ready to help the BART Board make the case that adequately accessible fare-evasion gates and arrays are worth the additional cost and worth extending the design and installation deadlines.

#### CONCLUSION

The BART Bicycle Advisory Task Force fully supports effectively increasing BART fare revenues, modernizing its system, and improving rider experience. At the same time, fare-paying riders with bicycles, strollers, wheelchairs, walkers, large luggage, e-bikes,

scooters, cargo bikes, and mobility devices should not suffer decreased access to BART as a result of having new fare gates installed to reduce fare evasion.

Thank you very much for considering our concerns and recommendations.

Respectfully submitted,

Jon M. Spangler, Chair

BART Bicycle Advisory Task Force

# PAUL VALDEZ

## 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](mailto:hmaddox@bart.gov)

415-728-1352

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

5 days a week or more A couple times a month

1-4 days a week Once a month or less

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

Always Occasionally

Most of the time Never

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

Always Occasionally

Most of the time Never

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

When I was a young kid growing up in the Bay Area in the 70s, our elementary school teachers would often impart trips to San Francisco via BART for fields trips. For example, we would take

BART to SF and go to the Exploratorium (Palace of Fine Arts location), take the Red and White Ferry to Alcatraz, Sausalito, and Angel Island, Golden Gate Park and so forth.

I guess you can say that I am a first generation BART rider! We grew up on BART.

Fast forward to my present life in living in San Francisco for the last 35 years, I have chosen riding a bicycle for my every day, sustainable transportation of joy.

I always say that riding a bicycle in San Francisco opens my mind to the visual imagery and landscape of The City, connect with my community with ease, contribute to the sustainability of our planet and the air we breathe, support our small businesses and characteristic neighborhoods, along with care about others who share our streets through walking, biking, transit, and ferry.

I am proud of BART and how it connects the Bay Area counties to help others get around with ease. I once had a precious opportunity to have a BART commute from San Francisco to Antioch from the 1990-1994. This was the era when I would take the N Judah from 48th Avenue (Ocean Beach) to the Embarcadero Station, then take BART to the Concord Station where I would have to disembark at the Concord Station and take a BART bus to the (then) North Concord and Bay Point Stations while they were being built!

Serving on the BBAFT would be an honor to humbly share my perspective as a person who rides a bike, utilizes BART as much as possible, and encourages others to take BART, ride transit, bike, walk, etc., and to enjoy the experiences it offers.

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

Within my profession as the Vice President of Research Facilities for Nichols Research, I have proven leadership working with the partners of our company, assisting our company with overseeing our Bay Area and Central CA research facilities. I have been with our company since I was 16, so I am celebrating my 40th year with them. In addition, I served the marketing research profession at the local and national levels with the Insights Association (formerly the Marketing Research Association) as Chairman of the Board and Executive Committee for the Northwest Chapter, along chairing numerous committees. I am also a current Board member and Chairman of the Membership Committee for the American Society of Trial Consultants (ASTC) working with the trial consultant community to assist with their mock jury/trial research, focus groups, shadow juries, and online research. With all these professional ambitions and

accomplishments, the balance I receive in life is due to the innate passion for my family, friends, biking, and contributing to the betterment of my community in San Francisco. I humbly feel that I can share these experiences and insights to help BART enhance their offerings to those who choose to “bike and BART” to navigate the Bay Area.

**(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 have been a District 9 resident for 18 years and a San Francisco resident for 35 years.

I am gay man of color who rides and promotes the bicycle for everyday transportation (along with walking and taking public transit in SF, Alameda, San Mateo and Santa Clara Counties) for over a decade and a supporter of the small businesses in District 9 and throughout San Francisco. I am a strong advocate for any projects related to street safety (Better Market Street, Safer Market Street Project, Valencia Street Bikeway Improvements, Slow Streets, Shared Streets, JFK Promenade, Great Highway/Walkway, Sunday Streets, the development of protected bike infrastructure, etc.). Additionally, I have been a strong supporter of The City's adoption of Vision Zero and want to energize positive efforts toward reaching its goals and pledge a commitment toward this, whether it be through ideas or collaboration in education, engineering, or enforcement. Street safety is paramount throughout San Francisco, particularly in areas of District 9.

I am a long-time member and active volunteer for the San Francisco Bicycle Coalition. I have been a captain of the Energizer Stations on Bike to Work/Wherever Day for several years, encouraging the joys of biking every day and sharing the benefits of being a member. I was awarded the Most Active Member award in 2015 and most recently was selected as the 2022 Bike Champion for The City and County of San Francisco.

I am one of the main organizers for the Ride of Silence in San Francisco. San Francisco's annual Ride of Silence is a solemn group ride to honor those injured or killed while biking. This ride continues to reach a global scale that now takes place in over 20 countries in May, with thousands of people riding their bikes to remember, support each other, and heal collectively. 2025 marks 25 years of the Ride of Silence. This ride is a no-drop yet silent group ride that is appropriate for all ages and abilities. During the ride, we stop to lay flowers and observe a

moment of silence at the sites of recent biking fatalities and honor those we have lost while spreading the message that people who bike represent precious lives. We also make a stop at South Park to honor the lives of those we lost in our bike messenger community. We listen to some reflections from family members and friends of those we lost at some of the stops and we will usually do a live ghost bike installation at San Francisco City Hall. With the help of the City Administrator's Office, we were able to get City Hall it up in a bright white to honor those lives we lost of people biking and the Ride of Silence.

The Better Market Street and the Safer Market Street Project (2015) has been a project near and dear to my heart. For over a decade, I energetically attended many design workshops, community meetings, project hearings at City Hall, and focus groups on offering my ideas on making our main thoroughfare more safe and livable for all users of Market Street. I contributed my thoughts and experiences more specifically to safety and user-tested both the raised bikeway pilot and the delineation surfaces for the original design for the sidewalk level-bikeway. And most notably, I passionately spoke on the steps of City Hall in support of the comprehensive quick build, car-free design approved in 2019. I continue to support the project, along with personally requesting repairs of dangerous potholes through SF311.

I was a supporter and contributed ideas for safety for the Mayor Breed's quick-build of the Valencia Bikeway Improvement Pilot. On the day of its opening, some of us volunteered to not only educate people biking on the how to use the protected bike lane safely, as it was in close proximity of the Millennium and SF Friend's schools. In fact, we helped escort some of the students who were being dropped off on the new boarding islands, to safely cross over the bike lane and into the entrance of their schools. In addition, I am firm supporter of protected bike lanes being installed on Valencia Street. Lastly, I was featured in SFGovTV's "What's Next SF" video for the Valencia Bikeway Improvement Pilot. [https://youtu.be/CxujDkm\\_EpE](https://youtu.be/CxujDkm_EpE)

In 2020, I was one of the volunteers that helped close off our streets to vehicles during the summer and fall months of the pandemic, as part of the Shared Streets program. We mobilized on the ground to create a safe space for people to walk, bike, and stroll while supporting the local small businesses along the corridor. While volunteering, we made sure people were masked up and made sure that people were biking safely down the closed areas. The program has expanded to two additional blocks and continues today in 2022.

On a civic level for over a decade, I helped install the Pink Triangle and have joined The Friends of the Pink Triangle, working alongside Patrick Carney, who has been the yearly-organizer of the

installation since the beginning, but he is also the sole-founder and yearly-organizer of the annual Pink Triangle Commemoration Ceremony which remembers the hatred of the past while showing how far the LGBTQ community has come. The Pink Triangle on Twin Peaks is a visible yet mute reminder of man's inhumanity to man. Many hundreds of hardworking volunteers who, on a tiny budget, come together to make the display possible every year by constructing a gigantic pink triangle on Twin Peaks after installing over 175 bright pink canvas pieces secured by thousands of steel spikes that form a nearly one acre size pink triangle that can be seen for many miles from the SF East Bay on a clear day.

In continuing my decades of community service, I worked very closely with the organizers of Pets Are Wonderful Support (P.A.W.S) and the P.A.W.S Pet Food Bank. I helped deliver regular and prescription pet food, cat litter, and a variety of pet supplies to some of their 187 enrolled clients of the delivery program. For years, I volunteered/delivered once a week to their clients who live in The Mission, Bayview-Hunter's Point, Tenderloin and Potrero Hill communities.

The AIDS Memorial Grove is a special place for me, as I lost a very dear friend and mentor to AIDS right around the time of moving to San Francisco. His name was James L. Payer and he is memorialized in the Circle of Friends. For years, I participated in their monthly volunteer work days, working alongside John Cunningham and the hundreds of volunteers. Our company also organized a work volunteer day at The Grove in 2016.

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

**Yes**      No

Not sure:

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**(8) How did you hear about the BBATF?**

It comes across my feed on Instagram, and Janice Li is a good friend of mine.

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

Not at the moment.

**(10) Your information:**

**Paul Valdez**

Name

San Francisco

County of Residence

San Francisco

County of Employment

paulvaldezsف@yahoo.com / (415) 218-9166

Email and/or phone



**From:** [Christopher White](#)  
**To:** [Heath Maddox](#)  
**Cc:** [Paul Valdez](#)  
**Subject:** Nominating Paul Valdez to the BART Bicycle Advisory Task Force  
**Date:** Tuesday, February 4, 2025 2:43:06 PM

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Hi Heath,  
I hope you're well and staying dry!

A long-time SFBike member and incredible community advocate, Paul Valdez, is putting in his application to be on the BART Bicycle Advisory Task Force. It's my honor to nominate him to that body with our strongest support.

Please let me know if you have any questions!

--

**Christopher White**

*Executive Director*

Phone or text: (415) 295-2355 | [christopher@sfbike.org](mailto:christopher@sfbike.org)

Pronouns: he, him, his

---

**[San Francisco Bicycle Coalition](#)**

*Promoting the Bicycle for Everyday Transportation*

[1720 Market St.](#)

[San Francisco, CA 94102](#)



**From:** [Kristin Tièche](#)  
**To:** [Heath Maddox](#)  
**Cc:** [Jon Spangler](#); [Maya Chaffee](#); [Tyler Morris](#)  
**Subject:** Recommendation for the BART Bicycle Advisory Task Force  
**Date:** Wednesday, February 12, 2025 7:49:13 PM

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Dear Heath,

I'm writing to strongly recommend Paul Valdez for the BART Bicycle Advisory Task Force. Paul is a crucial member of the bicycle community in San Francisco and beyond. Paul is one of the lead organizers of the annual SF Ride of Silence, honoring those who have been killed on San Francisco streets while riding their bicycles. Paul is also informally considered San Francisco's "Bike Mayor" as he is always present at regular bicycle events, including the monthly San Francisco Bike Party and Sunday Streets.

Paul has been engaged with the SF Bicycle Advisory Committee as a member of the public, speaking out about issues that concern his neighborhood (the Mission District), Better Market Street and car-free JFK.

As a person of color, Paul will do a great job representing the diverse BART ridership and give a unique voice for those who ride BART with their bicycles or connect with BART by bike.

Above all, Paul is a genuine, kind-hearted and empathetic human being who cares deeply for the safety of people using bicycles and public transportation. Having him serve on your committee in this role would be a huge asset to your team. Paul deserves to be in a leadership position to help make San Francisco and the Bay Area more livable for all walks of life. His presence on your team will make a difference for everyone.

Again, I recommend Paul Valdez's candidacy with highest regards. Please reach out to me with any questions.

Sincerely,  
Kristin Tièche  
Vice Chair, SF Bicycle Advisory Committee, D1

--

Kristin Tièche (she/her)  
323-243-1585

<https://www.linkedin.com/in/kristintieche/>

<https://www.kristintieche.com/>

Ask me about my film "[The Invisible Mammal](#)"

# JONATHAN MACMILLAN

## 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](mailto:hmaddox@bart.gov)  
415-728-1352

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

- 1-4 days a week                       Once a month or less

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

- Always                                       Occasionally  
 Most of the time                       Never

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

- Always                                       Occasionally  
 Most of the time                       Never

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

I would like to be part of the movement that is getting folks like me out of their cars and onto BART trains. I love living in the Bay Area and I believe that BART is extremely important to the health of it. I moved from the Inland Empire (So Cal) 15 years ago and a big reason was to live in an area with transit. I have witnessed the improvements of the bike/train connection in recent years and I want to make sure that momentum continues. If BART is going to recover to 2019 ridership, then bikes must play a part.

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

I am a daily commuter on BART from the Fruitvale Station to Dublin/Pleasanton. I have directly benefited from projects such as the new Dublin Blvd bridge and Fruitvale Alive. As my commute became safer (from Alameda to Dougherty Valley High School) I chose to sell my car and commute via bike and BART. I would like to be part of the movement that is getting folks like me out of their cars and onto BART trains. I have no experience with this type of task force, but I am eager to learn. My family lived in Valencia, Spain for a year, so I have seen what another city has done to make cycling a safe transportation option. I currently make YouTube videos to educate about and promote bike riding.

**(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 donate monthly to Bike East Bay and Bike Walk Alameda have but limited direct involvement.

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**(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?**

BART posted on Bluesky looking for volunteers

<https://bsky.app/profile/bart.gov/post/3lgy5pykhic2m>

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

After attending last night's meeting I have no other questions.

**(10) Your information:**

Jonathan MacMillan

Name

Alameda

County of Residence

Contra Costa

County of Employment

[jonathanjmacmillan@gmail.com](mailto:jonathanjmacmillan@gmail.com) 510-833-5136

Email and/or phone

**From:** [Robert Prinz](#)  
**To:** [Heath Maddox](#)  
**Cc:** [Jonathan MacMillan](#); [Robert Prinz](#)  
**Subject:** Re: BART Bicycle Advisory Task Force  
**Date:** Wednesday, February 5, 2025 3:25:10 PM  
**Attachments:** [image001.png](#)

---

Hi Heath thanks for the email.

Jonathan is a very knowledgeable and passionate advocate who I have worked with on multiple projects. I am very happy he is applying to participate in the BBATF and glad to offer Bike East Bay's endorsement.



**Robert Prinz | Advocacy Director**

**Pronouns:** he/him

**Mail:** PO Box 1736 Oakland, CA 94604

**Office:** 466 Water Street Oakland, CA 94607

**P:** (510) 845-7433 x5 | **E:** [Robert@BikeEastBay.org](mailto:Robert@BikeEastBay.org)

\*\*\*\*\*



**[RSVP to join us](#) on February 12 from 5:30-7:00pm! We're gathering at Sports Basement Berkeley for free pizza, drinks, and good company. We'll also be voting in our 2025 Board of Directors. You must be a Bike East Bay member to join this event: [join or renew here!](#)**

On Tue, Feb 4, 2025 at 10:17 AM Heath Maddox <[hmaddox@bart.gov](mailto:hmaddox@bart.gov)> wrote:

Jonathan, hi, and thanks for your interest in the BBATF.

With all the recent influx of applications, it's great luck for us all that you work in Contra Costa County where we have more openings.

Robert, please see Jonathan's application and consider a nomination so the BBATF can act on it in April!

Sincerely,

Heath Maddox

Manager of Bicycle Access Programs

Bay Area Rapid Transit District

# SAM GREENBERG

## BART Bicycle Advisory Task Force Membership Application

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Please email application to:

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BART Bike Program Manager  
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415-728-1352

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- 5 days a week or more
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- 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?**

I would be honored to be part of improving the experience of riding BART to make it an even more competitive alternative to driving. With the impending fiscal cliff, it is more important than ever that BART proactively improves its customer experience. The Bay Area cannot backslide to pre-BART levels of congestion; it is incredibly important that we pass a regional ballot measure to fund operations and improvements for all transit agencies, BART being of utmost importance. Proactively attracting new riders and bringing back old riders during this time is crucial, and improving bike access will play a part in this.

Beyond ridership benefits to the agency, BART's bike access work is crucial because it literally saves lives. Improving bike access in coordination with cities is not simply a way to bring in new riders; it's an obligation BART and its partner jurisdictions have to keep riders safe. Many BART riders, including many from low-income communities of color who do not have access to vehicles, rely on their bicycles to access BART stations, even when bike access is dangerous due to speeding, unmarked intersections, and other hazards. I have been impressed with BART's proactive work partnering with cities, such as Berkeley and El Cerrito, to improve bike access to stations. I hope to be a part of continuing this work to improve safety and the customer experience for BART riders not just on BART property, but *en route* to BART property.

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

I live car-free in Berkeley and commute to and from Redwood City via bike, BART, Caltrain, Bay Wheels, and occasionally AC Transit transbay bus or WETA ferry. My commute often varies from day to day, so I have the opportunity to interact with many different BART stations and encounter the ways BART is excelling with bike access and opportunities for improvement. Through riding BART, which I usually do with my bike or by connecting to Bay Wheels, I can see the results of the years of work by external advocates and work by BBATF and BART staff to make riding BART better for people with bikes.

In addition to my advocacy experience described below, through professional roles I have worked on transportation policy at all levels of government. Though my service on BBATF would be in my own capacity and would not reflect the perspectives of current or previous employers, my roles in local government, in the state legislature, and at transportation agencies at the state and federal level have informed my organizing and advocacy by broadening my understanding of government systems and what it takes to strengthen and improve sustainable transportation.

Beyond these experiences, my passion for making cycling safer for riders of all ages and abilities is informed by my experiences with chronic illness and disability. For my family and I, riding bikes and having access to safe bike infrastructure has transformed our lives by helping us maintain and improve our physical and mental health and interact more directly with the people and environment around us. I want everyone to have access to that same gift, and I want everyone to have access to a strong regional transportation system that welcomes and encourages bicycles as a tool that can be just as freeing as strong public transportation itself — and even more freeing when the two are combined.

**(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:

Much of my spare time is dedicated to organizing and advocating for safer bike and pedestrian infrastructure and stronger transit.

When I was a student, I co-founded [Telegraph for People](#), a student-led transportation advocacy organization at UC Berkeley working to make historic Telegraph Avenue car-free. Telegraph for People educates students and trains them to advocate for traffic safety, public transportation, and a vibrant public realm. Beyond getting City Council to commit to a visioning process for a car-free Telegraph, Telegraph for People's advocacy was instrumental in securing the funding necessary to construct the Southside Complete Streets Project, which brought cycle tracks and transit-only lanes to the student-dense Southside neighborhood in Berkeley.

Currently, I serve on the Board of Stewards for East Bay for Everyone, an all-volunteer nonprofit organization that pushes East Bay municipalities to support sustainable, abundant housing and strong transit. This past election season, I served on the Steering Committee for Measure FF, a Berkeley citizens' initiative that passed with 60 percent of the vote — defeating a car-centric alternative measure — and will provide millions in funding for safe, sustainable streets and infrastructure.

I previously served on the City of Berkeley Transportation and Infrastructure Commission, which advises City Council on issues ranging from improving bicycle and pedestrian safety to funding deferred infrastructure maintenance.

**(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?**

I saw an Instagram post from BART noting that BBATF has vacancies, and given my bike/BART commute and passion for improving BART it seemed like a great fit.

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

I previously had questions, but after attending the February 3rd meeting of BBATF my questions were answered.

**(10) Your information:**

**Sam Greenberg**

Name

**Alameda**

County of Residence

**San Mateo**

County of Employment

[greenberg.sam.j@gmail.com](mailto:greenberg.sam.j@gmail.com); 714-916-3968

Email and/or phone



**From:** [Matt Jones](#)  
**To:** [Heath Maddox](#)  
**Cc:** [Alexander Shu](#); [Sam Greenberg](#); [Jeremiah Maller](#); [Jon Spangler](#); [Tyler Morris](#)  
**Subject:** Re: BART Bicycle Advisory Task Force Nominations  
**Date:** Thursday, February 6, 2025 8:29:50 AM  
**Attachments:** [image001.png](#)

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Hi Heath,

Thanks for reaching out. I know Sam personally and reviewed Alexanders resume and I think both would be excellent fits. I would be honored to nominate them. Would this email suffice or do you need something like a signed letter?

Also noting that we gave you and our other agencies a shout out in our last newsletter to help fill some of these vacancies so I am hopeful that we have more folks headed your way soon.

Best,

On Wed, Feb 5, 2025 at 10:55 AM Heath Maddox <[hmaddox@bart.gov](mailto:hmaddox@bart.gov)> wrote:

Hi Matt, good news: we have a whole host of new BBATF applicants, including one who works in Santa Clara County (for VTA no less!) and one who works in San Mateo County.

Both of their applications are attached, both attended the BBATF meeting on Monday Feb. 3, and both would appreciate a nomination from SVBC so their applications can be considered at the April 7 BBATF meeting.

Given that all three BBATF seats for both Santa Clara and San Mateo are currently vacant, there's still room for more members from those two counties, so if you know of anyone living there who'd like to serve, don't hesitate to send them my way.

Unlike all the other BART advisory committees, the BBATF is fortunate to be able to continue to meet remotely even after the 2023 recession of the Governor's executive order temporarily suspending the Brown Act's rigid requirements for teleconferencing during peak Covid, so folks inhabiting the far reaches of the BART system can easily participate without making the trek to Oakland for meetings.

I'm cc'ing our two applicants, Alex Shu and Sam Greenberg, as well as the BBATF officers Jeremiah Maller, Jon Spangler, and Tyler Morris.

Thanks for your assistance!

# AL PARK

## BART Bicycle Advisory Task Force Membership Application

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Please email application to:

Heath Maddox  
BART Bike Program Manager  
[hmaddox@bart.gov](mailto: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?**

I have always been fascinated by BART since riding it for the first time about 18 years ago.

---

I think BART is amazing and BART can be fantastic. However, there definitely are some areas that I see that can be improved, especially regarding bicycles and micromobility.

---

I want more Californians in the Bay Area to consider biking and BARTing.

---

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

---

I have been an early adopter of many types of micromobility including ebike, escooter, etc.

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I am currently an MBA/MPA (Master of Public Administration) student.

---

I have pursued an ebike startup of my own here and raised a little bit of venture capital funding

---

In 2020. I have a deep knowledge of the current ebike and micromobility industry and landscape.

---

**(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 have volunteered for or been volunteering for Silicon Valley Bicycle Coalition, San Jose Bike Party, Seamless Bay Area, and Transbay Coalition. I have been serving as a member of the infrastructure team

for Silicon Valley Bicycle Coalition for a year, and contributed to the unanimous passing of the

newly updated Vision Zero safety plan by the City of San Jose on 2/25/2025.

**(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?**

From my Silicon Valley Bicycle Coalition team member and a current San Jose BPAC member,

Jordan Moldow

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

The name of this program is Bike Advisory Task Force, but do we deal with micromobility also?

If the BBATF unanimously agrees, do we get to implement it for sure or it depends?

**(10) Your information:**

Name

Al Park

County of Residence

Santa Clara

County of Employment

Marin (I am currently a graduate student at Presidio Graduate School in San Anselmo, CA)

Email and/or phone

[al.park@me.com](mailto:al.park@me.com) 408-234-3704

**From:** [Matt Jones](#)  
**To:** [Heath Maddox](#)  
**Subject:** Re: BBATF Nomination Request  
**Date:** Tuesday, March 25, 2025 2:59:54 PM  
**Attachments:** [image001.png](#)

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Hi Heath,

This application looks great to me. Al has been an active part of SVBC and I support his participation with BBATF.

Thanks,  
Matt

On Tue, Mar 25, 2025 at 2:22 PM Heath Maddox <[hmaddox@bart.gov](mailto:hmaddox@bart.gov)> wrote:

Hi Matt,

Really hoping you can take a look at Al's application and let me know if you can provide a nomination by Weds late morning.

Thanks,

---

**From:** Heath Maddox  
**Sent:** Monday, March 24, 2025 1:39 PM  
**To:** Matt Jones <[matt@bikesiliconvalley.org](mailto:matt@bikesiliconvalley.org)>  
**Cc:** Jeremiah Maller <[rjmaller@gmail.com](mailto:rjmaller@gmail.com)>; Jon Spangler <[goldcoastjon@gmail.com](mailto:goldcoastjon@gmail.com)>; Tyler Morris <[trsmorris@gmail.com](mailto:trsmorris@gmail.com)>; Ledbetter, Lauren <[Lauren.Ledbetter@vta.org](mailto:Lauren.Ledbetter@vta.org)>  
**Subject:** BBATF Nomination Request

Hi Matt,

We've had an unprecedented number of applicants to the BART Bicycle Advisory Task Force recently (the power of Instagram) and I'm hoping for your help again with a

# ALEXANDER SHU

## BART Bicycle Advisory Task Force Membership Application

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Please email application to:

Heath Maddox  
BART Bike Program Manager  
[hmaddox@bart.gov](mailto:hmaddox@bart.gov)  
415-728-1352

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 Most of the time     Never

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

- Always     Occasionally  
 Most of the time     Never

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

I'm very passionate about alternative transportation such as public transit and bicycling. I want to serve on the BBATF to represent those who embark on multimodal journeys around for work and pleasure. I love bringing my bike onto buses, BART, and ferries, but I often find myself having to leave it behind due to difficulties related to taking bikes on various transit modes.

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

I bring the perspective of someone who lives primarily car-free in the bay, relying on transit and my bicycle to run errands, get to work, and for leisure trips. I went to college in Davis, CA, so I can also offer the perspective of someone who has lived in one of the most bike-friendly places in the country. I also have experience working in transit professionally, currently working at Santa Clara VTA and having previously worked at Unitrans in Davis.

---

---

**(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 am currently employed at Santa Clara VTA, working as a service planner. I have also worked at Unitrans in Davis as a transit operator, supervisor, and operations manager.

---

**(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?**

I heard about it from BART's social media campaign.

---

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

What is the process by which recommendations from the BBATF are brought in front of the BART Board? What are some success stories from the past where the BBATF was able to make cyclists' experiences on BART better through advising the Board?

---

**(10) Your information:**

Alexander Shu

Name

Alameda

County of Residence

Santa Clara

County of Employment

[alexanderyshu@gmail.com](mailto:alexanderyshu@gmail.com)    (714) 603-8028

Email and/or phone

**From:** [Matt Jones](#)  
**To:** [Heath Maddox](#)  
**Cc:** [Alexander Shu](#); [Sam Greenberg](#); [Jeremiah Maller](#); [Jon Spangler](#); [Tyler Morris](#)  
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I'm cc'ing our two applicants, Alex Shu and Sam Greenberg, as well as the BBATF officers Jeremiah Maller, Jon Spangler, and Tyler Morris.

Thanks for your assistance!

# JOHNNY LANE

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 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?**

***I am a very active person and I am always walking, cycling, riding, driving, and hiking all throughout the Bay Area. I am motivated by all of the things that I see, hear, and feel during my continuous travels throughout the wonderful Bay Area streets and trails.***

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

***I have been riding bicycles, practically, since I was 5 years old. I own two bicycles now, and even an electric scooter. I believe that my experience riding bicycles (and scooters), walking, driving and taking public transportation (including BART 5 days per week) all around the Bay Area, I can see things that the average Bay Area resident may not see. I bring all of this***

---



**experience to the BART Bicycle Advisory Task Force.**

**(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:

---

**(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?**

*I have known about the BBATF for some time, but while I was recently surfing the web, I came across an ad on Facebook, which was a huge sign for me to get involved.*

---

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

**None**

---

**(10) Your information:**

**Johnny Lane**

Name

**Alameda**

County of Residence

**San Francisco**

County of Employment

[Biggbidnezz@gmail.com](mailto:Biggbidnezz@gmail.com)

**(415) 740-6374**

Email and/or phone

# IAN GAERLAN

## BART Bicycle Advisory Task Force Membership Application

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- Always     Occasionally  
 Most of the time                                       Never

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

Serving on the BBATF will steer my studies in applied mathematics and geographic modeling towards the level of expertise that I aspire to contribute to Bay Area public transit. My experiences as an Oakland-raised, low-income commuter inspire me to research accessible transportation options for those in my community.

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

Four years' experience commuting in Oakland, San Francisco, and Berkeley via bike; Presented an analytical report surrounding social justice data to school administrators; Prepared legal briefs and researched civil rights policy as a law clerk; Represented SF State at the Panetta Institute for Public Policy in June 2024; Knowledge of transit policy and planning; Logistics, finance, advocacy, and project management experience; Strong roots in the Bay Area's multicultural community.

**(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:

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**(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?**

BART official Instagram page.

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

1. Scope of research expected for review and analysis presentations \_\_\_\_\_

2. Desired skills to contribute to BBATF's mission \_\_\_\_\_

3. Expected level of familiarity with the greater BART system and supporting transit routes \_\_\_\_\_

**(10) Your information:**

Ian Gaerlan  
Name

Alameda  
County of Residence

Alameda  
County of Employment

[iangaerlan05@gmail.com](mailto:iangaerlan05@gmail.com)  
(510) 631-3677  
Email and/or phone

## BART Bicycle Advisory Task Force

March 18, 2025

TO: Bay Conservation and Development Commission (BCDC)  
Metro Center  
375 Beale Street, Board Room  
San Francisco, CA 94105

FROM: BART Bicycle Advisory Task Force

RE: Oppose Proposed Closure of Richmond-San Rafael Bridge Bicycle Path  
(BCDC Meeting, April 3 - Item 8 - RSR Bridge Path Permits)

The BART Bicycle Advisory Task Force (BBATF) unanimously and strongly opposes the Metropolitan Transportation Commission (MTC) proposal to prematurely end the Richmond-San Rafael Bridge (RSR Bridge) Pilot Project and replace the dedicated multi-use path with a westbound breakdown/shoulder lane.

Instead, we urge the BCDC to:

- 1) **Withhold any permits that restrict or end bicycle, wheelchair, and pedestrian access** to the existing path;
- 2) **Keep the RSR Bridge multi-use path open all day, every day (24/7/365)** to walkers, bicyclists, wheelchair users, and others;
- 3) **Extend the RSR Bridge Multi-use Path Pilot Project through 2027** — at least until more reliable data can be gathered — after westbound traffic flow enhancements are installed near the toll plaza in 2026;
- 4) **Support more sustainable congestion management solutions instead:** improve transit across the bridges, add workforce housing near jobs in Marin County, etc.

Closing the RSR Bridge multi-use path Monday through Thursday would eliminate a safe, direct route for non-motorized commuters and recreational travelers between the East Bay and Marin County for four out of five workdays each week. Replacing the RSR Bridge multi-use path with a westbound breakdown lane/shoulder lane will not end westbound traffic congestion — but it does leave commuters who walk or ride bicycles without a safe and direct path between the East Bay and Marin County for 80% of their work week.

The MTC-CalTrans proposal is not supported by the Pilot Project data and it ignores pending 2026 toll plaza area improvements that will speed up westbound traffic. It limits sustainable Bay Trail access and transportation options by removing 5.5 miles of existing Bay Trail.

Closing or restricting the path violates MTC's and BCDC's goals and policies to foster clean, green, and equitable transportation, particularly:

- BCDC Transportation Policies 1 and 4
- BCDC Public Access Policies 2, 5, and 8

The MTC-CalTrans proposal is auto-centric, inappropriate, and not supported by the data gathered during the 2019-2024 Pilot Project. These are key reasons to reject the proposal:

- 1) **Traffic and safety data from the Pilot do not justify path closure.** The 2019-2024 Pilot study showed no significant impact on traffic congestion, collision rates, or incident-related delays due to the bike-pedestrian path. [After Study for the Richmond-San Rafael Bridge, Phase I, Section 10.5 (2022), Appendix B];
- 2) **The multi-use path is widely used.** Since opening in 2019, thousands of bicyclists and pedestrians have crossed the bridge for commuting and recreation—far surpassing usage of the wholly inadequate bike shuttle that operated before the pilot project;
- 3) **Closing the path directly increases pollution.** Restricting biking and walking reduces car-free commute options, generating more air, water, and bay pollution as well as greenhouse gas emissions;
- 4) **Traffic congestion will persist.** Without significant improvements to Marin County's RSR Bridge access roadways, westbound traffic delays will continue — whether two or three lanes are available. Westbound RSR Bridge congestion is overwhelmingly caused by choke points at the toll plaza and in Marin County at the Sir Francis Drake Blvd, US 101, and I-580 merge points.

Despite an absence of supporting evidence, the push to restrict the multi-use path is driven by motorists and business groups. MTC's proposal also undervalues pending (2026) toll plaza improvements. Furthermore, sustainable long-term solutions are available, such as building more affordable workforce housing close to jobs in Marin County and adding transit service.

**We urge the BCDC to reject issuing any permits that would end or limit full-time access to the RSR Bridge Multi-Use Path.** The RSR Bridge path is a critical link for bicyclists, pedestrians, and users of e-bikes, scooters, wheelchairs, and mobility devices. It provides sustainable, equitable transportation access 24/7/365 between Marin County, the East Bay, and BART for everyone.

Thank you for your time and consideration.

Respectfully submitted,

Jeremiah Maller, Chair

BART Bicycle Advisory Task Force

<https://www.bart.gov/about/bod/advisory/bicycle>

415-871-4323 mobile | [rjmaller@gmail.com](mailto:rjmaller@gmail.com)

**From:** Amezcua, Reyna@BCDC reyna.amezcua@bcdc.ca.gov   
**Subject:** Richmond-San Rafael Bridge Pilot Project Modifications Project - Application 1997.001.06 - Scheduled for Commission Meeting on April 3, 2025 has been POSTPONED  
**Date:** March 28, 2025 at 6:46 PM  
**To:** Amezcua, Reyna@BCDC reyna.amezcua@bcdc.ca.gov



Dear Interested Parties,

Please note that the Richmond-San Rafael Bridge Pilot Project Modifications Project - Application 1997.001.06 - scheduled for Commission Meeting on Thursday, April 3, 2025 at 10:00 AM has been **POSTPONED** until further notice.

The Commission will continue holding its regular meeting @ 1 P.M. covering other matters. For additional details on the withdrawal of Agenda #8, please see link below:

<https://www.bcdc.ca.gov/event/april-3-2025-commission-meeting/>.

Reyna Amezcua  
San Francisco Bay Conservation and Development Commission  
Bay Area Metro Center  
375 Beale St., Suite 510  
San Francisco, CA 94105  
[reyna.amezcua@bcdc.ca.gov](mailto:reyna.amezcua@bcdc.ca.gov)  
[info@bcdc.ca.gov](mailto:info@bcdc.ca.gov)  
Main Office Number: (415) 352-3600



Revised Agenda (BCDC April 3, 2025 — posted March 28, 2025). Link to the revised BCDC Agenda:

<https://www.bcdc.ca.gov/event/april-3-2025-commission-meeting/>.

**8. ~~POSTPONED~~ Public Hearing and Possible Vote on an Application by the California Department of Transportation for the Richmond-San Rafael Bridge Pilot Project Modifications Project along the Richmond-San Rafael Bridge, in the City of Richmond, Contra Costa County, and the City of San Rafael, Marin County; BCDC Permit Application No. 1997.001.06.**

*Caltrans has requested BCDC postpone the Commission's scheduled public hearing and vote on Caltrans' Richmond-San Rafael Bridge permit application, which was set for Thursday, April 3, 2025. Caltrans plans to amend its permit application, and BCDC looks forward to considering an amended project that we expect will provide additional potential transportation benefits and maximum feasible public access consistent with that project. See Attachment B for more information.*

~~The Commission will hold a public hearing and a possible vote on an application for a material amendment to BCDC Permit No. 1997.001 to alter the Richmond-San Rafael Bridge Pilot Project previously approved under Material Amendment No. Four, including the continued use of the shoulder of the eastbound lower deck as a peak hour~~



~~travel lane on a permanent basis and the implementation of a modified version of the multi-use pathway on the westbound upper deck with reduced hours of availability and a supplemental bicycle shuttle service.~~

**(Katharine Pan) [415-352-3650;**

**katharine.pan@bcdcc.ca.gov]**

**(publiccomment@bcdcc.ca.gov)**

Attachment A: After Study for the Richmond-San Rafael Bridge (Phase II) // January 16, 2025 Workshop

Summary // Summary of Commissioner Questions & Responses // Attachment B: Request to Amend RSR Permit

Public Comments from May 2, 2024 Briefing – Part

I // Public Comments from May 2, 2024 Briefing – Part II

Public Comments from January 16, 2025 Workshop – Part

I // Public Comments from January 16, 2025 Workshop – Part II

Public Comments for postponed Hearing April 3, 2025

Part I // Public Comments for postponed Hearing April 3, 2025 Part II

## California Department of Transportation

DISTRICT 4  
P.O. BOX 23660, MS-1A | OAKLAND, CA 94623-0660  
(510) 286-5900 | FAX (510) 286-6301 | TTY 711  
[www.dot.ca.gov](http://www.dot.ca.gov)



March 26, 2025

Mr. Larry Goldzband  
Executive Director  
San Francisco Bay Conservation and Development Commission

Dear Mr. Goldzband:

We are requesting that you remove from the April 3, 2025, Commission Meeting consideration of the agenda item pertaining to the RSR Bridge Pilot Permit Amendment to allow us to materially amend the current application for a permit amendment. We understand and agree that the current application for a permit amendment will be withdrawn permanently unless we reactivate the application in writing at least thirty (30) days prior to the expiration of the extended review period, which we agree is now July 12, 2025, 180 days from January 13, 2025, when the current application was completed.

We understand and agree that the time periods under the McAteer-Petris Act and Permit Streamlining Act will begin anew as of the date that the Amended Application is filed as complete with all the information normally required in a major permit application. Furthermore, we understand that upon the filing of the material amendment to the current application that it shall automatically supersede the original application and be the only application pending before the Commission.

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink that reads 'Dina A. El-Tawansy'.

DINA A. EL-TAWANSY  
District Director

c: Andy Fremier, Executive Director, Bay Area Toll Authority (BATA)

# VTA's BART Silicon Valley Phase II Extension Project



BART Board of Directors Meeting

March 13, 2025



*Solutions that move you*



# Introductions

# Program Overview

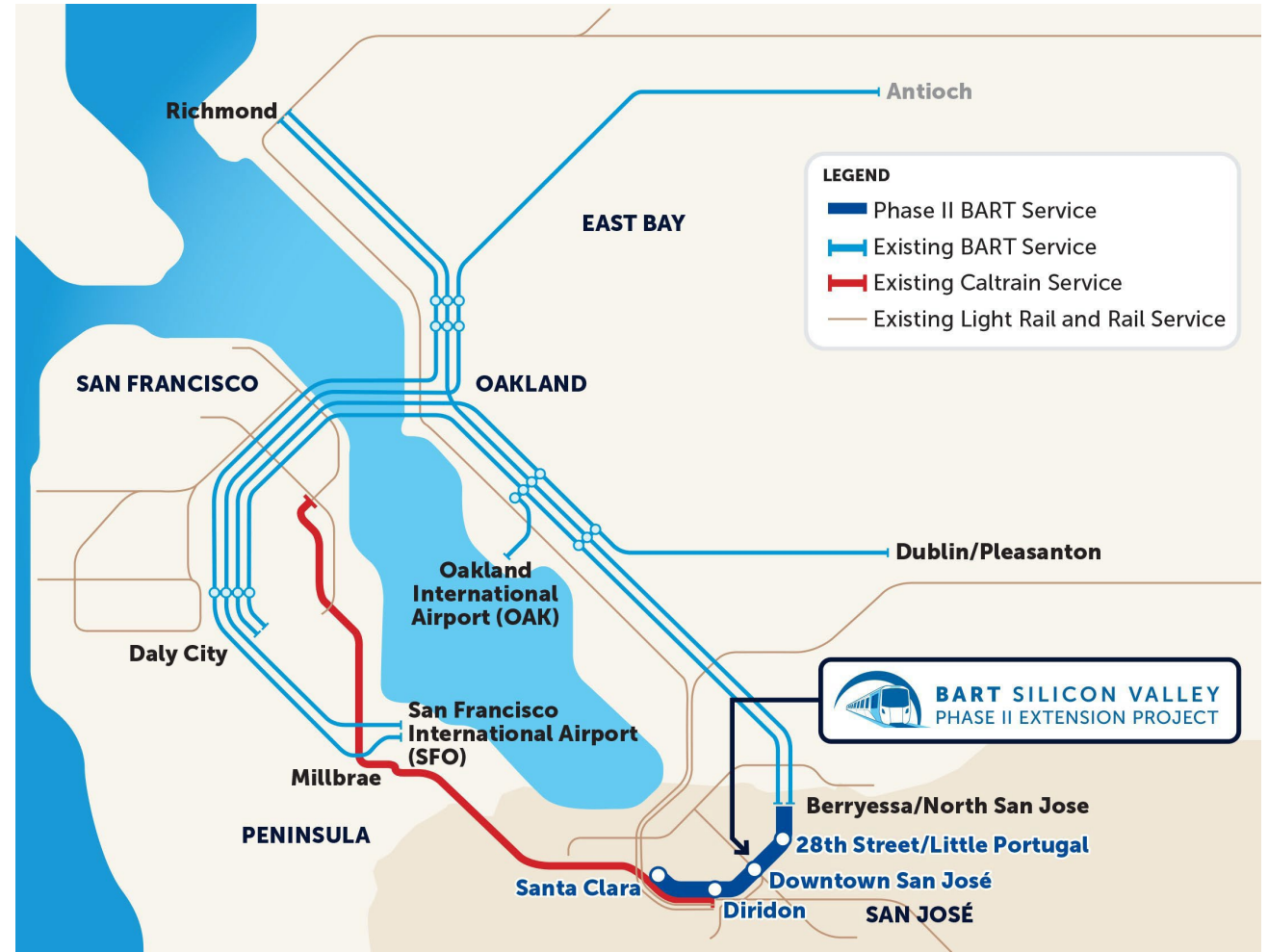
# VTA's BART Silicon Valley Program

## Phase I Extension

- 10-mile extension.
- Two stations.
- BART service started in 2020.

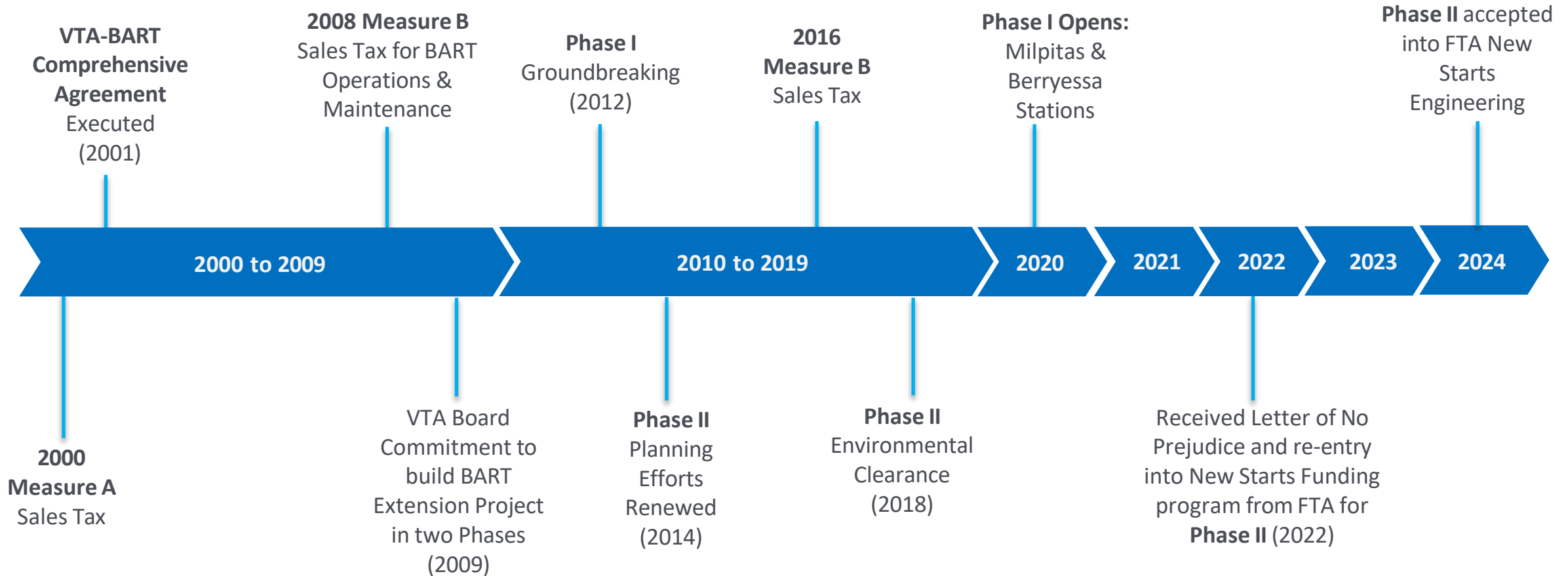
## Phase II Extension

- 6-mile extension (5-mile subway).
- Four stations.
- Newhall Yard & Maintenance Facility.



# BART Silicon Valley Extension Program History

Approved Locally  
Preferred Alternative  
**16-Mile BART Extension**



# VTA's BART Silicon Valley Phase I Extension

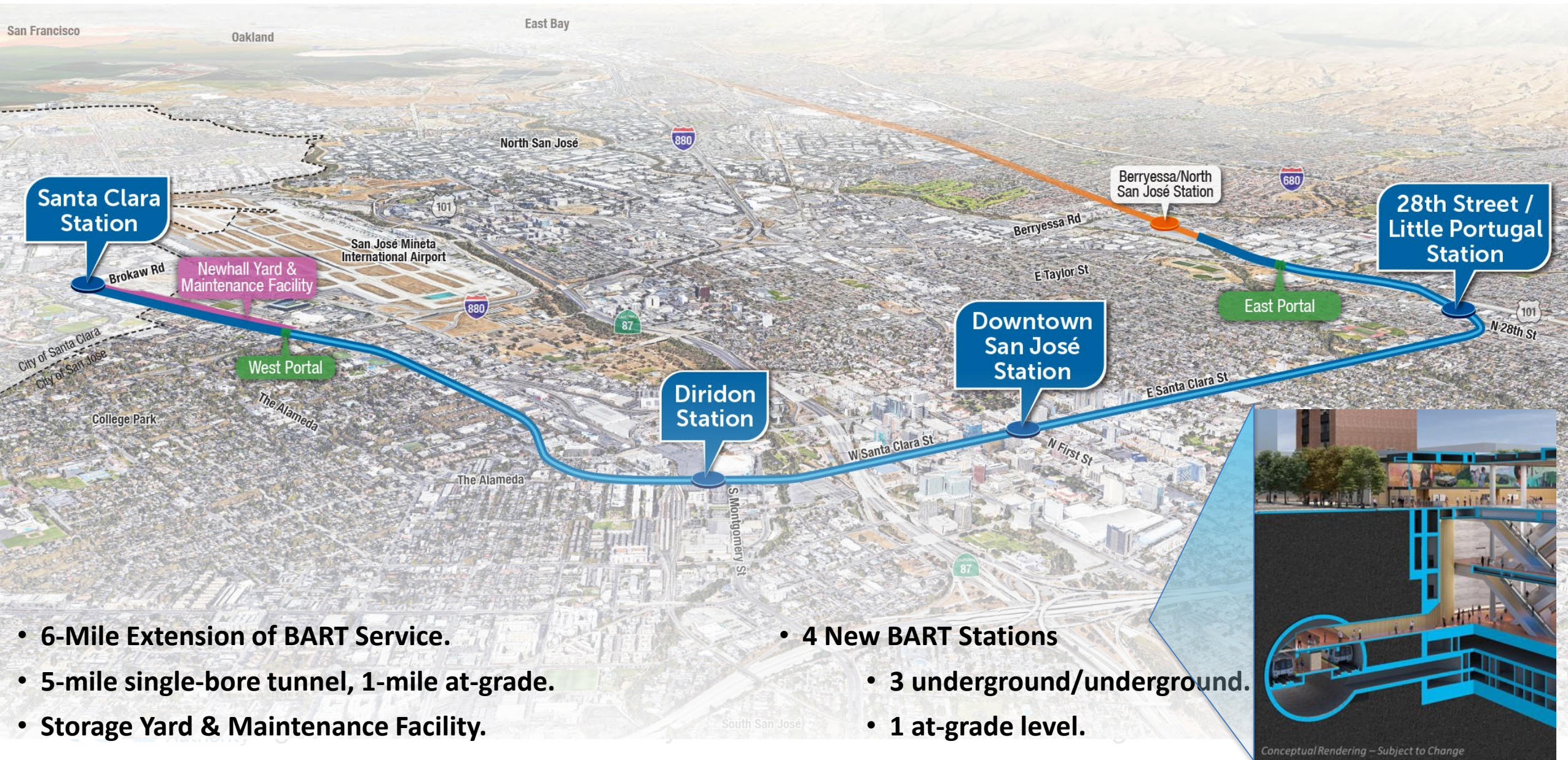
- Two new VTA transit centers with BART stations in Milpitas and Berryessa/North San José
  - Bus transit centers.
  - Secure bicycle parking.
  - Paid vehicle parking.
  - Taxi/TNC/shuttle drop-off/pick-up space.
- Opened in 2020

Funding	Source	Amount
Federal	FTA New Starts	\$900M
Local	2000 Measure A	\$1,070M
State	Traffic Congestion Relief Program (TCRP)	\$361M
Total		\$2,331M



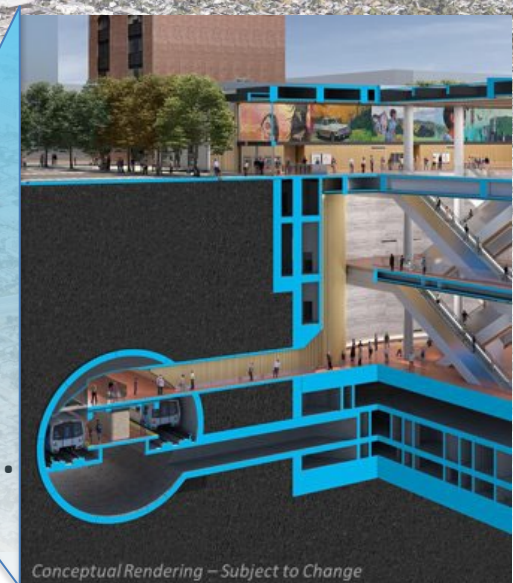


# VTA's BART Silicon Valley Phase II Extension Project



- 6-Mile Extension of BART Service.
- 5-mile single-bore tunnel, 1-mile at-grade.
- Storage Yard & Maintenance Facility.





- 4 New BART Stations
- 3 underground/underground.
- 1 at-grade level.



# BART & VTA Partnership

*Santa Clara County is not part of the BART district. A Comprehensive Agreement and an Operations and Maintenance Agreement provide a framework for the partnership.*

## Santa Clara Valley Transportation Authority (VTA) Responsibilities

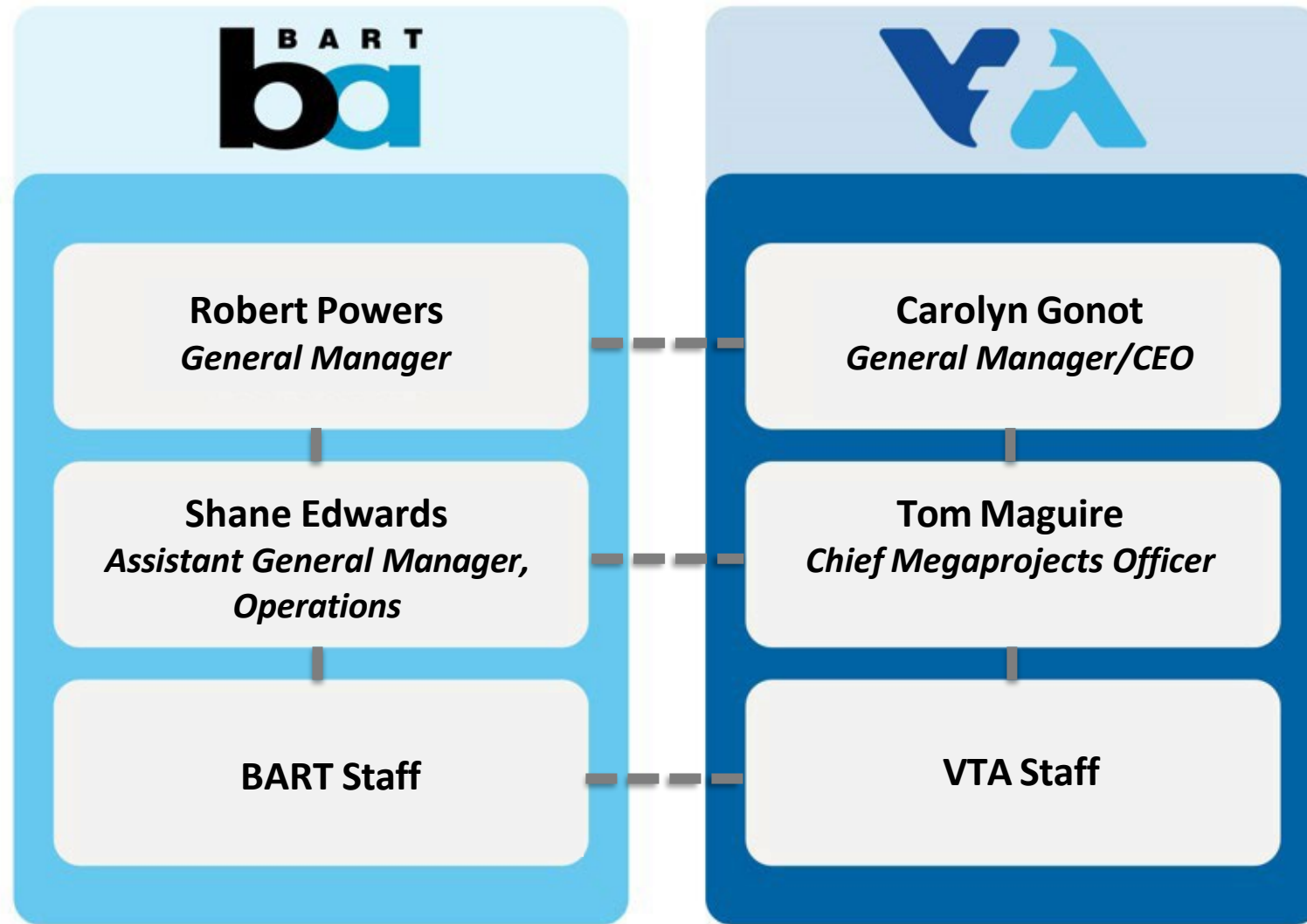
-  Pay all costs (capital, operations, and maintenance) associated with the extension.
-  Contracting/Procurement/Design/Construction.
-  Construct to applicable BART/industry standards, codes, and regulations.
-  Retain ownership of infrastructure.

## Bay Area Rapid Transit (BART) Responsibilities

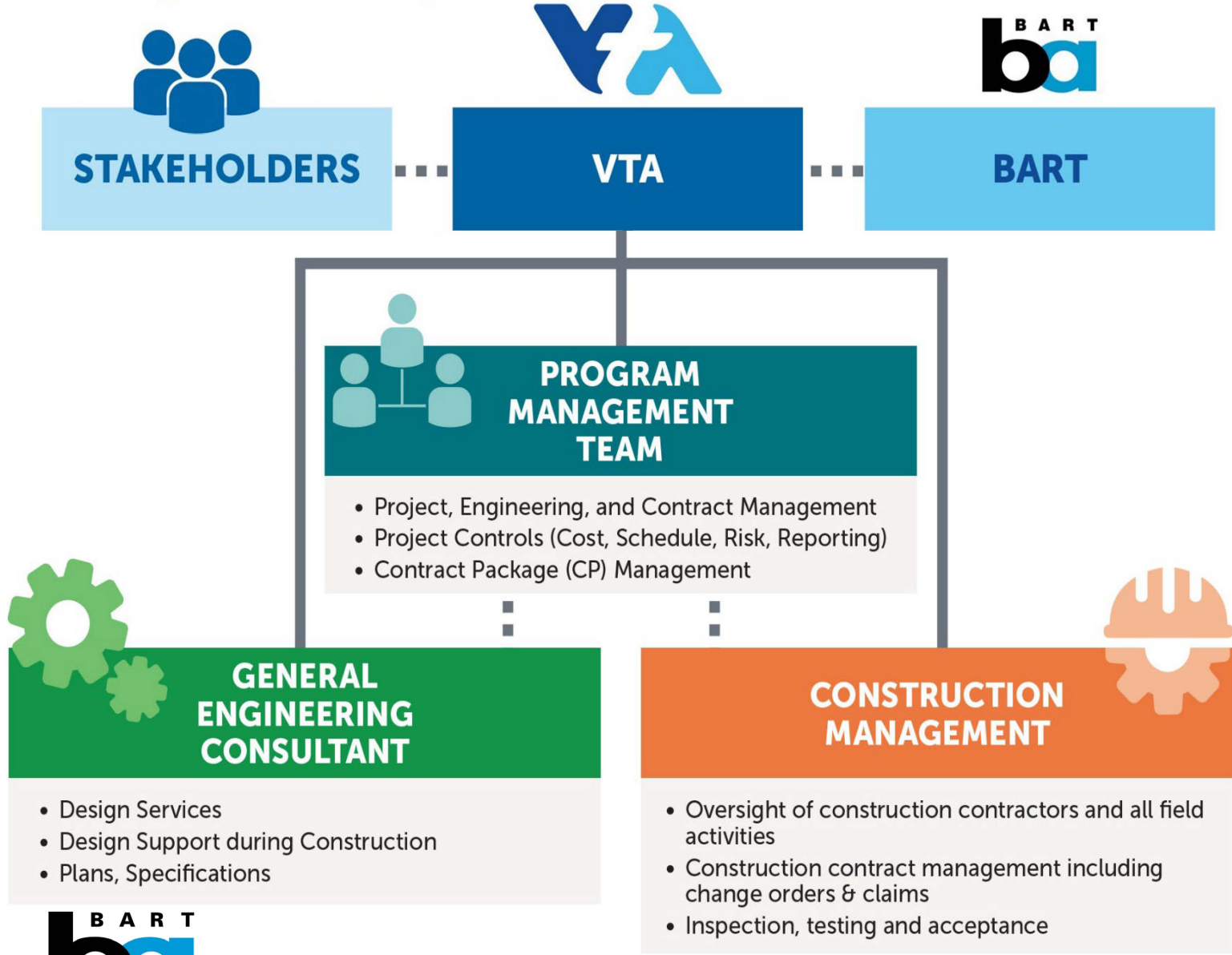
-  Technical Assistance.
-  Operations.
-  Maintenance.
-  Service Planning.

*VTA is also responsible to pay an allocable portion of BART core system operating and capital costs.*

# BART & VTA Coordination

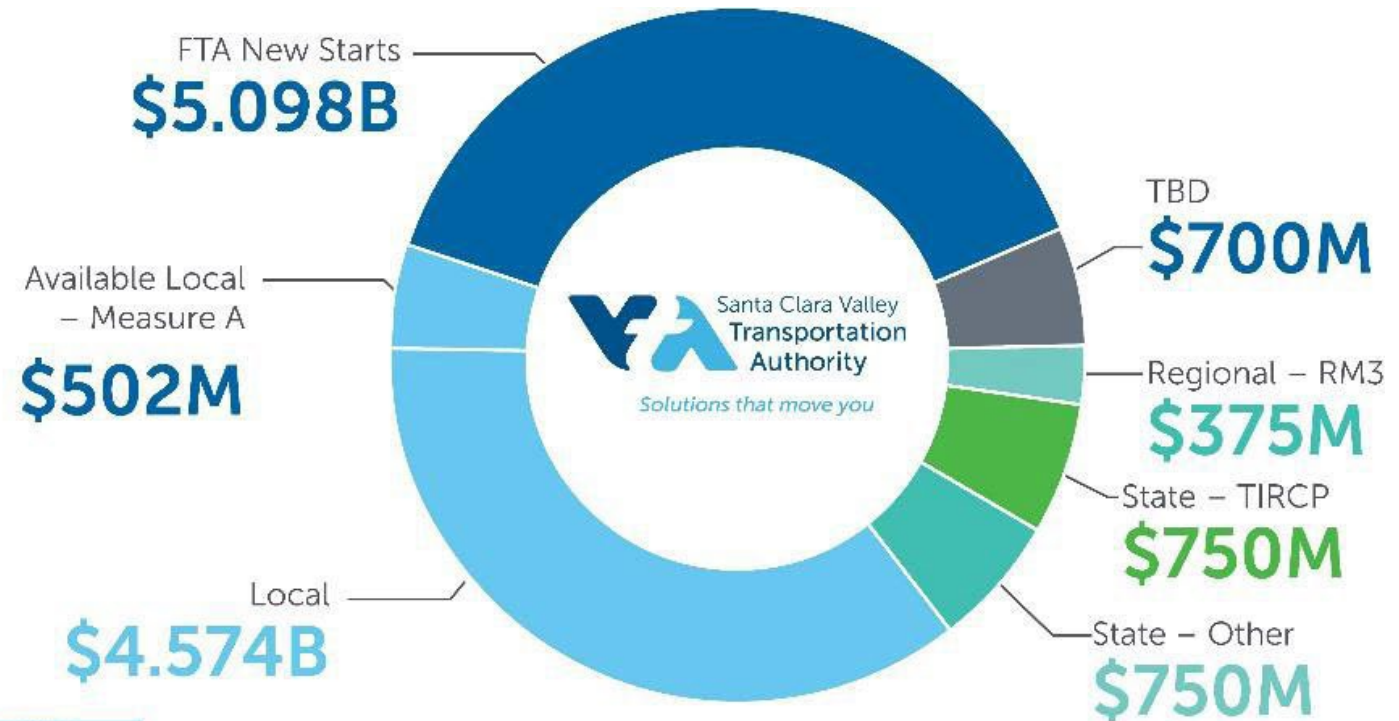


# BSVII Program Organization

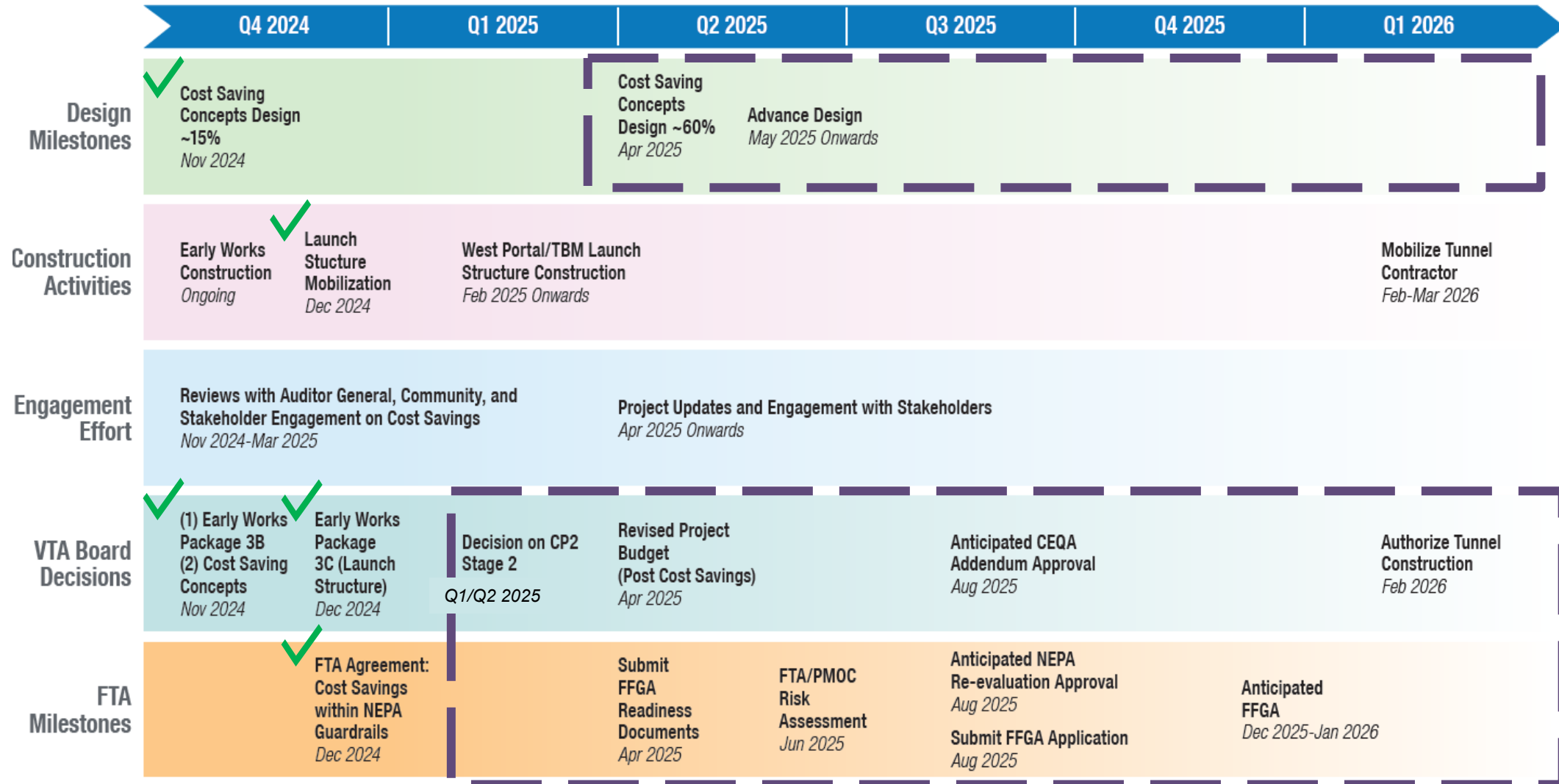


# Funding Status

- Currently in New Starts Engineering (NSE) Phase of FTA's Capital Investment Grant Program.
- Cost saving effort underway.
- Exploring up to **\$100M** non-local funding sources including:
  - Solutions for Congested Corridors Program (SCCP).
  - SB1 Local Assistance Program.



# Path to FTA Full Funding Grant Agreement (FFGA)



# Current Efforts

# VTA's Cost Saving Concepts



**Tunnel Interior  
Reconfiguration**

**Concurrent Tunneling  
from the East**

**Newhall Yard  
Reconfiguration**

**Muck Off-Haul Options**

**Various Alternative  
Structural Concepts**



# Construction Progress



Installed courtesy screen for SJ Earthquakes Practice Field.



Preparing and installing sheet piling for detention pond.

# Construction Progress



Set up and connection of office trailers on site.



Installing lateral utility connections.

# Construction Progress



Survey checks for instrumentation and monitoring.



Grading complete for top of launch structure.

# Design Criteria Variance



## FIRE DEPARTMENT

Workshop with Fire Services to secure approval.



## FLSSC

Presented to FLSSC for approval.



## Risk Assessment

Risk assessment conducted and documented.



## SSRC

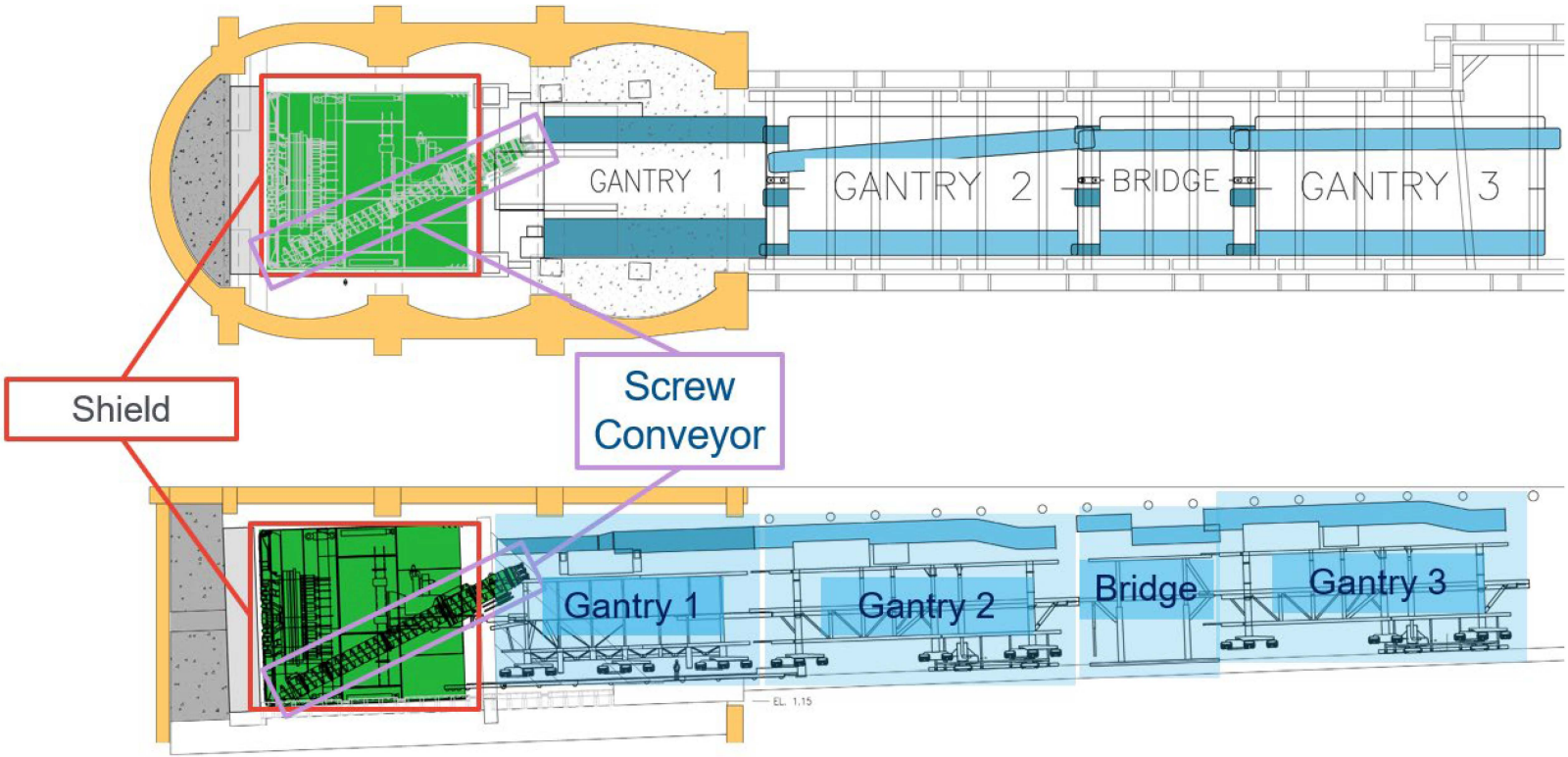
Approval by SSRC and issuance of the Record of Decision (ROD).



## Request for Variance

DCM Request for Variance (RFV) is issued for signature.

# Tunnel Boring Machine Launch Structure



# Hampton Roads-Tunnel Expansion



# Questions?

# BART to Nature

**Bring People Closer to Nature with  
Multimodal Travel**

*Moe Gevirtz BBATF Contra Costa Representative*





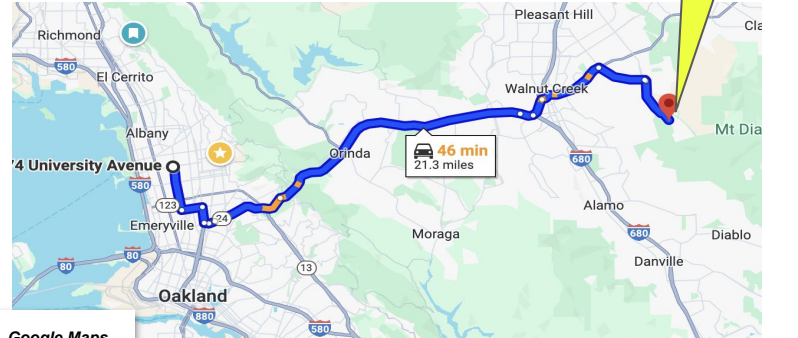
# People don't take full advantage of the BART system

Uncertainty blocks people from discovering new ways to use BART.

- How long will it take?
- What time do I get on?
- Where do I get off?
- How hard will it be?
- What will I see?



*Multimodal routing by  
BikeHopper.org*



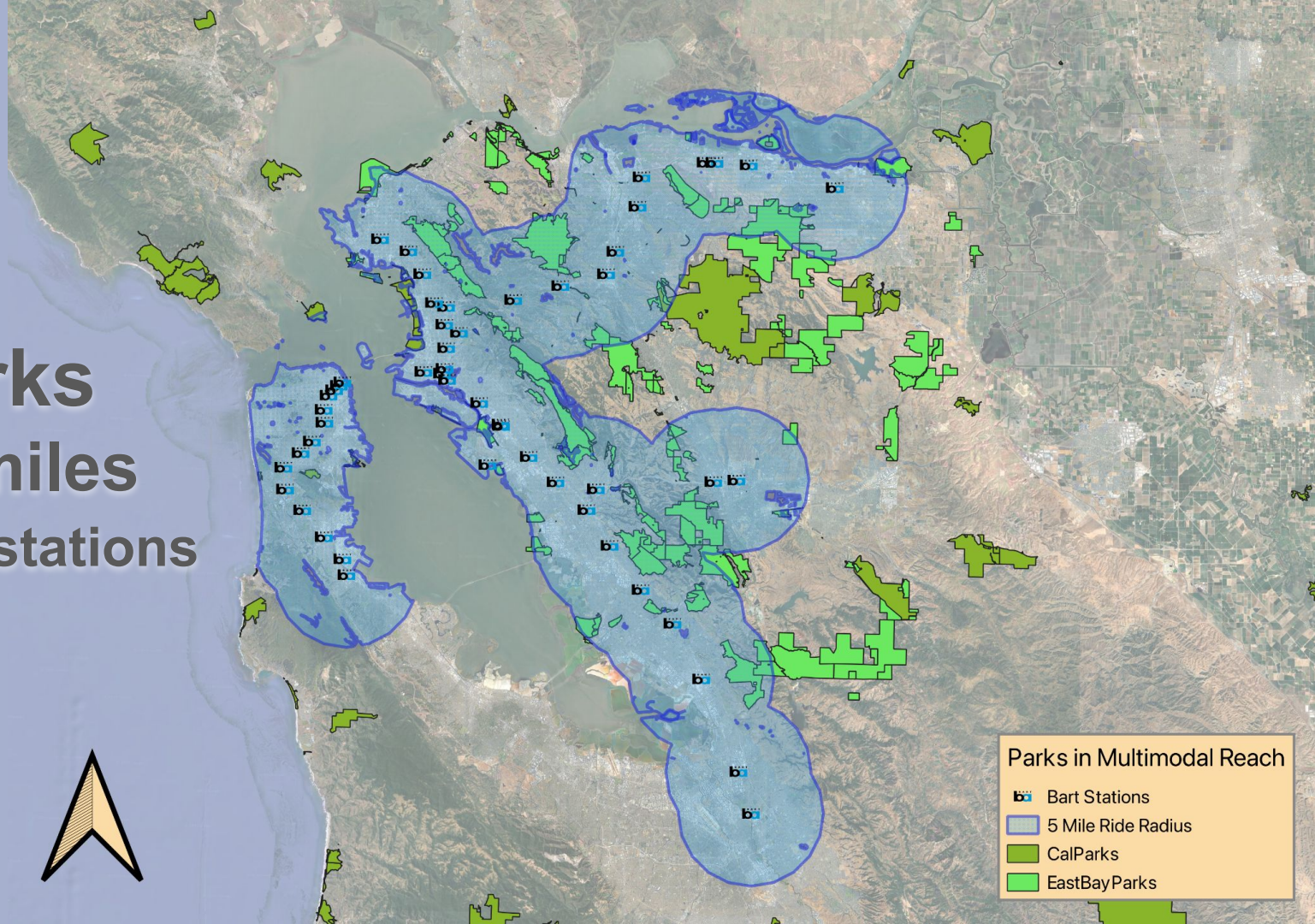
*Google Maps*

113 parks  
within 5 miles  
of BART stations



Parks in Multimodal Reach

-  BART Stations
-  5 Mile Ride Radius
-  CalParks
-  EastBayParks



# BART to Nature: Guided Adventures

BART to Nature routes help people discover their backyard wilderness through guided, multimodal nature adventures.

Participants learn of new ways to use BART



# Definition of Nature

For our purposes here, we define “nature” as the world of living beings.



# BART to Nature routes have story lines

Here are three storyline examples:

- Wind, Waves and Krumholtz: life on the pacific's edge.
  - Fort Funston
- Marshlands: Nature's life-creating, weather-taming water filters.
  - McLaughlin, Point Edith
- Living plate tectonics: how faults shape our world
  - Hayward fault locations (Fremont BART!)



# Overarching Themes

BART interconnects Bay Area residents and tourists. Likewise, holistic themes connect the adventures.

- **1000 ecologies** – Bay Area ecological diversity and interconnectedness
- **Ways of life** – How Native Americans, colonists and other people interact with the non-human world
- **Forces of nature:** Wind, water, tectonics, and global mean temperature



*Mortar in Diablo Range*

# Suggested “Jumping off” Stations

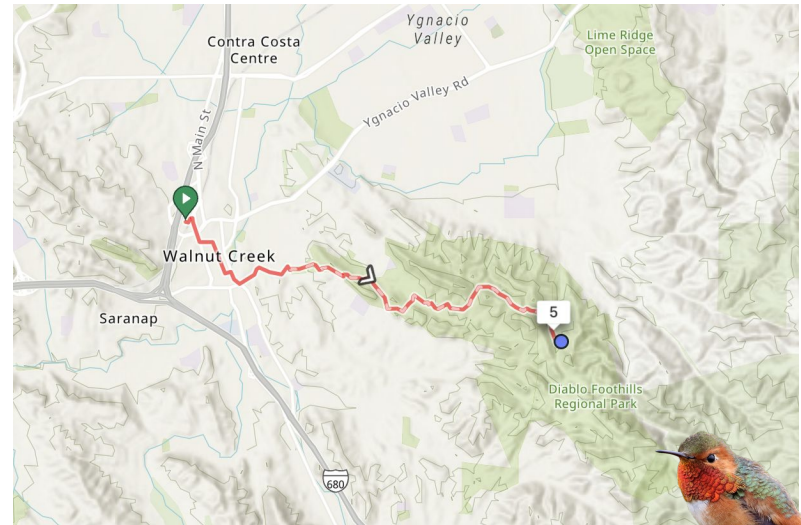
<b>BART Station</b>	<b>Natural Area(s)</b>	<b>Difficulty</b>
<b>Concord</b>	Point Edith Wildlife Area	low
<b>Walnut Creek</b>	Mt. Diablo, Castle Rock Regional Recreation Area, Diablo Foothills Regional Park (Mammoth Rock)	medium
<b>North Berkeley</b>	McLaughlin Eastshore State Park, San Francisco Bay Trail	very low
<b>El Cerrito Plaza</b>	San Francisco Bay Trail	very low
<b>Downtown Berkeley</b>	Tilden Regional Park	medium
<b>Union City</b>	Eden Landing Ecological Reserve, Coyote Hills Regional Park, San Francisco Bay Trail	low
<b>Castro Valley</b>	Lake Chabot Regional Park	medium
<b>Pleasanton</b>	Sunol Regional Wilderness	medium
<b>Daly City</b>	Fort Funston	low





# Route Development Process

1. **Research and Design:** Develop stories matched to routes and anchor destinations
2. **Dry Run & Site Visit:** Route designers test the route, gather materials
3. **Refine & Guide:** Guided tours are a source of real feedback
4. **Self-guided Route:** Publish tried and true routes for self-guided adventures



*Pleasanton BART to Sunol*



# Self-Guided Tours

High quality tours can be published for self-guiding.

*Scalable approach:*

- PDF or Website - most basic approach and a clear place to start
- Videos - Serve to prepare participants and as publicity
- Routing app - Provides the closest thing to a human-guided experience,
- **Any other ideas? Take a note and let's discuss!**



*Rick Steves on a bike on Oslo*

# Videos: Guiding and Promotion all in one

For each route we should produce **Rick Steves** meets **David Attenborough** style videos to promote the route and prepare riders.

- Highlight key points in route
- Explain Routing details

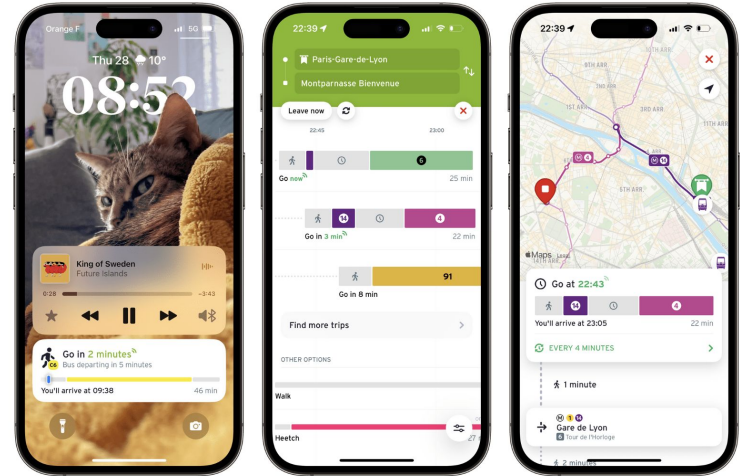


*EasBay Parks YT Channel!*

# Routing App: The best self-guided experience

Because routes are fixed, routing app can provide a superior experience.

Working with any one of several routing app partners, provide participants with turn by turn instructions and built-in guiding (as seen in museums).



Screenshot from transit app website (no affiliation)

# Questions

- What Nature areas have you visited by bike?
- What natural stories fascinate you?
- Who do you think would be most excited by BART to Nature guided tours?
- Scope and Timelines - How many routes would we develop by when?
- Team: ideation, scouting, writing/guiding, materials and marketing - who should be involved?
- **What does this live?**



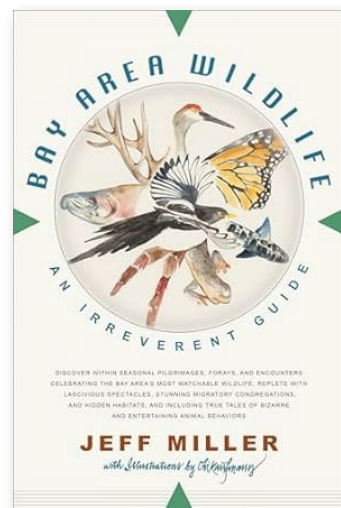
*Varied Thrush lives in EB Redwood Groves. Their song is [eerily beautiful](#).*

# Resources

- [Native American Ways of life in the EB](#)
- [Fort Funston](#)
- Things That Creep [Bay Area Herp Guide](#)
- [Oakland Geology](#)
- [Trailstompers](#) (Trail Running)
- [Longlost Oakland](#)
- [USGS paper on the Hayward fault](#) (*riveting!*)

# ONE BOOK ONE BART

Read along with the  
**One Book One BART**  
book club!



The spring 2025 BART book club selection is ***Bay Area Wildlife: An Irreverent Guide*** (Heyday) by Jeff Miller.

Learn more about One Book One BART, join our mailing list, and stay up to date on book club events at [bart.gov/bookclub](https://bart.gov/bookclub)

**About the book:** *Bay Area Wildlife* takes an educational and highly entertaining approach to the region's local fauna, revealing why each of these creatures matters, as well as the threats that loom over our region's incredible biodiversity.

## Upcoming Events

### **Guided Nature Walk with Author Jeff Miller and pals**

Saturday, April 19 | 9am to noon  
19th St/Oakland Station

### **Bike Ride and Birdwatching**

Saturday, April 26 | 10am to 12:30pm  
North Berkeley Station

### **BART Train Expedition with Obi Kaufmann**

Saturday, May 3 | noon to approx. 1pm  
Pleasant Hill/City Centre Station to 12th St/Oakland Station

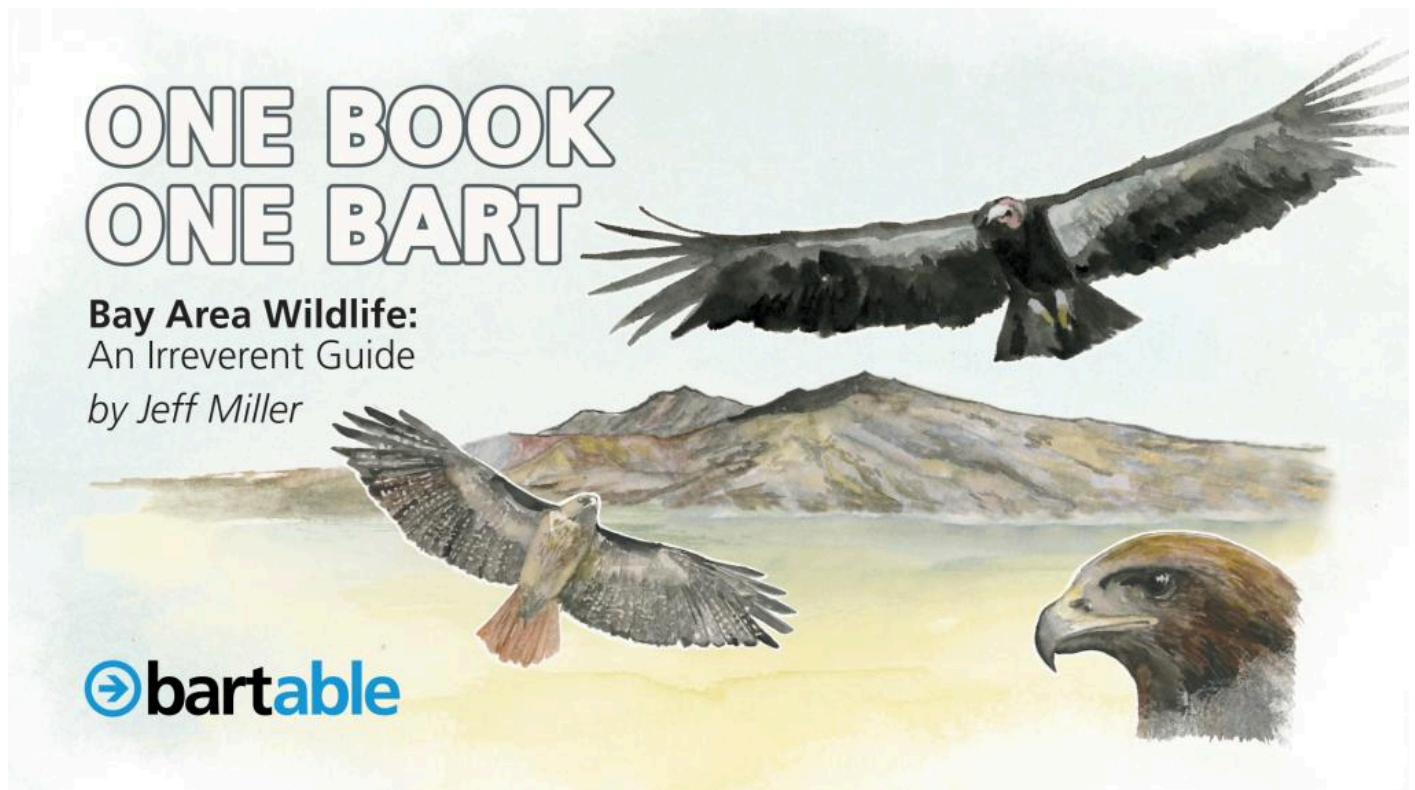


ONE BOOK  
ONE BART

 **bartable**

03.12.25

**One Book One BART returns with a natural history theme, new book, and 3 outdoorsy events**



[Click here to sign up for the One Book One BART mailing list.](#)

Just in time for National Reading Month, BART is thrilled to announce the [One Book One BART Spring 2025 book club](#) , this time with a natural history-themed group read and three events for nature lovers of all ages and interests (scroll down to “Events” for more info).

BART's book club is novel strategy for rider and employee engagement that invites members of the public to read the same book at the same time and participate in themed events in BART trains and stations.





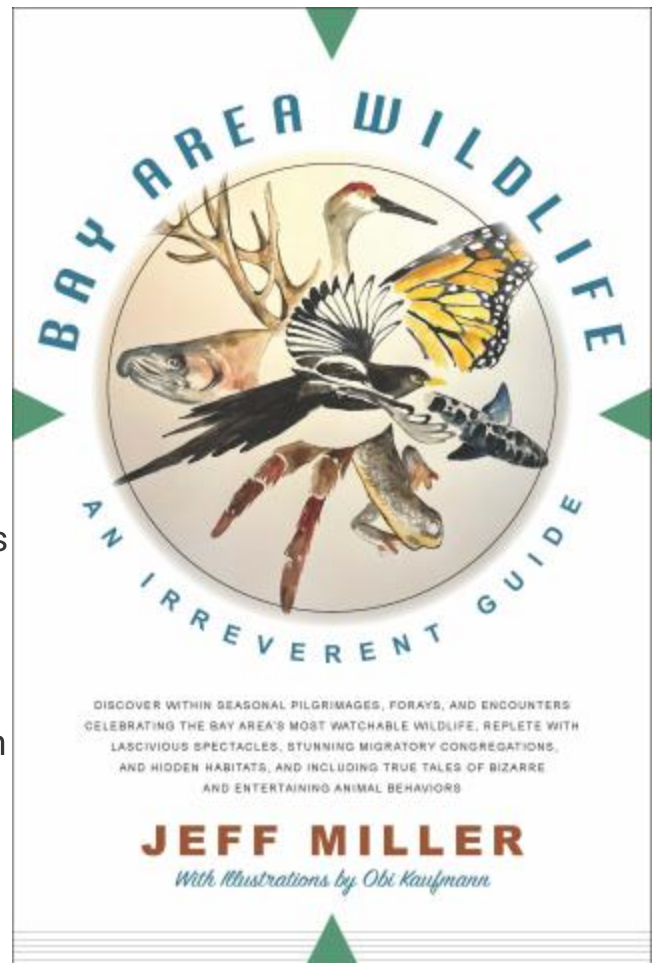
region's abundance of transit-accessible adventures, all while celebrating the long tradition of reading books onboard.

"The BART book club's natural history theme is an inspiration to get out and explore the remarkable place in which we live," said BART Board President Mark Foley. "BART can transport you to so many green spaces, from the urban wilds of Lake Merritt to the mudflats of Point Isabel, and it takes you there in earth-friendly style."

This year's official One Book One BART selection is [Bay Area Wildlife: An Irreverent Guide](#) by local conservationist [Jeff Miller](#), with illustrations by Oakland-based artist/author/conservationist [Obi Kaufmann](#). *Bay Area Wildlife*, which is published by Berkeley-based nonprofit [Heyday Books](#), takes an educational and highly entertaining approach to the region's local fauna, "revealing why each of these creatures matters, as well as the threats that loom over our region's incredible biodiversity."

"How cool that *Bay Area Wildlife* is the selection for this year's BART book club, connecting Bay Area residents with our open spaces and wildlife neighbors," said author Jeff Miller.

"When you get outdoors to explore, definitely ditch the car and use public transit for your Bay Area wildlife expeditions. Our car-centric culture results in a disturbing toll of road-killed animals, fragmentation of wildlife habitat, and spewed emissions that are altering the climate to the point of impending species extinctions. How we move through the world also affects us and how we perceive our surroundings. Riding BART is a great way to do yourself and the planet a favor while connecting with our amazing bioregion."





environmental impact. So why not pick up this funny Bay Area nature guide published by a local nonprofit publisher at a BARTable independent bookstore (yay, you!), admire Obi Kaufmann's beautiful artwork, read it—and laugh out loud—onboard, and exit the station more deeply attuned to our beautiful natural setting? All the wins.”

*Bay Area Wildlife* will serve as a jumping off point for a series of free outdoor excursions by BART stations and on trains – just pay your fare! The events are intended to encourage the public to take BART to explore and witness the Bay Area’s wealth of natural phenomena. Public transportation is one of the greenest ways to get around, and the many at-risk wildlife populations who call the Bay Area home are yet another reason to prioritize sustainability when you travel. Focusing on nature is also a key theme of Earth Week, which is celebrated globally during the week leading up to April 22. BART is committed to raising awareness about environmental issues and ways that BART riders can do their part to protect our planet.

“This year’s One Book One BART book club emphasizes that our transit network connects us to places and people, flora and fauna,” said BART Communications’ Michelle Robertson, Principal Marketing Rep., who created One Book One BART. “BART provides access to so much more than urban centers – did you know there are 900 parks located within a mile of our stations? It’s true! So pick up a copy of *Bay Area Wildlife*, hop onboard a train, and explore the majestic natural world that surrounds us – that includes gazing out of the big windows onboard our trains. You never know what natural wonders you’ll discover!”

*Bay Area Wildlife* illustrator Obi Kaufmann also created three original paintings that feature wildlife found by BART. The works will soon be displayed in ad spaces across the BART system.

Get going on your next outdoor adventure, by visiting [bartable.bart.gov/outdoors](http://bartable.bart.gov/outdoors) to discover a wealth of hikes, bike rides, and outdoor itineraries by BART stations. And check out the [many libraries accessible by BART](#).

One Book One BART homepage: [bart.gov/bookclub](http://bart.gov/bookclub)



*A photo from One Book One BART's 2022 "train read-in," a book club on a moving, in-service train.*

## **One Book One BART Events**

*All events are free to attend. Just pay your BART fare!*

### **Guided Nature Walk with Author Jeff Miller and Pals**

**When: Saturday, April 19**



The second walk will leave the station at 11am. The walk from 19th St. to the Rotary Center will take approx. 45 - 60 minutes. [RSVP for the second walk \(11am\) on Eventbrite here](#)

**Where: 19th St/Oakland Station to the Rotary Nature Center**

*Itinerary subject to change.*

Meet *Bay Area Wildlife* author Jeff Miller as he and some conservationist colleagues and local naturalists take us on a ~1.4-mile guided nature walk of Lake Merritt that will begin at 19th St. Station in Downtown Oakland.

Expect to see lots of water birds and an assortment of herons and egrets, maybe even some fish! The walk will end in front of the Rotary Nature Center on the lake, where participants will have the opportunity to rendezvous with and learn from local environmental organizations.

Wear comfy walking shoes, fill up your water bottle, and bring whatever else you may need for the walk. And don't forget your copy of *Bay Area Wildlife* – Jeff will be signing books.

## **Bike Ride and Birdwatching**

**When: Saturday, April 26**

**Early short ride** - Departs North Berkeley Station at 7:45am. The ride is approx. 8 miles roundtrip and will end at North Berkeley Station at approx. 9:45am. [RSVP for the 7:45am short ride on Eventbrite.](#)

**Long late ride** - Departs North Berkeley Station at 10am. The ride is approx. 15 miles roundtrip and will end back at North Berkeley at approx. 1pm. [RSVP for the 10am long ride on Eventbrite](#)  
- *Sold out. Waitlist only.*

**Where: North Berkeley Station**



local birdwatchers will host two bike rides -- a shorter one for early birds and a later one for those looking for a long ride -- with birdwatching stops along the way. The ride will start and end at North Berkeley Station.

In addition to the expertise of local birdwatchers, we'll have a digital guide featuring info on birds we might spot on the ride. Find the short 7:45am route [here](#) and the long 10am route [here](#) .

Bring your bike, helmet, and binoculars – we'll have extras on hand to lend. You should also bring anything you need to be self-sufficient and keep your bike rolling (spare tube, patch kit, pump, etc.). If you do not have a bike, you can rent one from the [Bay Wheels hub](#) at North Berkeley Station.

## **BART Train Expedition with Obi Kaufmann**

**When:** Saturday, May 3, noon to approx. 1pm

**Where:** Pleasant Hill/City Centre Station to 12th St/Oakland Station

[RSVP on Eventbrite](#)

"Bay Area Wildlife" illustrator and acclaimed poet-naturalist Obi Kaufmann takes the public on a first-of-its-kind BART Train Expedition! The free, family-friendly ride on an in-service passenger train will take us on a journey through the East Bay's mosaicked, ecological landscape – all through the windows of a Yellow Line train. During the ride, Kaufmann will transport us through "deep time" as he tells stories about the area's ecosystems, water, fire, infrastructure, volcanic history, trees, and more.

At the end of the approx. 30-minute ride, we'll disembark at 12th St./Oakland Station and walk with Obi to Frank Ogawa Plaza, where we'll pay homage to the Town's most famous oak tree.



*A photo from BART HQ Book Day 2023, a celebration of books and community held for employees at BART HQ.*

## **Where to find the book**

*Bay Area Wildlife* is available for purchase at many local bookstores, including our One Book One BART independent bookstore partners, who are offering 20% off the title when customers show their Clipper cards. All of our partners are within a mile of a BART station:

[Banter Bookshop](#) - Fremont Station

[Bird and Beckett](#) - Glen Park Station

[Books on B](#) - Hayward Station



[Spectator Books](#) - MacArthur Station

[Tally Ho! Books](#) - MacArthur Station

You can also check the title out from local libraries – find BARTable’s roundup of libraries accessible by BART [here](#) – and on the digital app [Hoopla](#) .



SPECTATOR BOOKS

## Win a copy of Bay Area Wildlife + BART swag

BARTable will be running a sweepstakes for free copies of "Bay Area Wildlife" and other One Book One BART prizes on the BARTable [Contests and Deals page](#) . The sweepstakes will run from March 24 to March 30.

We'll also be running social media contests on BARTable’s [Instagram](#) .

Keep up with One Book One BART contest announcements by signing up for the book club mailing list (see instructions at the top of this page) and the [BARTable This Week newsletter](#).

## About Jeff Miller



*Alameda Creek Alliance and has served as its executive director since 1997, working to restore steelhead trout and salmon to Alameda Creek and protect the Bay Area’s largest local watershed. He’s a senior conservation advocate with the Center for Biological Diversity, spearheading biodiversity protection campaigns throughout the Bay Area and California, preparing endangered species listing petitions, writing press releases, and doing public outreach and organizing around wildlife protection issues. Over the last quarter century, he has been involved in conservation efforts for dozens of the most iconic imperiled wildlife species in the Bay Area, the most recent being securing state protections for burrowing owls. Jeff says that loving nature is as important as fighting for it and grieving ecological destruction. People tend to care more about animals and places that they have a direct experience with, so he wrote Bay Area Wildlife: An Irreverent Guide to try to connect readers with our regional fauna and inspire them to make a pilgrimage to witness the Bay Area’s spectacular natural phenomena.*



[News](#)

[News](#)

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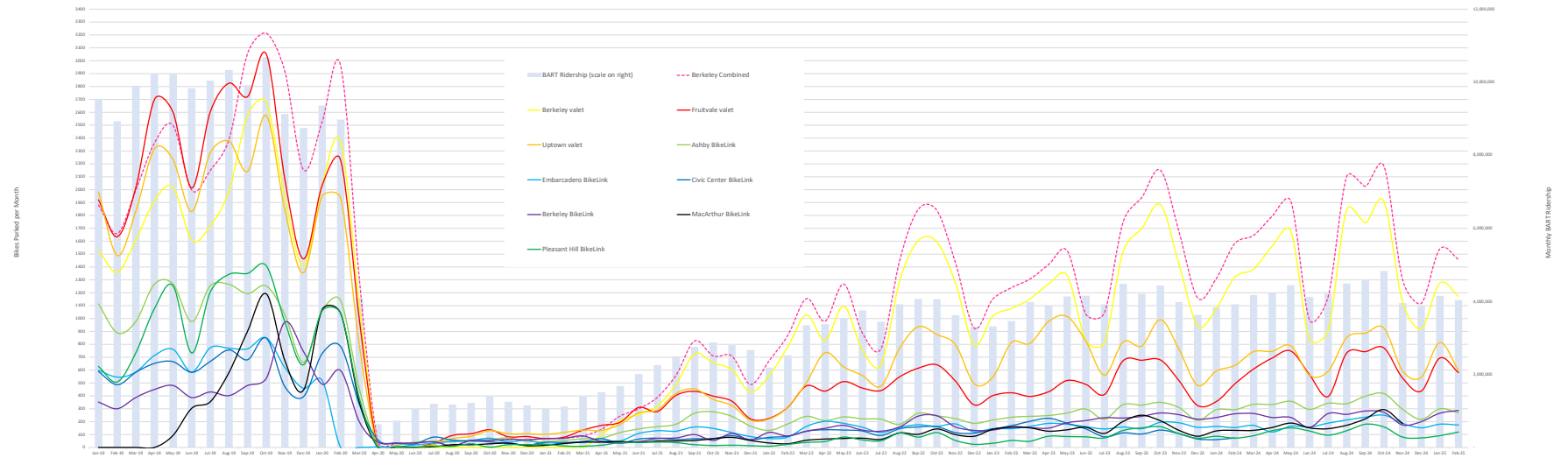
[RSS Feeds](#)

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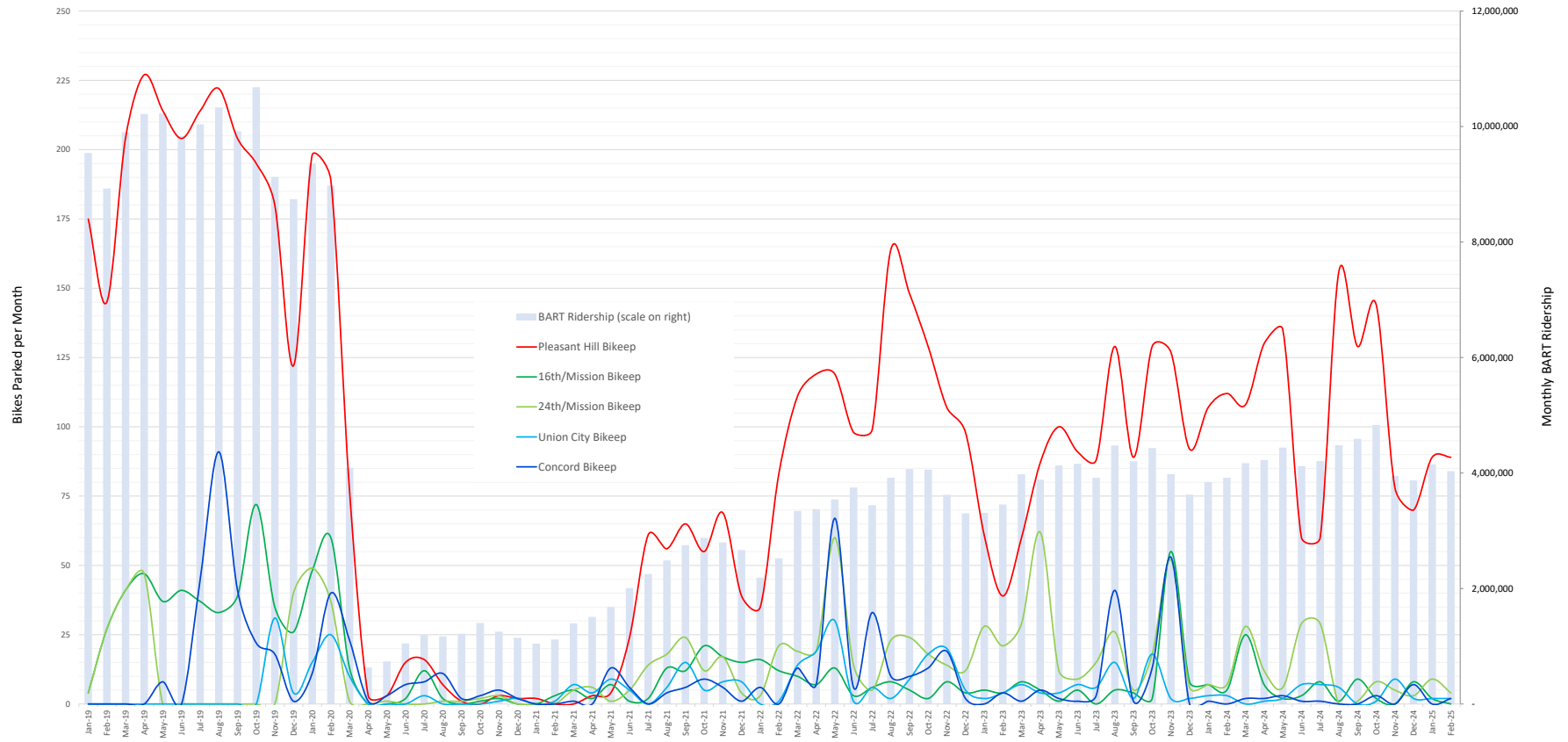


### Monthly Volumes at BART Bike Stations & BART Ridership Jan 2019-Feb 2025



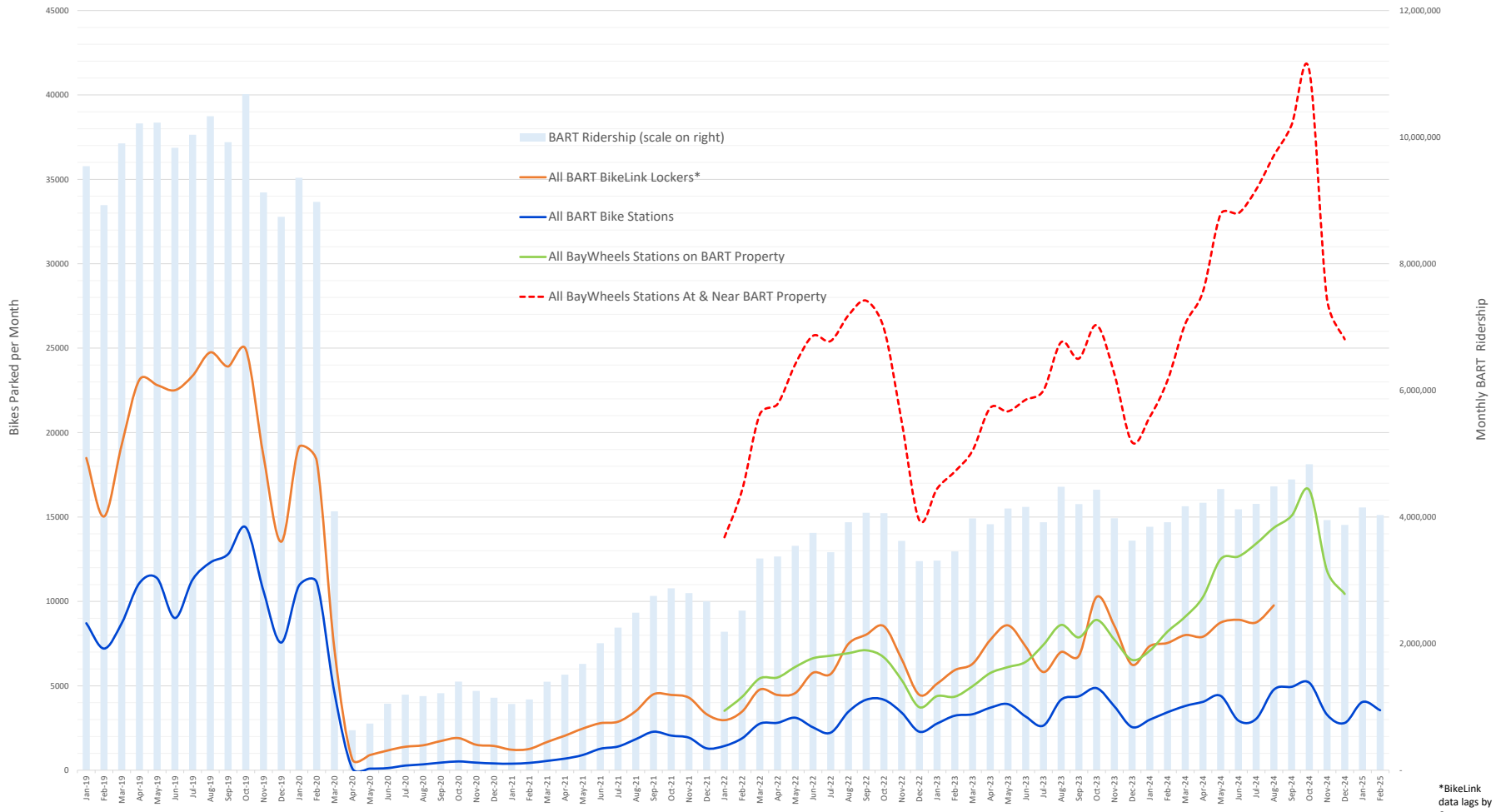


### Monthly Volumes at BART Bikeep Smart Racks & BART Ridership Jan 2019-Feb 2025



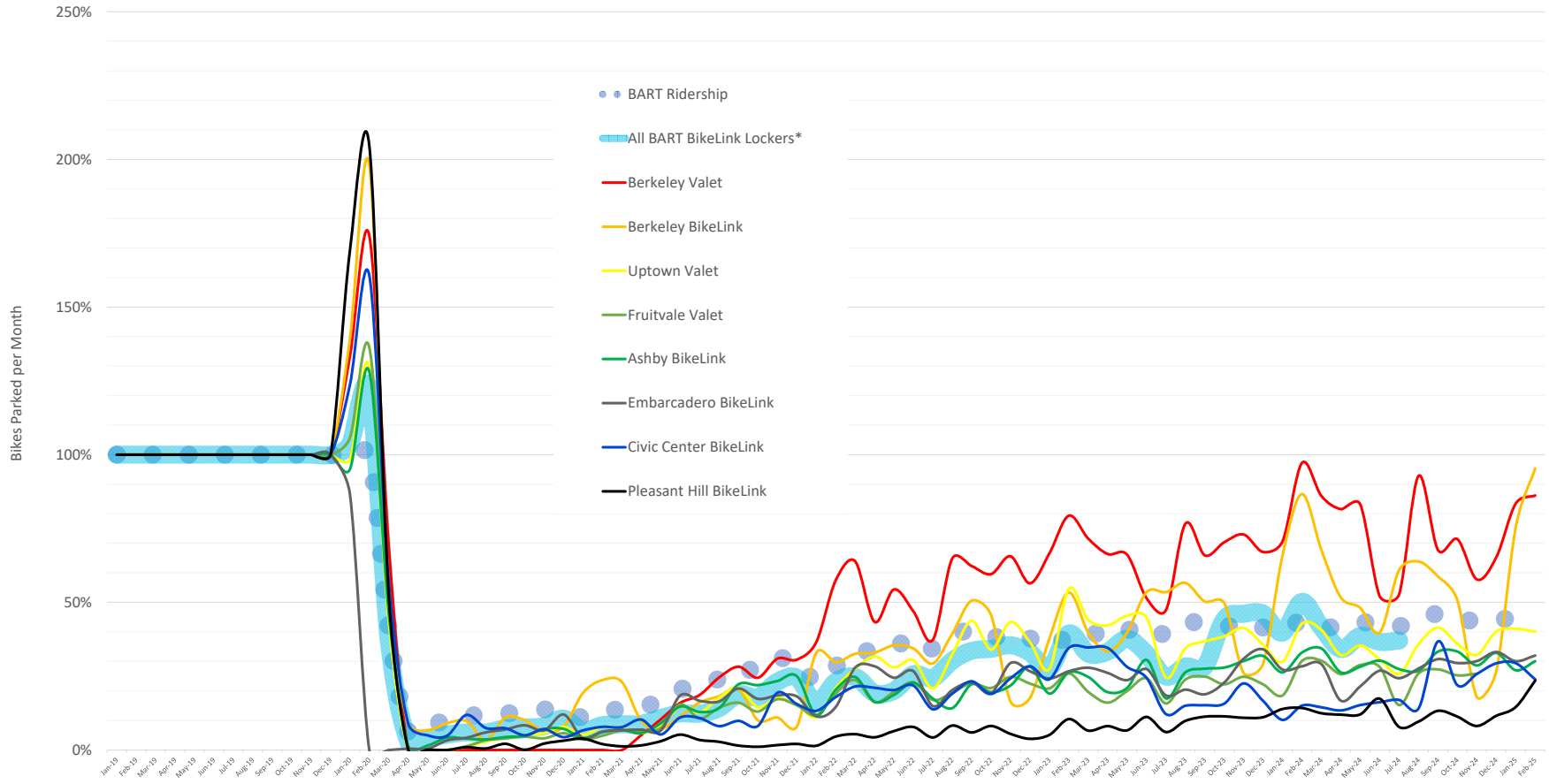


### Monthly BikeLink Lockers, BART Bike Stations, Bike Sharing and BART Ridership Jan 2019-Feb 2025





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



\*BikeLink data lags by 6 mos.

# SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT

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## MEMORANDUM

**TO:** Board of Directors

**DATE:** March 13, 2025

**FROM:** General Manager

**SUBJECT:** BART Board 2025 Workshop - Summary

The annual 2025 BART Board Workshop was held on February 27 at BART Headquarters. This event was an opportunity for more in-depth conversation among Board members, and between the Board and staff on the most important topics for the new year. Below is a summary from the Workshop discussions.

### **Facing the Fiscal Cliff**

- Regional measure:
  - BART needs to continue close collaboration with regional stakeholders on the development of the measure and regularly report back to the Board.
  - Support expressed for 1A or Variable Rate options put forth by MTC, with note that the variable rate increases funding to Muni.
  - The measure needs effective messaging that balances the need to transform the regional transit system and prevent service reductions. The measure language needs to be simple and straightforward for voters.
  - A citizens' initiative could pass with a simple majority across counties, but such a campaign and effort would need to be led by a group independent from a public agency and there could be challenges such as gathering signatures and funding that effort.
  - Further polling is needed to understand nuanced issues on the county and subcounty-level and among riders versus non-riders.
  - Some directors expressed concern that the regional measure options being evaluated would not diversify BART's funding sources since it would increase reliance on sales tax, which is subject to economic conditions. However, it was acknowledged that measure viability with voters is critical.
- Funding sources and cost reduction:
  - BART has explored revenue sources, such as parking, real estate, advertising, and telecom, but these provide only marginal revenue. Conversely, the regional measure is a public investment that can provide sustainable funding that addresses BART's structural deficits.
  - Look to see what more BART can do to cut costs – keep all options on the table and see if we can make deeper cuts without impacting service.
  - Service cuts, even at 90% below current BART service levels, would only address part of the deficit. Request for staff to evaluate the service level that could be delivered with a \$350 million cost reduction, including the potential loss of ridership.

- Some directors do not support land sales as a revenue generating option because the land should be used to help address housing needs and due to the difficulty in reacquiring property.
- Given the BART Board's recent approval of labor contract extensions (Summer / Fall 2024), there is no proposal to change workforce rules, however BART is actively evaluating other strategic cost reduction options that would not impact service or customer experience.
- While the regional measure is a priority, BART should also look to other sustainable funding sources and to diversify funding base – for example, federal and state funding, and creating a development agency to capture rents and leases.

**Improving the Customer Experience:**

- Overall, Directors were pleased with the improvements to the customer experience, expressed thanks for the work staff is doing, particularly front-line workers, and supported ongoing/further improvement of the customer experience.
- BART needs to continue to address safety via hiring critical positions and continuing to implement the progressive policing program. Potential areas of new emphasis:
  - Improve safety via expanding the Not One More Girl campaign and completing the gender audit recommended by the Alliance for Girls.
  - Consider SEPTA's Hub of Hope program model that offers an outreach engagement center on transit property in collaboration with county public health agencies to address unsheltered populations.
  - Implement a rider etiquette campaign.
  - Ensure that senior and younger riders feel safe, are aware of how to use BART and the BART App and are aware of discounts.
  - Offer safety escorts for riders between station and personal vehicle and promote this as an option.
  - Interest in understanding more detail on uniformed deployment and if coverage can be expanded (i.e., to bus waiting areas and/or to increase off-peak presence); noting that current deployment focused on when/where calls are received.
  - Excitement for implementation of WiFi at stations and along the track which will allow BART Police Dispatchers to view live train car video.
- Directors appreciated station and train cleaning efforts and would like to see an expansion of scrub crews. Additional focus areas include power washing of station exterior and applying agents to prevent the oxidation of train exterior to maintain a clean appearance.
- Improve station conditions, particularly in high-visibility areas like the street level plazas at the Mission District stations, through capital improvements and partnerships with cities and police. Also, consider quick quality of life fixes for scratched up elevator glass panels and restroom door replacements.
- Consider activating stations and trains with retail, food, art, cultural festivals, and other community-driven initiatives to make them more welcoming and reflect local culture.
- Directors were enthusiastic about fare programs and passes, including expanding the BayPass program, offering daily and monthly fare products, and exploring these ideas now to be ready for implementation of Clipper 2 technology. There is a desire to market new fare programs and discounts before they launch.

- Consider making all content on the BART App more accessible in multiple languages and making information on elevator/escalator/restroom outages easier to find on the App. Translate the bart.gov/report page.
- Consider how to modify the in-train display to show time and which side of the train the next stop will exit.

### **Public Communication, Education and Engagement Plan**

- Directors emphasized the importance of messaging BART's regional impact and how it benefits both riders and non-riders, focusing on uplifting messaging about community and connectivity, and leading with BART's values.
- Important for the Board to get in front of the community and local organizations (e.g., Chamber of Commerce) and message the improvements BART has made to build public trust and grow ridership.
- Center fiscal responsibility in the messaging – cost effectiveness, cost savings, and being good stewards of public dollars.
- Consider expanding partnerships with local businesses and organizations and offer rider discounts for those who shop at local businesses.
- Continue to create successful messages via social media and engaging content such as “how to ride” videos for non-regular riders.
- Critical to have consistent messaging across leadership and board members.

### **Capital Program Overview**

- Directors expressed support for the lighting program, which is a priority and has a high return on investments with reduced maintenance and energy costs.
- Directors expressed support for platform screen doors to enhance safety and address growing concerns about intrusions.
- There is an emphasis on integrating art and culture into infrastructure to enhance community vibrancy.
- Directors expressed concerns about rising construction costs and the need to stay ahead of inflation in forecasts. There is an interest in understanding how BART can continue to improve efficiency and cost effectiveness through contracting strategies and bringing work in house.
- The importance of predictive and preventative maintenance includes using AI and data analysis to improve reliability. Consider if AI could be used with the camera generated information to improve BART uniformed staff deployment.
- Directors expressed general support for investing in State of Good Repair capital projects to improve customer experience before investing in expansion.
- Regular shutdowns and efficient asset management are also highlighted as essential for system upkeep; consider how to further educate the public on the importance of these shutdowns and market them in advance (similar to Muni's Fix It Week).

### **Priorities and Actions for 2025**

- **On Right Track-** Board members expressed general alignment with staff on improving the customer experience and focusing on addressing the fiscal cliff and a successful funding measure by building support, seeking other sources, and managing costs.
- Additional areas highlighted in the discussion:
  - **Sustainable Funding and Cost Reductions:**
    - Continue to identify how to grow ridership.

- Continue to look at strategic cost reductions that do not impact customer experience.
  - Seek to diversify funding base with sustainable long-term sources in addition to the regional measure, such as state funding opportunities.
  - Explore the creation of real estate loan funds to capitalize different fund sources and a development authority to use the funds to deliver housing and other development projects to capture rents and leases directly.
- **Regional Measure:** continue to collaborate with regional stakeholders in measure development to ensure clear language that delivers positive messaging to voters. Aim to support SB 63 when substantive amendments are available.
- **Customer Experience Focus: Safety, Reliability and Cleanliness.**
  - Continue to prioritize on-time performance, reliability and cleanliness.
  - Build on existing safety initiatives through key hiring and progressive policing, and increase ambassador staffing.
  - Emphasize safety for women, seniors, and youth, and highly visible station areas such as plazas (e.g., suggestion to develop a capital improvement plan for Mission Street plazas).
  - Implement quick quality of life fixes (e.g., elevator glass panels, restroom door replacements).
  - Explore implementation of platform doors to increase safety and reliability.
- **Activation and Placemaking.** Activate stations and trains with retail, food, art and pop-up cultural events to improve rider experience and reflect local culture. Activate trains with wifi and infotainment.
- **Fare Programs:** expand BayPass and explore new fare products and passes for implementation once Clipper 2 technology is ready.
- **Board Member’s focused actions for 2025** around communication, outreach and engagement with the community and key stakeholders (both riders and non-riders):
  - Engage with stakeholders, cities represented, and partners to build support for BART – sharing what we are doing and re-establishing public trust. Message should include themes of joy and pride.
  - Establish partnerships to help activations and build ridership, including community outreach to schools and exploring a buddy program for seniors learning to ride BART.
  - Request support from Government & Community Relations to provide lists of organizations to engage with in San Francisco.

If you wish to provide feedback on the 2025 Board Workshop, please enter them in this form: <https://tinyurl.com/2025BARTWorkshop>. If you have any other questions, please contact me at (510) 464-6060.




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Robert M. Powers

cc: Board Appointed Officers  
Deputy General Manager  
Executive Staff





# Improving the Customer Experience

Board Workshop

February 27, 2025

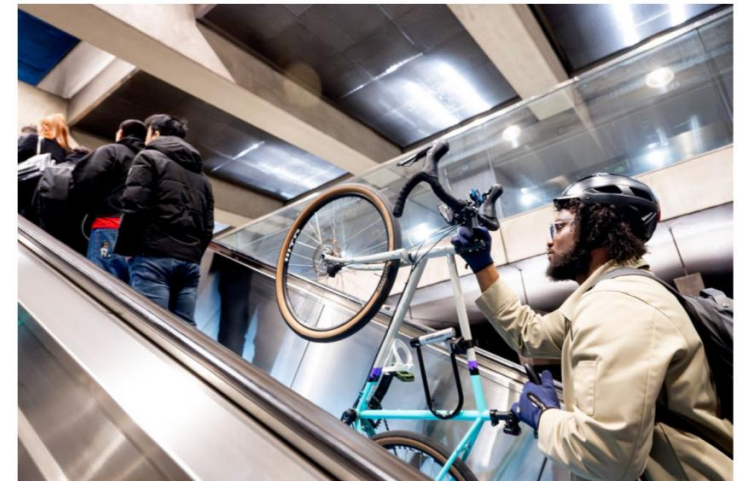


# BART Continues to Evolve

- The BART brand has evolved over the years responding to economic and cultural shifts
- We spent decades expanding the system
- Overcrowding, aging infrastructure, work stoppages, high-profile policing and crime incidents, and the homeless and drug crisis shaped the narrative and context of the past 15 years and our response plans
- In 2020, we had to scale back service in response to stay-at-home orders, then rapidly scale up service
- The pandemic forced us to double down on basic rider improvements and try new things

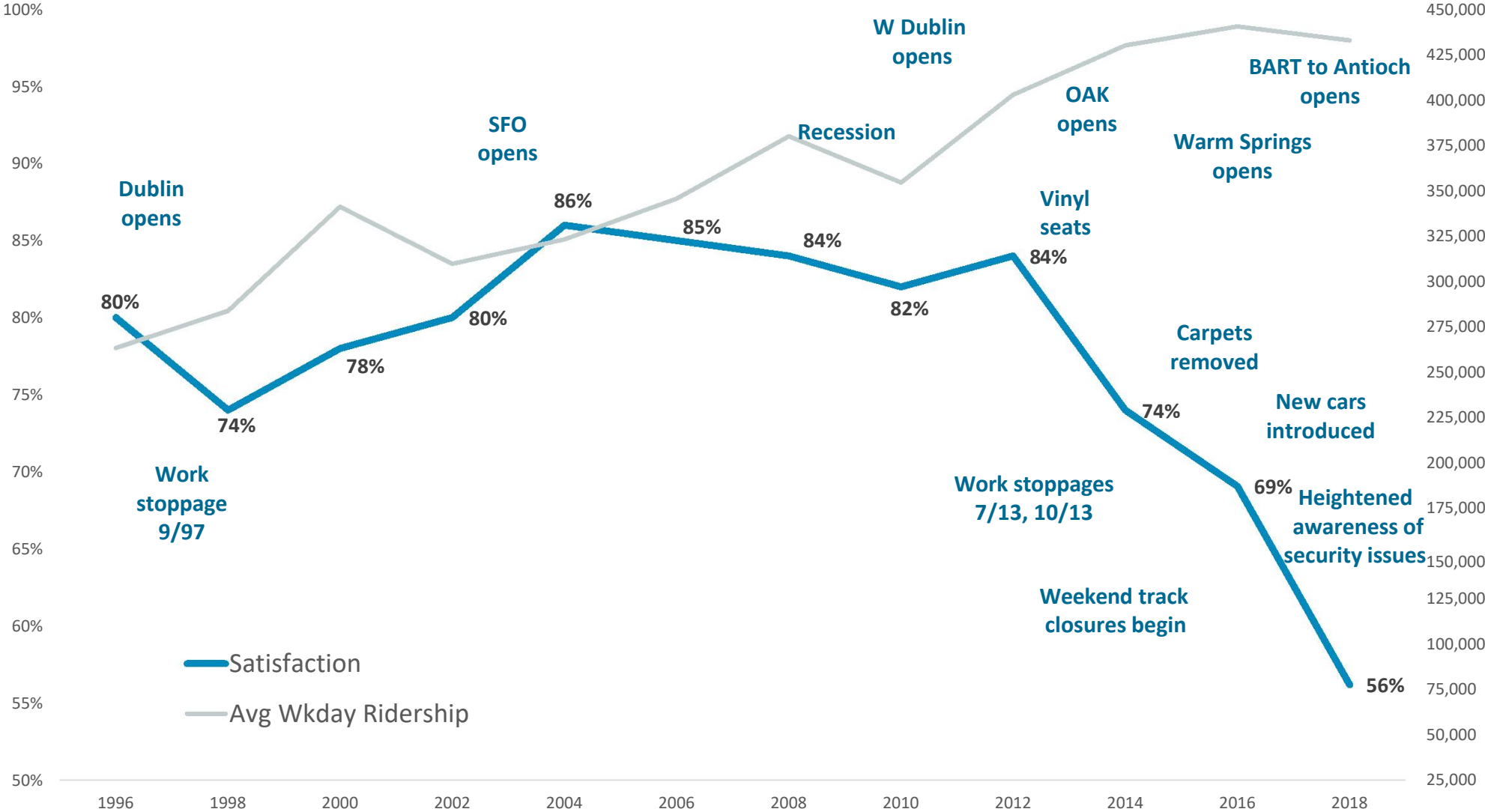


**2018** overcrowded conditions, aging fleet



**2025** new escalators, bright lights,  
bikes allowed on escalators

# Satisfaction Trends and Ridership: 1996 – 2018



# Progress and Accountability

- We've made strategic decisions and identified target areas based on rider surveys and feedback from the public
- These decisions have set industry standards across the country:
  - Measure RR investments
  - Progressive policing
  - New fleet of train cars
  - Focus on quality-of-life initiatives
  - Reopened restrooms
  - Reimagined service plan with clock-face schedules
  - Reducing fare evasion and providing discounts
  - Addressing harassment
  - Labor peace and partnership

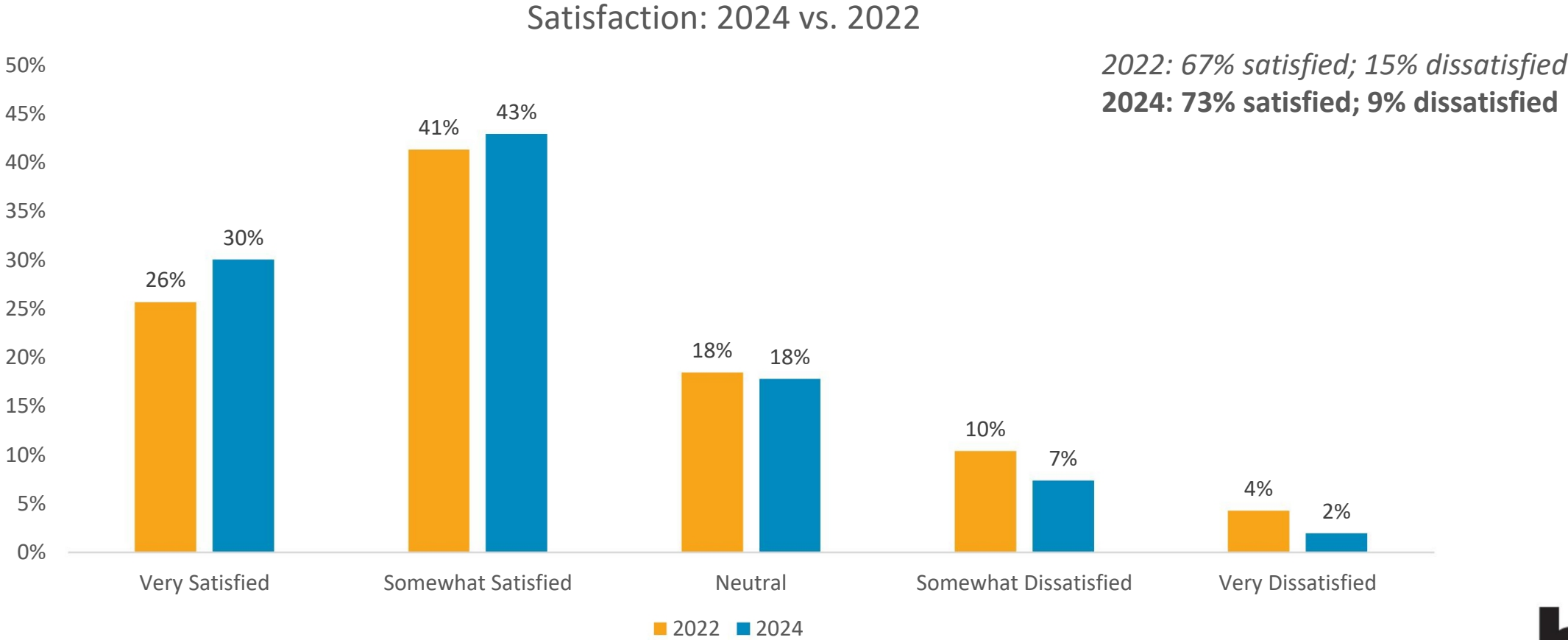


# Measuring Customer Satisfaction



# Satisfaction

- 73% are very or somewhat satisfied with BART, up six percentage points from 2022



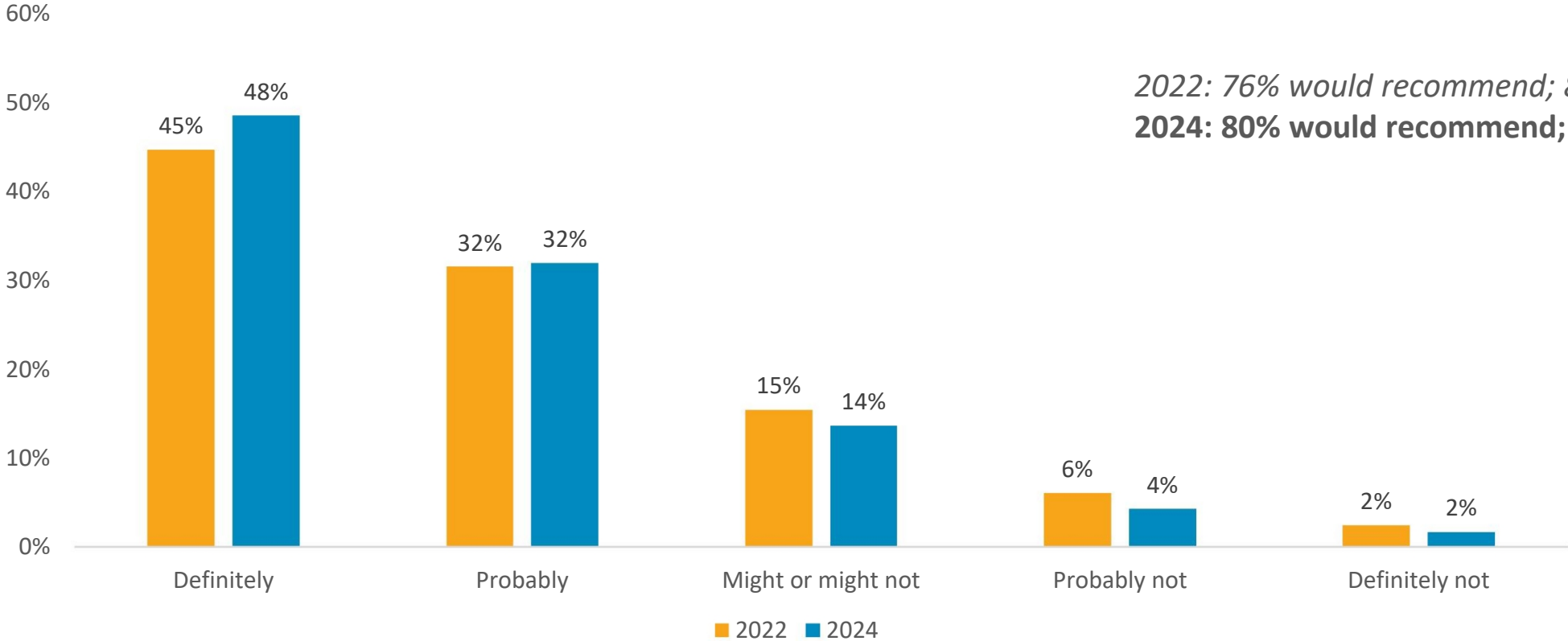
Note that the 2022 “bottom two box” score of 15% is impacted by rounding.



# Recommend to a Friend

- 80% would recommend BART to a friend of out-of-town guest, up four percentage points from 2022

Recommend to a Friend: 2024 vs. 2022



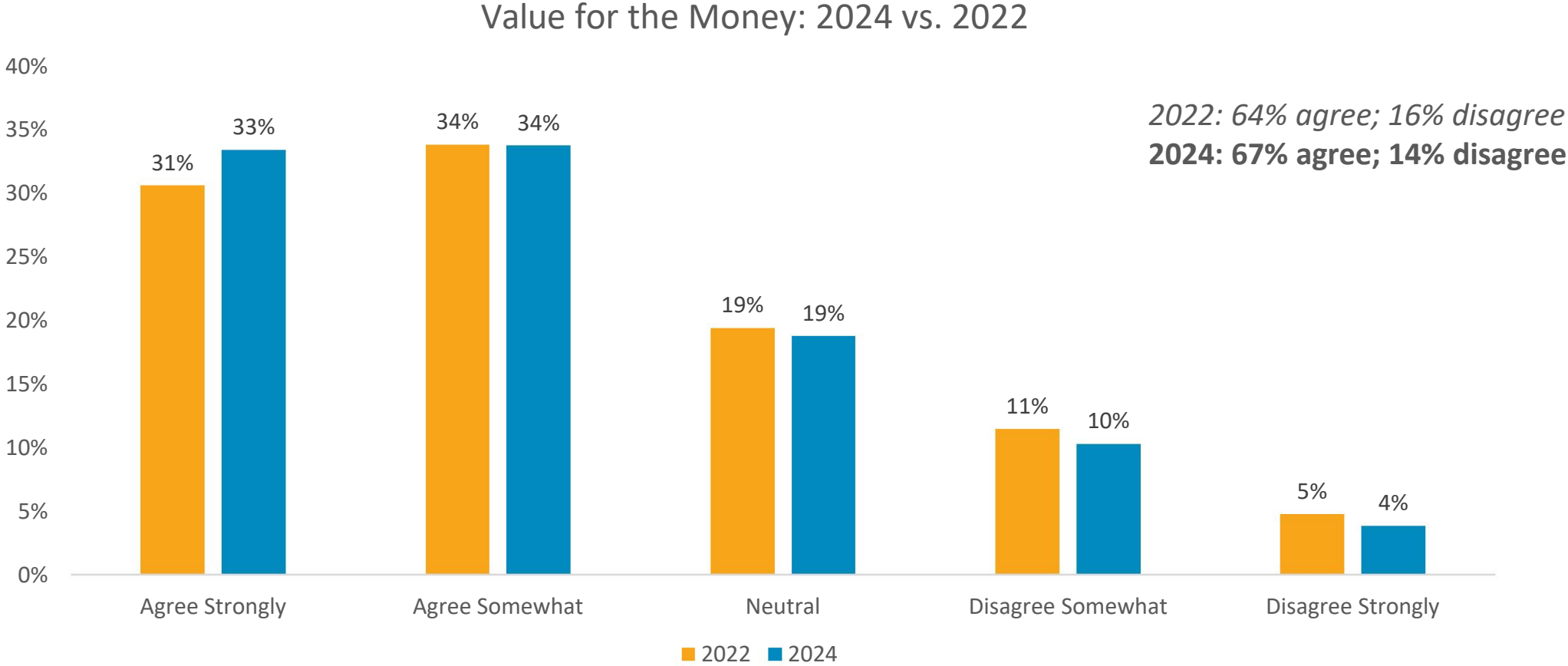
2022: 76% would recommend; 8% would not  
2024: 80% would recommend; 6% would not

Note that the 2022 “top two box” score of 76% is impacted by rounding.



# Value for the Money

- 67% agree that BART is a good value for the money, up three percentage points from 2022

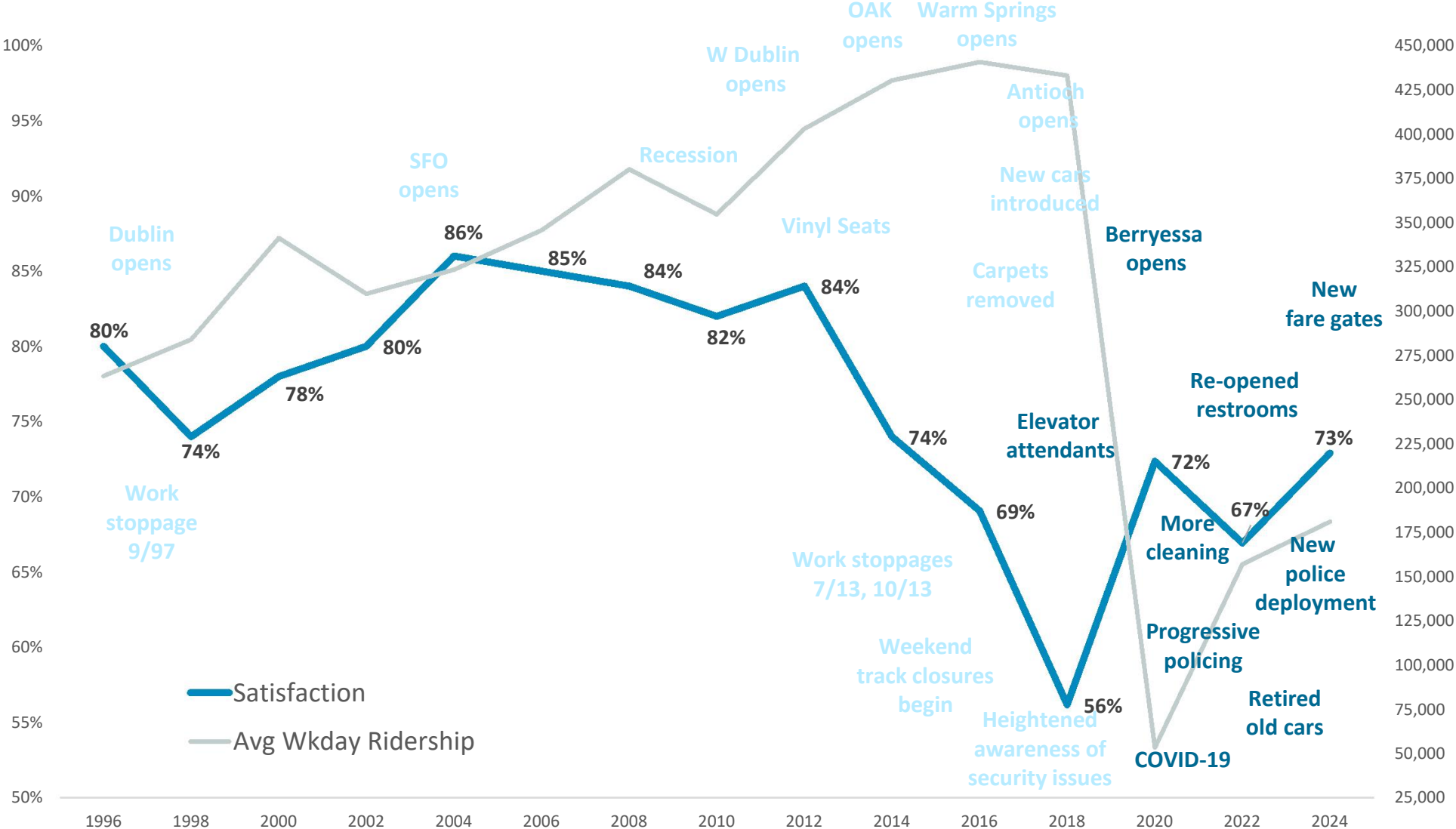


Note that the 2022 “top two box” score of 64% is impacted by rounding.



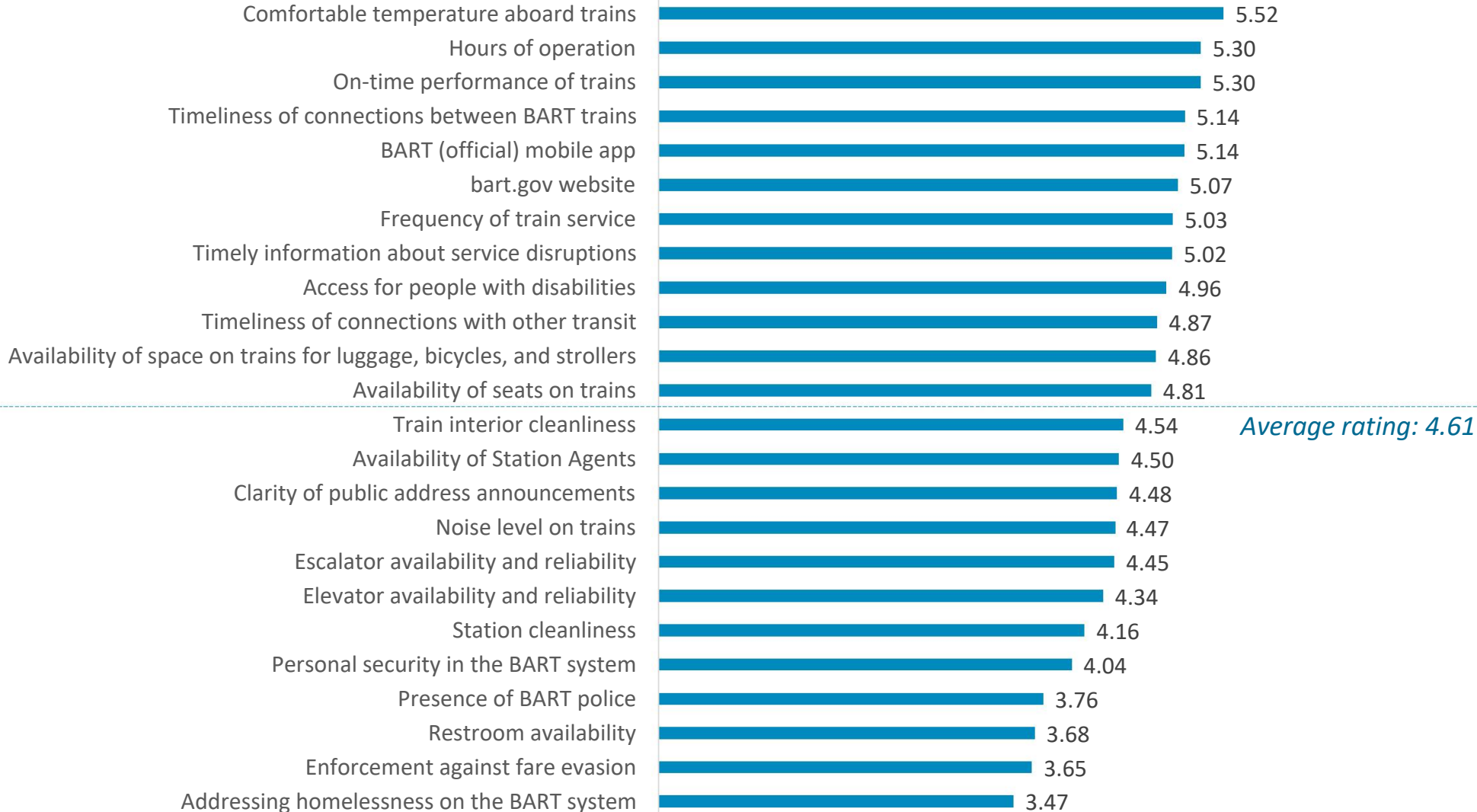


# Satisfaction Trends and Ridership: 1996 - 2024



# Service Attribute Ratings

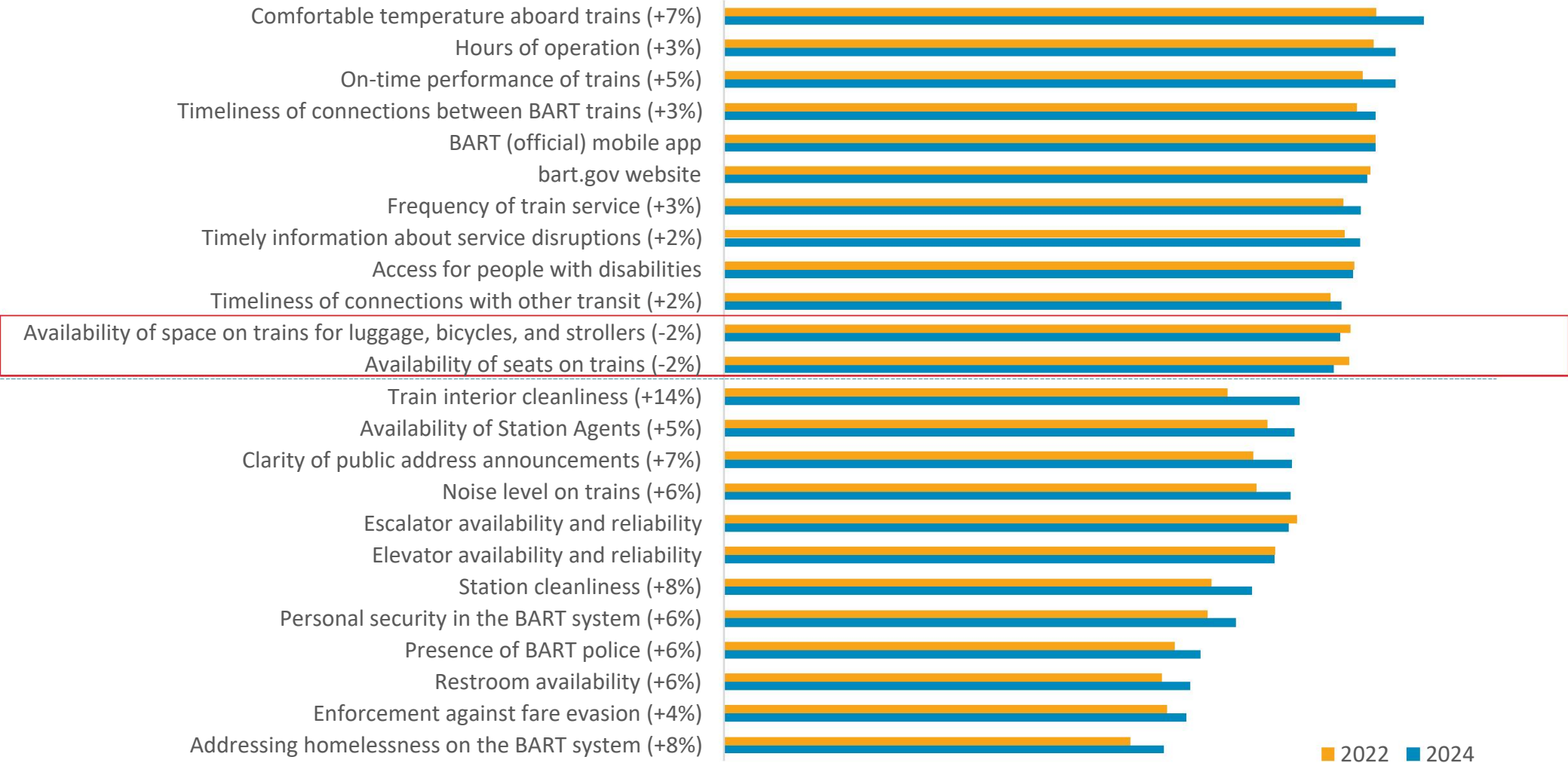
Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating.



# Service Attribute Ratings

- Ratings of most attributes increased vs. 2022. Only two decreased.

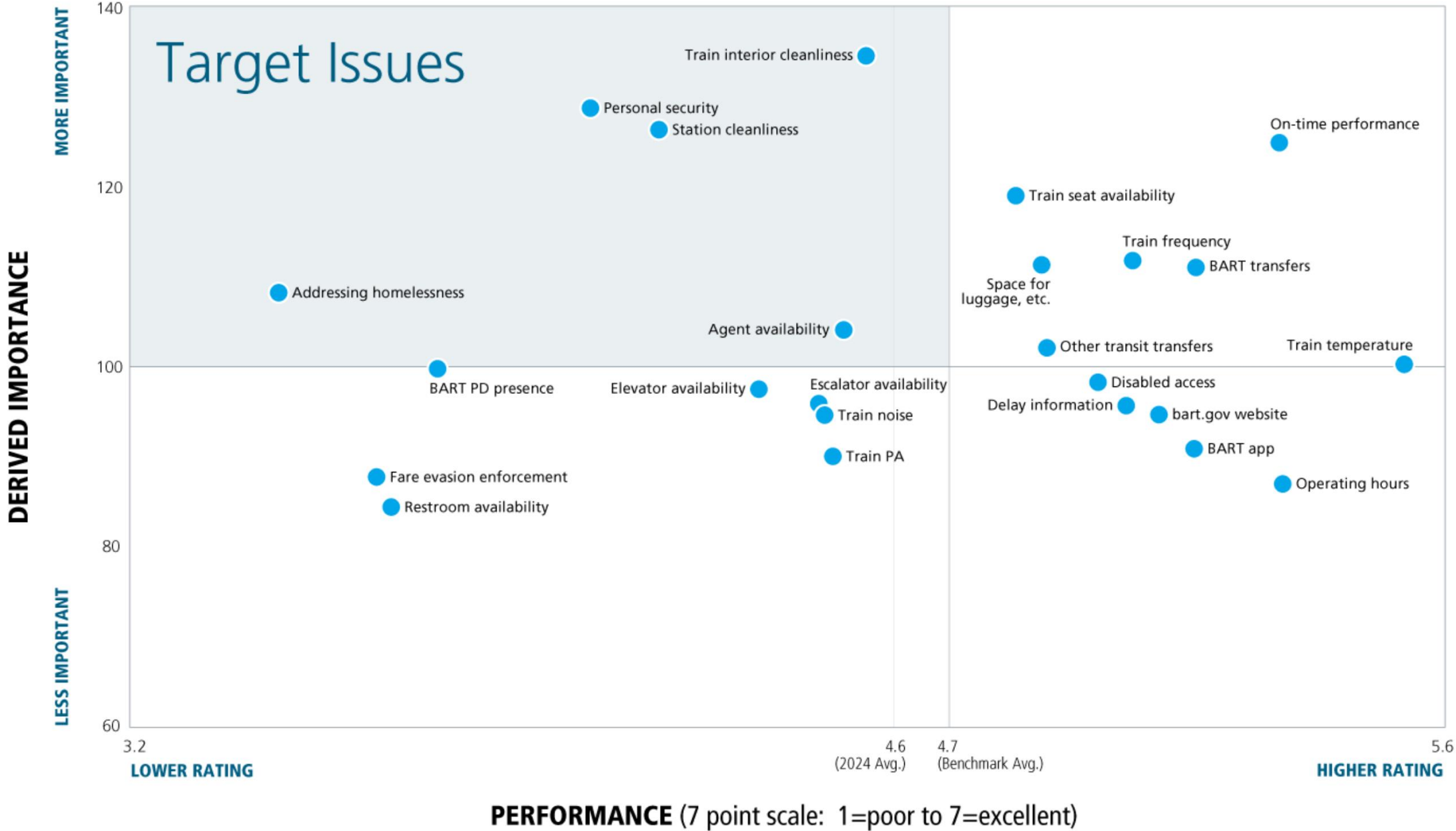
Please help BART improve service by rating each of the following attributes. "7" (excellent) is the highest rating, and "1" (poor) is the lowest rating.



Note: attributes that do not include changes in parentheses are statistically unchanged vs. 2022 (at the 95% confidence level).



# 2024 Quadrant Chart



# Verbatim Comments

*I love the new trains and feel it's much cleaner.*

*I know you guys are trying hard. I wish you luck. I'm hoping you guys still exist. Society's problems are killing you.*

*It's not as bad as it used to be, 2 or 3 years ago, it was a zoo on the train - not safe.*

*I wish I could take BART more, specifically at night. Safety is my biggest concern on BART. Especially at night.*

*Homelessness, aggressive panhandling & filth in the trains and stations have turned me to driving as often as I can for the first time in 20 years. I will no longer take BART outside of commuter times, given the clear personal risk of being alone in a car.*

*Fare evasion has improved due to the gates...from what I've seen, fare evaders are the ones who cause the most disruption (bad smell, loud sounds, loitering the trains)*

*We need more trains or train cars during busy hours! It's so uncomfortable being squeezed in a train when only 6 cars are attached. When we know you all can do up to 10. Lots of positives though. Response time for a disruptive passenger from BART police is good! Very very happy about the new fare gates!*

*...You have issues when it rains, when it's too windy, when it's too hot, when it's too cold, or when someone sneezes too hard in a train. This is the biggest reason why I can't recommend BART and tell people to take a Lyft or Uber if they need to be somewhere on time.*

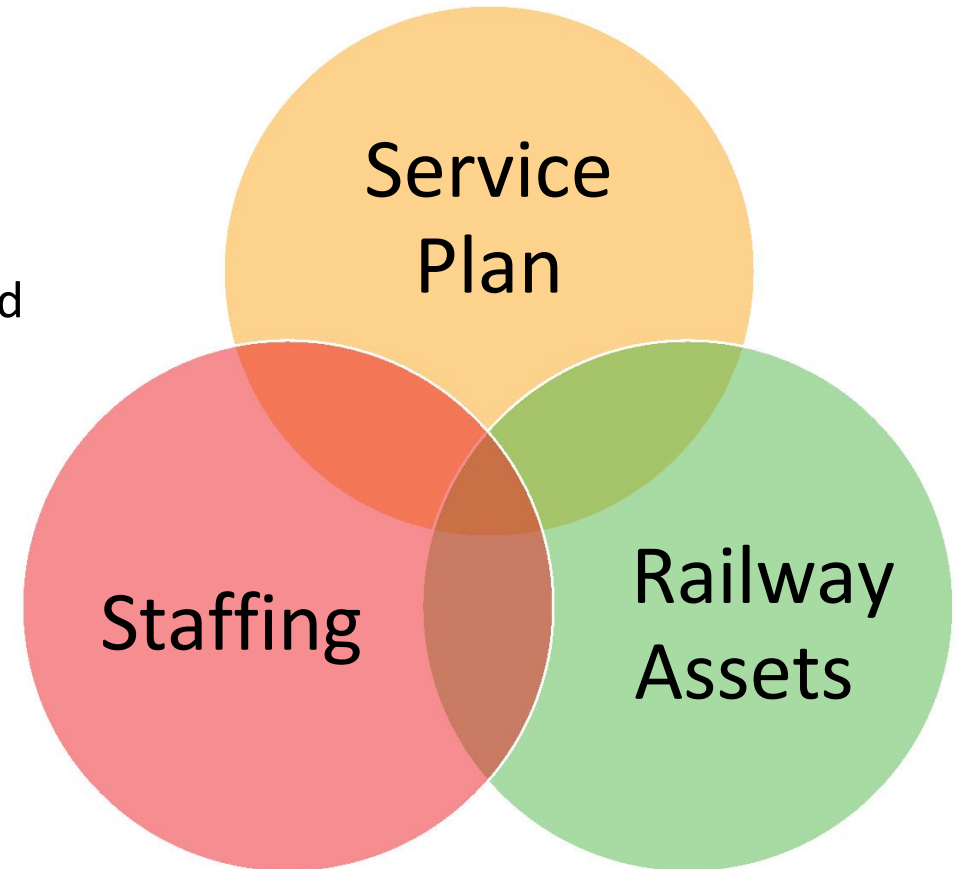
*I thank you guys for getting me everywhere. I can't afford a car, and I'm an older sister taking care of her younger siblings, and BART and Muni are the best. Thank you guys so much!*

# Improving the Customer Experience: Priorities for 2025



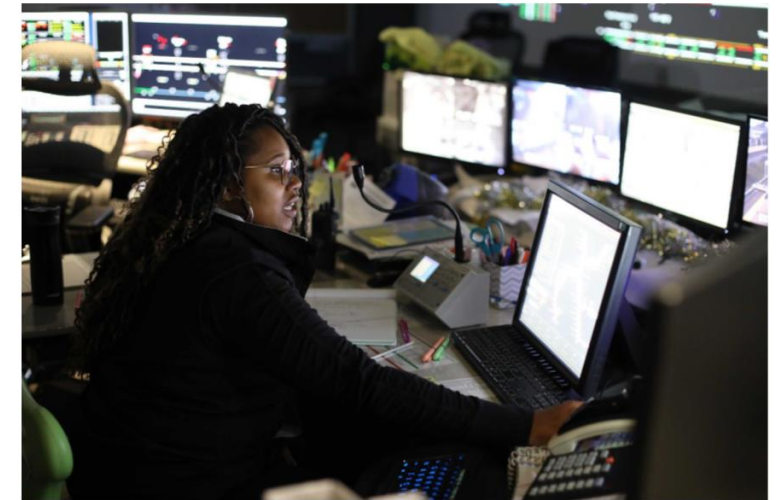
# Reliable and Coordinated Service

- Efficient Service
  - Schedule changes synched with other Bay Area transit agencies twice a year for smooth regional transfers
  - Balanced seven-day service level with timed meets
  - Twenty-minute service pattern meets evolving travel demand
  - Monitor and lengthen trains for targeted ridership growth
- Railcar fleet is new and highly reliable
  - Wet weather train operation solution is progressing
- Railway asset investment
  - Continue to improve resiliency
  - Target renewal of specific assets and maintain state of good repair



# Critical Staff for Daily Operations

- Retain critical staff and focus on hiring key positions
  - 2025 focus on more Rail Operations Controllers
  - Achieved full staffing for Train Operators, Station Agents, System Service Workers (station cleaners), and Utility Workers (car cleaners)
- Expert daily tactical operation and mitigation
  - Internal coordination and response, resource deployment, and public communications





# Continue Focus on Clean Stations and Trains

- Station Cleaning

- Five-area cleaning strategy continues to provide good oversight
- Deploy five deep-cleaning teams during graveyard hours
- Cleaning of yellow strips during non-revenue hours
- Maintain proper staffing levels and employ standardized program for new hire and recertification training

- Train Cleaning

- Nightly Yard Storage Cleaning: ensure cars meet the highest standards of interior cleanliness, safety, and appearance before morning dispatch
- End-of-line Cleaning: monitor and maintain cleanliness during revenue service, and enforce a zero-tolerance policy for offensive graffiti
- Train Interior Thorough Cleans: Doubled cleaning frequency (from every 900 to 450 run hours)



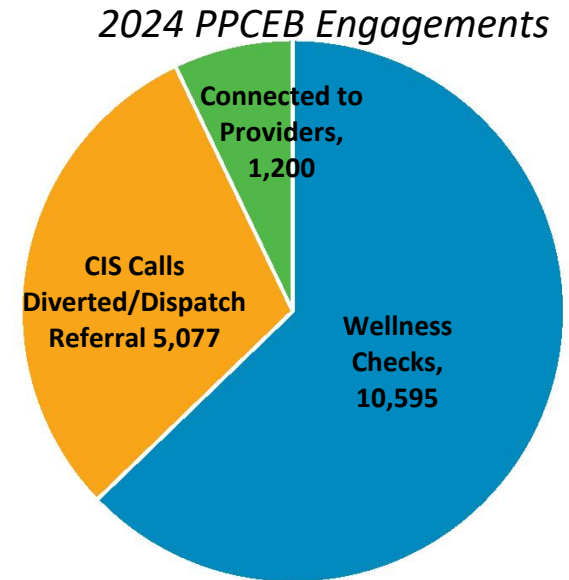
# Safety and Security: Continue to Focus on Presence

- Increase public awareness of safety efforts
- Increase presence on trains and in stations via high visibility deployment strategies
  - Zone Commanders develop strategies to address localized issues and concerns voiced by our riders
  - Teams strategically placed at stations to focus on identified safety issues
  - Alleviate influx of calls for service in the core of system from filtering out to other stations
- Successes in 2024
  - Crime was down 17% from the previous year
  - Property crimes on BART fell by 536 incidents compared with 2023
  - Response time is among the fastest for any regional law enforcement agency: Tier 1 emergency response in December was under four minutes



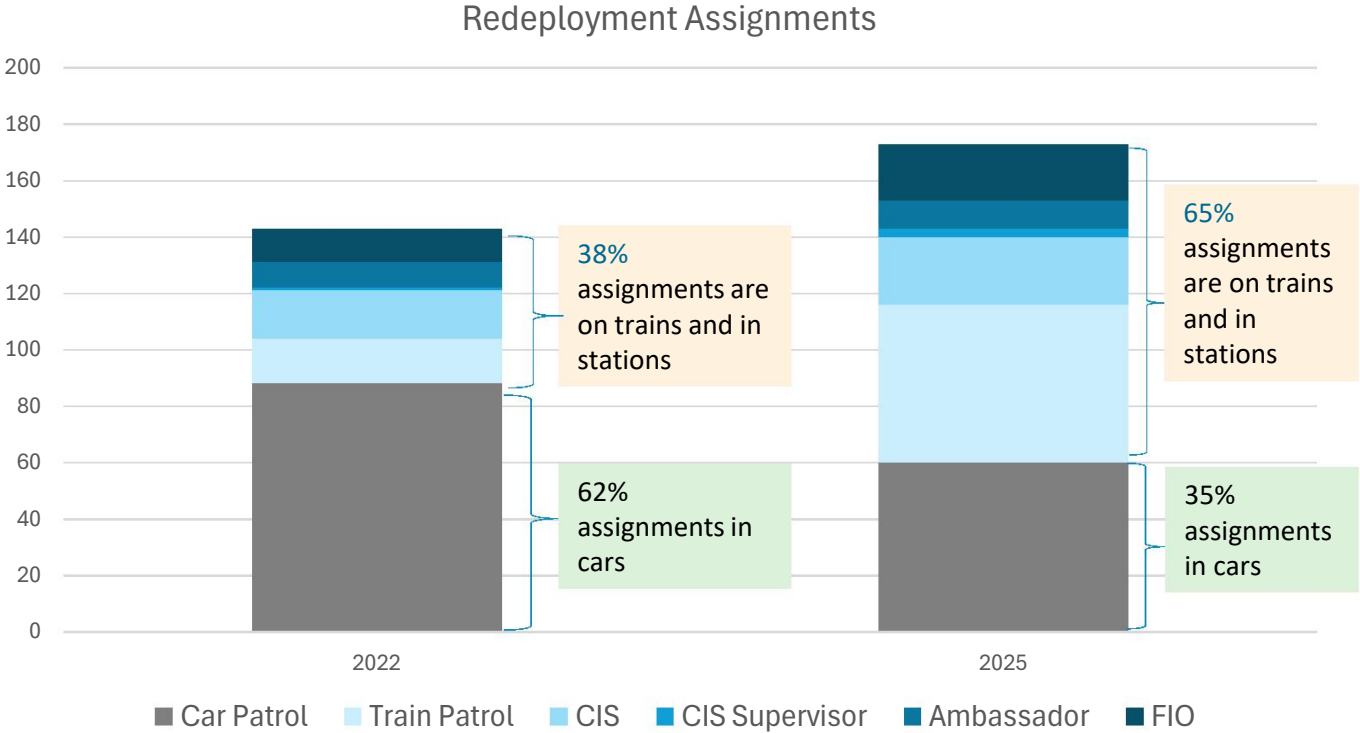
# Safety and Security: Growing the Progressive Policing and Community Engagement Bureau (PPCEB)

- Progressive Policing staff respond to calls for someone in crisis:
  - **Crisis Intervention Specialists (CIS):** assess people experiencing crises and connect them to support services and away from the criminal justice system
  - **Ambassadors:** provide a visible uniformed safety presence, monitor activities in stations and on trains, address violations of BART's Code of Conduct and act as a liaison between the District and the community
- Dispatch calls diverted or referred to CIS was 6% in 2024, exceeding the 5% goal and freeing up sworn officers for other priorities
- Community engagement initiatives:
  - Build trust between police and the community, leading to stronger partnerships in solving crimes and addressing concerns
  - Allow the community to engage on how our police department operates, promoting accountability and transparency



# Safety and Security: Continue to Focus on Presence

- Continue to grow and allocate resources where needed
- Shifting focus from car patrol to establishing presence on trains and in stations
- Average weekday (morning and afternoon shift) on-duty deployment 64% - 74% on trains (Train Officers, Ambassadors, CIS, and Fare Inspection Officers (FIO))



# Safety and Security: Continue Focus on Hiring and Retention

- Moving in the Right Direction

- Working hard to recruit officers to increase our visible safety presence
- Increased year-to-date hiring from 36 officers in 2023 to 42 officers in 2024
- Reduced sworn police officer vacancies to 16
- Actively recruiting dispatchers – critical work behind the scenes
- CIS and Ambassadors:
  - Added 4 CIS positions and 1 Progressive Policing Supervisor in December 2024
  - Current staffing: 22/24 positions filled for CISs, 8/10 for Ambassadors, 3/3 for Supervisors

- Prioritize recruitment to ensure staffing levels for presence

- At least 50% of officers dedicated to trains
- 100% of progressive policing staff dedicated to uniformed presence

- Hiring is dynamic and constantly changing due to circumstances such as regional competitiveness and retirements



# Key Rider Experience Initiatives – New Fare Programs

- Clipper BayPass – the region's first all-agency pass
  - Led by BART and MTC
  - Phase 1 pilot brought all-agency passes to 50k+ students and affordable housing residents
  - Phase 2 pilot has already signed up 10 institutional customers and more than 30,000 passholders
- Free and Discounted transfer pilot
  - Will offer standardized transfer discounts between all agencies so riders can use all services as one network without paying extra
  - 18-24 months pilot will begin with Next Gen Clipper
- Clipper START
  - 50% discount for eligible low-income riders on all regional services
  - Since BART increased our discount to 50%, Clipper START trips have more than doubled

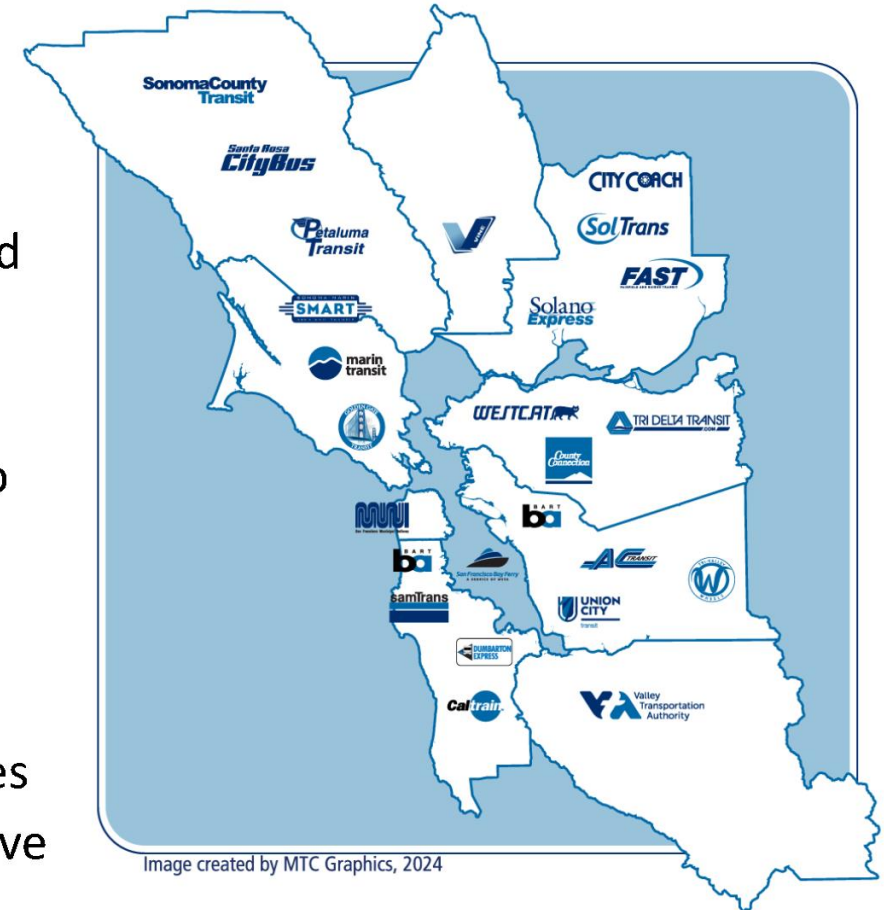



Image created by MTC Graphics, 2024

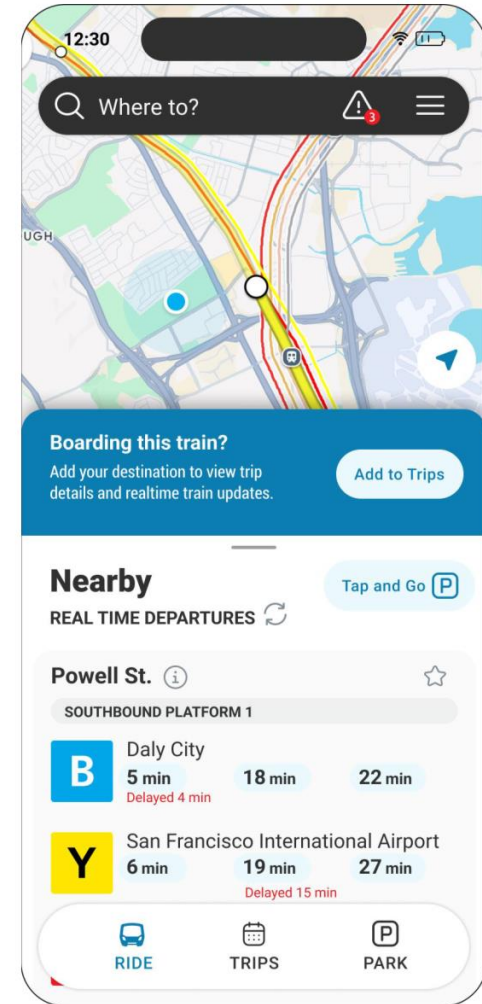
# Key Rider Experience Initiatives – Helpful Information

- Regional Mapping and Wayfinding Project
- El Cerrito del Norte, Powell, Millbrae, Dublin
- New directional signs to show how to get to Chase Center at Powell St
- Filling empty display cases with more maps and helpful information
- Trip Planner now showing when stations are closed
- Customer comments, inquiries, and maintenance issues: [bart.gov/report](http://bart.gov/report)



# Key Rider Experience Initiatives – App Redesign

- Modern look, less clicks, and new features
- Streamlined process and "where to" function
- Map that shows real time location of all trains 
- Will now show the full BART trip and update in real time what station is next and arrival time (as opposed to the schedule-based itinerary)
- Customized notifications, reporting feature will be easier to find
- Deep link to Next Gen Clipper app
- Ability to use Clipper to pay for non-transit options (parking and paratransit)
- Late summer deployment



*Design concept not final*



# Discussion

# Appendix Full Customer Satisfaction



# Background

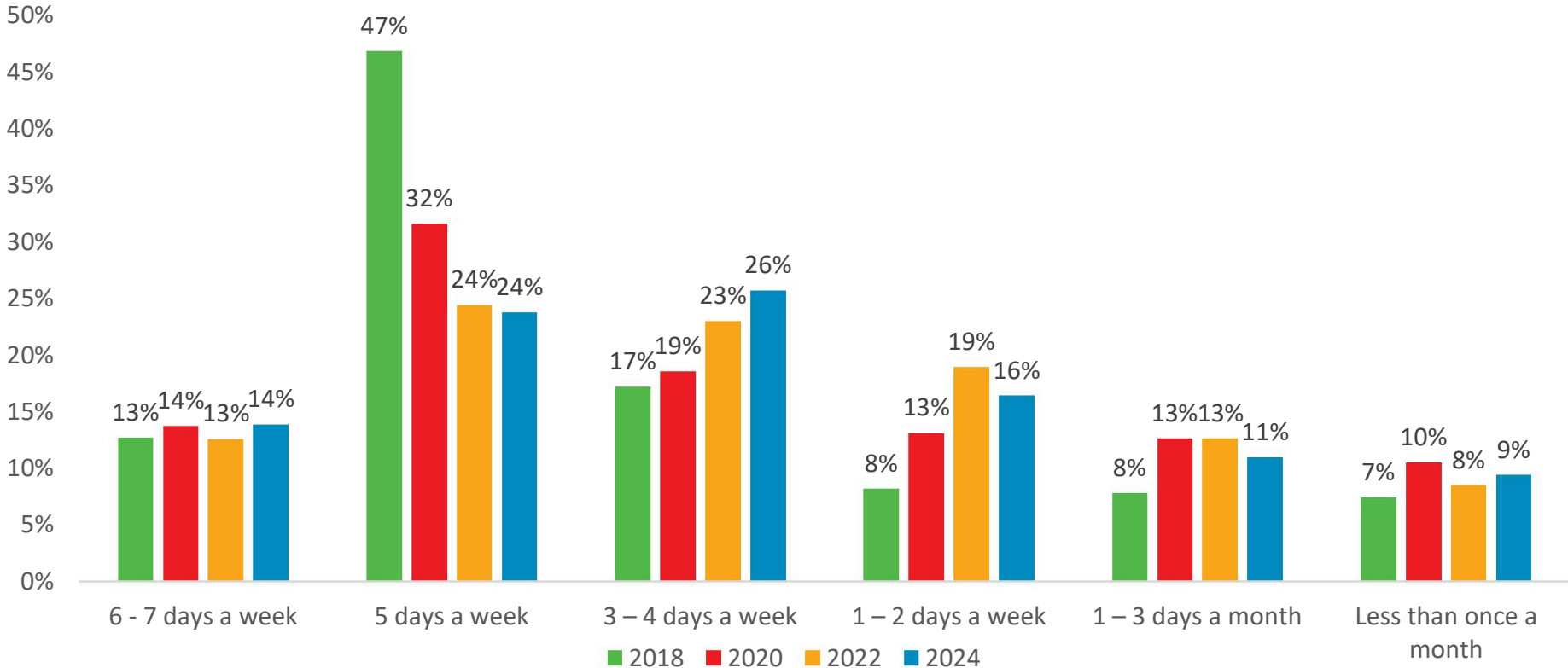
- Large survey of riders via onboard intercept
  - Designed to be representative of overall ridership
  - Conducted every two years since 1996
  - Data broadly used – informing budget priorities, Title VI reporting, ad hoc analyses
- Objectives
  - Gauge current levels of overall customer satisfaction
  - Obtain feedback on specific service attributes
  - Prioritize areas that need improvement
  - Obtain demographics of current riders and compare to prior years

# Methodology

- Questionnaires distributed onboard representative sample of runs
  - 97 weekday runs, 27 Saturday runs, and 18 Sunday runs (142 total)
- Majority collected onboard via paper questionnaires (79%)
  - Completed online (19%); mailed-in (2%)
- Survey fielded from Oct. 8th – Nov. 9th
- Questionnaire available in English, Spanish and Chinese
- Sample size: 4,687
  - Sample size in 2022: 3,022
- Note slight difference in satisfaction between Passenger Experience Survey (PES) results and this study

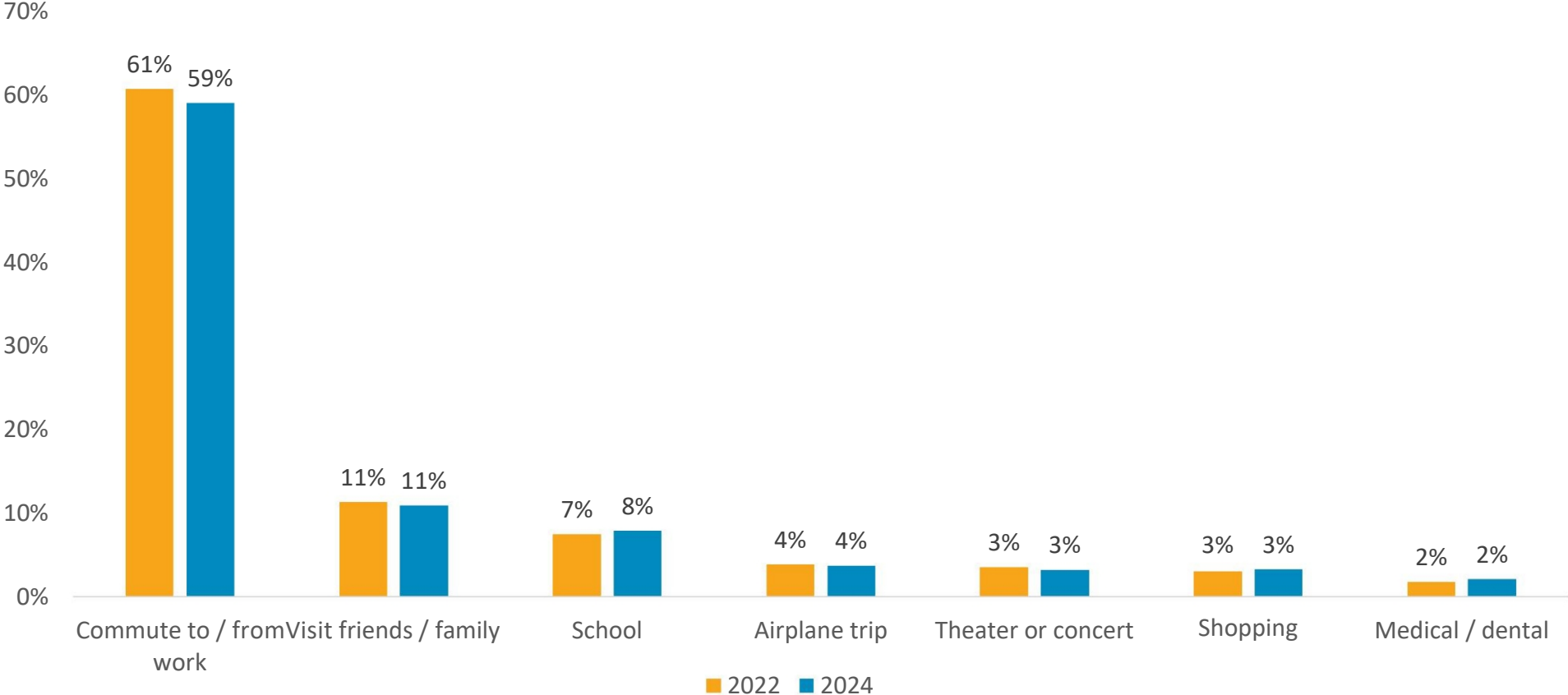
# Frequency of BART Ridership

- 5 day a week riders have dropped from 47% pre-COVID (2018 survey) to 24% in the last two surveys
- Those riding 1 – 4 days a week comprise 42%



# Primary Trip Purpose

- Trip purposes are very similar to 2022

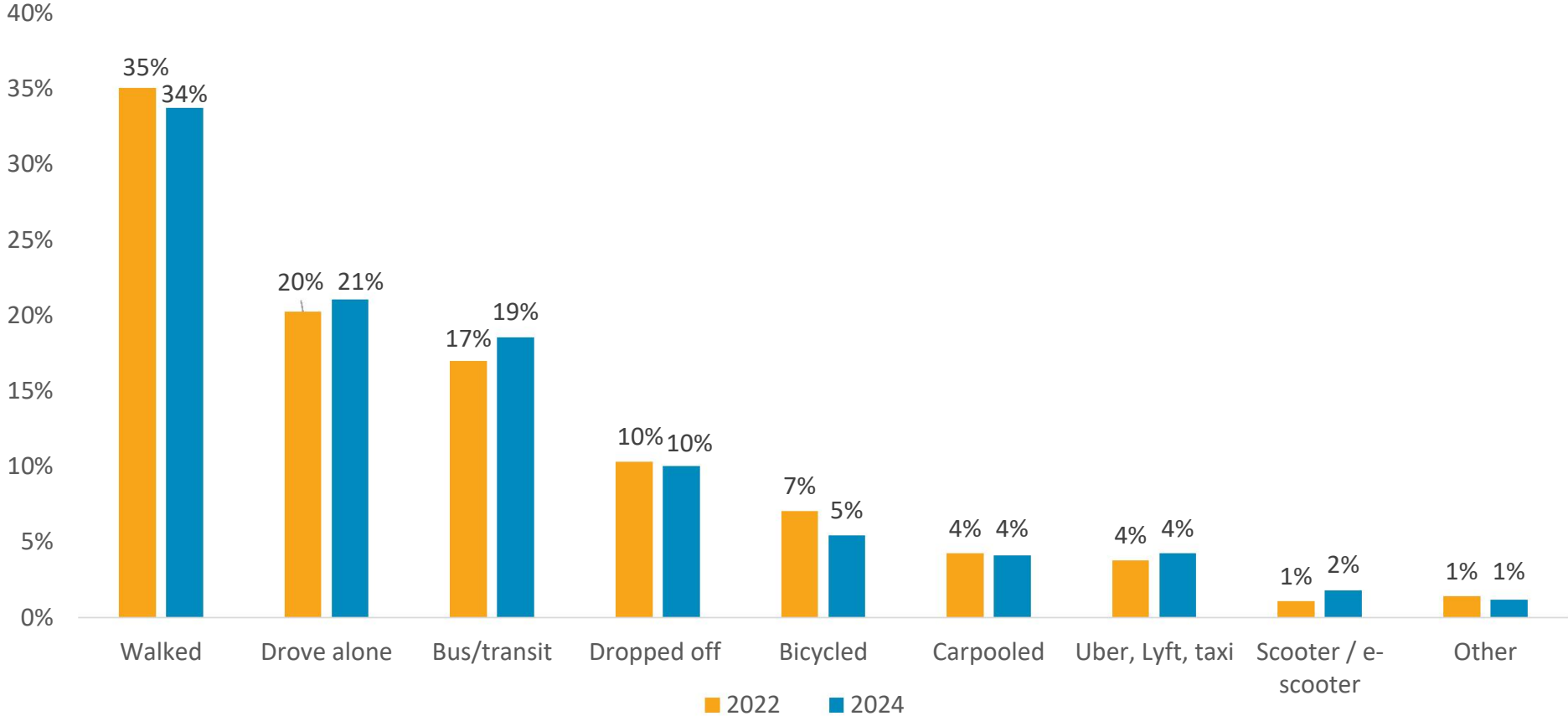


*Other trip purposes not shown on this chart accounted for 8% in 2022 and 10% in 2024.*



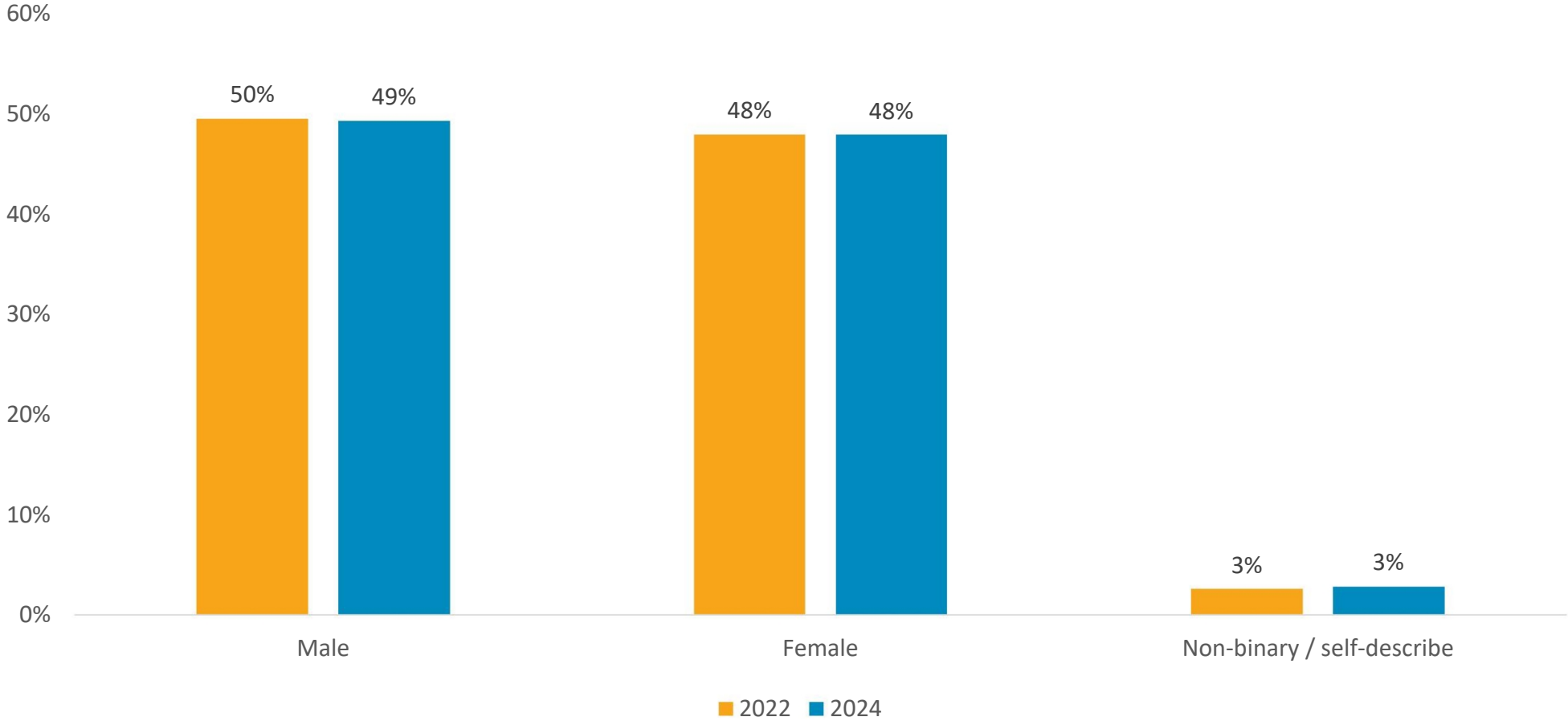
# Station Access Mode

- Access modes from home to BART are very similar to 2022
- Bicycle access has decreased slightly, while transit and scooter access have increased slightly



# Demographics: Gender

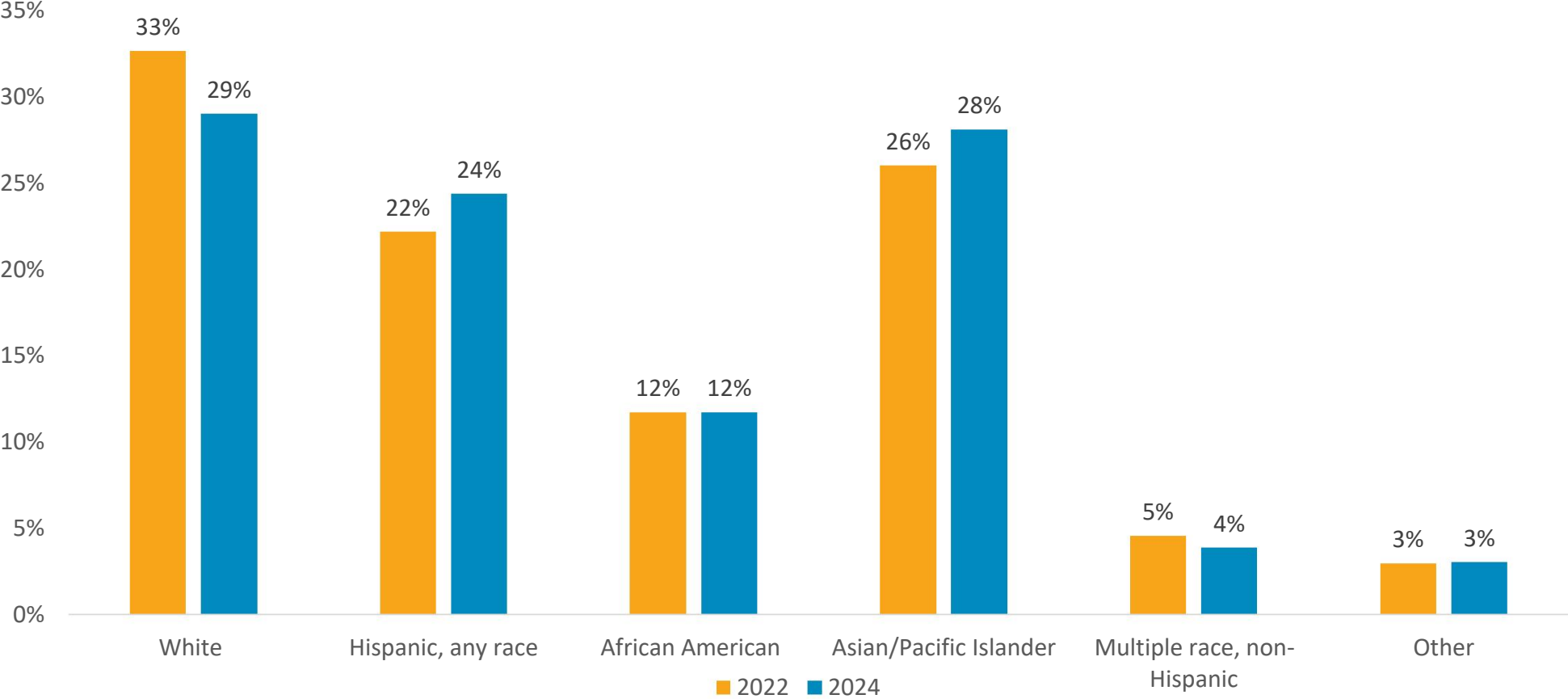
- The gender split is very similar to 2022





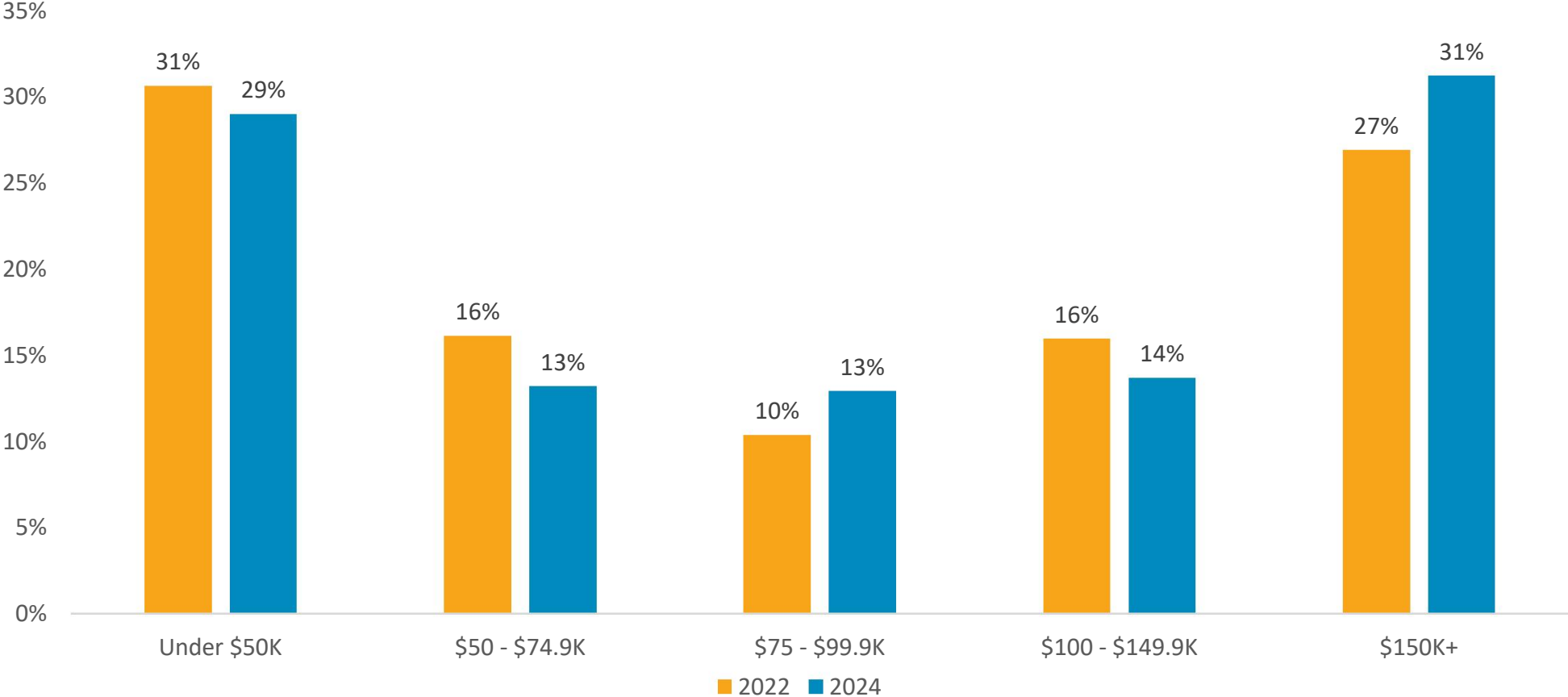
# Demographics: Race

- The percentage of riders identifying as White has decreased vs. 2022, while percentages of Hispanic and Asian riders have increased



# Demographics: Household Income

- Household income levels are somewhat higher compared to 2022\*

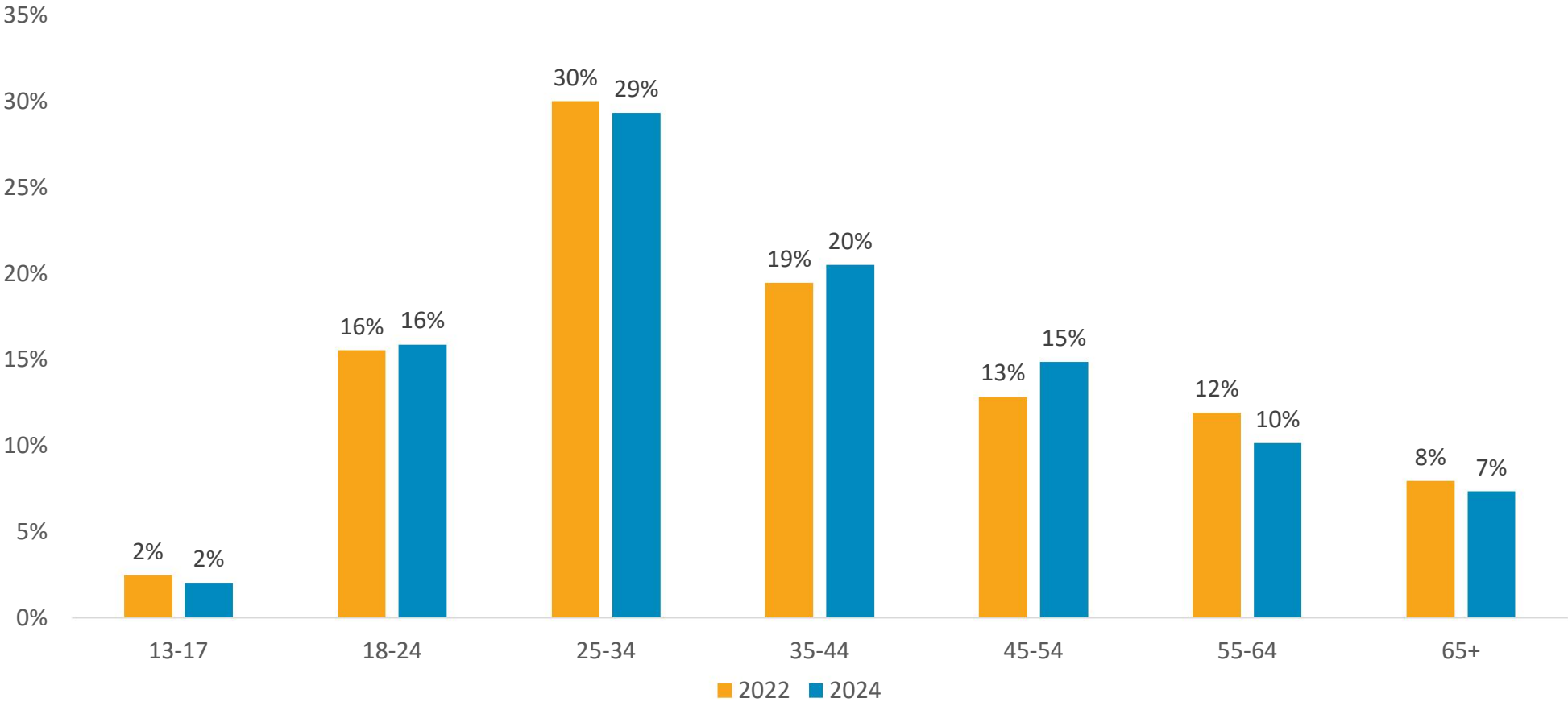


\*Note that household income data are not adjusted for inflation.



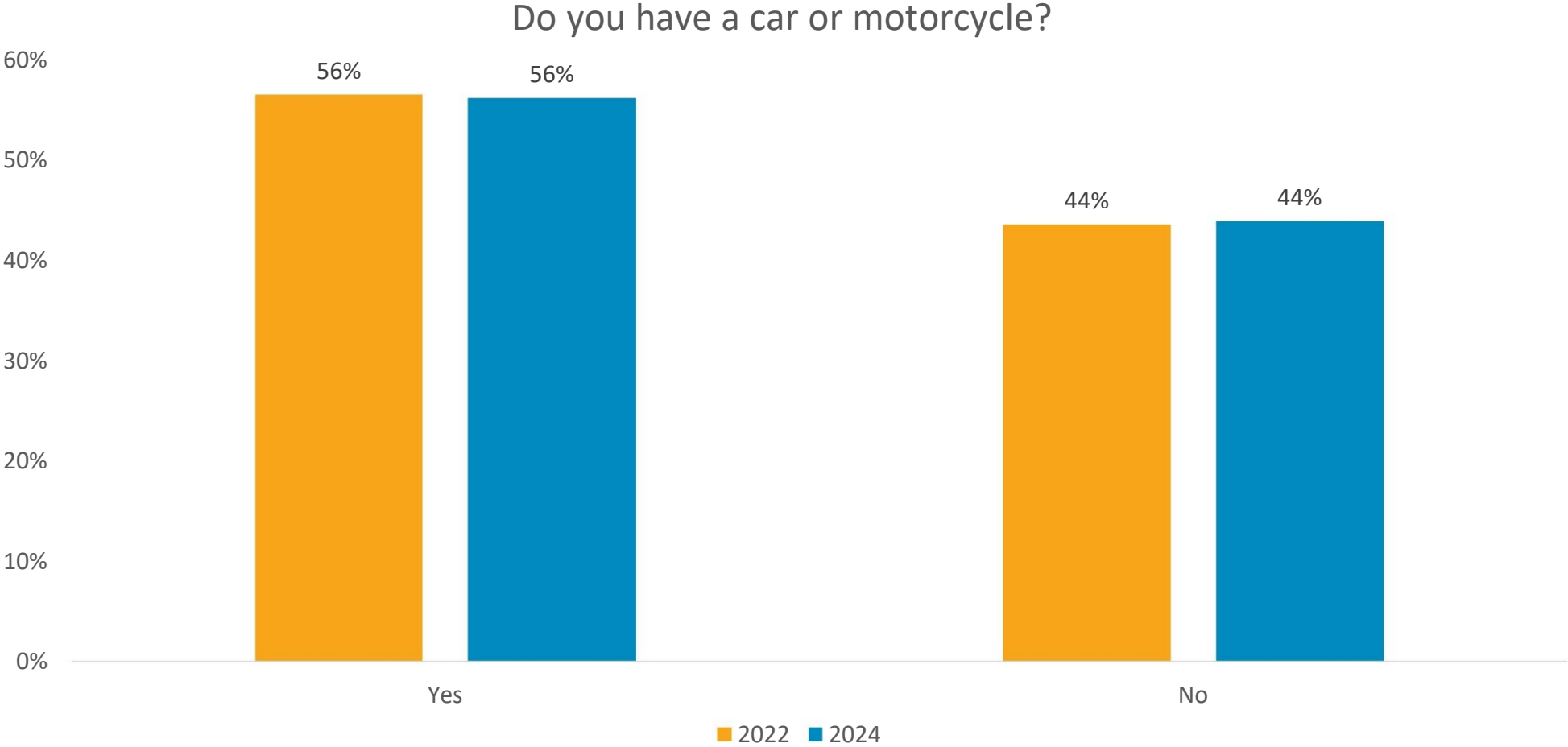
# Demographics: Age

- Riders' age distribution is very similar to 2022



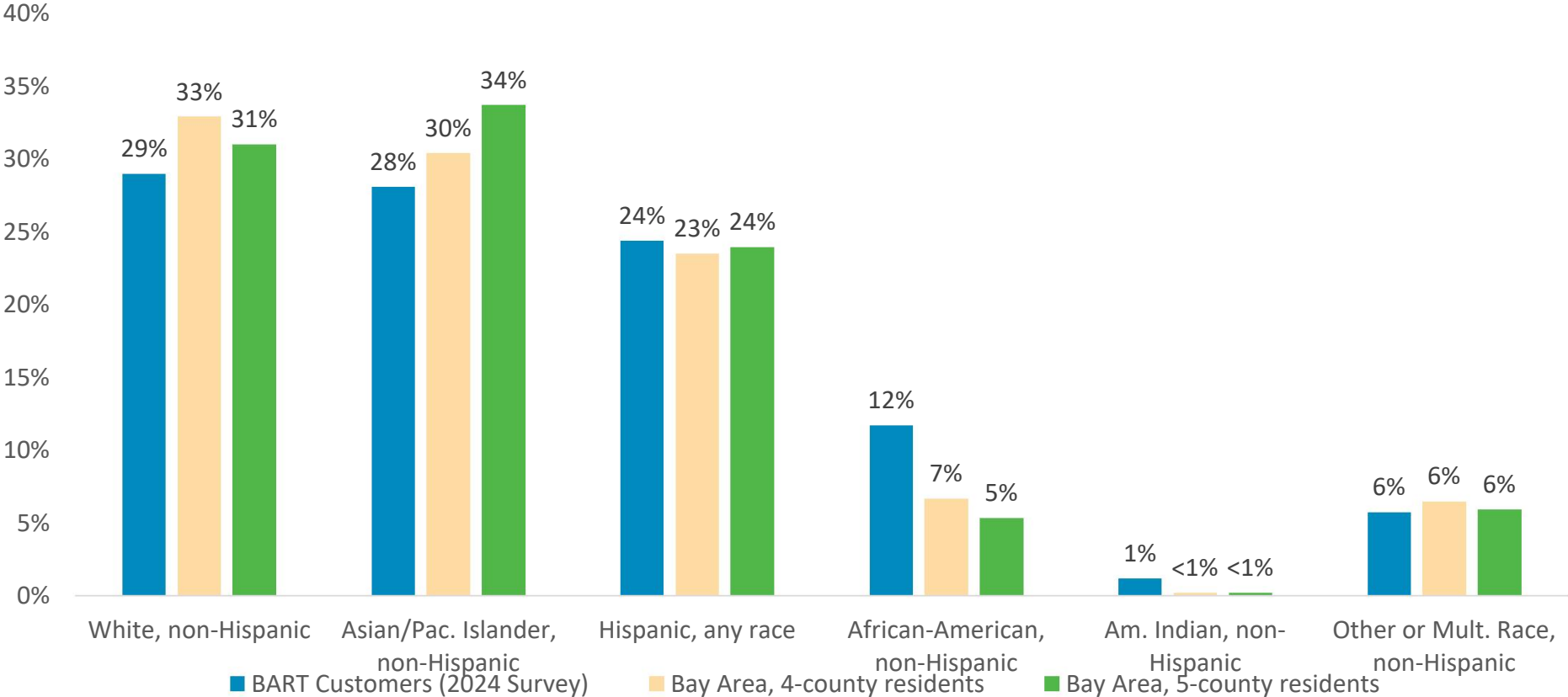
# Demographics: Vehicle Ownership

- The majority of riders have a car/motorcycle, matching 2022 data

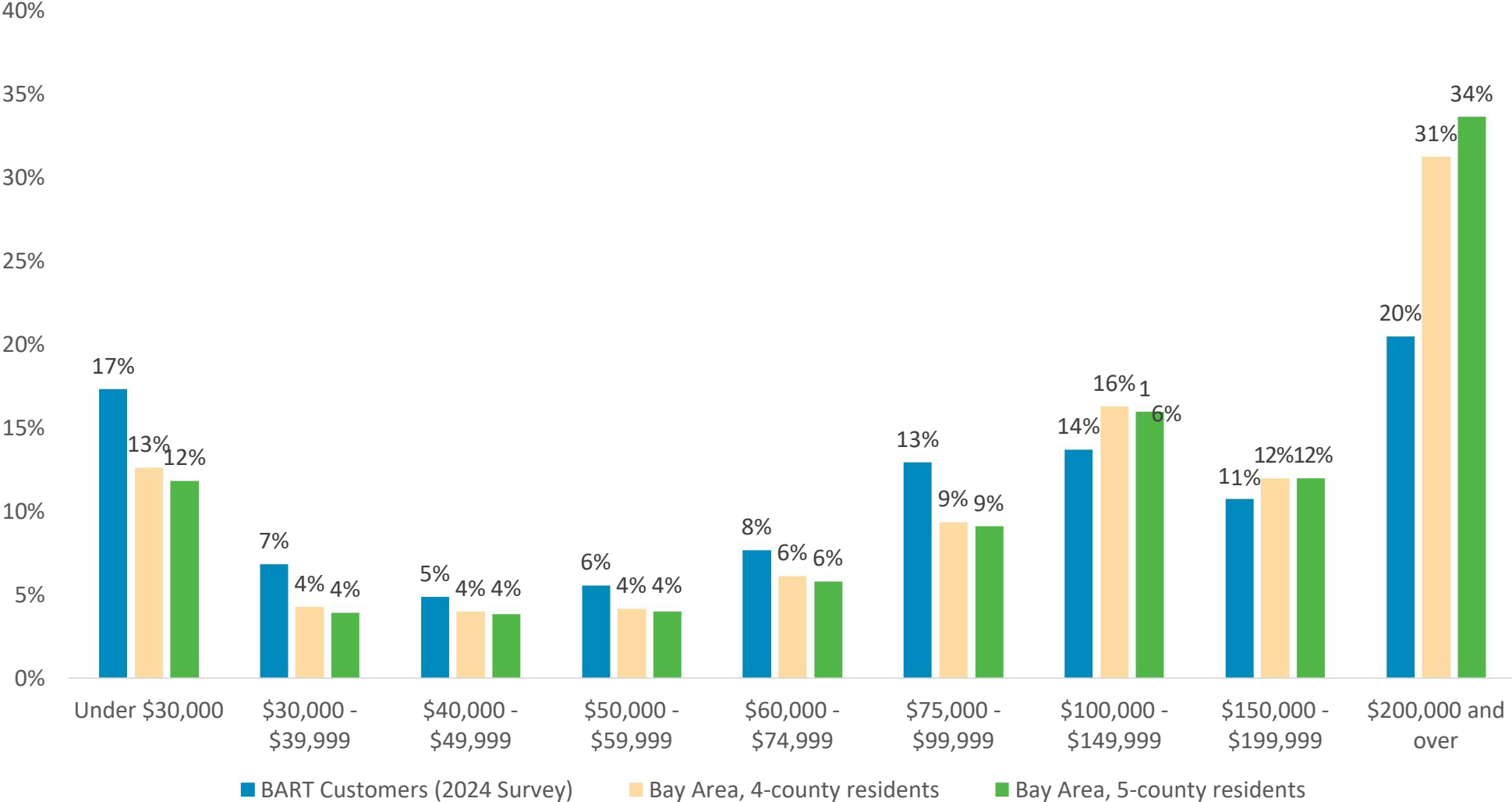


# Demographics: Race (Census Comparison)

- Compared to overall Bay Area residents, BART riders are less likely to be White or Asian, and more likely to be African American



# Demographics: Household Income (Census Comparison)



# Additional Verbatim Comments

*I love the new trains and feel it's much cleaner.*

*New cars increase overall train ratings; noise between Embarcadero and Lake Merritt is harmful; OK elsewhere.*

*I know you guys are trying hard. I wish you luck. I'm hoping you guys still exist. Society's problems are killing you.*

*It's not as bad as it used to be, 2 or 3 years ago, it was a zoo on the train - not safe.*

*Love BART. Would love to see cleaner trains and less homelessness in general, but that is hard for BART to enforce given the current state of the Bay.*

*It's unsettling to see people sleeping on the seats. It's also annoying when people usually young take over a whole bench with their feet and do not clear as train starts to fill up.*

*I wish I could take BART more, specifically at night. Safety is my biggest concern on BART. Especially at night.*

*Homelessness, aggressive panhandling and filth in the trains and stations have turned me to driving as often as I can for the first time in 20y. I will no longer take BART outside of commuter times, given the clear personal risk of being alone in a car.*

*I think I would ride BART more post-COVID, but I am still concerned about safety and think the system has to overcome the stigma of homelessness on trains and people being attacked with meat cleavers, etc...*

*I ride BART and am always advocating for how great it is, but my biggest issues with BART: -there is human feces on the farthest east stairwell in the Embarcadero station almost every day -I have multiple times had people smoking on the train (pot and crack) and they get away with it -People regularly hop over the fare gates in the Embarcadero Station -Way too often there are fentanyl addicts passed out on the train.*

# Additional Verbatim Comments

*Fare evasion has improved due to the gates...from what I've seen, fare evaders are the ones who cause the most disruption (bad smell, loud sounds, loitering the trains)*

*...Do see an improvement on Civic Center platform due to new fare gates - need to speed up installation at all stations.*

*We need more trains or train cars during busy hours! It's so uncomfortable being squeezed in a train when only 6 cars are attached. When we know you all can do up to 10. Lots of positives though. Response time for a disruptive passenger from BART police is good! Very very happy about the new fare gates!*

*I've been happy to see the system improving. I would like to see consistency with the bathrooms working, being open, and staffed. A bathroom is a big deal for a long trip. Fare evasion has gotten better, and I know the new gates are coming.*

*...You have issues when it rains, when it's too windy, when it's too hot, when it's too cold, or when someone sneezes too hard in a train. This is the biggest reason why I can't recommend BART and tell people to take a Lyft or Uber if they need to be somewhere on time.*

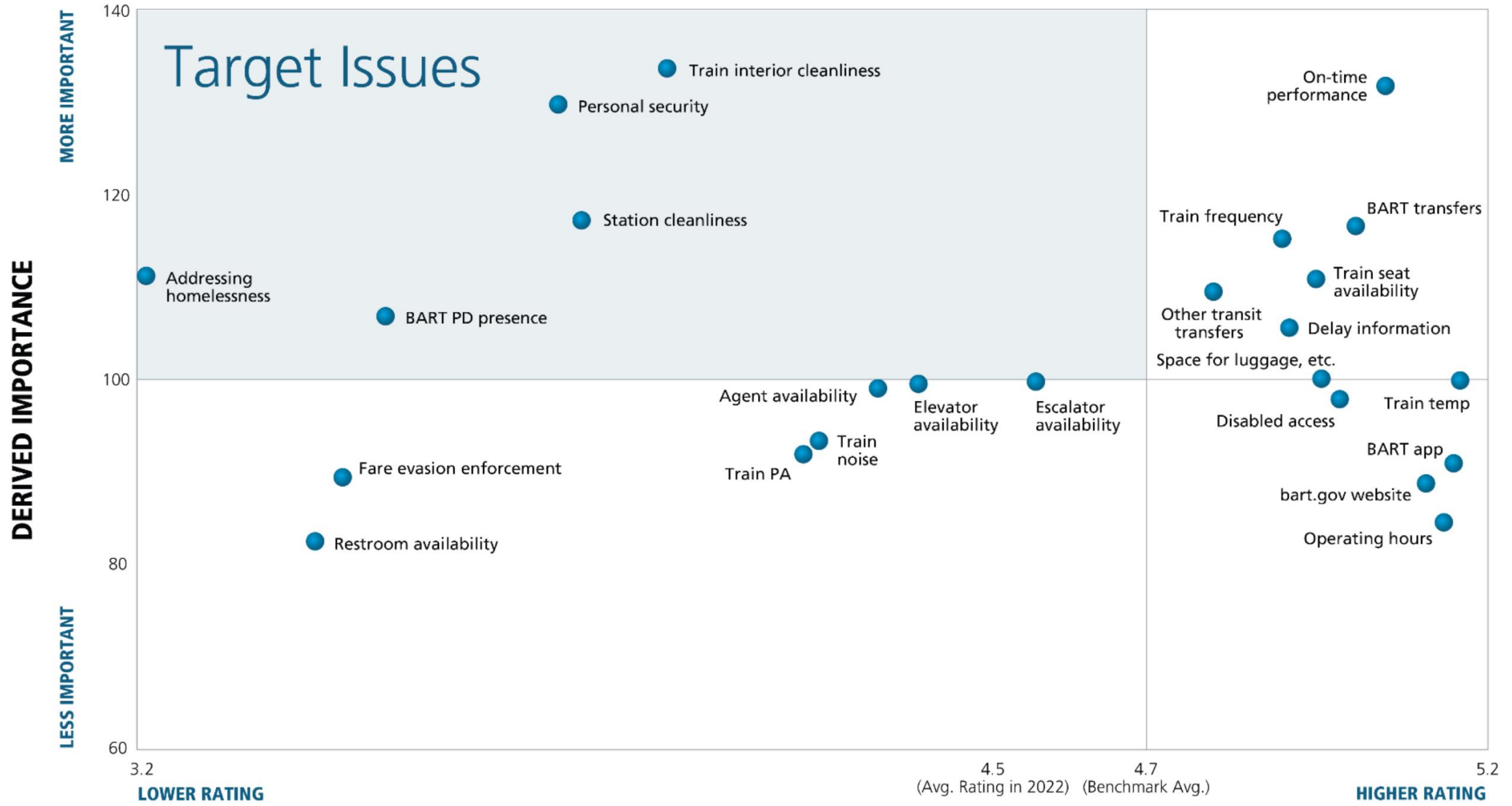
*I used to use Antioch E-BART. But so many delays. I now drive to Pitt/Bay Point everyday from Antioch.*

*Could you please have the blue train run more frequently than once every 20 mins?*

*I thank you guys for getting me everywhere. I can't afford a car, and I'm an older sister taking care of her younger siblings, and BART and Muni are the best. Thank you guys so much!*



# 2022 Quadrant Chart





# Transit-Oriented Development Program Update

Board of Directors | February 13, 2025



# Agenda

- Policy Overview
- Project Updates
- Financial Context
- Upcoming TOD Board Items

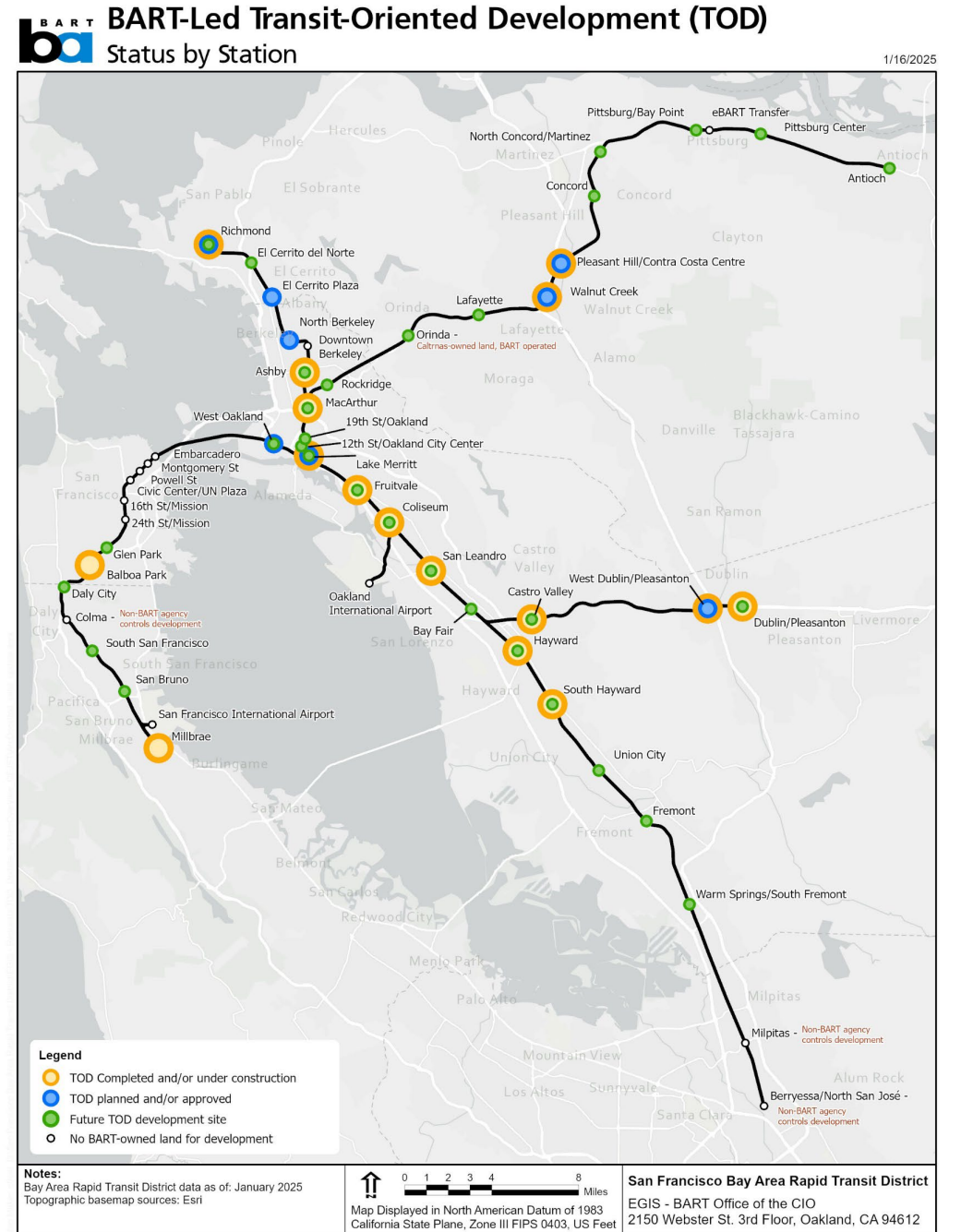
# BART TOD Overview

## TOD sites:

- 250 acres of developable land
- At 27 stations
- Across 22 jurisdictions
- ~28,000 potential new homes

## TOD Benefits:

- **Grow BART ridership:** TOD residents are 2x as likely to ride BART vs non-TOD residents
- **Climate Action:** Housing near transit produces 50% fewer auto trips vs conventional development
- **Lower Cost of Living:** Transportation costs for those living near BART are 24% lower than average



# BART TOD Goals

- A. Complete Communities.** Partner to ensure BART contributes to neighborhood/district vitality, creating places offering a mix of uses and amenities.
- B. Sustainable Communities Strategy.** Lead in the delivery of the region's land use and transportation vision to achieve quality of life, economic, and greenhouse gas reduction goals.
- C. Ridership.** Increase BART ridership, particularly in locations and times when the system has capacity to grow.
- D. Value Creation and Value Capture.** Enhance the stability of BART's financial base by capturing the value of transit, and reinvesting in the program to achieve TOD goals.
- E. Transportation Choice.** Leverage land use and urban design to encourage non-auto transportation choices both on and off BART property, through enhanced walkability and bikeability, and seamless transit connectivity.
- F. Affordability.** Serve households of all income levels by linking housing affordability with access to opportunity.

*Board update adopted April 2020*

# Key BART TOD Policies

- **TOD Policy (amended 2020)**
  - Outlines vision and goals for BART's TOD program
- **Project Stabilization Agreement Policy (2011)**
  - Developers to reach agreement with county building trades councils for TOD construction
- **Station Access Policy (2016)**
  - BART rider access and investment priorities by station type
- **Affordable Housing Policy (2016)**
  - 20% of units must be affordable in residential TODs; 35% goal portfolio-wide, per TOD Policy
- **TDM Program (2021)**
  - Developer to provide transportation demand management ("TDM") measures to support walking, biking, transit among TOD residents/employees
- **Affordable Housing Financial Return Framework (2021)**
  - Land value discount of up to 60% to support inclusion of affordable housing

# BART TOD Portfolio

## Existing TODs:

- 15 stations
- ~875,000 sq ft commercial
- Over 4,200 homes, 1,300 (30%) affordable
- 8 TODs in predevelopment

## Future TODs:

- 10 stations
- Active developer negotiations, entitlements, design review, and permitting
- ~970,000 sq ft commercial
- ~4,000 homes, ~1,680 affordable (44%)

Description	Residential			Commercial <sup>1</sup>	
	Total (DU)	Affordable (DU)	Affordable (%)	Office (SF)	Retail (SF)
<b>Station &amp; project phase (Year complete)</b>	<b>Complete</b>				
Castro Valley Ph 1 (1993)	96	96	100%		
Hayward Ph 1 (1998)	77	0	0%		
Ashby Ph 1-Ed Roberts (2001)	0	0	0%	80,000	
Fruitvale Ph 1 (2004)	47	10	21%	27,000	37,000
Richmond Ph 1 (2004)	132	66	50%		15,000
Pleasant Hill/CC Centre Blocks A & B (2008)	422	84	20%		35,590
Dublin/ Pleasanton Ph 1-Dublin (2008)	240	0	0%		
West Dublin/ Pleasanton Ph 1-Dublin (2013)	309	0	0%		
MacArthur Ph 1 (2016)	90	90	100%		
San Leandro Ph 1 (2017)	115	115	100%		
South Hayward Ph 1 (2017)	357	150	43%		
Fruitvale Ph 2A (2018)	94	92	98%		
Pleasant Hill/CC Centre Block C (2018)	200	0	0%		
MacArthur Ph 2 (2019)	385	0	0%		33,000
San Leandro Ph 2 (2019)	85	85	100%	5,000	1,000
West Dublin/ Pleasanton Ph 2-Pleasanton (2019)	0	0	0%	410,000	
Coliseum Ph 1 (2019)	110	55	50%		
MacArthur Ph 3 (2020)	403	45	11%		13,000
Walnut Creek Ph 2 (2023)	358	0	0%		14,000
Millbrae (2023)	400	100	25%	150,000	45,000
Balboa Park (2023)	131	131	100%		3,000
Fruitvale Ph 2B (2024)	181	179	99%		6,000
<b>Total complete</b>	<b>4,232</b>	<b>1,298</b>	<b>31%</b>	<b>672,000</b>	<b>202,590</b>
<b>Station &amp; project phase</b>	<b>In construction</b>				
Lake Merritt Block 1, Building B	97	97	100%	-	-
<b>Total in construction</b>	<b>97</b>	<b>97</b>	<b>100%</b>	<b>0</b>	<b>0</b>
<b>Station &amp; project phase</b>	<b>Predevelopment</b>				
West Oakland	762	240	31%	~380,000	~50,000
Lake Merritt Block 1, Building A	360	36	10%		
West Dublin/ Pleasanton Ph 3-Dublin	300	300	100%		
Lake Merritt Block 2	100	100	100%	~500,000	
El Cerrito Plaza	743	370	50%		~20,000
North Berkeley	750	381	52%		6,000
Pleasant Hill/CC Centre Block D	170	34	20%		
Richmond Ph 2	520	209	40%		
Walnut Creek Ph 3	238	0	0%		12,000
<b>Total predevelopment</b>	<b>3,943</b>	<b>1,670</b>	<b>42%</b>	<b>880,000</b>	<b>88,000</b>
<b>Grand total</b>	<b>8,272</b>	<b>3,065</b>	<b>37%</b>	<b>1,552,000</b>	<b>290,590</b>
<b>Station &amp; project phase</b>	<b>Presolicitation</b>				
Ashby Ph 2-West lot	750	TBD	35-50%	0	0
<b>Total presolicitation</b>	<b>750</b>	<b>TBD</b>	<b>35-50%</b>	<b>0</b>	<b>0</b>

<sup>1</sup> Millbrae's project also includes 164 hotel rooms

DU = Dwelling units; SF = Square feet

# Progress Toward BART TOD Performance Targets

## 2040 Targets:

- 20,000 housing units, 35% affordable
- 4.5M sq ft commercial

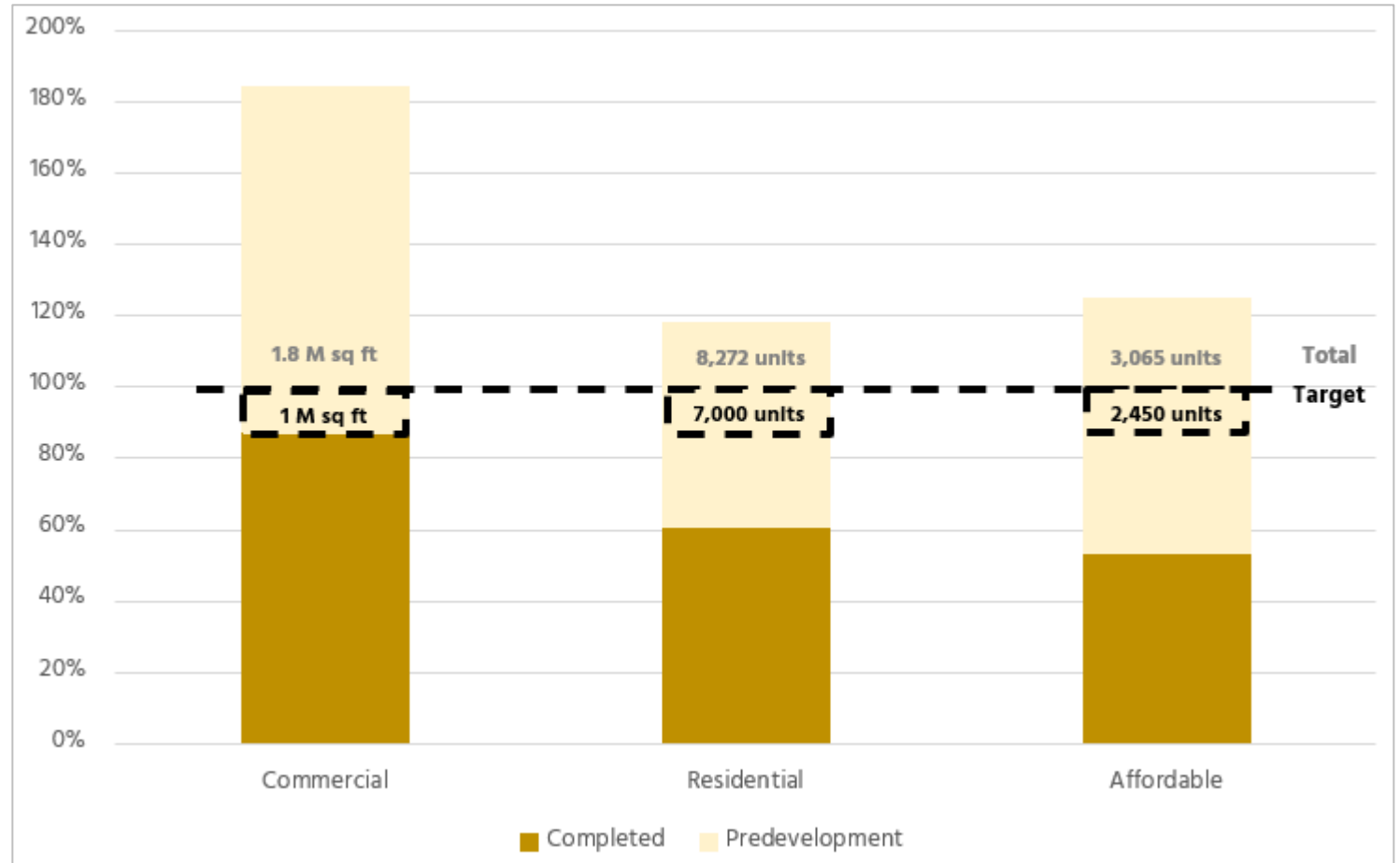
## 2025 Mid-Term Targets:

- 7,000 housing units, 35% affordable
- 1M sq ft commercial

## Completed:

- 4,200 housing units, 30% affordable
- 875,000 sq ft commercial

2025 Performance Goal Targets Progress





# BART TOD vs. Conventional Development

## TOD projects are unique:

- Uninterrupted service and rider access to transit required
- Infrastructure considerations
- Station area and access improvements

## Public agency & public land:

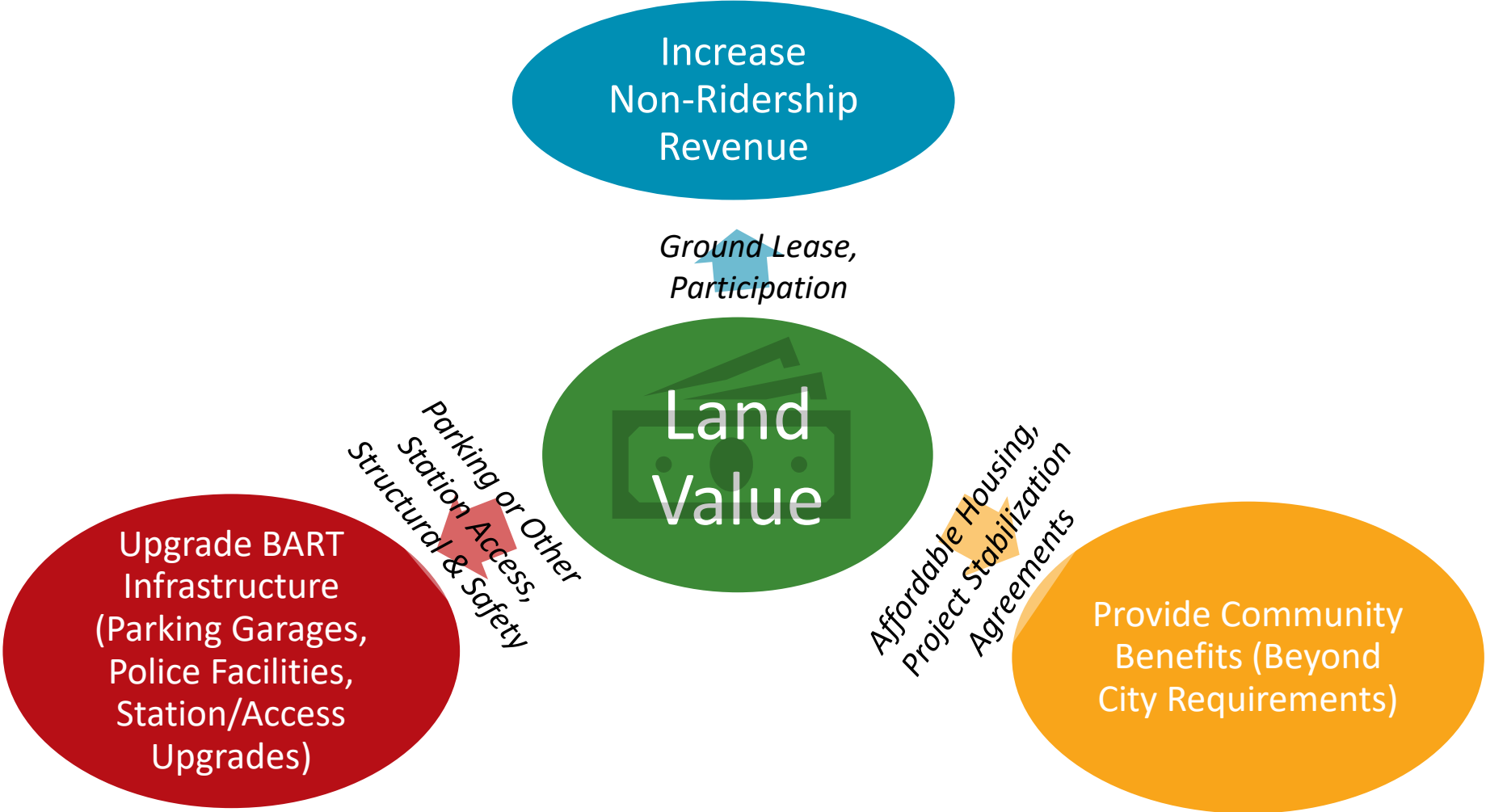
- BART policies: labor requirements, affordable housing minimums
- BART permitting and facilities standards
- State regulations: Surplus Land Act; streamlining (AB 2923)

## Funding:

- Eligible for special transportation and housing funding
  - Transit and Intercity Rail Capital Program (TIRCP)
  - Affordable Housing and Sustainable Communities (AHSC)

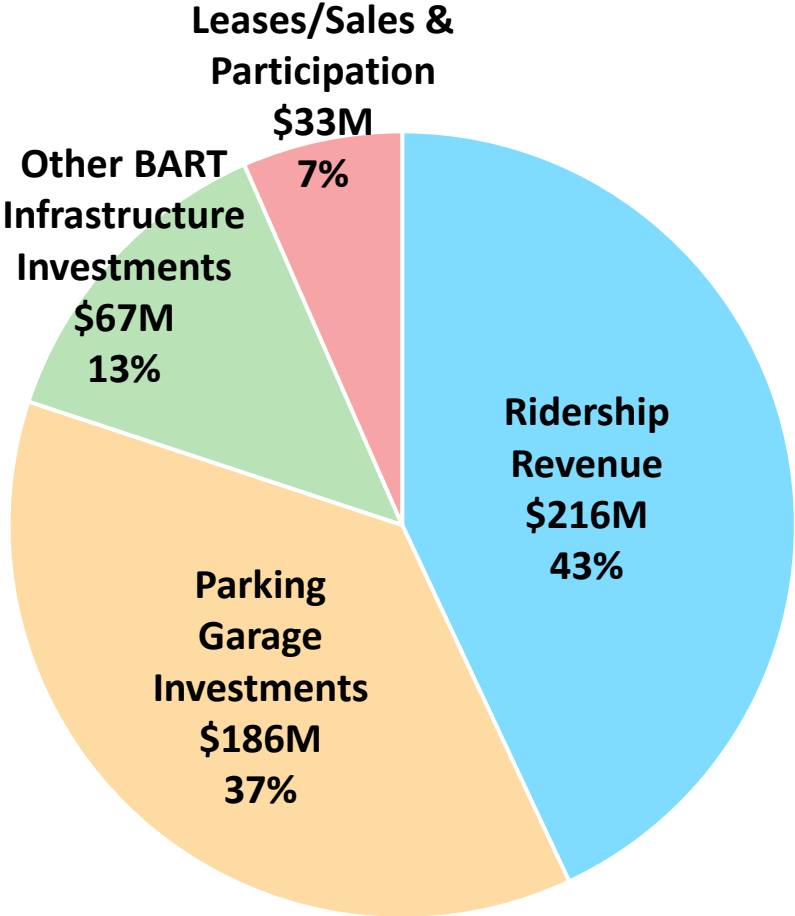


# BART TOD Financial Return



# BART TOD Financial Return

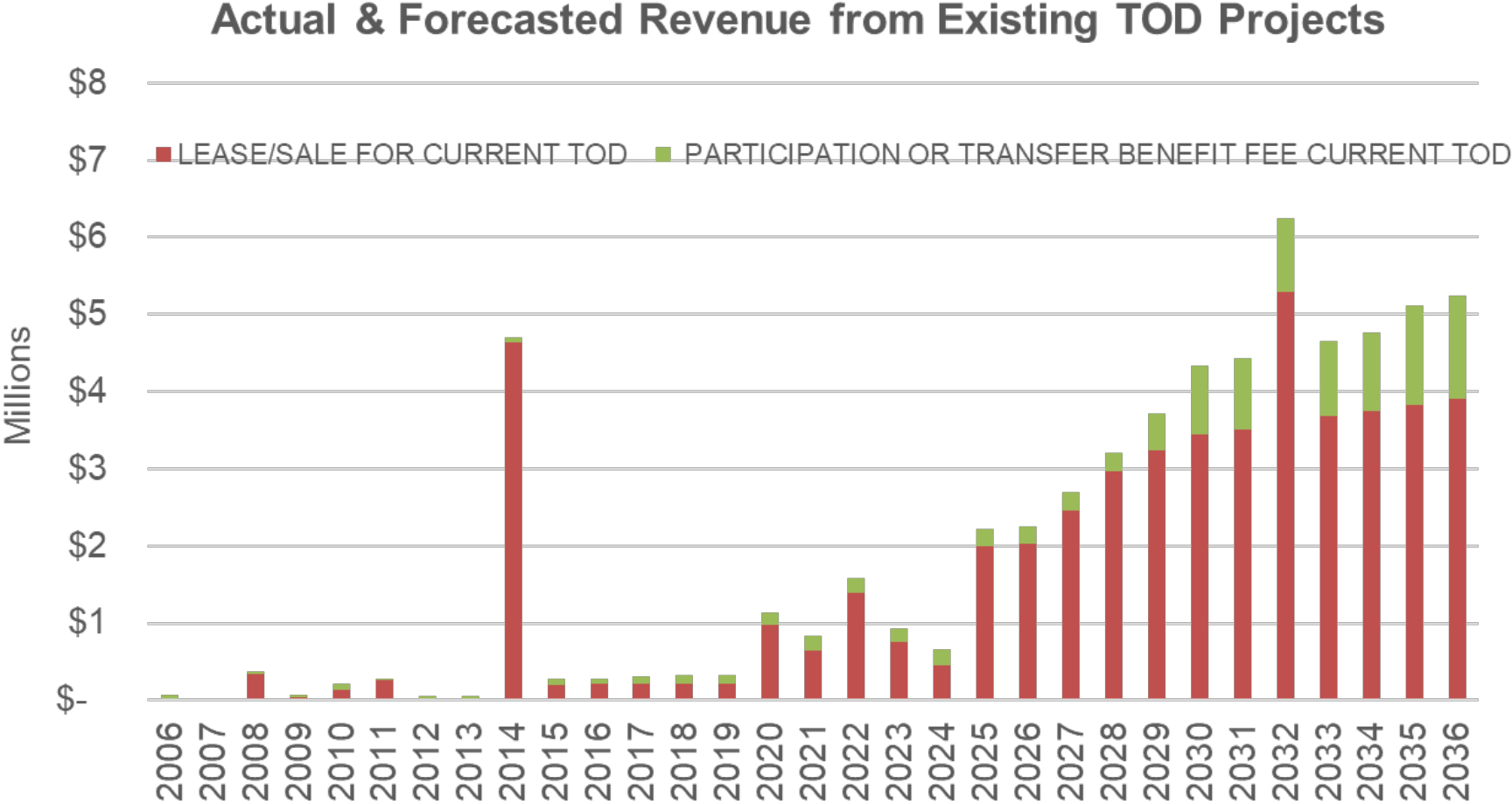
**Total Revenue  
2010-2040  
\$502M**



*Chart only includes completed TOD projects; does not include projects under construction, in predevelopment, or future projects.*



# BART TOD Revenue: Leases/Sales & Participation



*Chart not reflective of (1) Value to BART of replacement rider parking garages, or (2) Revenue from planned but unbuilt TOD projects/phases.*

# Status of Current Projects

## Pre-solicitation Planning:

- Bay Fair Station
- Fremont Station
- Hayward Station

## Solicitation:

- Ashby Station (RFP issued)

## Pre-entitlement - Planning, Entitlements, Negotiations:

- North Berkeley Station (ENA)
- Pleasant Hill Station (DDA)

## Preconstruction - Design Review, Permitting, Negotiations:

- El Cerrito Plaza Station (Signed option; construction pending funding)
- Walnut Creek Station (Signed option; construction pending funding)
- West Dublin/Pleasanton Station (Signed Ground Lease; construction pending funding)
- West Oakland Station (Signed option; construction pending funding)

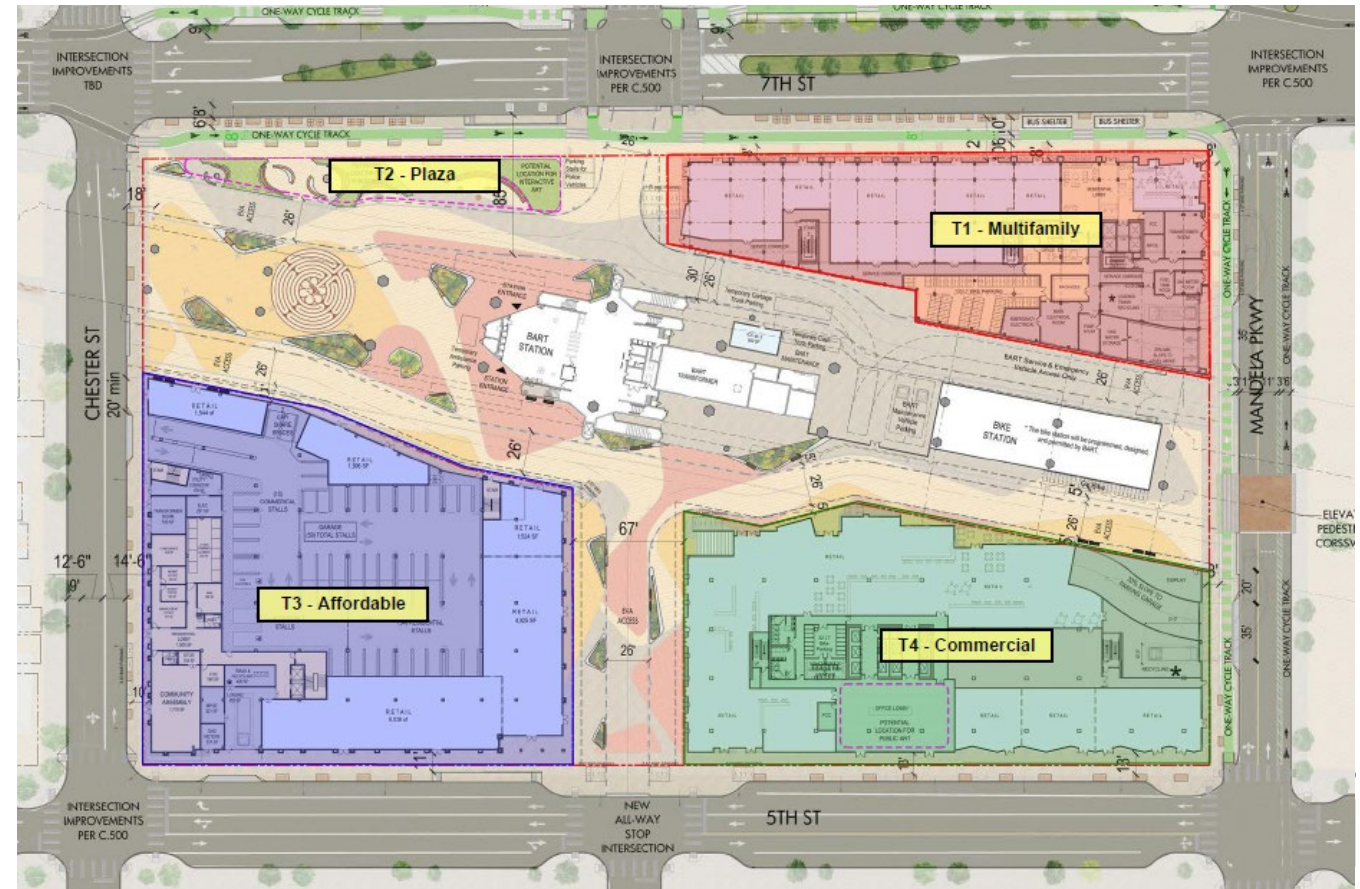
## Construction:

- Lake Merritt Station- Building B and Paseo

# Active Planning/Preconstruction: West Oakland Station

Developers: Mandela Station Partners

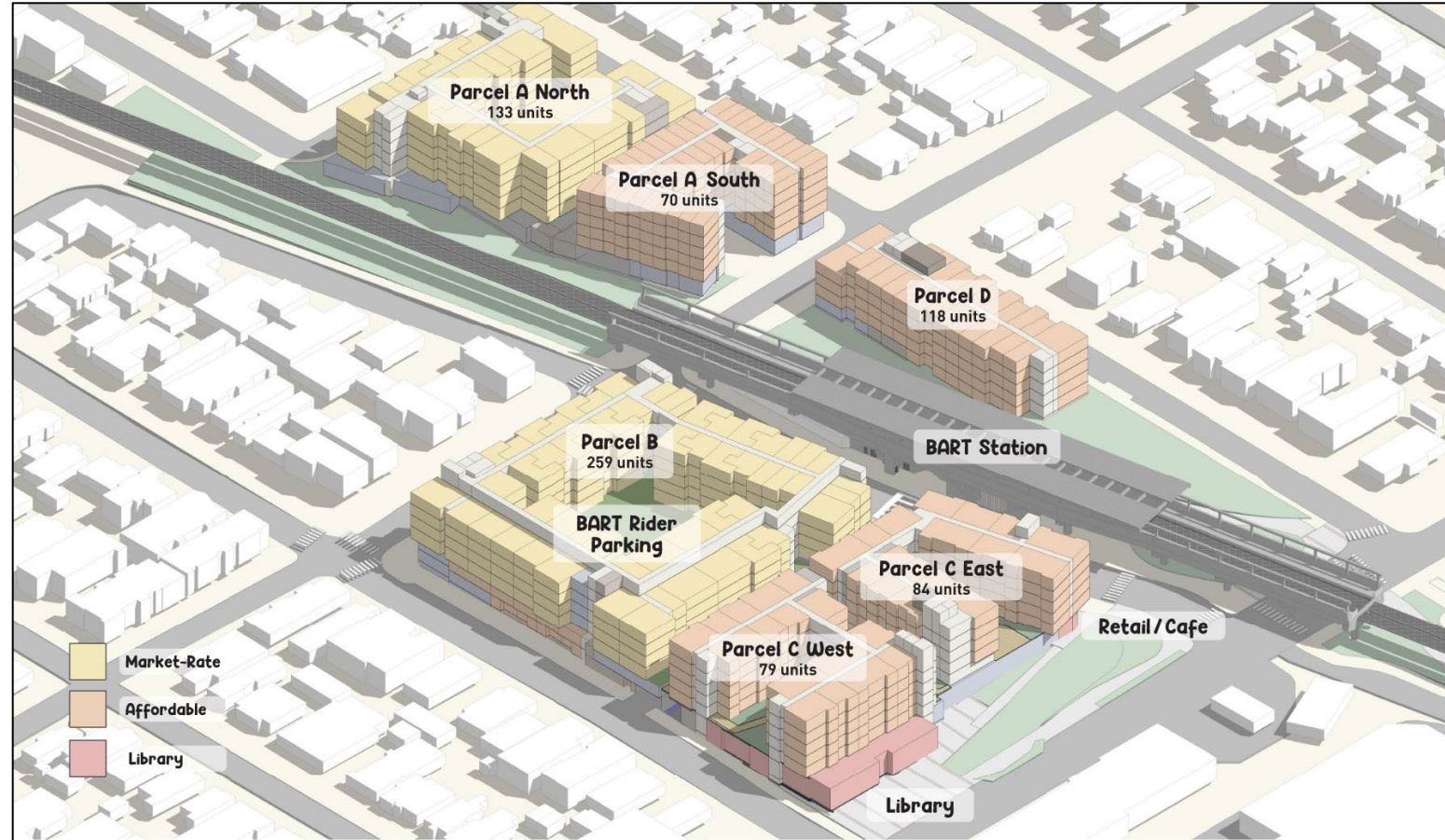
- 762 housing units, 240 affordable
  - 300K sq ft office, ground floor retail
  - Bike/ped access improvements
  - T3 slated to move first
- 
- ✓ Option signed May 2023
  - ✓ \$109.2M funding secured for affordable housing phase
  - ✓ \$29.8M secured for master project infrastructure



# Planning/Preconstruction: El Cerrito Plaza Station

Developers: Holliday Development, Related California

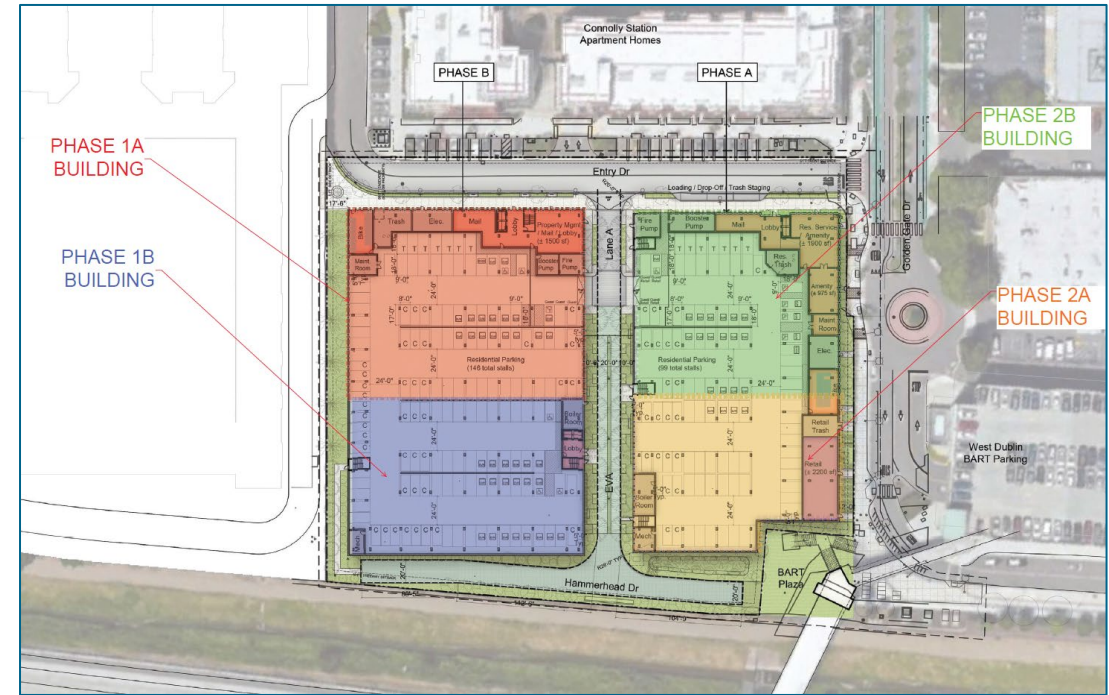
- 743 housing units, 47% affordable, including 118 units of 'missing middle income' housing
- Potential public library (pending local funding measure)
- Transportation infrastructure:
  - New intermodal
  - BART rider parking
  - Bike station
  - Widened Ohlone Greenway
  - Public plaza
- ✓ \$90M secured in housing and infrastructure funding
- ✓ July 2024: Master plan entitlements approved



# Planning/Pre-Construction: West Dublin/Pleasanton Station

Developer: Related California

- Final component of infill station and TOD development
  - 4 phases totaling 300 housing units
  - 100% affordable
  - BART Plaza
- 
- ✓ \$13.3M in City of Dublin funding commitments
  - ✓ Fully entitled





# Active Planning/Predevelopment: North Berkeley

Developer: North Berkeley Housing Partners (Avalon, Bridge, East Bay Asian Local Development Corporation [EBALDC], Insight Housing)

- ~740 housing units
- 52% affordable
  - \$26.2M City of Berkeley affordable housing contribution
- ~7,000 sq ft community-serving retail
  - On-site childcare
- Extension of Ohlone Greenway, other bike/ped improvements
- ~57,000 sq ft of open space
- ✓ December 2024: Master plan entitlements



Image courtesy of North Berkeley Housing Partners

# Active Planning & In Construction: Lake Merritt

Developers: Strada, East Bay Asian Local Development Corporation (EBALDC)

- Implementing community vision as set forth in Lake Merritt Station Area Plan
- ✓ Building B & Paseo in construction
- Building A timing depends on market

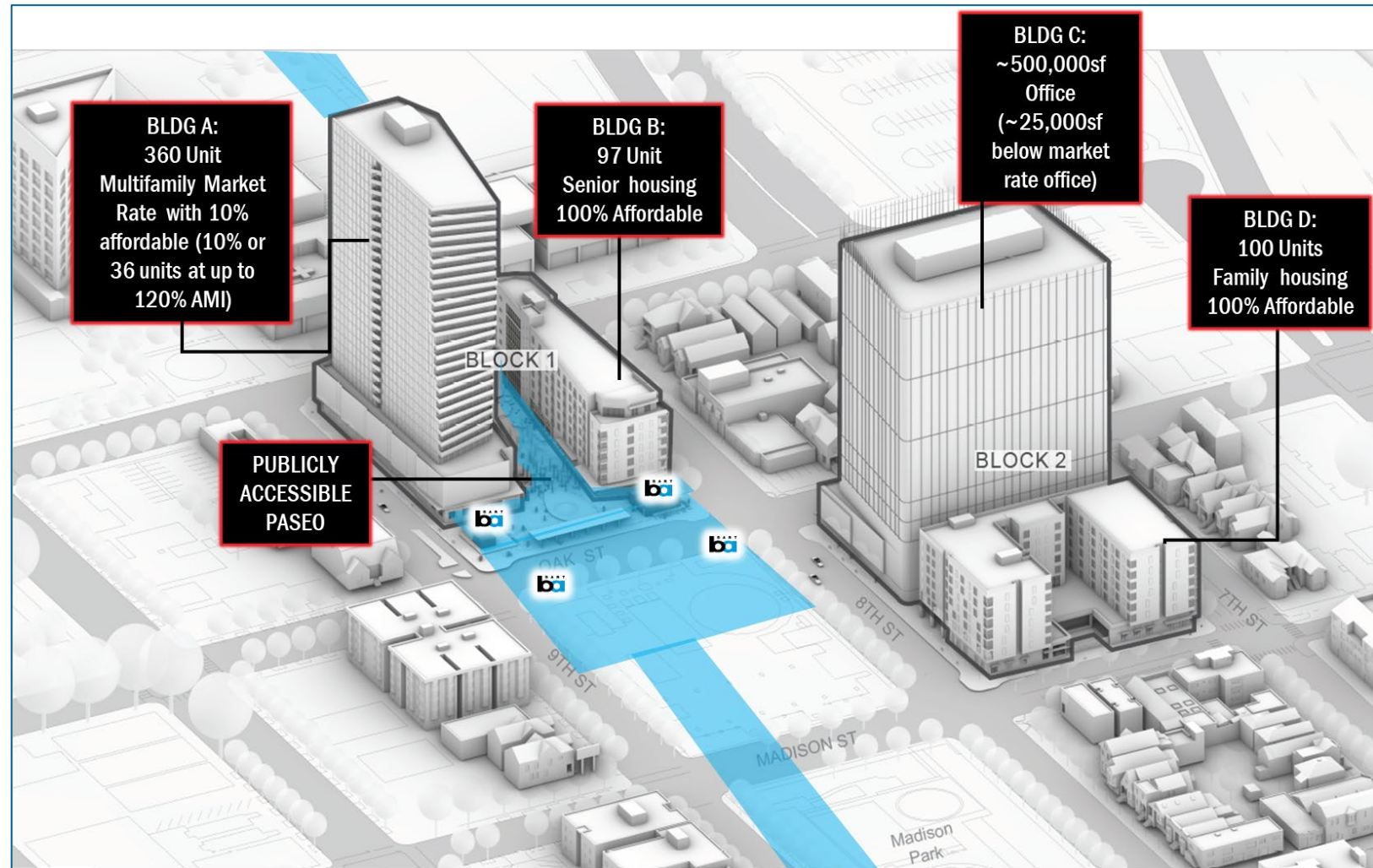


Image courtesy of Strada/EBALDC

# Solicitation

## Ashby

- ✓ BART/City Adopted Joint Vision & Priorities for TOD in 2022
- ✓ BART/City approved Term Sheet and executed Exchange Agreement in 2024
- ✓ BART issued RFP for West Lot Development Dec. 2024
  - 50% of first 602 units to be affordable
    - City contributing \$18.5M affordable housing funds
  - 5k ground floor retail for Flea Market and community uses
  - New BART plaza and access improvements
  - Proposals due March 2025
    - Recommendation to Board Summer 2025
- City to seek developer for East Lot Development



# TOD Work Plan (2024)

Developed in coordination with local and regional agencies.

Evaluation of future TOD sites, based on four criteria:

## 1. Local support

- Zoning, adopted community plans, public outreach
- Local interest in and funding for development
- Housing policies

## 2. Infrastructure readiness

- BART rider parking, replacement parking on-site, off-site solutions
- Major utilities, flood channels, freight rail, etc.
- Access

## 3. Market readiness

- CoStar data
- Station access environment (WalkScore®, BART's Station Access Typology)

## 4. Development capacity (new)

- Considers development output / efficiency
- Developable acreage, density



# TOD Work Plan: Priorities

Timeframe to Advance to Developer Solicitation (RFQ/RFP): Alphabetical		
Near-Term (2024-2028)	Mid-Term (2029-2033)	Long-Term (2034 and beyond)
Ashby (Phase 2)	Coliseum (Phase 2)	Castro Valley (Phase 2)
Bay Fair	Concord (Phase 1-Monument)	Daly City (San Francisco & Daly City parcels)
El Cerrito del Norte	Dublin/ Pleasanton (Phase 2-Pleasanton)	Fruitvale (Phase 3-Derby)
Fremont	Lafayette	Glen Park
Hayward (Phase 2)	Pittsburg/ Bay Point	North Concord
	South Hayward (Phase 2)	Orinda <sup>1</sup>
	Union City	Pittsburg Center
	Warm Springs/ South Fremont	Rockridge
		South San Francisco

<sup>1</sup> Owned by Caltrans and operated by BART as parking

**Notes:**

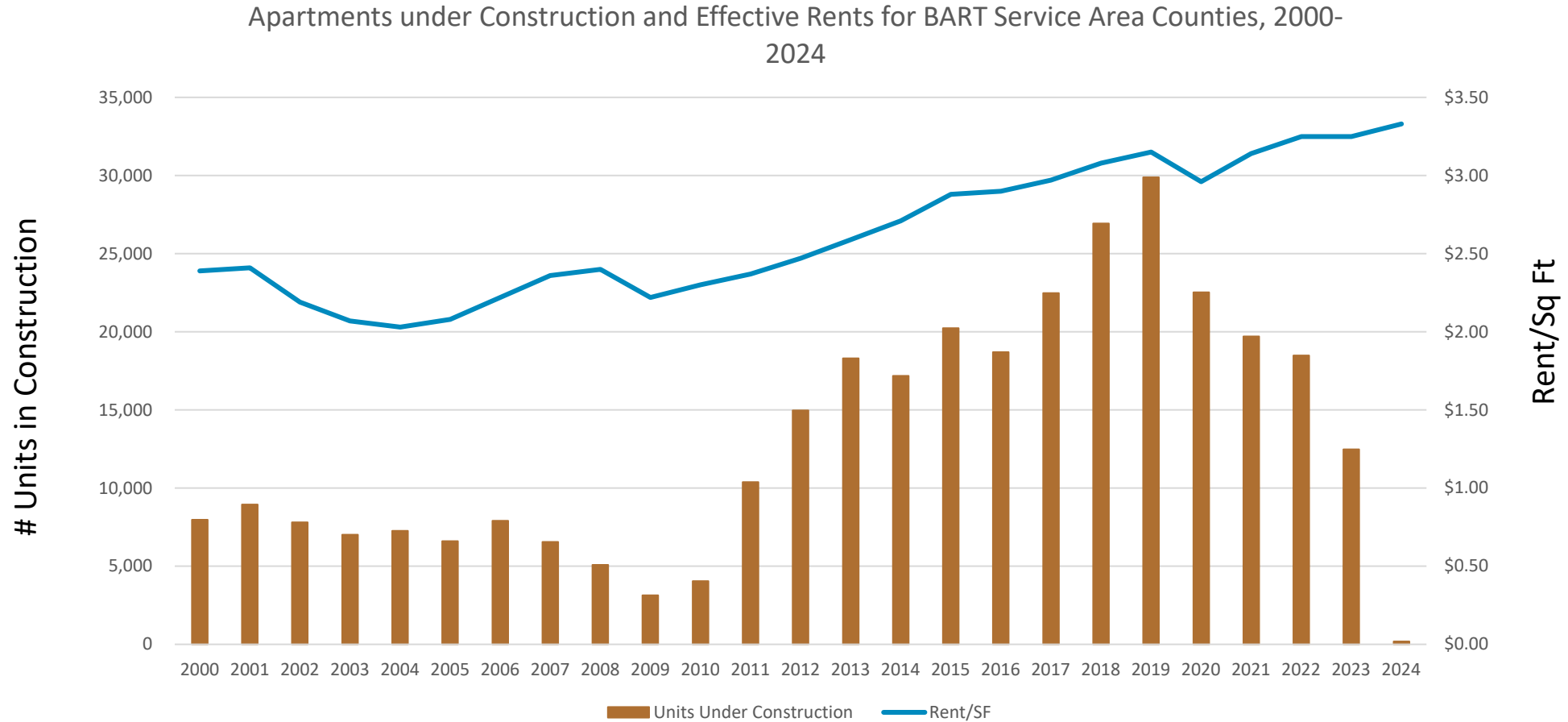
- 8 projects, not included here, have already gone through developer solicitation and are in predevelopment
- Sites that have not moved forward by the next TOD Work Plan update will be revisited

# BART TODs Leverage Funding for BART Capital Needs

- **\$113 million in AHSC funding for BART projects, including:**
  - \$72M for rail cars
  - \$21M for assorted station access and station modernization
  - \$13M for TPSS upgrades
  - \$7M for next generation fare gates
- **\$74 million in TIRCP funding for BART projects and TOD access, including:**
  - \$25.7M for BART rider parking at El Cerrito Plaza and North Berkeley TODs
  - \$21.3M for station access improvements at El Cerrito Plaza, North Berkeley, Lake Merritt, and West Oakland Stations
  - \$12.9M for Uninterruptable Power Supply Replacement at Lake Merritt Station
  - \$7M for plaza/paseo at Lake Merritt and North Berkeley TODs

# Apartment Construction At Low Cycle

Despite steadily rising rents, apartment construction has dropped off greatly since pandemic. CoStar reports just 181 apartments under construction in 2024, down from 2019 peak of ~30K.

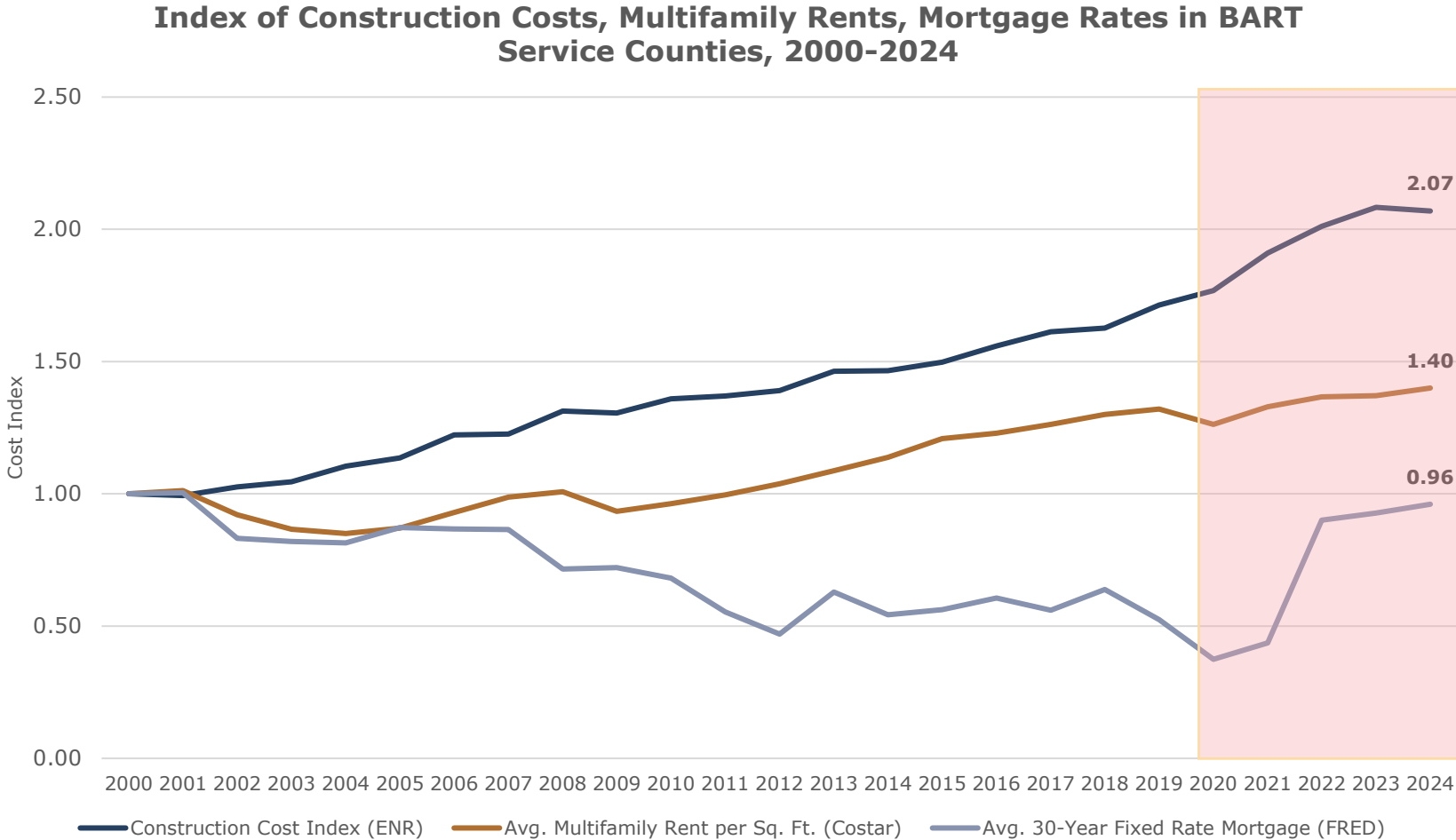


Source: CoStar; Analysis by Economic & Planning Systems



# Feasibility Challenge for Apartments

Construction costs have long escalated faster than rents, making new apartments less feasible to develop. Since pandemic, cost inflation and financing costs have spiked.

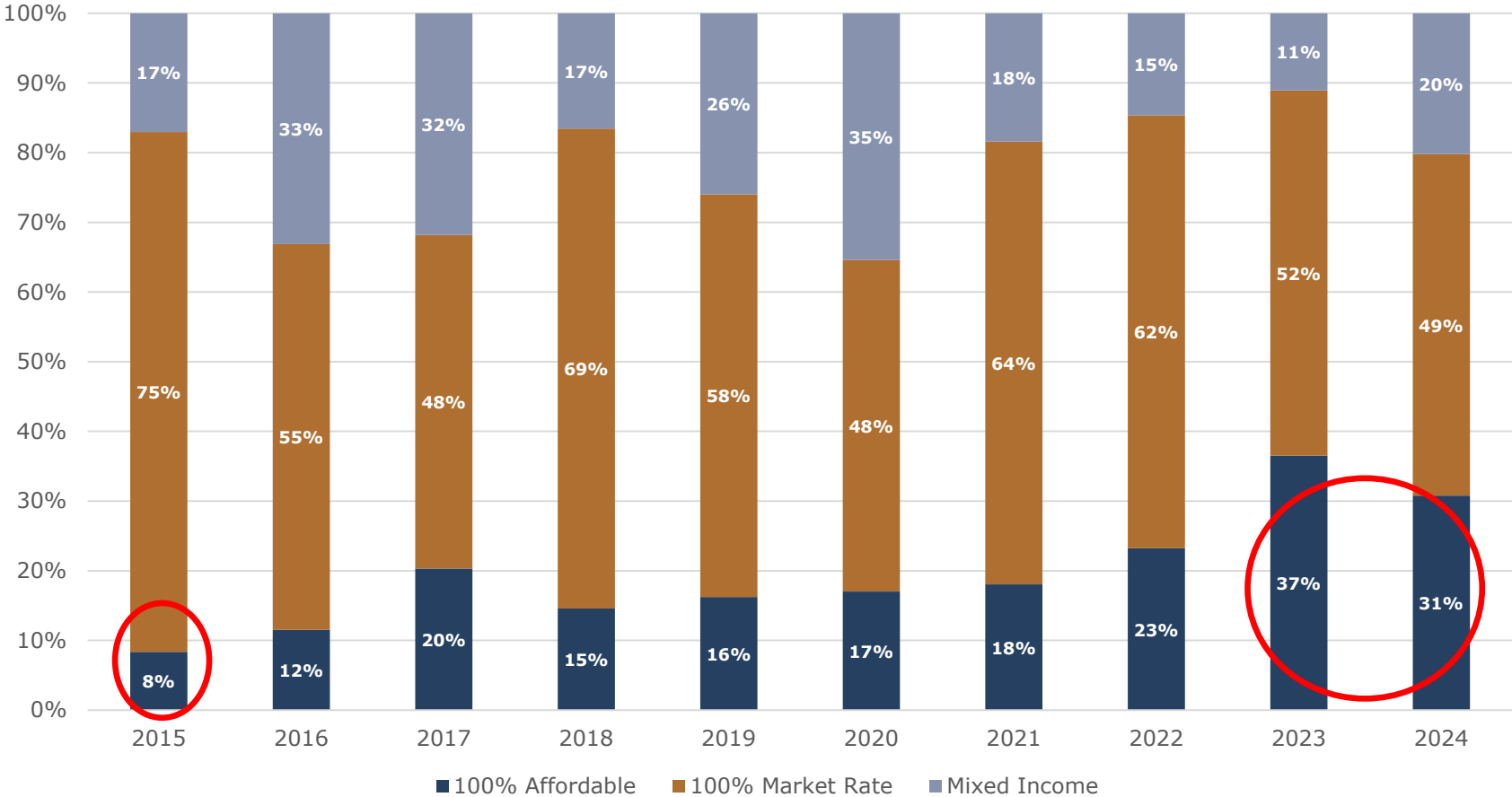




# Affordable Housing Increases Market Share

Due to aggressive funding for affordable housing and challenges for market-rate apartments, 100% Affordable projects represent a growing share of projects, representing roughly one-third of unit deliveries in 2023-2024 (up from 8 percent in 2015).

Share of Multifamily Delivered Units in BART Service Counties by Affordability, 2015-2024

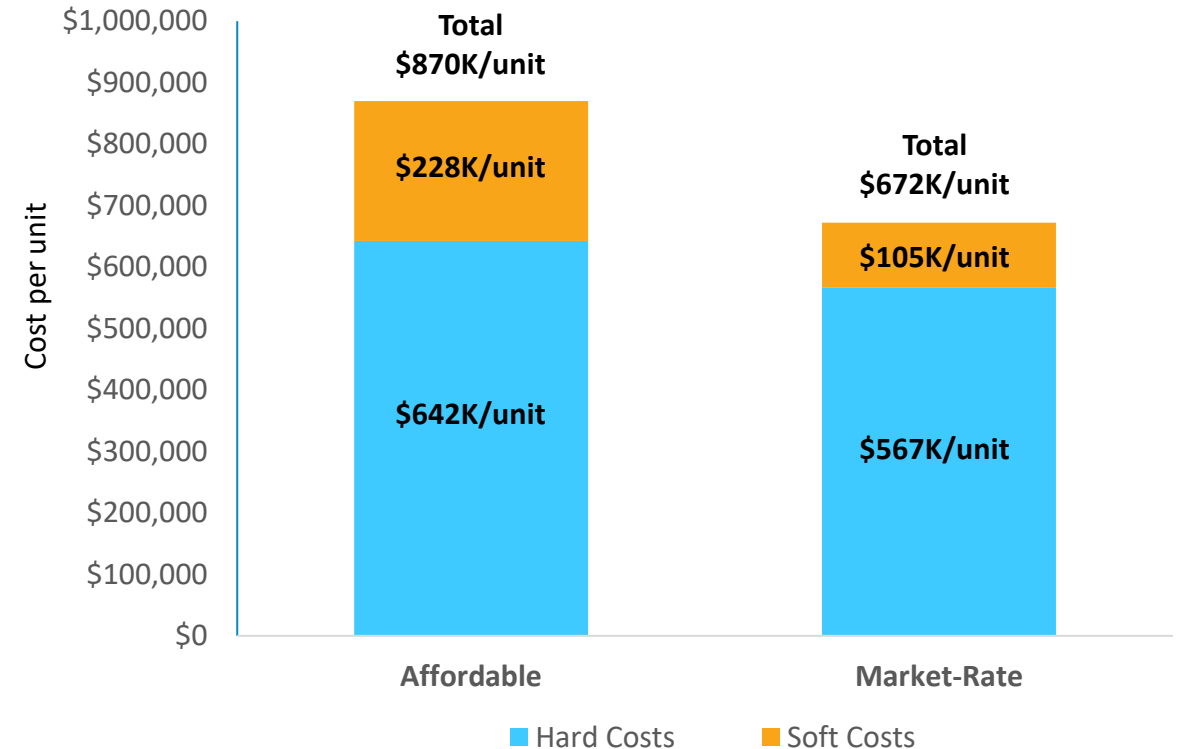


# Development Costs at BART TODs

## Affordable housing development costs often exceed market-rate development costs:

- Public subsidy/public land requirements result in:
  - Design requirements (e.g., green building, accessibility)
- Multiple funding sources mean:
  - Higher financing transaction costs (i.e., multiple transaction fees)
  - Higher land carrying costs
  - Higher project administrative costs to manage compliance with requirements of multiple public funding sources and public land ownership.

Example: Lake Merritt TOD (Phase 1)

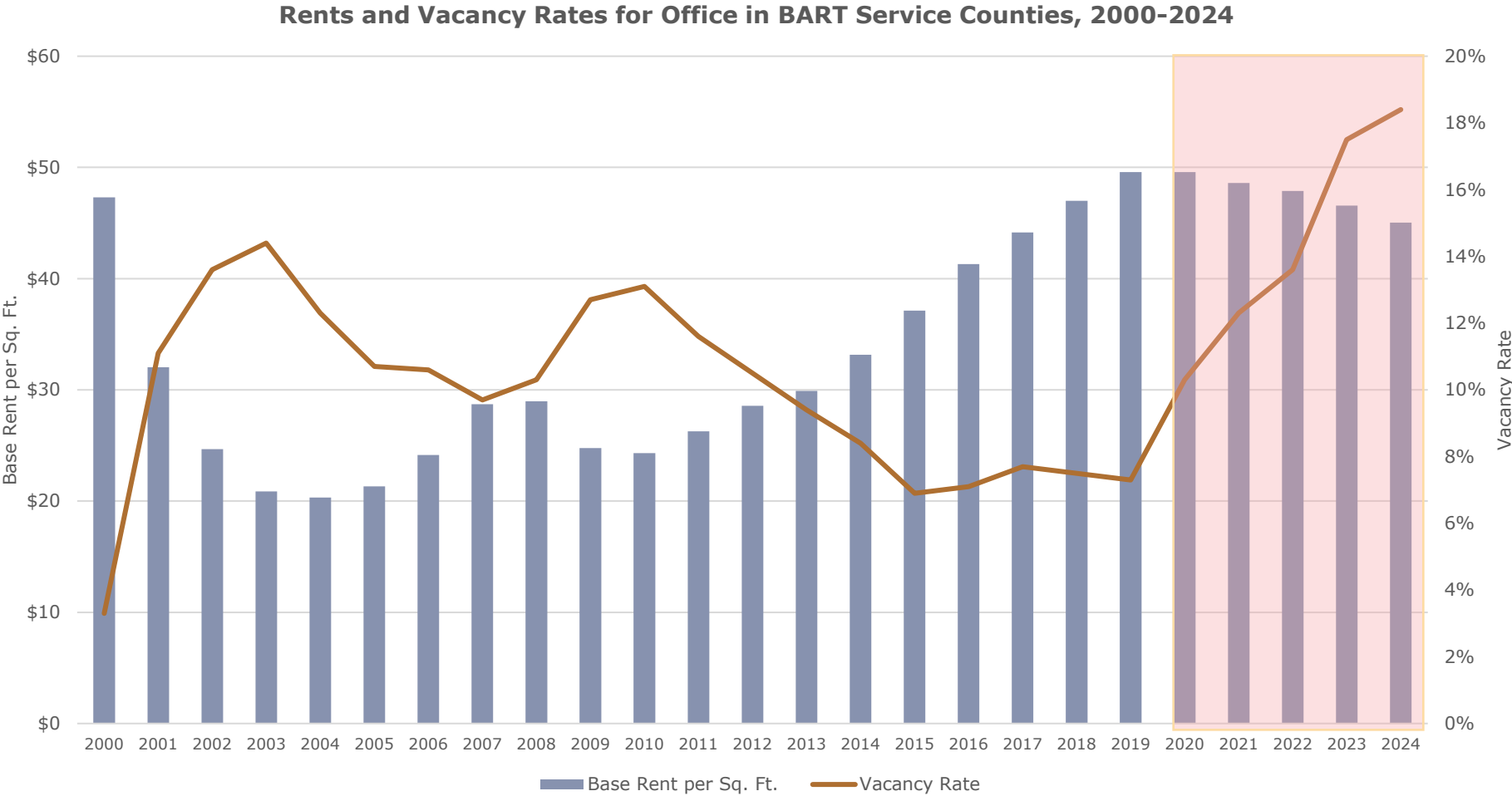


### Notes

- Costs based on 2023 project estimates.
- Hard costs include all construction-related costs.
- Soft costs include all non-construction-related costs (e.g., design, permitting, financing).
- Costs for all off-site and on-site access improvements included in the affordable project (responsibility of first phase).

# Recent Declining Demand for Office Space

After a decade of decreasing vacancies and rising rents, trends reversed in 2020. 5-County area now has 97 million Sq Ft of available office space.

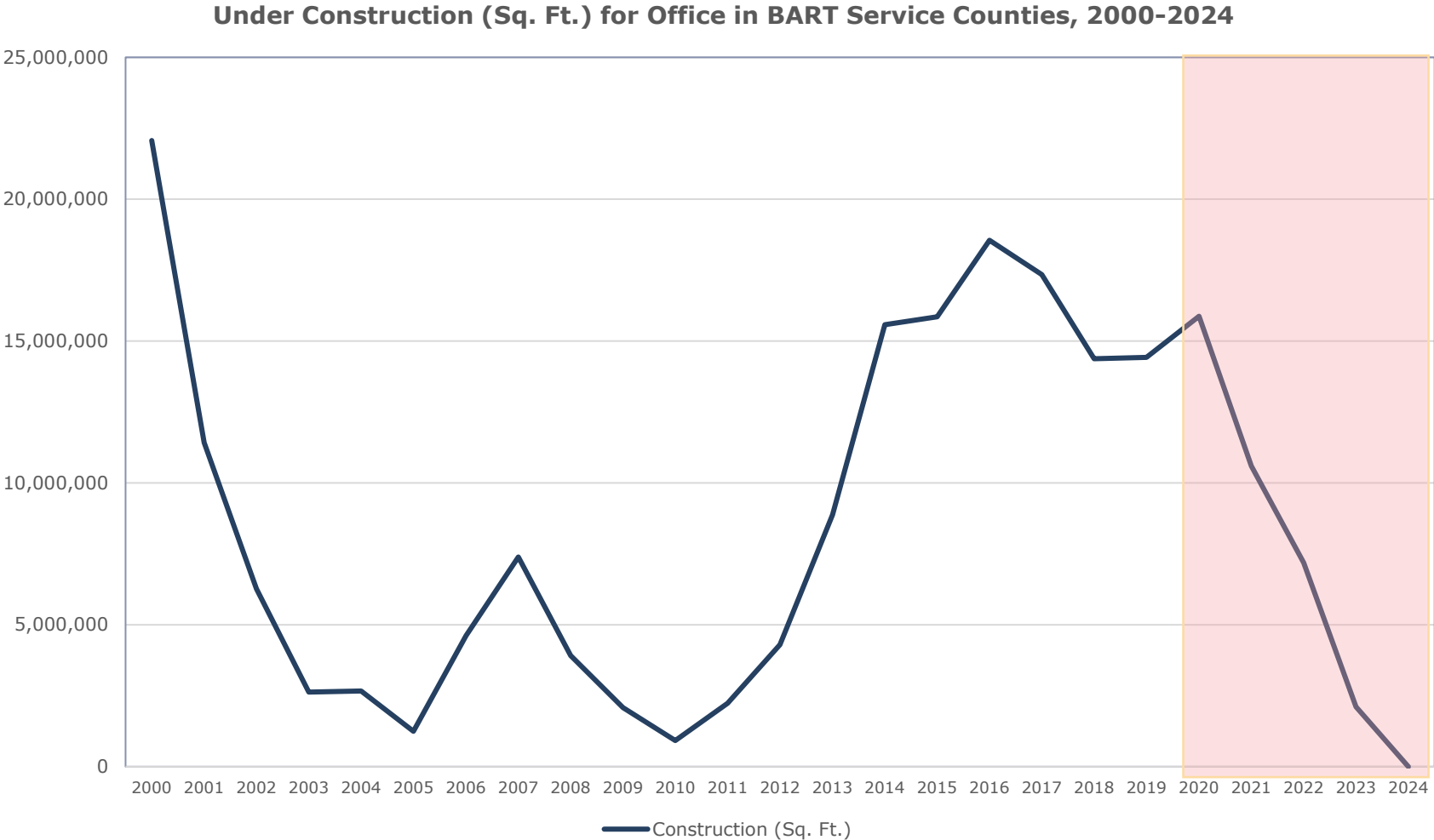


\*Vacancy rate shown for 2000 to 2004. Availability rate shown for 2005 onwards. Source: CoStar; Analysis by Economic & Planning Systems



# Office Construction at Bottom of Cycle

New office construction spiked 2013-2020 but has declined greatly since the COVID-19 pandemic, with no clear expectation of recovery timeline.



Source: CoStar; Analysis by Economic & Planning Systems

# Managing Expectations

## Real estate market cycles are common and expected

- Previous charts show how construction ebbs and flows
- Boom-times often result from pent-up demand plus capital exuberance and availability, followed by periods of slow growth as new supply is absorbed

## Some specific current market conditions have no precedent

- “New normal” of office attendance not fully determined, even as job base grows and unemployment is low
- Housing remains in great demand, but construction costs remain too high for market-based rents
- Unknown impact of potential tariffs, federal funding changes, insurance markets, etc.

## Recovery is likely to be prolonged and location-specific

- Proven market areas likely to see investment before “pioneering” areas
- Transit-oriented sites have traditionally enjoyed market advantages
  - Historically, higher rents and lower vacancies than similar properties (Cervero, et al)
- Patience will be key for all involved – landowners, developers, cities, communities

## Good time to plan for next cycle

- Few projects likely to break ground soon, but can get sites ready: info on site conditions, entitlements, financing, etc. to prepare for future development

# 2024/25 Headlines

Residential  
Development

**'A perfect storm': California's housing crisis could worsen as construction slows**

**Why has housing construction slowed to a snail's pace in Oakland?**

**San Jose rolls out incentives to 'unblock' multi-family housing development pipeline**

Office  
Development

**Office vacancy levels soar to record highs in biggest Bay Area markets**

**SF's office vacancies just hit a new all-time high. But the 'Great Reset' has begun**

**OpenAI expands new S.F. campus, signs another huge office lease nearby**

# Upcoming Board Items

- **Spring 2025:** North Berkeley TOD Project Update, Negotiations Update
- **Summer 2025:** Ashby Developer Selection

[kasheica.mckinney@bart.gov](mailto:kasheica.mckinney@bart.gov)

[carli.paine@bart.gov](mailto:carli.paine@bart.gov)

[www.bart.gov/tod](http://www.bart.gov/tod)





**From:** [Jake Massler](#)  
**To:** [Heath Maddox](#)  
**Subject:** Fwd: Alternative Secure Bike Parking at MacArthur BART  
**Date:** Wednesday, March 19, 2025 11:09:42 AM

---

Hi Heath,

Just wanted to pass along the only feedback we got from the email blast about the bike station at MacArthur.

Best Regards,

Jake Massler  
*Senior Sales and Partners Manager*

eLock Technologies LLC  
800 Heinz Ave, Suite 11  
Berkeley CA 94710

P (510) 549-2853  
C (510) 847-4782

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----- Forwarded message -----

**From:** **BikeLink Support** <[support@bikelink.org](mailto:support@bikelink.org)>  
**Date:** Wed, Mar 19, 2025 at 7:55 AM  
**Subject:** Fwd: Alternative Secure Bike Parking at MacArthur BART  
**To:** Jake Massler <[jake@elocktech.com](mailto:jake@elocktech.com)>

Just FYI

--

BikeLink  
800 Heinz Ave, Suite 11  
Berkeley CA 94710

[www.BikeLink.org](http://www.BikeLink.org)

24hr support: (888) 540-0546

Office: (510) 239-7459



----- Forwarded message -----

From: **Brian Schumacher** [REDACTED]  
Date: Mon, Mar 17, 2025 at 2:06 PM  
Subject: Re: Alternative Secure Bike Parking at MacArthur BART  
To: BikeLink Support <[support@bikelink.org](mailto:support@bikelink.org)>

Hi Bikelink,

I appreciate the email about MacArthur Station. Unfortunately, given the large amount of property crime in Oakland, the shared Bike Station feels much less secure than the individual lockers. It's very easy for someone to sneak in when a valid bike link card holder enters/exits the station and then have the same access to your bike as they would if it were locked up on the street. The individual lockers with a chain to lock your bike to seem much more secure.

I tried to park my bike at MacArthur on a weekday morning just a couple of weeks ago and all of the lockers were in use. But I'd say that roughly half of them were either "abandoned" or were full of materials/belongings that were not bikes. Is there any way that you can keep the lockers cleared out so they can be used?

I really appreciate your service and use it anywhere from 3 to 7 days a week, but I was definitely disappointed about the state of the individual lockers at MacArthur and anxious about having to put my bike in the shared bike station.

Best,  
Brian

On Mon, Mar 17, 2025 at 1:28 PM BikeLink Support <[support@bikelink.org](mailto:support@bikelink.org)> wrote:

Dear BikeLink User,

We've noticed that the eLockers at MacArthur BART often fill up on weekdays, and we want to make sure you have a reliable place to park your bike!

If you arrive to find the lockers full, consider using the **MacArthur BART Bike Station**, which offers **BikeLink-controlled 24-hour self-park access**. This secure, shared-use facility is also a great option for **cargo bikes and oversized bicycles**, which may not fit in standard eLockers.

### **How to Access BikeLink 24-Hour Controlled Parking:**

1. **Get a BikeLink Card or App** – Purchase a BikeLink card online, at any staffed Bike Station, or download the **BikeLink app**.
2. **BikeLink Card Users:** Register your card at [BikeLink.org](https://www.bikelink.org) to access all BikeLink facilities across California.

3. **Complete One-Time ID Verification** – Verify your ID for free in advance or instantly for \$5 at a BikeLink kiosk.
4. **Always Lock Your Bike** – These are unattended, shared-use facilities, so please secure your bicycle.

For more details on BART Bike Stations, visit: [BART Bike Stations](#)

For BikeLink eLocker information, visit: [www.bikelink.org](http://www.bikelink.org)

Thanks for riding, and happy parking!

--

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**From:** [BART Customer Service](#)  
**To:** [Eric White](#); [Heath Maddox](#)  
**Subject:** RE: Case 00353851: Scooters [ ref:!00Dd00hrYV.!500VI0QuzQ7:ref ]  
**Date:** Monday, February 10, 2025 12:46:15 PM

---

Hello Lt. White, Heath:

FYI as enforcement and/or rider education. Thank you.


Regards,

Samson Wong  
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====  
Contact Name jes p

Contact Email 

Contact Phone

Opened Date/Time 2/9/2025 2:11 PM

Description People riding e-scooters within the station have a reckless disregard for the safety of anyone, including themselves. Powell is the worst station, with so many workers, all ignoring issues.  
ref:!00Dd00hrYV.!500VI0QuzQ7:ref

**From:** [BART Customer Services](#)  
**To:** [Heath Maddox](#); [Robert Franklin](#)  
**Subject:** RE: Case 00355501: Broken Bike Straps [ ref:!00Dd00hrYV.!500VI0SeRse:ref ]  
**Date:** Tuesday, March 4, 2025 1:00:29 PM

---

Hello,

Sharing customer correspondence below. I also shared this with the car cleaning managers. I am hoping their car cleaners can keep an eye out for broken straps and report them.

I spoke to the customer this morning. She appreciates all the signage to bikers, that there is an option to tie your bike in the car, and all attempts to make BART biker friendly. She added that the straps are too short. They need to be 1-1/2 feet longer so that more than 1 bike can be strapped in.

Regards,  
Lisa  
BART Customer Services

M-F 8am to 5pm

510-464-7134

=====  
Contact Name Joan Sprinson

 20 AM

Date/Time of Voicemail to CS: 3/3/25 @ 3:58pm:  
Frequently brings bike on BART.  
Relies on being able to secure it at "bike station" (on bike straps in car)  
Many of the straps are broken.  
What can be done so people are not having to hold bike up?  
She often has to ride for about an hour.

Date/Time of Callback to Customer: 3/3/25 @ 4:20pm:  
I left customer a voicemail. I asked that she provide a train car number the next time she notices a broken strap and then we can notify our train maintenance crew who can address it usually within 24 hours.

Date/Time of Customer's Callback Voicemail: 3/3/25 @ 4:59pm:  
She hopes BART can take a more proactive approach  
When staff is cleaning, they can let maintenance know when clasps are broken.  
This is an ongoing problem.  
She would have a full time job if she reported every broken strap she sees.  
Way more complicated than a broken clasps on the occasional car.



ref:!00Dd00hrYV.!500VI0SeRse:ref

**From:** [Heath Maddox](#)  
**To:** [Michael Forte](#); [Bart Webcustomerservices](#)  
**Subject:** RE: Case 00355691: SFO bart [ ref:!00Dd00hrYV.!500VI0SnVtp:ref ]  
**Date:** Friday, March 7, 2025 1:31:00 PM

---

It is hard to follow, but I think the passenger is saying that when they are at the end of the line and trying to transfer to a Millbrae-bound train, by the time they have unbuckled their bike from the lean bar on their initial train, the operator has closed the door and they are stuck on the first train and miss the transfer.

Sounds like they don't feel comfortable standing up and unbuckling the bike while the train is still moving, and if they wait until the train has stopped, it takes too long and they get trapped.

Can we ask the TO to wait 30 seconds or so to accommodate slower moving passengers before closing the doors?

-Heath

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

From: Michael Forte <MForte@bart.gov>  
Sent: Friday, March 7, 2025 11:13 AM  
To: Bart Webcustomerservices <webcust@bart.gov>; Heath Maddox <hmaddox@bart.gov>  
Subject: RE: Case 00355691: SFO bart [ ref:!00Dd00hrYV.!500VI0SnVtp:ref ]

The question is a little difficult to follow, but it sounds like the patron arrives on one train, but doesn't get off for some reason, then sees the Millbrae train come in and out of the other platform?

But to answer the question, the train arrives at SFO, the doors open and passengers are to disembark. The TO has to change ends, a process which requires them to close the doors and key off. They then either walk to the other end of the train, (or a relief operator boards the outbound-facing end) keys on, and cycles the doors again before departing.

--Mike

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

From: BART Customer Service <webcustomerservices@bart.gov>  
Sent: Friday, March 7, 2025 8:54 AM  
To: Michael Forte <MForte@bart.gov>; Heath Maddox <hmaddox@bart.gov>  
Subject: RE: Case 00355691: SFO bart [ ref:!00Dd00hrYV.!500VI0SnVtp:ref ]

Hello Mike, Heath:

FYI. Customer suggestion/question with a bicyclist point of view. Thank you.

Regards,

Samson Wong  
BART Customer Services

M-F 8am to 5pm

510-464-7134

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Contact Name Angel Diaz

Contact Email [REDACTED]

Contact Phone [REDACTED]

Opened Date/Time 3/5/2025 9:47 PM

Description Why don't the drivers just leave the bart doors open for us to transfer to Millbrae multiple times they've closed the door and I'm starting at the milbrae train take off making me late for work I have a bicycle with so I wait till we aren't moving to in buckle it  
ref:!00Dd00hrYV.!500VI0SnVtp:ref