

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

BART ACCESSIBILITY TASK FORCE
Committee Meeting 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 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: Test 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.