

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 ACCESSIBILITY TASK FORCE (BATF)
February 27, 2025
2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, February 27, 2025, starting at 2:00 p.m. to 4:30 pm. The meeting will be held at East Bay Paratransit's location at 1750 Broadway, Oakland, California 94612, 1st Floor conference room. The facility is served by public transportation. The nearest BART Station is the 19th Street BART Station and there are multiple AC Transit routes to the meeting site. This meeting shall consist of a simultaneous teleconference at the following locations:

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612, and via teleconference at the locations listed above.

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

You may attend the Committee Meeting in person or join the Committee Meeting via Zoom by calling 1-833-548-0282 and entering access code **826 9076 6274** logging in to Zoom.com and entering access code **826 9076 6274**; or typing the following Zoom link into your web browser:
<https://us06web.zoom.us/j/82690766274>

If you wish to make a public comment:

- 1) Submit written comments via email to evanloo@bart.gov, using “public comment” as the subject line. Your comment will be provided to the Committee and will become a permanent part of the file. Please submit your comments as far in advance as possible. Emailed comments must be received before 12:00 p.m. on **February 26, 2025**, in order to be included in the record.
- 2) Appear in person and request to make a public comment.
- 3) Call 1-833-548-0282, enter access code **826 9076 6274**, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested

to speak; log in to Zoom.com, enter access code **826 9076 6274**, and use the raise hand feature; or join the Committee Meeting via the Zoom link <https://us06web.zoom.us/j/82690766274> and use the raise hand feature.

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

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

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 within 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.

Meeting Location

East Bay Paratransit, 1750 Broadway, Oakland, CA 94612
1st Floor Conference Room

1. Roll call of BATF members. (Information) 5 minutes
Self-Introductions: Staff and Guests.
2. Public comment. (Information)
An opportunity for members of the public to comment on items not on the Agenda.
Public comment is limited to two (2) minutes per person
3. Approval of November 21, 2024 meeting minutes and 10 minutes
January 23, 2025 meeting minutes. (Information/Action)
4. Transit accessibility and the draft Caltrans Bay Area Transit Plan. 20 minutes
(Information)
5. Nominate and elect BATF Vice Chair (and 2nd Vice Chair, if open). 20 minutes
(Information/Action)
6. BATF committee goals for 2025. (Information/Action) 20 minutes
7. New committee member nomination. (Information/Action) 10 minutes
 - Janien Harrison
8. Debrief BATF Meet and Greet event on January 23, 2025. 10 minutes
(Information/Action)
9. Member announcements. (Information) 5 minutes
10. Staff announcements. (Information) 5 minutes
11. Chairperson announcements. (Information) 5 minutes
12. Future agenda topics – Members suggest topics. 5 minutes

Next meeting scheduled: March 27, 2025 – Thursday

Meeting will be held at:

East Bay Paratransit, 1750 Broadway, 1st Floor Conference Room,
Oakland, CA 94612

13. Adjournment.



Public comments

BATF

February 27, 2025

Agenda 2

Agenda #2 – Public Comments

Aleta Dupree email to BATF members and members of the public.

Emailed: January 27, 2025 @12:17 pm

Elena Van Loo, with thanks, please forward this message to the full BATF Committee for the next Meeting.

Greetings Committee Chair Christine Arsenault and Members.

Aleta Dupree for the record, she, her, with Team Folds.

I share with you my thoughts pertaining to the BART Accessibility Task Force of the San Francisco Bay Area Rapid Transit District.

I take you up on your invitation to share my thoughts on goals for the BATF. First I give you context, based on who I am, as a person with profound disabilities, such often affects my use of BART. Such disabilities even affect whether I get on a plane to come and see you in person, as I do not live in the BART district. I feel that an important part of BATF is about awareness. I would like to see awareness as a major goal of the work of BATF. You see, I share my various thoughts not just with you, but also the Board of Directors, and other BART advisory committees, and BART employees I meet along the way. I also enjoy sharing my thoughts in a number of other venues, such as MUNI, Caltrain, RTC Las Vegas, and the MTA in New York.

But what does it take to create awareness? I think there are different ways to get there, each of us according to our own abilities and understandings. I have often asked of myself, am I disabled enough for BATF? Yet the answer should not be, am I disabled enough for BATF, but instead that anyone, disabled or not should be able to engage respectfully with BATF. I ask of you in formulating goals, to consider the importance of working together as equals, and not engaging in comparisons. You see, I am jaded from times over the years that people in disability communities have engaged in “one upmanship”. I ask that you not go there, and instead that you seek common ground and themes in advocacy and awareness. I do not seek to know your conditions, and I have to be careful in my conversations, so as not to inadvertently intrude upon the private nature of one’s conditions.

It is not easy being away from you, and BART in general. Yet my situation does not afford me the ability to reside permanently in the Bay Area. And matters of affordability are whole different conversations to be held in different places. Yet it is BART and other systems of Public Transportation that help make a community

more affordable, even if just a bit. I am not able to reside permanently in New York City either. It is true that I enjoy visiting San Francisco but I wouldn't want to live there. Some might be offended by that statement. I can understand such feelings on the surface, yet it is our visitors that add positive things to communities as well. BART is not just about serving residents but also visitors, including visitors with disabilities. It is BART and other public transportation systems that help make vacations and business travel more affordable and accessible.

I feel that commitment needs to be a goal of BATF. I try to commit to sharing with you in Public Comment, though sometimes Zoom doesn't always work as it should. I do commit to sharing my thoughts with the Board. It is my hope that the BATF roster will be filled, so we can have more and diverse communities and conversations at BATF. And it does take commitment to be at Meetings once a month, and also to engage with the Board. I ask of you in your goal setting to consider the value that comes with each individual participating in Meetings. It is essential to have full participation, as absences can lead to a lack of a quorum, and then the work of the Meeting cannot proceed.

I am very different from you, yet I ask of you to not let that be a stumbling block. Instead I ask of you to invite differences in, always being mindful of the ideals of welcome and inclusion. This I ask of everyone at BART in general. More so I ask this of all of you, to meditate on and practice the ideal that BART is The Peoples System.

Thank you.



**Approval of November
21, 2024 meeting minutes
and January 23, 2025
meeting minutes**

BATF

February 27, 2025

Agenda 3

November 21, 2024 BATF meeting minutes

AMENDMENTS - Additional meeting minutes

Agenda item # 4 - Regional mapping wayfinding project

Please add this section

Christine Arseneault thanked Jumana Nabti for her excellent presentation and expressed her enthusiasm for an upcoming open house. Jumana Nabti mentioned that as part of the next steps in November and December of 2024, a prototype would be available for public evaluation and a launch event at El Cerrito Del Norte. Jumana Nabti mentioned that, as of Monday of last week, it was determined that a public evaluation and launch event is scheduled for December 12, 2024, at 3:30 pm. It was understood that the BART Board of Directors would be in attendance along with multiple agencies, such as the Metropolitan Transportation Commission (MTC). Jumana Nabti pointed out that this date conflicts with the BATF scheduled meeting/BATF Holiday Reception with the Board of Directors. Elena Van Loo mentioned under agenda item eight (8) is to discuss the BATF scheduled meeting/BATF Holiday Reception set for December 12, 2024.

Agenda #6 - BATF 2024 & 2023 Accomplishments

Please replace this section

2023

- ~~BART and BATF members hosted about 200 people from the blind and low-vision community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn about accessibility features of BART stations, BART trains, and the trackway safety zone~~
- ~~Promoted and recruited new members for the BART Accessibility Task Force (BATF):~~
 - ~~Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023~~
 - ~~Annie Koruga was appointed by the BART Board of Directors on October 26, 2023~~
 - ~~Bruce Yow was appointed by the BART Board of Directors on October 26, 2023~~
 - ~~Hillary Brown was appointed by the BART Board of Directors on December 7, 2023~~
 - ~~Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023.~~

- ~~BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet and greet opportunity for BART staff and BATF members~~

2024

- ~~Promoted and recruited new members for the BART Accessibility Task Force (BATF) Posted under BART.gov article, “BART is recruiting new members of the BART Accessibility Task Force (BATF), Posted on January 02, 2024~~
 - ~~Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024~~
 - ~~Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024~~
 - ~~Herb Hastings was appointed by the BART Board of Directors on April 25, 2024~~
 - ~~Sam Buman was appointed by the BART Board of Directors on August 15, 2024~~
- ~~BART staff and the BATF hosted an open house on March 28, 2024 to try out and provide input about the next generation faregates at West Oakland BART Station~~
- ~~Updated the BATF By Laws on March 28, 2024 BART Board Authorized changes to Amend BATF By Laws to increase participation and involvement with the committee.~~
- ~~Provided key input on the following initiatives and programs: Accessibility webpage redesign~~
 - ~~Elevator mitigation program~~
 - ~~Accessible seat color changes~~
 - ~~Accessibility Improvement Plan~~
 - ~~Wayfinding program~~
 - ~~Platform door marking decals~~
 - ~~Clipper 2.0~~
 - ~~Annual Budget proposals~~

With this section

BATF members provided valuable key inputs throughout the year on the following initiatives and programs:

- Clipper Card 2.0 (January 2024)
- Platform door-marking decals (January 2024)
- Improved Access Settlement Agreement (January 2024)
- New out-of-service elevator signage (February 2024)
- Next Generation Fare Gate (February 2024)

- System Service Elevator/Escalator Preventative Maintenance Program (March 2024)
- New color priority seat pilot program/Accessible seat color changes (April 2024)
- Regional Mapping and Wayfinding program (April 2024 & November 2024)
- BART Fiscal Year 25 & Fiscal Year 26 budget update (May 2024)
- Elevator out-of-service updates (May 2024)
- K-Line Interlocking construction project update (June 2024)
- LCD monitor signs at BART's Platform Level project update (September 2024)
- BART's Accessible Services website update (September 2024)
- Accessibility Improvement Plan (November 2024)
- BART's Customer Service process (November 2024)

Additional Accomplishments:

- FARE Gate Open House - BART staff and the BATF hosted an open house on March 28, 2024, to try out and provide input about the next generation faregates at West Oakland BART Station.
- In July 2024, BATF member Hillary Brown was selected as a MTC Accessibility Working Group for Improvement Transit Wayfinding
- BATF reposted an article under "Bart.gov" announcing that the BART accessibility task force (BATF) was recruiting new members for their task force. This article was posted on January 2, 2024.
- community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn
- about accessibility features of BART stations, BART trains, and the trackway safety zone.
- - In 2024, BATF reviewed and made updates to the BATF bylaws to increase member participation and involvement with the BATF committee.
- - BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet-and-greet opportunity for BART staff and BATF members.

BART Accessibility Task Force (BATF) Member Appointments

2023 Appointments

- Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023
- Annie Koruga was appointed by the BART Board of Directors on October 26, 2023
- Bruce Yow was appointed by the BART Board of Directors on October 26, 2023

- Hillary Brown was appointed by the BART Board of Directors on December 7, 2023
- Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023

2024 Appointments

- Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024
- Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024
- Herb Hastings was appointed by the BART Board of Directors on April 25, 2024
- Sam Buman was appointed by the BART Board of Directors on August 15, 2024

Agenda item #7 - BART's Customer Service process

Please replace this paragraph

~~Christine Arseneault asked whether BART Accessibility Task Force (BATF) members can file a claim. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file complaint and forward to the proper department to process the claim.~~

With this paragraph

Christine Arseneault asked whether BART Accessibility Task Force (BATF) meeting was also a location where members can send comments and if a claim can be filed. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file the complaint and forward to the proper department to process the claim.

Please replace this paragraph

~~Christine Arseneault asked how the accessibility related claims are resolved when there is an open case or claim. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns.~~

With this paragraph

Christine Arseneault asked Elena Van Loo to explain the steps and processes a claim goes through from the moment it is entered into the system, using Danny Kodmur's train depot claim as an example. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns. Bob Franklin added that if the claim is an accessibility issue, it is assigned to a Subject Matter Expert (SME), such as himself.

Christine Arseneault inquired about the average number of ADA-related claims submitted on a monthly basis. Bob Franklin mentioned that he processes an average of 10 accessibility claims per week, and Elena Van Loo noted that she recently closed three.

Agenda item #8 - Discuss changing the date of the scheduled BATF meeting and BATF Holiday reception from December 12, 2024 to December 19, 2024

Please replace this sentence

~~Christine Arseneault led the agenda item.~~

With these paragraphs

Christine Arseneault led the agenda item. She suggested starting our meeting earlier due to the public event at El Cerrito del Norte scheduled for 3:30 pm. This adjustment would allow those interested in attending the event to travel to the station. Various options were considered, especially since the BART Board of Directors would be attending the event in El Cerrito. As a result, the Holiday reception will not occur. Clarence R. Fischer suggested holding a meet-and-greet event in January 2025, following our BART Accessibility Task Force meeting.

Clarence R. Fischer motioned postponing the BATF meeting and the BATF Holiday Reception scheduled December 19, 2024. Hillary Brown seconded the motion.

- Motion passes with eight (8) in favor, zero (0) against, and two (2) abstention

Motion passes not hold the BATF meeting and the BATF Holiday Reception on December 19, 2024 and to maintain December 12, 2024 scheduled meeting date and duration.

Herb Hastings asked if travel reimbursement would be honored for the Regional Mapping event on December 12th 2024. Elena Van Loo stated travel reimbursement will not be honored for the Regional Mapping and Wayfinding debut at El Cerrito del Norte as it is a public event on December 12, 2024.

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

BART ACCESSIBILITY TASK FORCE
Committee Meeting **DRAFT** Minutes
November 21, 2024

1. Roll Call of Members:

1. Anita Ortega
2. Annie Koruga (Vice-Chair) - ABSENT
3. Bruce Yow
4. Catherine Callahan (2nd Vice-Chair)
5. Christine Arseneault (Chair)
6. Clarence R. Fischer
7. Danny Kodmur
8. Daveed Mandell
9. Emily Witkin
10. Herb Hastings
11. Hillary Brown
12. Janice Armigo Brown
13. Roland Wong
14. Sam Buman
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of eight (8) in-person BATF members. Three members participated remotely: Danny Kodmur used his first “Just Cause,” Roland Wong used his second “Just Cause,” and Emily Witkin used her second “Just Cause.”

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Bob Franklin

BART Director (s), BART Staff, Speakers, and members of the public:

Ahmad Rassai (BART Staff)
Jumana Nabti (BART Staff)
David Pultz (BART Staff)

Mayra Perez (Captioner)
Josephine Mitchell (Captioner)
Aleta Dupree (Guest)
Sara Desumala (Guest)
Jerry Grace (Guest)
Valerie Buell (Guest)
Joshua Saunders (Guest)
Janine Harrison (Guest)
Mary Tisnado (Guest)

2. Public Comments

Aleta Dupre introduced herself and mentioned she wrote an email (included in the agenda package) to be shared with BATF members and members of the public. She mentioned that anyone should be able to use the BART system in its intended manner if they pay their fare and follow the rules of conduct. Aleta Dupre would like to see BATF members be more engaged externally in showing BART our needs as a larger community. She asked for BART to have full and equal standing and asked the community to help her to get there.

Joshua Saunders mentioned El Cerrito del Norte Station completed its modernization and asked if El Cerrito Plaza Station will have any modernization done.

3. Approval of October 24, 2024 meeting minutes

Herb Hastings moved approval of the October 24, 2024 meeting minutes. Clarence R. Fischer second the motion.

- Motion passes with eleven (11) in favor, zero (0) against, and zero (0) abstention

4. Regional mapping and wayfinding project update

Jumana Nabti presented on the following:

- Project context and status
 - Project overview
 - Goals & schedule (multiple phases through the years) – better information for customers, better operations for transit providers, better outcome for the region
- Prototype design, installation, and evaluation
- Pilot projects
 - New pilot approach overview

- 2025: Text experience at complex transfer stations
- 2026: Text experience on local and intercity routes
- 2025 and on: Advance agency-led and funded capital projects using new standards

Hillary Brown thanked Jumana Nabti for the presentation.

Clarence R. Fischer had three concerns/thoughts:

1. Will BART staff be in touch with bus operators once this project has been implemented, such as when changes to the bus routes are going to happen
2. May want to consider showing different color coordination schedule times as not all four-colors will have the same schedules
3. Bus route 376, for example, at El Cerrito del Norte only operates evenings and nights and there should be a specialized sign to let passengers know that bus #376 only runs evenings and nights

Daveed Mandell said people who are visually impaired or blind should have been more actively involved with the wayfinding project. He mentioned during the presentation, there was description of the color of the wayfinding signs but was concerned for people who are visually impaired and blind may have difficulty seeing the color of the sign or cannot see the color of the sign at all.

Sam Buman ask about adding agency names on the signages for people who are new to the area and Jumana Nabti mentioned the logos of the agency are on the signs.

Herb Hastings would like to see the names of the BART station on the wayfinding at the bus stops.

Danny Kodmur asked if this project is working with other agencies that does pick-up and drop-off at BART stations other than AC Transit. Juma Nabti mentioned BART staff are working with all other agencies.

Joshua Saunders asked how the wayfinding information will be communicated for people who are visually impaired or blind. He asked if there would be audio and/or will there be information provided on the BART's website.

Aleta Depree expressed how she likes the colors and the consistency of the signs and stated consistency is very important throughout the BART system so that riders can get used to the pattern for information needed. She did express we are creatures of habits but would like to have the original signages around to keep with the history of BART.

5. Accessible Improvement Program (AIP) update

Ahmad Rassai listed current BART stations under construction, Castro Valley, Lafayette, Rockridge, Richmond, North Berkeley, MacArthur, Fruitvale, San Leandro, Bay Fair, Hayward, and Fremont.

He gave general scope of work at all BART stations:

- Replacement of curb ramps, sidewalks, accessible paths, loading zones at bus and passenger
- Installed new wall protrusion detection
- Replacement of courtesy phones
- Replacement of handrails
- Installation of elevator lobby light
- Remove and install new stainless steel composite panels inside the stations

Daveed Mandell is really glad that the handrails at the stairways are being installed properly.

Sam Buman asked about El Cerrito Plaza accessibility updates. Ahmad Rassai mentioned El Cerrito will be in the future updates and a plan is being drafted up along with funding.

Herb Hasting expressed that the lighting can be brighter at some of the BART stations, especially as the day gets darker sooner and/or it rains for safety reasons. Ahmad Rassai agrees that safety is the number one priority.

6. BATF 2023 to 2024 accomplishments

Elena Van Loo listed the accomplishments that BATF have done from 2023 to 2024:

2023

- BART and BATF members hosted about 200 people from the blind and low-vision community for a safety orientation tour at the 19th Street BART Station on January 31, 2023, to learn about accessibility features of BART stations, BART trains, and the trackway safety zone
- Promoted and recruited new members for the BART Accessibility Task Force (BATF):
 - Daveed Mandell was appointed by the BART Board of Directors on August 24, 2023
 - Annie Koruga was appointed by the BART Board of Directors on October 26, 2023

- Bruce Yow was appointed by the BART Board of Directors on October 26, 2023
- Hillary Brown was appointed by the BART Board of Directors on December 7, 2023
- Alex Tiphayachan was appointed by the BART Board of Directors on November 15, 2023.
- BATF hosted 2023 Holiday Reception at the new BART Headquarters (BHQ) location on December 12, 2023, an informal meet-and-greet opportunity for BART staff and BATF members

2024

- Promoted and recruited new members for the BART Accessibility Task Force (BATF) Posted under BART.gov article, “BART is recruiting new members of the BART Accessibility Task Force (BATF), Posted on January 02, 2024
 - Danny Kodmur was appointed by the BART Board of Directors on January 25, 2024
 - Christine Arseneault was appointed by the BART Board of Directors on April 25, 2024
 - Herb Hastings was appointed by the BART Board of Directors on April 25, 2024
 - Sam Buman was appointed by the BART Board of Directors on August 15, 2024
- BART staff and the BATF hosted an open house on March 28, 2024 to try out and provide input about the next generation faregates at West Oakland BART Station
- Updated the BATF By-Laws on March 28, 2024 BART Board Authorized changes to Amend BATF By-Laws to increase participation and involvement with the committee.
- Provided key input on the following initiatives and programs: Accessibility webpage redesign
 - Elevator mitigation program
 - Accessible seat color changes
 - Accessibility Improvement Plan
 - Wayfinding program
 - Platform door-marking decals
 - Clipper 2.0
 - Annual Budget proposals

Bruce Yow thanked Elena Van Loo and staff taking the time to making this so easy to understand what BATF members have accomplished in the past.

Herb Hastings mentioned how positive and productive it was in recruiting nine (9) appointed BATF members within two years.

Christine Arseneault mentioned two additional accomplishments were not listed: elevator out-of-service signages and next generation faregates.

7. BART's Customer Service process

Elena Van Loo shared riders can send their comments in multiple ways:

- Customer Service: online, email, phone
- BART Board of Directors
- Accessibility Department
- Station Agents
- BART Official app
- BART Police Watch app
- Other contacts at BART

She mentioned riders, customers may have different types of requests:

- Complaints
- Reports
- Questions
- Comments
- Praises
- Reasonable modifications

She read a list of places where riders and customers can go:

- Customer Service
- Accessibility Staff
- Transportation Department
- Station Planner
- BART Police
- BART Board of Directors
- Others, depending upon the communication

Elena Van Loo went through the process:

- BART uses the Salesforce system to communicate with passengers, as its Customer Service tracking program.
- Forwarded to relevant Department to reply.
- Forwarded to other departments for information

Christine Arseneault asked whether BART Accessibility Task Force (BATF) members can file a claim. Elena Van Loo stated the BATF members and/or members of the public can reach out to Customer Access and Accessibility Department to file complaint and forward to the proper department to process the claim.

Christine Arseneault asked how the accessibility related claims are resolved when there is an open case or claim. Elena Van Loo mentioned the claims go through a computer program called Salesforce that is assigned a case number and then distributed to the proper department to address the issues or concerns.

Daveed Mandell expressed the BART's Customer Service are closed on weekends and would like to see at least a few hours open on Saturday and Sunday. Bob Franklin mentioned you can email [BART's Customer Service](#).

Danny Kodmur asked about the number of phone calls and email related to accessibility claims, cases. Bob Franklin mentioned there are two different call centers, BART's Customer Service and BART's general phone number, 510-464-6000, which open during the weekdays. He mentioned about six to seven staff work under BART's Customer Service and they determined how to address the subject matter.

Christine Arseneault would like a report on the average number of cases relating to accessibility that are reported each month and to share at a future BATF meeting.

8. Discuss changing the date of the scheduled BATF meeting and BATF Holiday reception from December 12, 2024 to December 19, 2024

Christine Arseneault led the agenda item.

Clarence R. Fischer motioned postponing the BATF meeting and the BATF Holiday Reception scheduled December 19, 2024. Hillary Brown seconded the motion.

- Motion passes with eight (8) in favor, zero (0) against, and two (2) abstention

Motion passes not hold the BATF meeting and the BATF Holiday Reception on December 19, 2024.

9. Member announcements

Sam Buman shared two different incidents. First, he experienced having to utilize the stairs to access the Lake Merritt BART Station because the doors to the street elevator were not closing. The second incident he mentioned the faregate at Powell

Street BART Station was stuck in the open position which meant he had to tail someone so he could tag off (out?) at the other end and added he was not using his scooter during these two different incidents.

10. Staff announcements

Elena Van Loo announced starting January 1, 2025, travel reimbursement goes up from \$15.85 to \$16.70.

Elena Van Loo stated travel reimbursement will not be honored for the Regional Mapping and Wayfinding debut at El Cerrito del Norte as it is a public event on December 12, 2024.

Elena Van Loo informed appointed BATF members that the 4th quarter travel reimbursements ends on December 31, 2024, and shared if there are any changes to the RTC number to let her know before January 10, 2025.

Elena Van Loo mentioned Joshua Saunders will be on the future agenda item, “New committee member nomination.” He attended two meetings out of three and qualifies to be recommended by a majority votes from appointed members.

11. Chairperson announcements

No Chairperson announcements.

12. Future agenda items – member suggest topics

- New committee member nomination
 - Joshua Saunders
- Disability Awareness to the new BART Board of Directors

13. Adjournment

The meeting adjourned at 4:30 pm until the next regular meeting, Thursday, December 12, 2024.



BATF

**January 23, 2025 meeting
minutes**

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

BART ACCESSIBILITY TASK FORCE
Committee Meeting **DRAFT** Minutes
January 23, 2025

1. Roll Call of Members:

1. Anita Ortega
2. Bruce Yow
3. Catherine Callahan (2nd Vice-Chair) - ABSENT
4. Christine Arseneault (Chair)
5. Clarence R. Fischer
6. Danny Kodmur
7. Daveed Mandell
8. Emily Witkin
9. Herb Hastings
10. Hillary Brown
11. Janice Armigo Brown
12. Roland Wong
13. Sam Buman
14. VACANT
15. VACANT
16. VACANT
17. VACANT
18. VACANT

Quorum of seven (7) in-person BATF members. Two members participated remotely: Daveed Mandell used his first “Just Cause,” and Roland Wong used his first “Just Cause.”

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Bob Franklin
Ryan Greene-Roesel

BART Director (s), BART Staff, Speakers, and members of the public:

David Coggshall (BART staff)
Hayley Toy (BART staff)

Mayra Perez (Captioner)
Jerry Grace (Guest)
Sara Desumala (Guest)
Joshua Saunders (Guest)
Shana Ray (Guest)
Aleta Dupre (Guest)
Alicia Jackson (Guest)
Katherine Kzeft (Guest)
Nora Lewis (Guest)
Troy Russell (Guest)
Vi Ibarra (Guest)
Nicola Fraser (Guest)
Tyler Sha (Guest)
Janien Harrison (Guest)
Shawn Costello (Guest)
Jeremy Dunbar (Guest)

2. Public Comments

Aleta Dupre introduced herself. She believed everyone, whether you have a disability or not, should engage respectfully with the BATF. She asked to make sure the escalators are working within the BART system.

Jerry Grace said, “Happy New Year,” and hopes that everyone has a good 2025. Additionally, he felt bad about the number of fires that were occurring in Southern California.

Shawn Costello thanked the BART staff for fixing the elevator at the San Leandro BART Station. He mentioned he has not been receiving monthly BATF agendas and he requested that they be emailed to him again.

Joshua Saunders mentioned that he had used the new faregates at Hayward BART Station earlier. He mentioned he tapped his Clipper Card on his smartphone and added that he has limited vision. He stated that he can see the faregates open and pass through them, but he was worried that riders who are blind may not be able to detect when they are supposed to go through the faregate.

3. Approval of November 21, 2024 meeting minutes

Christine Arseneault rescheduled the approval of the November 21, 2024 minutes until February so that amendments could be incorporated.

4. New committee member nomination

- **Joshua Saunders**

Joshua Saunders introduced himself and expressed why he is interested in joining the BATF.

Sam Buman moved to recommend Joshua Saunders as a BATF member. Hillary Brown seconded the motion.

- Motion passes with ten (10) in favor, zero (0) against, and zero (0) abstention

5. New faregate sounds

Bob Franklin shared three different sounds that faregates currently make when using a Clipper Card:

- One (1) beep means it is a successful entry
- Two (2) beeps mean it is a successful exit
- Three (3) beeps mean there is an error

Bob Franklin mentioned BART is working on ways to generate sounds that make more sense to understand. He shared this is an introduction to this project and this will be shared over several BATF meetings to receive feedback.

Herb Hasting volunteered himself to be involved with the new proposed faregate sounds. He mentioned you could hear when the gates open and close at the accessibility older faregates and asked whether you can hear the new faregates open and close. Bob Franklin stated that the new faregates are much quieter. Bob Franklin added the beeps from the old faregates are the same on the new faregates now, but the new faregates have the ability to produce any sound.

Janice Armigo-Brown first asked about the beeps from the faregates because some may have hearing impairments or some may be deaf. Her second comment was that she witnessed fare evasion while heading to the BATF meeting and suggested that there should be a sound that alerts fare evaders.

Bruce Yow asked to confirm that the three (3) beeps will also be produced on the next generation faregate system and Bob Franklin confirmed that the new gates will use the same sounds.

Sam Buman mentioned the 12th St. BART Station by the elevators, the beep sounds are not beeping and added people who are blind or visually impaired will not know when exiting from the platform elevator to the new faregate.

Jeremy Dunbar mentioned that the stations that do not have the new faregates have people jumping over the faregates and asked if there is an alert to BART personnel that someone is fare evading. Bob Franklin mentioned BART personnel do not have the capability to detect fare evasions with the older faregates, but the new faregates technology will have the ability to alert BART employees that someone is fare evading.

Daveed Mandell mentioned when he goes through the faregates that it is hard to hear the beeps because the surrounding area may be loud. He was also concerned about people pushing through the faregates when the riders cannot hear the beeping noise. Daveed Mandell added when he wears his backpack and uses his cane, the faregates can close too early and does not feel secure. He also mentioned looking into finding better ways to locate the accessible faregate for entering and exiting maybe with different textiles in front of the accessible faregate or audio of the location of the accessible faregate.

Shawn Costello noticed the new faregates located at the accessible faregate should be more visible and mentioned the faregates do not stay open long enough.

Shana Ray mentioned that the beeps from the new faregates sometimes are hard to hear. She mentioned 12th St., Hayward, and Civic Center/UN Plaza BART Station do not make any sounds.

Aleta Dupre asked whether there have been any surveys to determine what beeps to use at the new faregates. Bob Franklin stated with the new proposed faregates beeps, BART will provide beeping samples and hire sound experts to determine what works best.

Herb Hastings mentioned that even if there are no beeping noise from the new faregates, the arrow will indicate when you can enter or exit the new faregates.

6. Member announcements

Clarence Fischer asked to take into consideration the elevator sound levels at each BART station to determine whether the sound has to be adapted to the location, such as a subway station, an indoor or outdoor station, a station close to a freeway stop, etc.

Sam Buman shared when he was at 12th St. BART Station and the elevator was completely blocked off once arriving from the platform due to the installation of new faregates. He stated there were no signs whatsoever of where to go to access another elevator. Sam Buman asked a BART Station Agent, who told him to take the elevator

down to the concourse and head to the other side to take the elevator going the opposite direction. He opted to take the City Center stairs instead.

7. Staff announcements

Elena Van Loo shared a few announcements:

1. BATF meetings will be back at East Bay Paratransit for the next meeting, which is located at 1750 Broadway, 1st Floor Conference Room, Oakland, CA 94612
2. Travel reimbursements went up to \$16.70 effective January 1, 2025, from \$15.85.
3. Annie Koruga has been terminated as an appointed BATF member and there will be an agenda item to nominate and elect a Vice-Chair at the next BATF meeting.

8. Chairperson announcements

No Chairperson announcements

9. Future agenda items – member suggest topics

- BATF goals for 2025
- Update on new beeps sounds from the new faregates

10. Adjournment

Herb Hasting moved to adjourned January 23, 2025, meeting and Clarence R. Fischer second the motion. The meeting adjourned at 3:00 pm until the next regularly scheduled meeting, Thursday, February 27, 2025.



**Transit Accessibility and
the draft Caltrans Bay
Area Transit Plan**

BATF

February 27, 2025

Agenda 4



CALTRANS BAY AREA

TRANSIT PLAN

Transit Accessibility and the draft *Transit Access with Caltrans Bay Area Transit Plan*

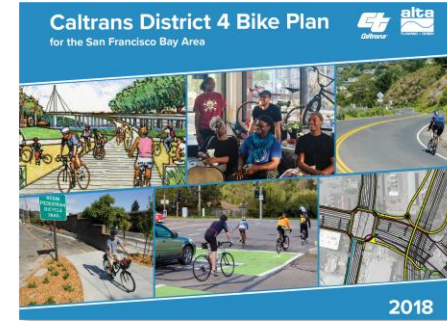
BART Accessibility Task Force – February 27, 2025



District 4 Modal Plans

A ROADMAP FOR SUCCESS

- Caltrans District 4 Bike Plan, 2018
- Caltrans District 4 Pedestrian Plan, 2021
- Caltrans Bay Area Transit Plan, 2024/25



San Pablo Avenue, Albany



CALTRANS BAY AREA

TRANSIT PLAN



Major Tasks

Public & Stakeholder Engagement

Transit Inventory & Existing Conditions

Goals, Objectives & Performance Measures

Identify Transit Needs

Transit Best Practices Toolkit

Transit Plan Final Report & Map



Timeline



July 2023-December 2024: Development of Draft Plan components



March 2025: Public Draft Available for feedback



May 2025: Final Plan Released

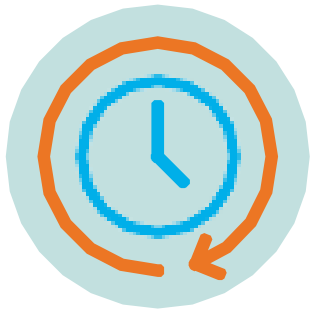
Public and Stakeholder Engagement

- Technical Advisory Committee
- Stakeholder presentations and coordination
- Website
- Social media
- Public survey
- Tabling and flyers at special events





Barriers to Transit Use— SURVEY RESULTS



**Service
Frequency
and
Connectivity**



**Accessibility
and Infra-
structure**



**Safety,
Security,
and
Comfort**



**Affordability
and
Convenience**

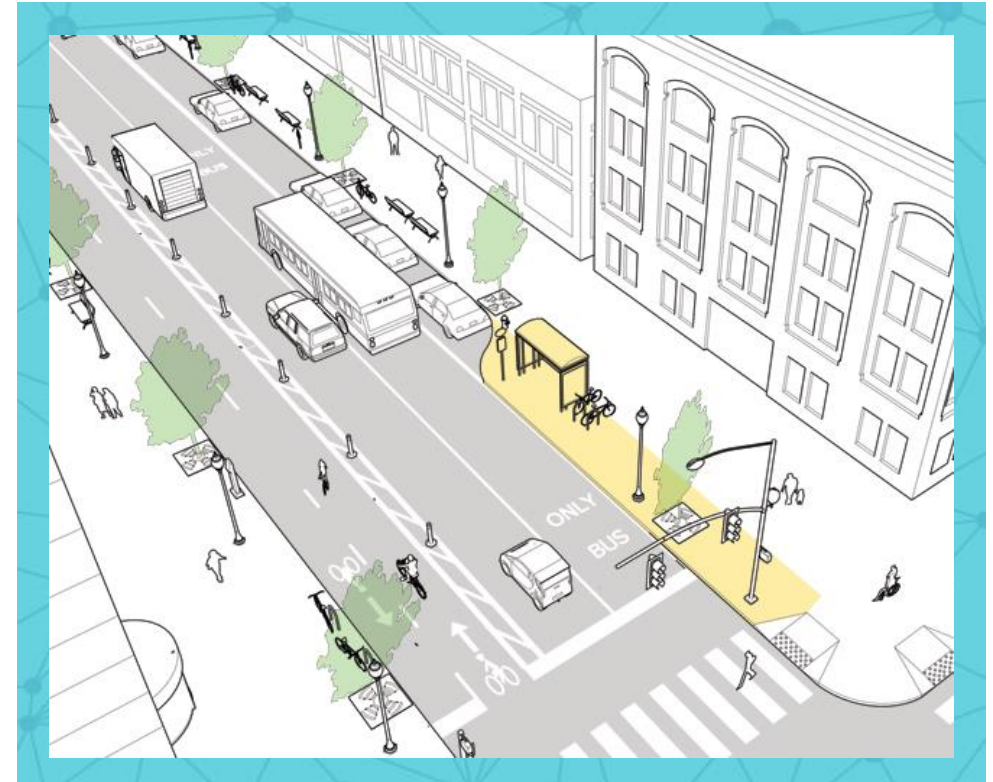
Transit Best Practices Toolkit

Transit Priority Facilities (examples)

- Dedicated transit lanes
- Transit signal priority
- Managed lanes (HOT, reversible, part-time)
- Queue jump lanes
- Bus stop relocations

Transit Access Facilities (examples)

- Bus bulbs/islands
- Bikeways, sidewalks, crosswalks
- Bus stop amenities
- Wayfinding



Transit Best Practices Toolkit

Definition of Transit-Access Facilities:

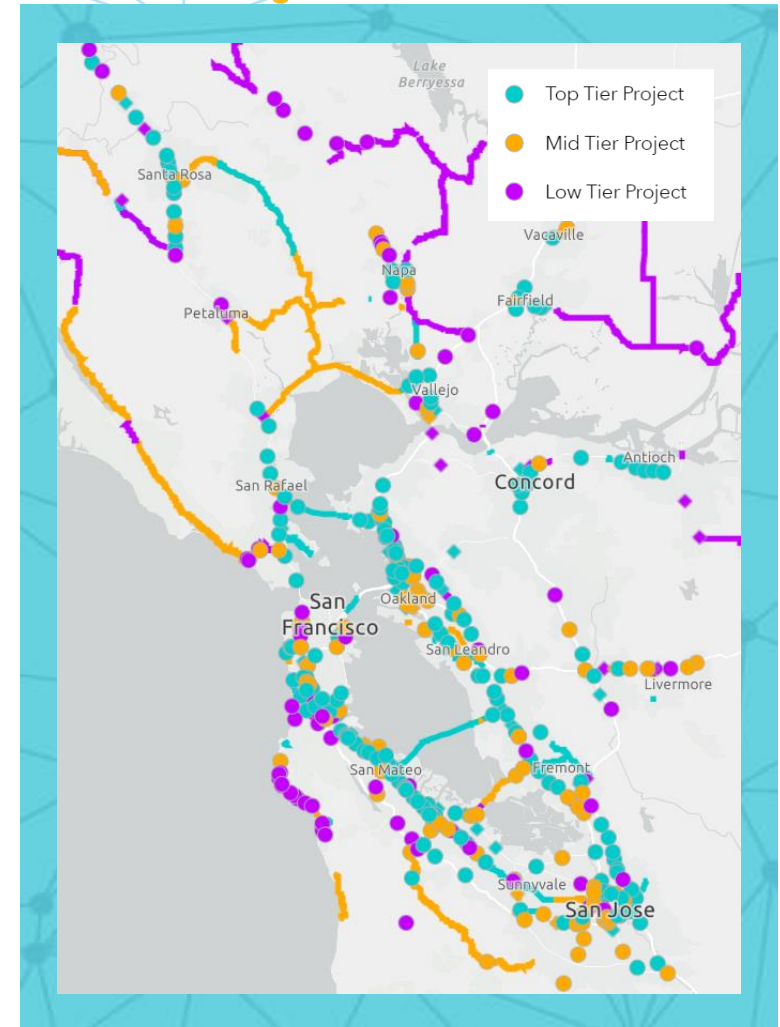
Transit-access facilities are infrastructure focused on improving the experience for transit passengers by providing generally direct, comfortable, and accessible infrastructure for pedestrians and bicyclists to access existing transit stop locations.

This toolbox includes guiding passengers to bus stops, improving pedestrian and bicycle access to bus stops, mobility hubs, and park-and-rides.



Transit Plan Outcome: Location-Based Needs

- Based in part on D4 Bike Plan framework
- Transit *Priority* Needs
- Transit *Access* Needs
- Including scoring metrics:
 - Transit frequency
 - Transit ridership
 - Equity Priority Communities
 - Presence of ped/bike infrastructure
 - Transit speeds and bottlenecks
 - ADA infrastructure



D4 Bike Plan prioritized needs

Other Strategies to Support Transit in District 4

- **Transit Planning & Funding** – Support the development and implementation of Caltrans Transit Policy, include transit more formally
- **Project delivery** – Improve transparency and predictability, opportunities to streamline
- **Data Collection & Performance measures** – Monitor transit priority implementation on the State Highway System
- **Staffing up**
 - Build up transit planning function
 - Point-of-contact for transit agencies
 - Engagement to support transit equity



Questions?

Key Questions for Accessibility Task Force:

What are the key barriers and areas for improvement in accessing public transit on Caltrans State Transportation Network?

What transit locations on the State Transportation Network are most difficult to access?

What can Caltrans do to further support your transit experience on the State Transportation Networks?



Caltrans District 4 Transit Contacts

District 4 Office of Transit & Active Transportation:
Sergio Ruiz, sergio.ruiz@dot.ca.gov

District 4 Transit Coordination:
Wingate Lew, wingate.lew@dot.ca.gov

Caltrans Bay Area Transit Plan project manager:
Tyler Brown, tyler.brown@dot.ca.gov

CaltransBayAreaTransitPlan.org





Nominate and elect BATF
Vice Chair and 2nd Vice
Chair, if open
(No attachments)

BATF

February 27, 2025

Agenda 5



BTF committee goals for
2025

(No attachments)

BATF

February 27, 2025

Agenda 6



New committee member
nomination – Janien
Harrison

BATF

February 27, 2025

Agenda 7

BART ACCESSIBILITY TASK FORCE (BATF)

MEMBERSHIP APPLICATION

The BART Accessibility Task Force advises the BART Board of Directors and staff on disability-related issues and advocates on behalf of people with disabilities and seniors to make the BART system accessible to all.

Out of three consecutive meetings, an interested applicant must attend two and then apply for membership. Prospective members may attend these two meetings in-person or remotely. Applicants must be endorsed by the members of the BATF through a majority vote. Their names are submitted by the BATF staff liaison to the BART Board of Directors for final approval.

1. APPLICATION BACKGROUND

Name: **Janien Harrison**

3. EXPERIENCE AND SKILLS

3.a. Names and purposes of boards, commissions, or task forces you currently serve on or have served on and its relevancy to serving on BART's Task Force (BATF). Please indicate dates of service and the position (s) you held, if any:

I serve on Easy Does It (Berkeley, CA) Board of Directors since Feb. 2023 to the present. That organization is relevant to BATF due to its location and the fact that it serves seniors and people with disabilities.

3.b. Why do you want to serve on and what skills do you bring to the BART Accessibility Task Force (BATF):

I want to serve on BATF to assist with providing a broader awareness to the BART Board. I am an articulate woman of color that lives independently with disabilities and has utilized BART before and after becoming physically disabled as a Bay Area resident.

3.c. How would your membership assist in establishing communication with the disability community:

As a volunteer counselor who already speaks to seniors and people with disabilities throughout the Bay Area my membership can strengthen the empowerment I already provide related to independent living.

Signature of Applicant: Janien Harrison Date: January 28, 2025



**Debrief BATF Meet and
Greet event on January
23, 2025**

(No attachments)

BATF

February 27, 2025

Agenda 7