

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)

April 24, 2025

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, April 24, 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.

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612 with an option for public participation via teleconference.

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 **872 0502 8011** logging in to Zoom.com and entering access code **872 0502 8011**; or typing the following Zoom link into your web browser:

<https://us06web.zoom.us/j/87205028011>

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 **April 22, 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 **872 0502 8011**, 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 **872 0502 8011**, and use the raise hand feature; or join the Committee Meeting via the Zoom link, <https://us06web.zoom.us/j/87205028011>, 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. Remembering Christine Arseneault. (Information) 10 minutes
4. Approval of March 27, 2025 meeting minutes. 10 minutes
(Information/Action)
5. BART January 2026 fare increase. (Information/Action) 15 minutes
6. BART's Customer Satisfaction Survey – Results for People with 20 minutes
Disabilities. (Information/Action)
7. BART's Fiscal Year 2026 and Fiscal Year 2027 preliminary 20 minutes
budget. (Information)
8. BART's compiled and analyzed customer complaints related to 15 minutes
accessibility for the third quarter. (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: May 22, 2025 – Thursday
13. Adjournment.



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

BATF

April 24, 2025

Agenda 2

Agenda Item #2-Public Comment

Email message, April 17, 2025 at 11:47 am from Aleta Dupree

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

Greetings Chair Christine Arsenault and Members.

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

I bring you my various comments pertaining to the BART Accessibility Task Force committee of the San Francisco Bay Area Rapid Transit District.

On Matters of Respect and Decorum.

I reflect on your most recent Meeting, that which convened on 27 March 2025. I attended your Meeting using Zoom and shared my thoughts from my temporary residence in New York.

I submit to you that I found some behavior on the part of one of your Members to be extremely concerning to me. I will not name this specific individual and I don't feel it is necessary for me to do so. I wish to focus more on basic principles of conduct in Meetings, both on the part of Members, and those in attendance. I think of things that were said, that in my estimation directly berated and impugned employees of BART, and the institution of BART as a whole. You see, several BART employees came to your Meeting to respectfully share their thoughts and ideas on how to build a more accessible BART. I found the comments made by this one Member to discourteous, disrespectful, and shameful. Such is not only disrespectful to BART employees and the BART organization, but also to you as a panel collectively, and to your Chair, whom you have chosen to preside over your Meetings. Such comments were also disrespectful to me, as I am one who simply wants to share my time at your Meetings and hear what is to be said. You see, I am a person of profound disabilities, and I often find myself on an uphill climb to be taken seriously when most can take that for granted. And I felt like leaving your Meeting that afternoon, deep down I felt ashamed to be associated with the BATF. Yet I stayed with you, because the rest of you I believe sincerely sought to continue on with the work that needed to be done.

There are times that I am in disagreement with things that are said in Meetings, especially BART Board Meetings. Yet I believe in the maxim, "it's not just what you say, but how you say it". You see, I have been speaking at various kinds of

Meetings I think since 2007. And I do register my disagreements respectfully. And I do not want to lose my welcome at Meetings. Even though speaking at Meetings in many jurisdictions is pretty much a right, (hence the Brown Act), that doesn't mean that I'll be listened to. I would like to be listened to, and I work to bring the odds in my favor by sharing my thoughts respectfully, and with rigorous honesty.

It is true that none of you are accountable to me. I am simply an ordinary user of BART and other systems of Public Transportation. Yet you as members of BATF are indeed accountable to the BART Board of Directors. It is the Board has the ultimate authority to make policy, and to approve the tenures of Board appointed officers and members of advisory committees. I do intend to share these same thoughts with the Board, not mentioning names of anyone in particular. I expect all of you to work together, and to not tolerate discord amongst yourselves. You see, the work of accessibility is work that is to be taken seriously. You have your Chair, in Christine Arsenault, whom you have charged with ensuring the orderly flow of business at your Meetings. I respect that, and I expect all of you to do so as well.

On Membership and Advocacy.

I am encouraged with the onboarding of new Members of the BATF as evidenced by recent actions taken at Meetings of the Board. It is my hope we will reach full roster soon, and have the diversity of voices and thoughts that the BATF needs to continue on with its work and mission. It is my hope to see long term service from you, and to not have so much turnover. For a long time this panel did not have a full roster and we are now getting close. It is my hope to see consistent attendance at your Meetings. You see, every person present counts, most of all in order to reach a quorum. I have been to other Meetings in the past that were cancelled because a quorum was not reached. Yet the work to be done still needs to be done. I ask of all of you to commit to consistent and timely attendance at your Meetings going forward.

I would like to see more of you, ideally all of you reach out to the Board, and share your thoughts. This can be done both in attendance at the Meetings, and through correspondence. You see, I attend Board Meetings of the Metropolitan Transportation Authority, headquartered at Number Two Broadway, New York, NY, 10004. And at these Meetings are a number of advocates for disability causes. This group of advocates attends and speaks at Meetings consistently and have done so for a long time. I would like to see more consistent and enduring advocacy here at our BART. This I do in my attendance at BART Board Meetings, and other

panels as well. And so how do we get to know each other if we are not in the spaces to do so? I consider that in New York, accessibility is fully supported by and is a high priority for their Board and District Staff. It is all these groups coming together to prioritize accessibility on Public Transportation in New York, including the construction of more than three hundred accessible stations on the New York City Subway. And so I appear often at our BART Board so I can put for the idea of accessibility being a Board level priority. I continue to advocate for the 62.5 percent discount for Senior and Disabled users of BART, even in a season of financial challenges. I ask of you all to work together, hold each other accountable, and not esteem yourselves better than others. Instead, I ask of you to not only operate from a mindset of respect and courtesy, welcome and inclusion, but more so to uphold the ideal that BART is The Peoples System.

Thank you.



Remembering
Christine Arseneault

BATF

April 24, 2025

Agenda 3

Agenda #3-Remembering Christine Arseneault



Above – Picture of Christine Arseneault

Dear BATF Members:

It is with deep sadness that we share the news of the passing of Christine Arseneault, who died unexpectedly on Saturday, April 12, 2025. At the next BART Accessibility Task Force meeting, we will have an agenda item where committee members will have the opportunity to honor her, as well as her contributions to the BATF.

She was nominated to be a member of the BATF in March 2024 and appointed to the BATF by the BART Board in April of 2024. She quickly began to contribute to the committee, including being elected chairperson in September 2024. She was a graduate of University of Ottawa and had served as a Senior Project Manager at IBM since 2007.

Christine had also been an advocate for the Muscular Dystrophy Association since 2017, where she raised awareness, educated the community, and elected officials about employment, therapies, transportation, and empowered independence for people living with neuromuscular disease.

Please join us in remembering Christine and offering your support to her family, friends and loved ones.

Bob Franklin
Director, Customer Access and Accessibility

Agenda Item #3-Remembering Christine Arseneault

Email message, April 23, 2025 at 11:30 am

Elena Van Loo, with thanks, please forward this message to the full BATF committee for the Meeting of 24 April, 2025.

Greetings to the BART Accessibility Task Force.

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

I share with you my comments concerning the BART Accessibility Task Force of the San Francisco Bay Area Rapid Transit District.

Remembering Christine Arseneault.

I consider my reading of the Agenda prepared for your upcoming Meeting, and the citation titled, Remembering Christine Arseneault. I wondered about that and an immediate feeling of apprehension came over me. Upon reading the item, I had that sinking feeling inside me, and my suspicions confirmed. I am in great sadness with the passing of Christine Arseneault, and I feel it most important to share my thoughts on this matter.

I do not exactly remember the first time I met Christine Arseneault, it was at a BATF meeting sometime in early 2024. Somehow Christine and I came together and engaged in impromptu conversation. Christine had shared her desire to join the BATF, and I could sense a seriousness in her intention. I was impressed and hopeful, and looked forward to the process playing out to fruition.

I spent much of April 2024 in New York and I attended two BART Board of Directors Meetings during that time using Zoom. The first of those Meetings took place on 11 April, 2024. I participated in the Meeting while having lunch at the Oyster Bar, a seafood themed restaurant which is located in Grand Central Terminal, the world's largest railroad station, located in the borough of Manhattan. I made mention of my location to the Board, and my desire to share Public Comments from a place which has held deep meaning for me since my first visit in the fall of 1980.

And the BART Board met again on 25 April, 2024, and an item was presented pertaining to the appointment of Christine Arseneault to the BATF. I was riding on a Q10 bus in the southern section of Queens borough in New York. I had spent the earlier part of my morning visiting the John F Kennedy International Airport. I offered Public Comment and the Board unanimously ratified the appointment of Christine Arseneault as a member of the BATF.

I continued to share comments in the meeting, and I mentioned of seeing the elevated tracks of the Subway, and later waiting at a bus stop on Queens Boulevard. And Christine remembered my comments from the bus that day, and shared of that with me. You see, BART is always with me, and I feel it important to participate in Meetings even when I am not at home, or in the Bay Area. You see, I do not live in the BART district, yet I want BART to be there for me when I am.

I found Christine to be very approachable and encouraging, as I sought to more deeply engage with the BATF. I shared my thoughts with her, in my wanting to see a BATF that would be more welcoming and approachable. I certainly felt that Christine and I both shared the goal of having the best BATF that we can have. And I met with Christine at Meetings of the Board. I highly appreciated Christine coming to the Board Meetings. I saw the building of bridges here, just as in my sharing my thoughts both at Board Meetings and advisory committees such as the BATF. I saw with Christine a BATF that was beginning to be more external in its mindset and practice. I wanted a BATF that would be more inviting, and I really felt the needle was moving in that direction.

And I was most encouraged when you as a collective panel voted to sustain Christine as your Chair. I saw a bright future for BATF, in Christine working to make connections with the Board, and practicing external outreach. I enjoyed a number of conversations with Christine over the months, and I looked forward to many more. Christine mentioned her being from Canada, and I shared of my origins of New York. I often mentioned of my times in the Subway, and Grand Central Terminal, and many other interesting places.

I share of matters of disability in other forums, especially at Meetings of the Board of Directors of the Metropolitan Transportation Authority (MTA). The MTA is headquartered at Number Two Broadway, New York, NY, 10004, and operates the largest public transportation network in North America. This network is made up of several properties, buses, commuter rail, toll road facilities, and the legendary and historic rail transportation system that is the Subway. And I have involved myself in a number of topics at their Meetings, one of which is accessibility. And the Subway is working on probably the largest accessibility project in the world, the construction of over three hundred accessible stations, in order to make that system available for all to use and enjoy. You see, the Subway is not just a means to get around, but is a destination in and of itself, and enjoyed by millions from around the world.

I think back to a Saturday evening in Queens borough, it was cloudy, and I used the “N” train to travel to dinner, I remember it being quite cold, and a bit of drizzle. I

was in what is known as the Astoria neighborhood, and I used the stairs in the Broadway station. This station is only accessible using stairs, and I thought about Christine, and my times visiting with you all at BATF. Not long after that I attended MTA meetings, and I shared about accessibility, among other things. And after reading the agenda item pertaining to the remembrance of Christine, I was instantly brought back to my time in Astoria, and using the Subway that night.

I then thought back to my many times enjoying episodes of *All in the Family*, a highly rated television program broadcast in 1971-1979. This program was set in various parts of Queens borough, mostly in Middle Village, a place where the Subway does not go. I spent many nights taking in the adventures and travails of Mr Archie Bunker, often known for his crass outlook on life, his self conscious wife Edith, outspoken daughter Gloria, and intellectually rebellious son in law Michael “Meathead” Stivic. And I considered the closing theme of *All in the Family*, titled *Remembering You*, a kind of forlorn sounding piano piece. Yet then I found myself going in a different direction. I thought back to *Archie Bunker’s Place*, the sequel to *All in the Family*, which broadcast in 1979-1983. In the show’s opening are scenes of Astoria, in Queens borough, the various streetscapes with stores, people, and cars. And one of the openings depicted the Astoria elevated line of the Subway, which I used on that cold Saturday evening this past March.

And I played the theme song, an instrumental version of “Those Were the Days”, which the original version was the opening theme for *All in the Family*. This newer version has trumpet, piano, and bass guitar sounds, reminiscent of my younger days in Bayside, Queens, staying with my grandparents. I prefer the instrumental version, given that I don’t particularly agree with some of the words in the original. To me, the instrumental version is really about journeying through different times and places. And in playing this song, I was reminded of Christine, and my many times with her in Meetings. And I thought of Christine when sharing of my desire to build more accessible stations on the Subway, and given that I was only able to use stairs to access the elevated Subway station that night. I hoped for a day that Christine would be able to use the Subway in the fullness of accessibility, and that we both could see and use the Astoria elevated train that I enjoyed that night back in March of this year.

There is much more that I can say, and Public Comment only allows me two minutes anyway. And Christine’s passing came as a surprise to me. I was instead looking forward to many future conversations with Christine, and the sharing of diverse experiences. Christine helped make BATF more accessible and approachable. More so Christine has always accepted me as the person I am, even

with me being very different, both in disability and in other ways. It is not easy moving forward, and we must never forget. I have learned much in my short time knowing Christine Arseneault. But more so I come away with this, that Christine Arseneault definitely reflected this ideal I hold most dear, that BART is The Peoples System.

Thank you.



**Approval of March 27,
2025 meeting minutes**

BATF

April 24, 2025

Agenda 4

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
March 27, 2025

1. Roll Call of Members:

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

Quorum of eleven (11) in-person BATF members. No, “Just Cause,” used.

BART Customer Access and Accessibility Department Staff:

Elena Van Loo
Bob Franklin
Ryan Greene-Roesel
Kevin McDonald

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

Director Robert Raburn
Byron Toma (BART staff)
Michael Gerbracht (BART staff)

Ahmad Rassai (BART staff)
Mayra Perez (Captioner)
Sarah (Captioner)
Shana Ray (Guest)
Janien Harrison (Guest)
Sarah Desumala (Guest)
Troy Russell (Guest)
Vi Ibarra (Guest)
Valerie Buell (Guest)
David Coggshall (Guest)
Tanya Washington (Guest)

2. Public Comments

Sarah Desumala introduced herself.

Troy Russell introduced himself as a member of The Contra Costa Development Disabilities Council, is a mental health ambassador, and a self-advocate for people with disabilities.

Vi Ibarra introduced herself and works at The Developmental Disabilities Council in Contra Costa County.

Shana Ray shared her Clipper Card App on her smartphone worked when tilting the smartphone towards the faregate to make it easier to go through the faregate. She suggested BART should publicize how to better use your smartphone when entering and exiting the faregates with Clipper Card App.

Aleta Dupree asked how does the BATF reach out to educate people at BART on how to be more, “disability-friendly.” She did notice an advertisement for discount cards for seniors and people with disabilities on a BART train. She mentioned that BART needs to promote other programs, such as Clipper Card Start.

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

Herb Hastings moved approval of the January 23, 2025 meeting minutes with amendments. Joshua Saunders second the motion.

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

Daveed Mandell moved approval of the February 27, 2025 meeting minutes with amendments. Herb Hastings second the motion.

- Motion passes with nine (9) in favor, one (1) against, and zero (0) abstention.

4. How to run an effective public meeting – Refresher

Byron Toma, BART's Legal Department presented.

He shared multiple slides, "How to run an effective public meeting", which is part of the BATF 03-27-2025 agenda package:

- The big picture
- Alice Sturgis Philosophy
- Key Principles
- Summary of steps in handling a motion
- Precedence of motions
- What are privileged motions?
- What are the privileged motions?
- What are subsidiary motions?
- What are the subsidiary motions?
- Ranking of privileged and subsidiary motions
- Tips regarding the ranking table
- What is a main motion?
- What is a restorative main motion?
- What is an incidental motion?
- Unanimous (general) consent
- NOTE: Parliamentary procedure rules co-exist with other enactments of government-Hierarchy of governing documents under Sturgis (p.203)
- Did you know?
- Words of wisdom regarding meetings
- Words of wisdom regarding public comments and announcements
- Final words of wisdom
- Resources

Danny Kodmur asked if there is a specific definition of what are the expectations and limitations of a subsidiary body or advisory body as opposed to the decision-making body and added BATF is classified as an advisory body and not to make decisions. Byron Toma mentioned under law there is really no difference between subsidiary bodies or advisory bodies, which are governed by the Brown Act. He mentioned the BATF is an advisory because it advises a governing body.

Janien Harrison noted “Don’t bogged down with the details,” and mentioned this seems to contradict presentations which contain detailed information. Byron Toma commented that Alice Sturgis was urging people to focus on the “big picture,” and to think about what you are really there for to move forward the public’s business and to put aside fighting over details.

Janien Harrison was curious about the specifics of making a motion. She stated she may have forgotten how to properly how to say a motion and asked how important is this. Byron Toma said that Chair and/or staff will help and not worry too much about how to say a motion correctly.

Clarence R. Fischer asked if BATF is an advisory committee to the BART Board of Directors. Byron Toma confirmed the BATF Advisory Committee is an advisory committee under BART Board of Directors. Clarence R. Fischer added anything that has been approved by the appointed BATF members goes to the BART Board of Directors.

Clarence R. Fischer noted that he is also a private citizen and wishes at times to address disability and senior citizen related issues to the BART Board of Directors before addressing the BATF members. Byron Toma stated all public meetings are subject to the 1st Amendment right to express your opinions and shared that you can go to the BART Board of Directors to let them know you are here as an individual and not representing BATF Advisory Committee.

Shana Ray asked what is the difference between the Brown Act versus the Alice Sturgis Standard Code of Parliamentary Procedure. Byron Toma noted that Brown Act’s rules are very detailed and have many exceptions to the general rules for proceeding. Alice Sturgis is more of an easier common-sense guide than the Brown Act.

Aleta Dupree thought the presentation was good and mentioned she had not heard anything about the public’s rights and responsibilities. She expressed there are situations where the presiding officer will give one person more time than another. Aleta Dupree thought the Board of Directors was governed by the Brown Act and said that she liked Alice Sturgis Rule better. She ended by stating that BART needs to do better job to make sure the public is heard. Bryon Toma mentioned that everybody has a right to engage with a public comment no matter how long it takes.

Herb Hastings spoke on consent calendar agenda items where a number of agenda items can be voted under one vote with a 1st and 2nd motion.

Christina Arseneault thanked Byron Toma for presenting.

5. New fare gates and station hardening update

Michael Gerbracht presented the agenda item.

Project update:

- Conceptional design started in 2018
- BART started districtwide installation in July 2024
- As of March 14, 2025, BART has installed 303 of 630 gates districtwide
- Projected to complete districtwide replacement by the end of 2025

BART stations completed (completed 23 stations):

- | | |
|---|--|
| 1. West Oakland | 12. Warm Springs/South Fremont |
| 2. Fruitvale | 13. Montgomery St. |
| 3. Civic Center/UN Plaza | 14. Dublin/Pleasanton |
| 4. Richmond | 15. Hayward |
| 5. 24 th St. Mission | 16. South Hayward |
| 6. Oakland Airport Connector | 17. 12 th St./Oakland City Center |
| 7. Antioch | 18. Embarcadero |
| 8. 16 th St. Mission | 19. Orinda |
| 9. San Francisco International
Airport (SFO) | 20. Downtown Berkeley |
| 10. Coliseum | 21. Rockridge |
| 11. Powell St. | 22. Lafayette |
| | 23. Pittsburg Center |

Deployment schedule (as of March 14, 2025)

Elevator Accessible Fare Gates (AFG) planned to be installed between by April at the following stations:

- | | |
|-----------------|---------------------|
| 1. Montgomery | 6. Concord |
| 2. Powell | 7. North Berkeley |
| 3. Balboa | 8. El Cerrito Plaza |
| 4. Rockridge | 9. Bay Fair |
| 5. Walnut Creek | |

Station hardening:

- Service Gates, Emergency Exits, and Station Barriers are being raised to deter Fare Evasion while maintaining accessibility
- Temporary barrier modifications are installed at each station after the new fare gates.

- Additional modifications are being piloted to address fare evasion while maintaining accessibility.

Herb Hastings suggested installing an alarm to deter fare evasions when a rider tries to push through the faregates. He suggested putting tactiles leading to the accessible faregates for BART stations. Michael Gerbracht mentioned in regard to noise, sounds, and alarms that BART is looking into some additional modifications to the sounds of the faregates. He mentioned the tactiles that have already been installed will still lead to the accessible faregates.

Daveed Mandell has made a few suggestions with regards to the new faregates and he felt they have been ignored, such as providing directional sounds so riders know where faregate arrays are located.

Hillary Brown mentioned they are visually impaired and noticed the new faregates itself do not have stickers or markings to let them know there is a faregate. They stated that the new faregates are just a clear panel.

Shana Ray wanted to echo Daveed Mandell's concerns about the faregates and that they should operate in different directions (not bi-directionally) and the importance of finding the faregates.

Sarah Desumala suggested having the faregates talk instead of the beeping sounds.

Clarence R. Fischer asked why the new faregates are installed down-the-line instead of installing them randomly. Michael Gerbracht stated that there are considerations when installing the new faregates and noted each station have different funding sources and address different needs within the nine (9) different BART districts.

Sam Buman stated he is really happy to see the new faregates.

Joshua Saunders asked when the tests for the new faregate occurred. Michael Gerbracht confirmed that the first new faregates were installed at the West Oakland BART Station back in December 2023.

Aleta Dupree shared she has to watch the space behind her to avoid piggyback riders.

Valerie Buell was happy to see the new faregates at the 12th St. BART Station. She said that they looked great, but it was not long before witnessing aggressive piggybacking. She mentioned the accessible faregate was broken and the gates did not completely close.

Director Robert Raburn said that he is sympathetic about what he has been hearing and he, too, has experienced piggyback riders.

Director Robert Raburn confirmed the new faregates are bi-directional. He shared new software update will be done in the future.

6. New committee member nomination – Shana Ray

Shana Ray introduced herself and expressed why she is interested in joining the BATF.

Daveed Mandell moved to recommend Shana Ray as a BATF member. Herb Hastings seconded the motion.

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

7. Member announcements

Daveed Mandell announced a multi-year pilot program at select Metro stations. The London-headquartered accessibility tech company Waymap will now see its AI-driven navigation tool used across the entire Washington Metropolitan Area Transit Authority's (WMATA) network. He urged BART and San Francisco Municipal Transportation Agency (SFMTA) test this new wayfinding.

Sam Buman asked why there is not an agenda item for the nomination and election of the vice chair. Ryan Greene-Roesel stated she will address his question under "staff announcements."

Danny Kodmur shared that a local television station premiered, "Change, Not Charity: The American with Disabilities Act," documentary about the ADA history. The documentary is also available on YouTube.

Clarence Fischer asked about Ethics AB1234 training. Elena Van Loo mentioned she will reach out to those who needs to take Ethics Training via email.

8. Staff announcements

Kevin McDonald introduced himself as the new Manager of Access Programs in the Customer Access and Accessibility Department and will be working on everything related to accessibility within the BART.

Bob Franklin reminded BATF Advisory Committee members, like all BART's advisory committee members, are subject to [Code of Conduct](#) and need to keep meetings positive. Any disruptive behavior, such as slurs or derogatory comments, is against the rules and against the BATF By-Laws.

Ryan Greene-Roesel shared that Customer Access and Accessibility Department did reach out to legal department to discuss how to proceed with the final outcome for the Vice Chair position. She mentioned there were five votes for Herb Hastings, two votes for Hillary Brown, and five abstentions from the last BATF meeting on 02-27-2025 votes under agenda item "Nominate and elect BATF Vice Chair (and 2nd Vice chair, if open.)" Ryan Greene-Roesel confirmed Herb Hastings will be the Vice-Chair, as he received a majority of non-abstention votes cast. Herb Hastings will be the Vice-Chair until September 2025, when Nominations and elections for Chair, Vice-Chair, and 2nd Vice-Chair take place.

Elena Van Loo informed BATF members that the 1st quarter travel reimbursements ends on March 31, 2025 and to let her know before April 10, 2025 if there are any changes to their transit card numbers.

Director Robert Raburn suggested to agendize for a future BATF meeting the potential funding measure and the dilemmas that the BART District is facing in Fiscal Year 27.

9. Chairperson announcements

No chairperson announcements.

10. Future agenda items – member suggest topics

- BART satisfaction survey with focus on accessibility
- Accessibility-related complaints within the BART System report
- BART funding gap and latest financial report
- Training materials for the BART Board of Directors
- Customer assistance on the weekend, when Customer Service is closed
- Waymap Wayfinding app
- WAV (Accessible Vehicle) services in San Francisco
- Detectable Guideways update
- BART's public address announcements, including overlapping audio announcements
- How to make it easier for blind people to find the faregates,
 - Generating additional sounds
 - Better tactile path

11. Adjournment

Clarence R. Fischer-moved to adjourn the March 27, 2025 meeting and Joshua Saunders-second the motion. The meeting adjourned at 4:18pm until the next regularly scheduled meeting, Thursday, April 24, 2025.



BART January 2026

Fare Increase

BATF

April 24, 2025

Agenda 5



BART January 2026 Fare Increase

BART Accessibility Task Force

April 24, 2025



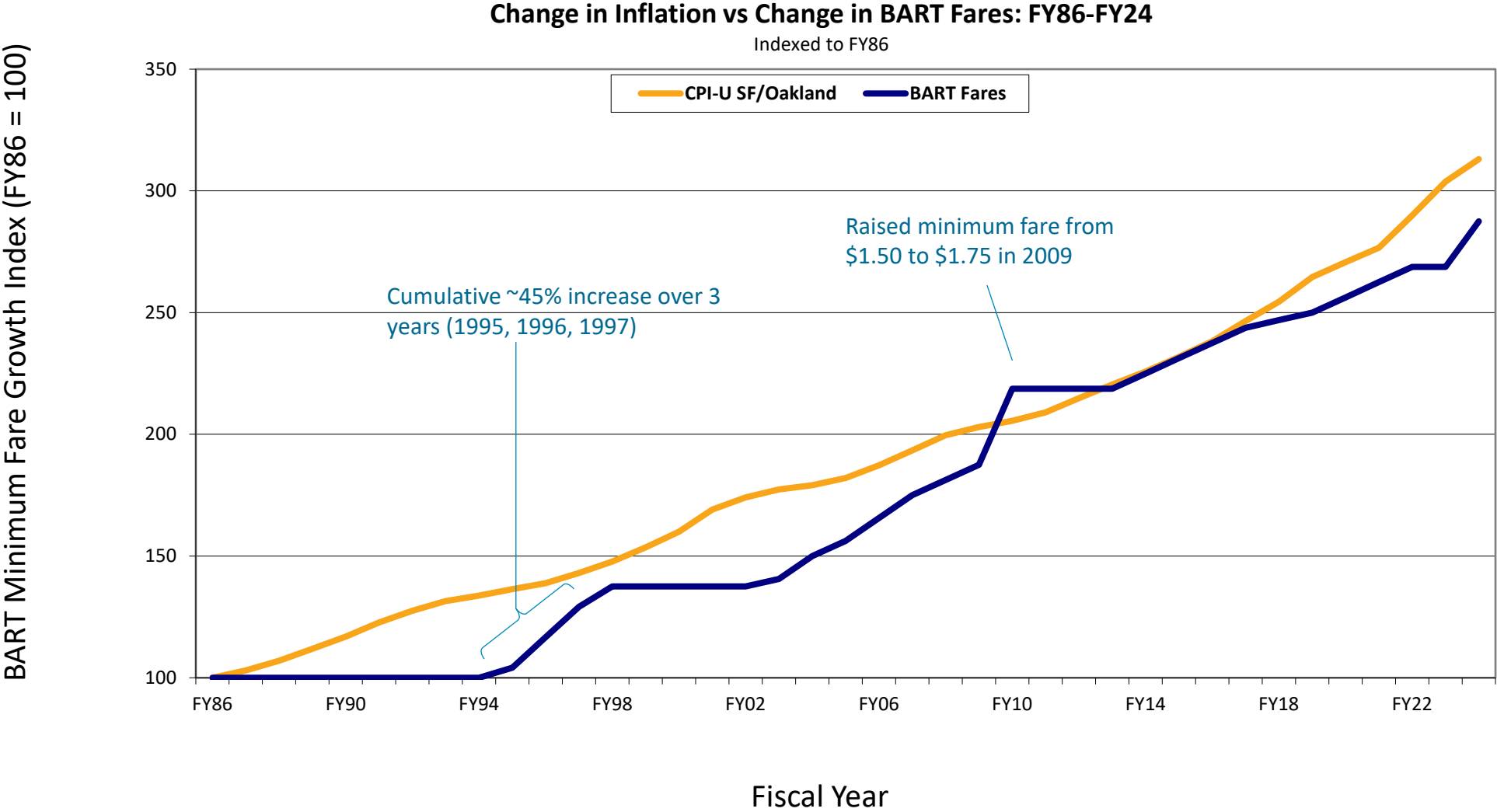
Agenda

1. Update on Less-than-CPI Fare Increase for 2026
2. Title VI Analysis and Report Process
3. Discussion and Questions

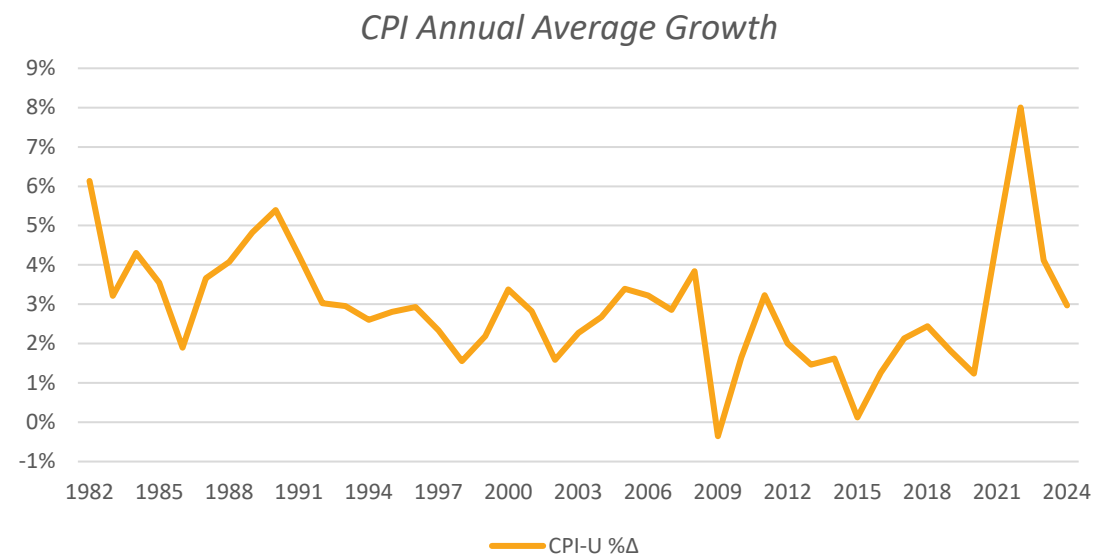
What is the Productivity-Adjusted Inflation-Based Fare Increase Program?

- CPI-based fare increase policy adjusts fares **every other year by inflation less 0.5%**
 - Inflation is defined as the average of CPI-U (national) and CPI-W (local)
 - Last approved increase: January 2024 & January 2025 (5.5% each)
 - Board approved two smaller increases due to anomalously high 11.4% inflation
 - Next increase pending approval scheduled for **January 2026**; final increase in Series 3
-
- For nearly 20 years, CPI-based fare policy has allowed fares to keep up with the cost of providing reliable and safe service
 - Allows for stable fare adjustments as required by the District's 2003 Financial Stability Policy
 - Keeping fares in line with inflation is critical for restoring District financial sustainability

BART Minimum Fares vs. Inflation



Inflation, 2022 to 2024



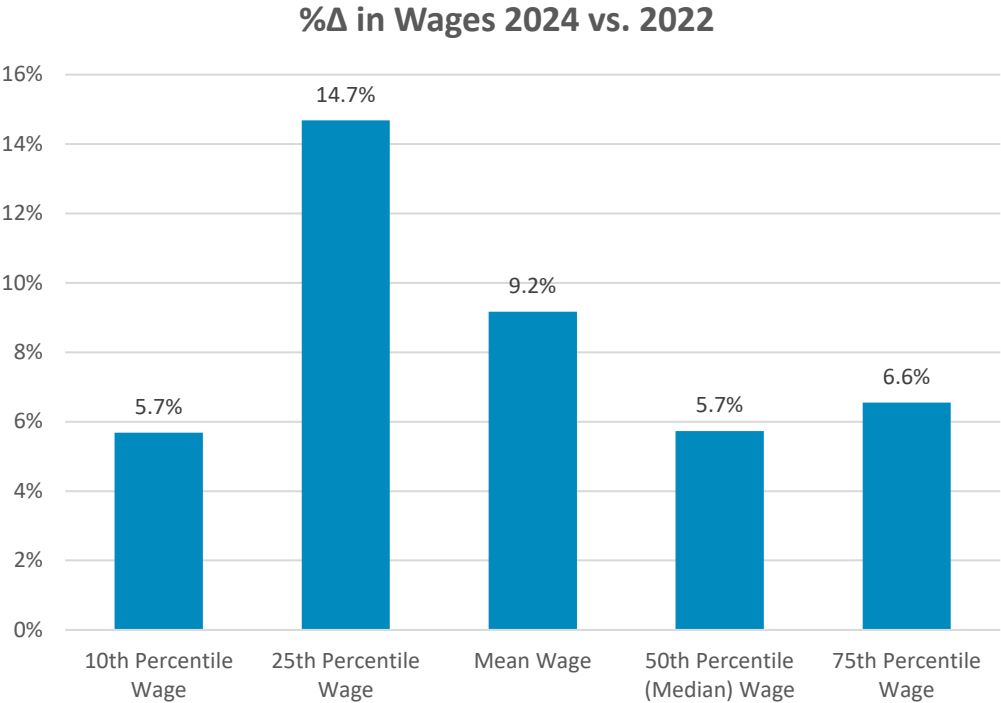
	CPI-W	CPI-U
	Local	National
	Annual Increase	
2023 / 2022	3.3%	4.1%
2024 / 2023	2.8%	2.9%
Cumulative	6.2%	7.2%
Average		6.7%
Less Productivity Factor		0.5%
Fare Increase Eff. 1/1/26		6.2%

Source: Bureau of Labor Statistics

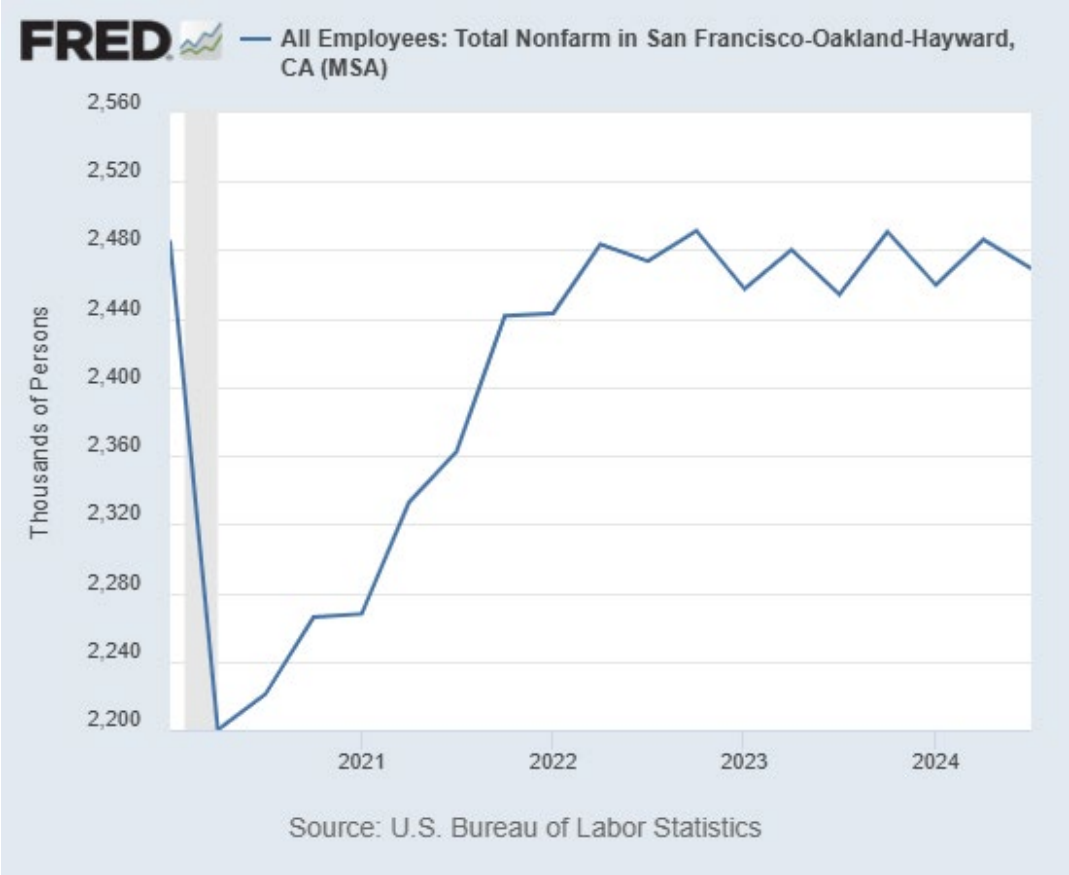
- During the period assessed for this increase (Jan 2022 to Dec 2024),
 - Local inflation was 6.2% and national inflation was 7.2%
 - Annual average is 6.7%
- The resulting fare increase for January 2026 is 6.2%

Wages and Employment, 2022 to 2024

- Wages in the BART service area increased 9% on average
- Total employment remains close to pre-pandemic levels
- Local legal minimum wages increased by an average of 8%



Source: CA EDD Occupational Employment and Wage Statistics for Oakland and San Francisco Metro Division



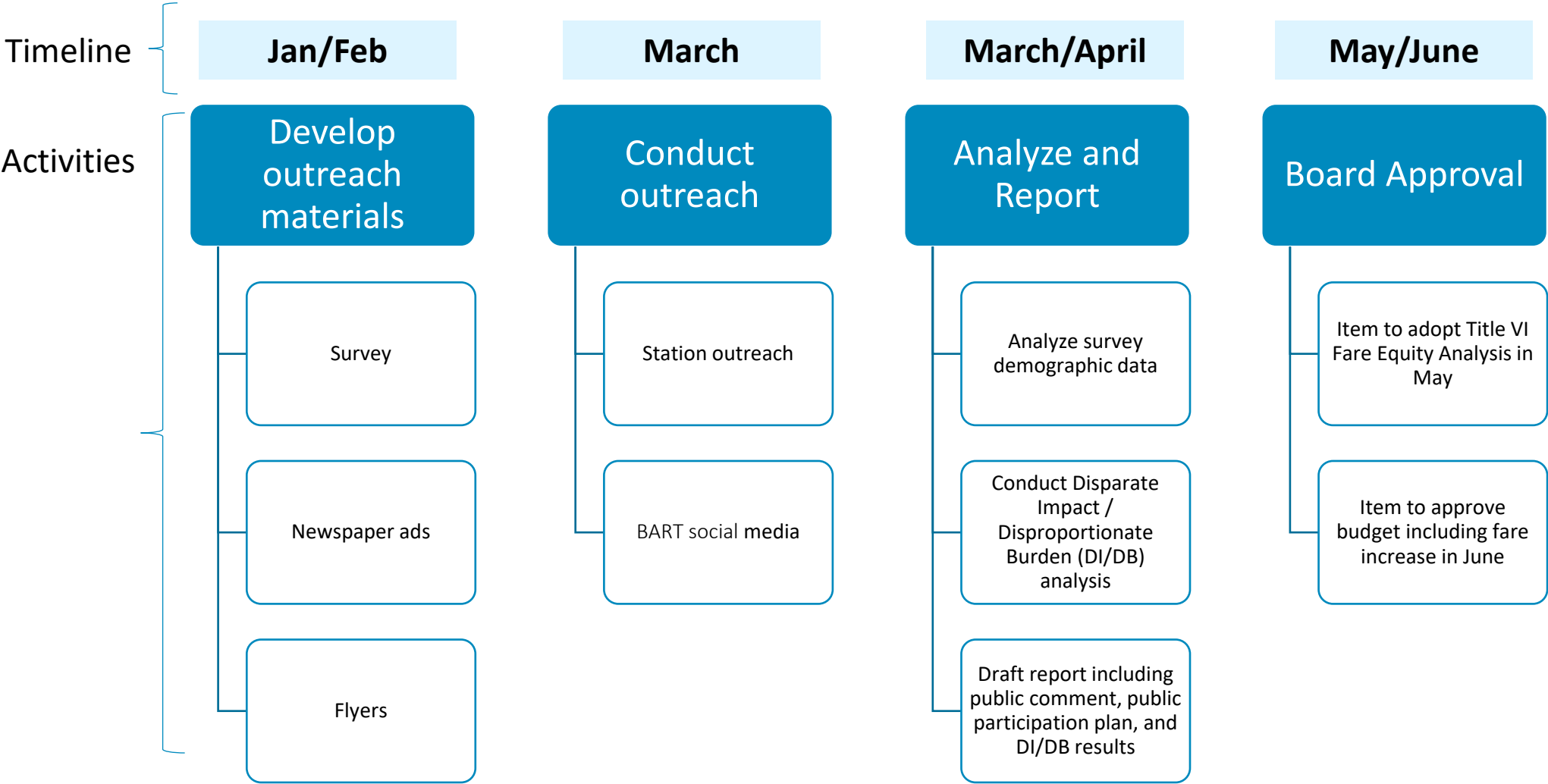
Net fiscal impact of fare increase

- Expected to increase annual fare revenue by \$8M in FY26 and \$16M in FY27 and after
- Fares remain a critical funding source for BART to provide safe, frequent, and reliable service

\$ In Millions

<u>FY26</u>	<u>FY27</u>	<u>FY28</u>
7.6	15.7	16.2

Title VI Analysis and Report Process



What next?

- Complete Title VI analysis for disproportionate burden/disparate impact
- May 22 – Board Action Item to adopt Title VI Fare Equity Analysis
- June 12 – Board Action Item to approve budget, which contains inflation-based fare increase

Discussion and questions





BART's Customer
Satisfaction Survey –
Results for people with
disabilities

BATF

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BART's Customer Satisfaction Survey – Results for People with Disabilities

BART Accessibility Task Force
April 24, 2025



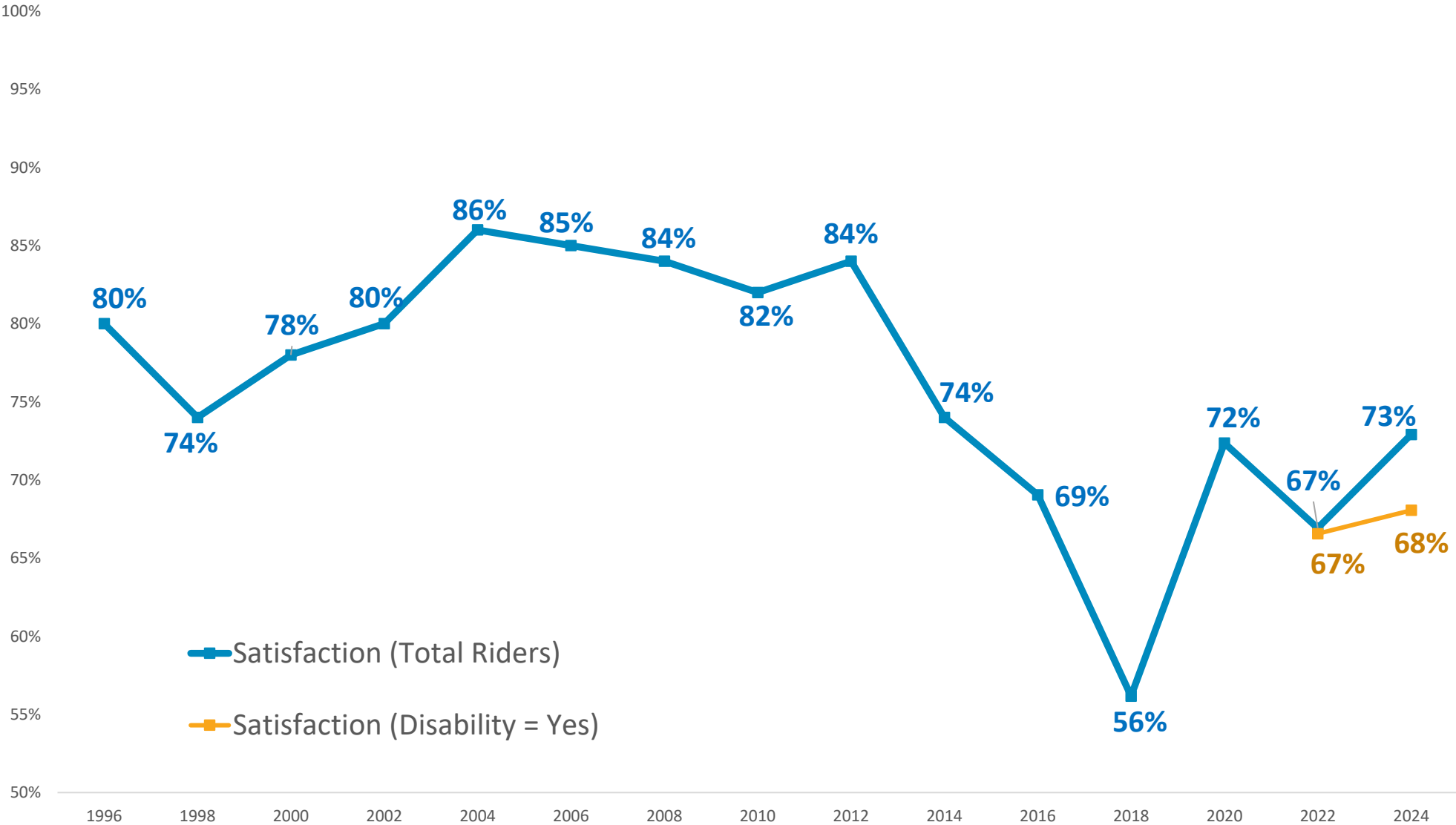
Background

- 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

Satisfaction Trends: 1996 - 2024



Quadrant Chart Summary: Target Issues

- Attributes that are rated below average, but are of relatively high importance
- Revolve around cleanliness and personal security:
 - Train interior cleanliness
 - Personal security
 - Station cleanliness
 - Addressing homelessness
 - Agent availability
- Other attributes to watch
 - BART Police presence, elevator availability, escalator availability (rated below average, but didn't make the Target Issues due to importance score)
 - Availability of seats on trains: high importance score. Still rated above average, but rating has declined vs. two years ago.
 - On-time performance: very high importance and rated above average. Important to retain focus for customer satisfaction.

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.

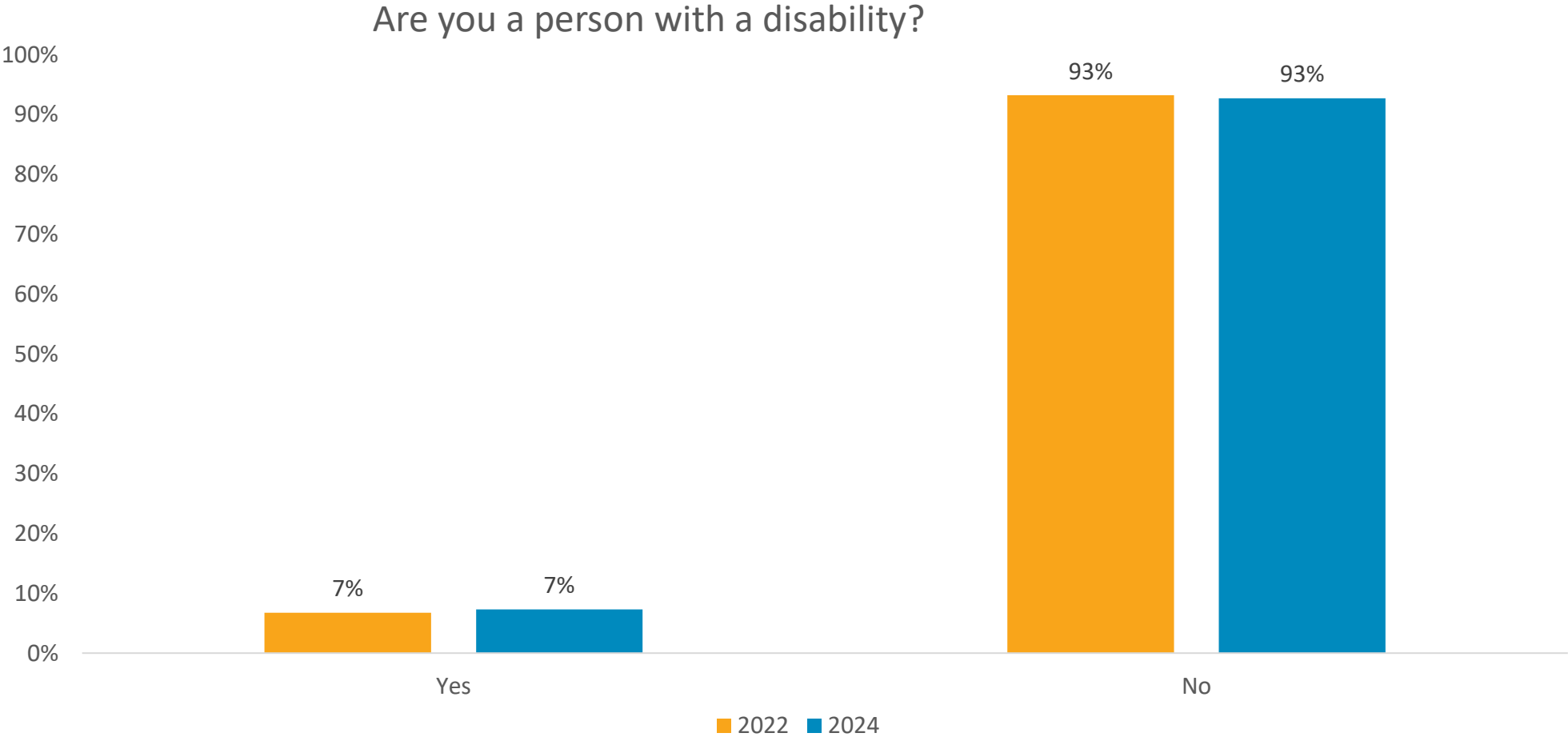
I thank you guys for getting me everywhere. I can't afford a car, and I'm an older sister taking care of her younger siblings, and BART and Muni are the best. Thank you guys so much!

Specific Data: Passengers with Disabilities



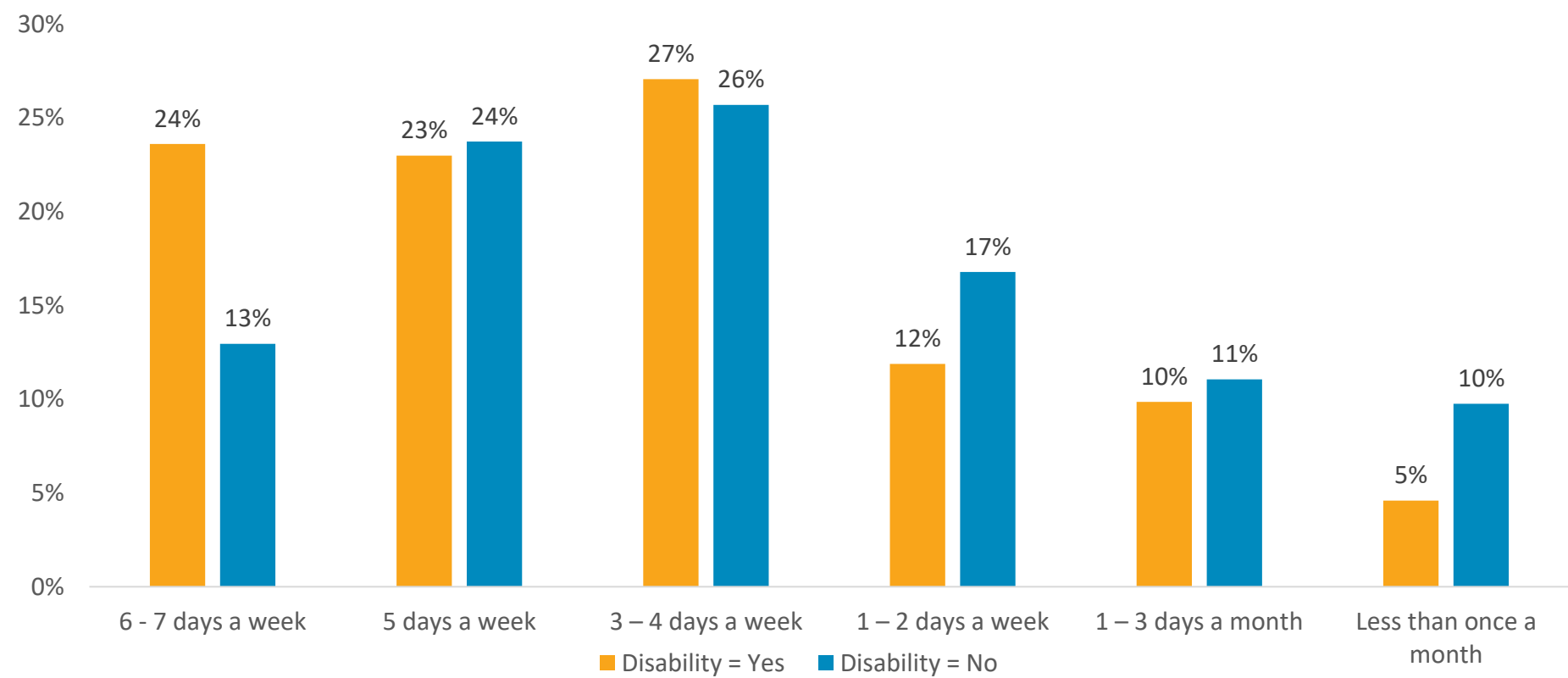
Demographics: Disability

- 7% of riders reported having a disability, the same as in 2022.



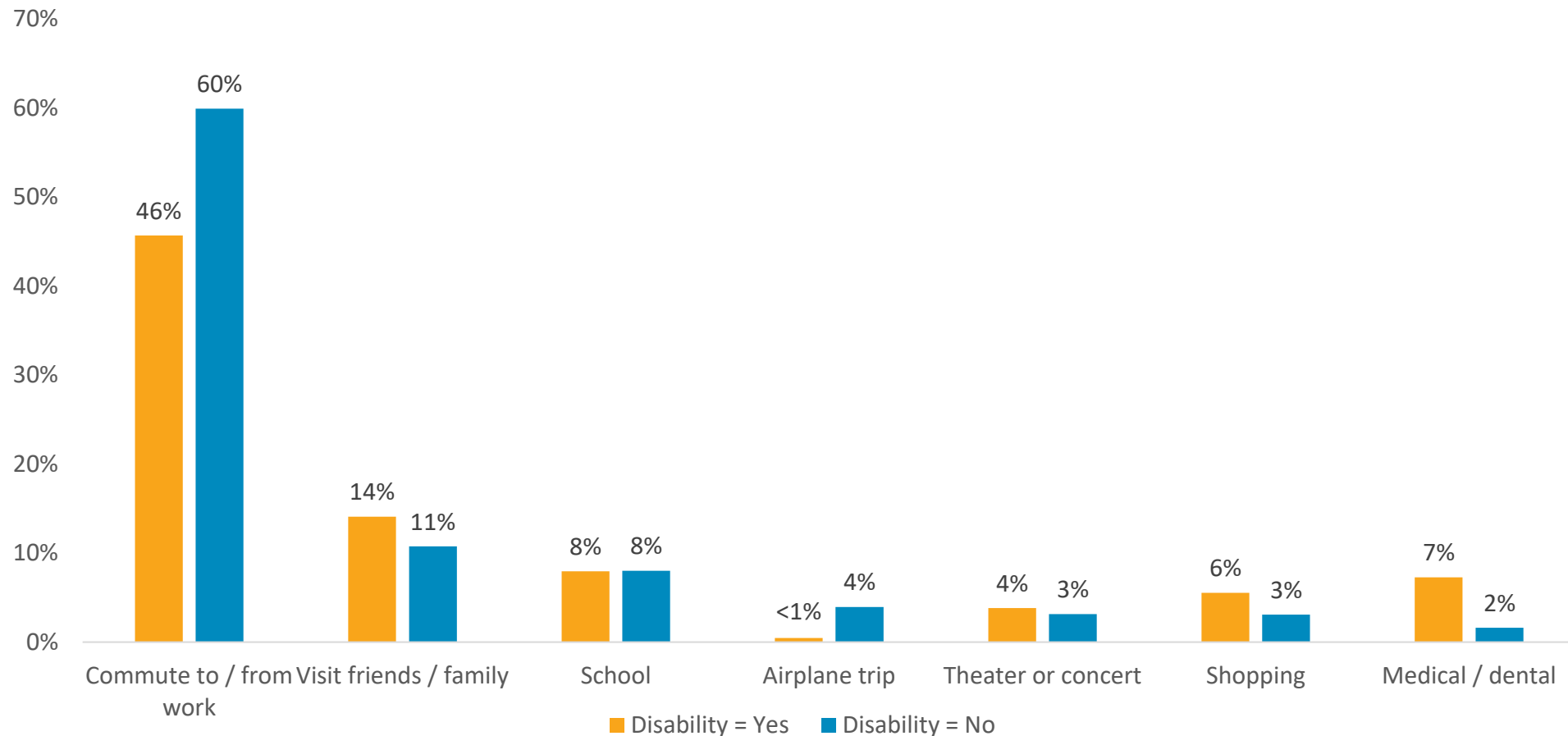
Frequency of BART Ridership

- Passenger with disabilities are more likely to ride BART 6 – 7 days per week.



Primary Trip Purpose

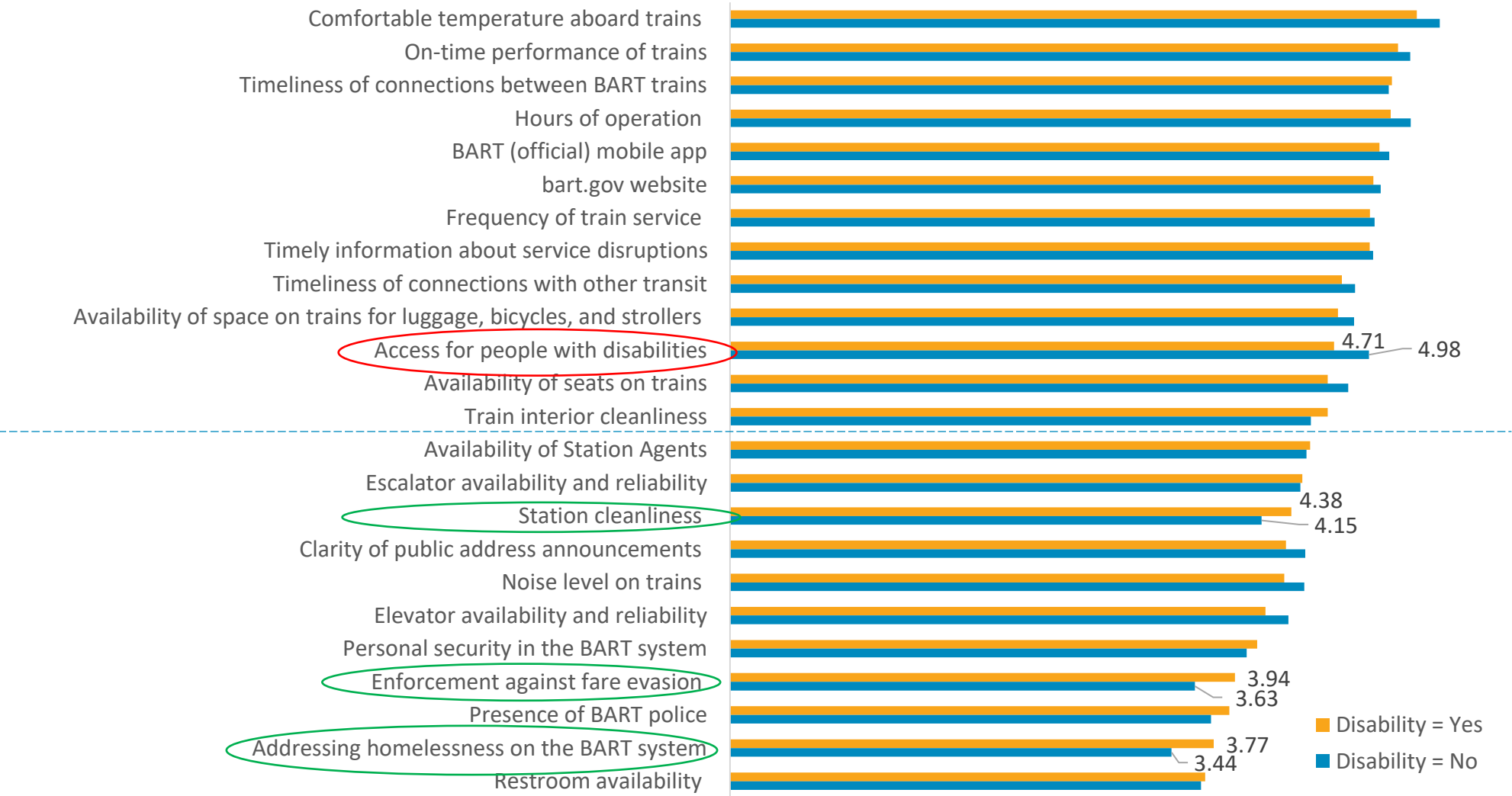
- Trip purposes among passengers with disabilities are more varied.
 - 46% were surveyed while commuting.
 - 14% were visiting friends/family, 8% were going to school, and 7% were going to medical appointments.



Service Attribute Ratings

- Passengers with disabilities gave lower ratings for accessibility, but higher ratings for station cleanliness, fare enforcement, and addressing homelessness.

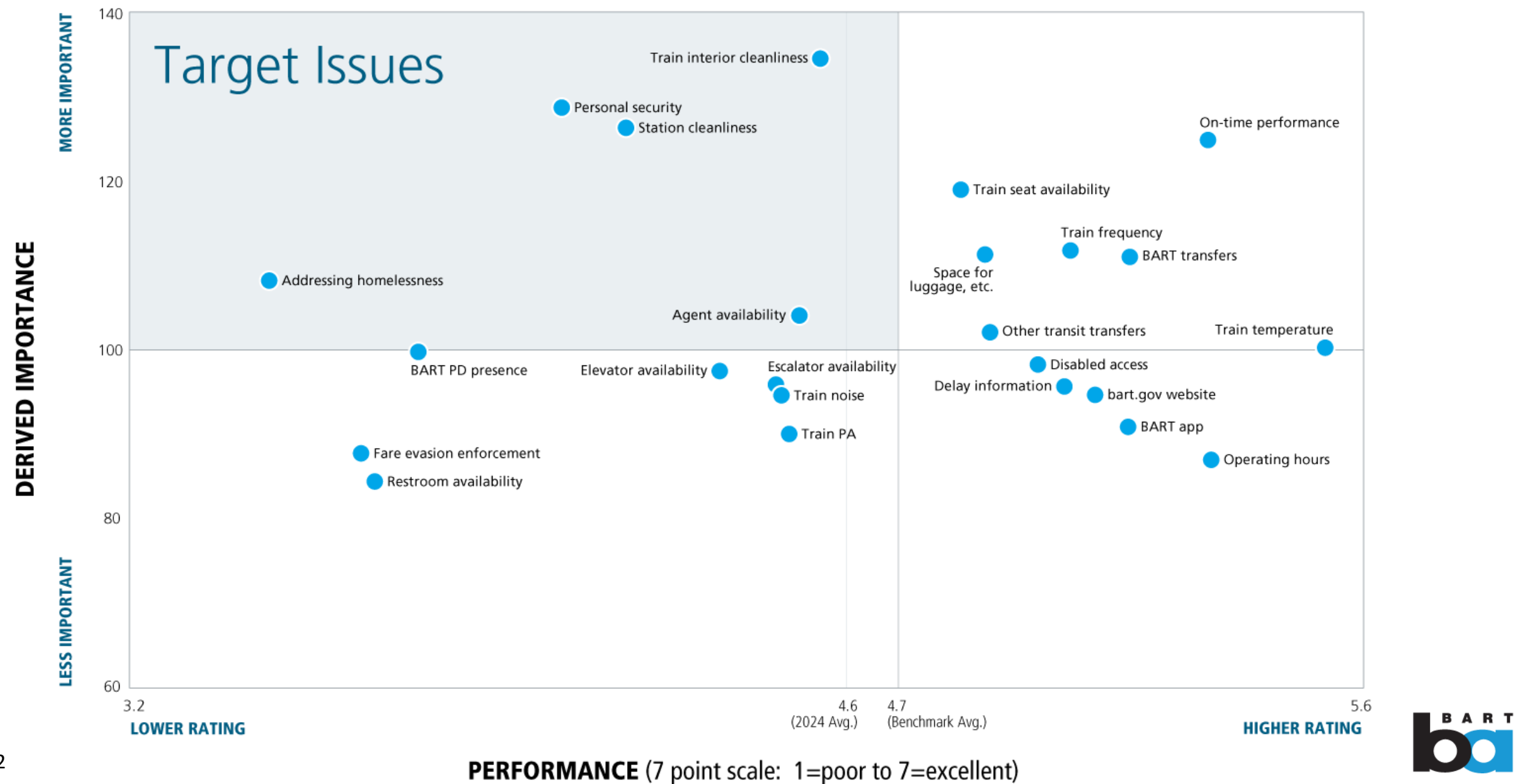
Please help BART improve service by rating each of the following attributes. “7” (excellent) is the highest rating, and “1” (poor) is the lowest rating.



Appendix:



2024 Quadrant Chart





BART's FY26 & FY27
preliminary budget

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April 24, 2025

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Fiscal Year 2026 & Fiscal Year 2027 Preliminary Operating Budget Overview

BART Accessibility Task Force

April 24, 2025



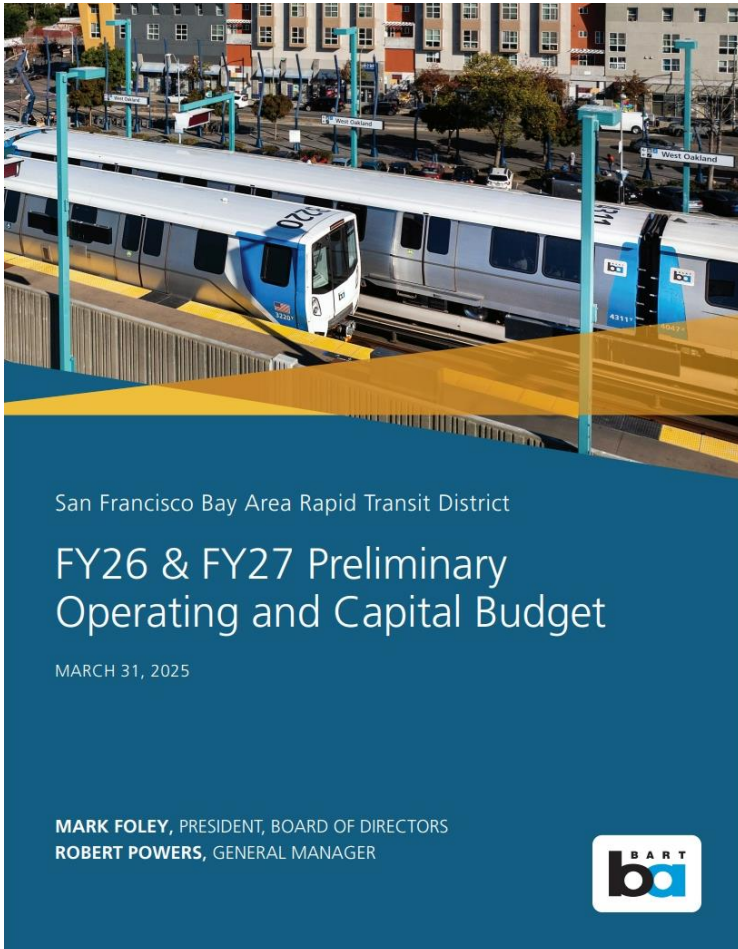
AGENDA

- FY26 & FY27 Preliminary Budget Memo (PBM) Overview – Operating Budget
 - Executive Summary
 - Ridership Outlook
 - Revenues
 - Expenditures
- Five-Year Outlook

FY26 & FY27 Preliminary Operating Budget Overview

Executive Summary

- Funds current BART service levels – clean, safe, frequent, reliable
- FY26 deficit eliminated
- SB 125 emergency assistance expected to last through FY26 due to:
 - Lower expenses in FY25
 - Reduced retiree medical expense
 - Targeted hiring freeze
 - Non-labor target reductions
- Mid-year deficits in FY26 due to low revenues or high expenses will have to be addressed with spending cuts or deployment of one-time sources
- FY27 structural deficit remains; sustainable operating revenue source is needed



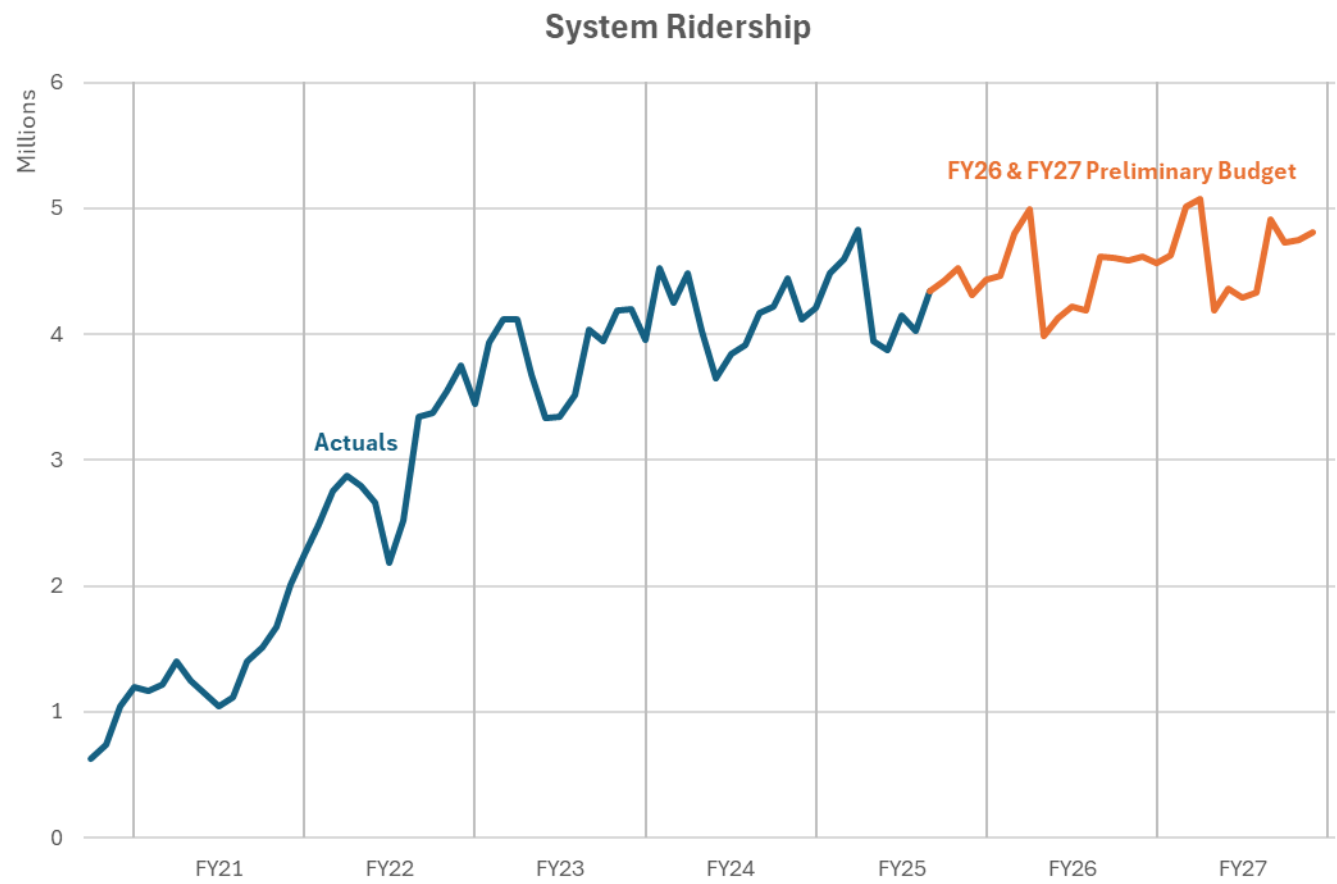
To access full Preliminary Budget Memo, please visit: www.bart.gov/budget

FY26 & FY27 Preliminary Sources and Uses Summary

SOURCES & USES	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
(\$Millions)	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Operating Revenue	297.5	309.3	320.9	11.6	4%	319.8	(1.1)	(0%)
Financial Assistance	500.3	495.2	513.0	17.8	4%	519.4	6.4	1%
<i>Total Sources</i>	<i>797.8</i>	<i>804.5</i>	<i>833.9</i>	<i>29.4</i>	<i>4%</i>	<i>839.2</i>	<i>5.3</i>	<i>1%</i>
Operating Expense	1,033.9	1,020.5	1,044.5	24.0	2%	1,086.5	42.0	4%
Debt Service & Allocations	92.2	92.2	107.0	14.8	16%	131.4	24.4	23%
<i>Total Uses</i>	<i>1,126.1</i>	<i>1,112.7</i>	<i>1,151.5</i>	<i>38.7</i>	<i>3%</i>	<i>1,217.9</i>	<i>66.4</i>	<i>6%</i>
Net Result Before Emergency Assistance	(328.2)	(308.3)	(317.6)	(9.3)	(3%)	(378.7)	(61.1)	(19%)
Emergency Assistance	328.2	308.3	317.6	9.3	3%	0.0	(317.6)	(100%)
Net Result After Emergency Assistance	0.0	0.0	0.0	0.0	0%	(378.7)	(378.7)	-

- Following slides show detail on each category in chart above
- Information is consistent with Preliminary Budget Memo (PBM) released on March 31
- FY26 deficit eliminated; \$379M FY27 deficit remains extremely concerning

FY26 & FY27 Ridership Outlook



- FY25 ridership 1% above budget as of the end of February
- Continued modest growth is assumed due to mode shift to transit and generalized growth in all trip types
- Return-to-Office trends may increase weekday ridership; staff are monitoring

	FY25 Projected	FY26 Prelim	FY27 Prelim
Total Trips (M)	51.7	53.7	55.6
Average Weekday	169,400	176,200	182,900
Average Saturday	95,200	97,700	102,900
Average Sunday	72,900	75,000	78,000

FY26 & FY27 Preliminary Sources: Operating Revenue

OPERATING REVENUE	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
(\$Millions)	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Rail Passenger Revenue	235.1	237.1	258.8	21.7	9%	276.2	17.4	7%
ADA Passenger Revenue	0.6	0.6	0.6	0.1	8%	0.7	0.0	3%
Parking Revenue	16.5	16.5	16.0	(0.5)	(3%)	16.6	0.6	4%
Other Operating Revenue	45.3	55.1	45.4	(9.6)	(17%)	26.3	(19.1)	(42%)
Total - Operating Revenue	297.5	309.3	320.9	11.6	4%	319.8	(1.1)	(0%)

- FY25 Rail Passenger Revenue projected to be \$2.0M (1%) above budget
- Rail Passenger Revenue estimates based on ridership forecast and planned CPI-based fare increase
- Substantial decreases in Other Operating Revenue in both budget years driven by reduced investment revenue forecast
- Overall Operating Revenue growth is 4% in FY26 and flat in FY27

FY26 & FY27 Preliminary Sources: Financial Assistance

FINANCIAL ASSISTANCE	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
(\$Millions)	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Sales Tax Proceeds	320.3	310.1	318.5	8.4	3%	327.7	9.2	3%
Property Tax Proceeds	64.3	66.9	68.0	1.1	2%	69.2	1.1	2%
VTA Financial Assistance	35.2	35.3	36.0	0.7	2%	37.2	1.2	3%
State Transit Assistance	48.8	49.2	43.1	(6.1)	(12%)	32.4	(10.7)	(25%)
Low Carbon Funding Programs	17.0	17.0	32.2	15.2	89%	37.5	5.3	16%
Local & Other Assistance	14.8	16.7	15.2	(1.5)	(9%)	15.4	0.2	2%
Total – Financial Assistance	500.3	495.2	513.0	17.8	4%	519.4	6.4	1%

- Sales Tax FY25 year-end estimate \$10.2M (3%) below budget due in part to lower-than-projected consumer spending; Property Tax Proceeds year-end estimate \$2.6M (4%) above budget
- State Transit Assistance estimated to decline in FY26 due to diesel sales forecast; larger decline in FY27 due to Jan. 2027 expiration of pandemic-era hold harmless agreement
- Low Carbon Fuel Standard revenues (part of Low Carbon Funding Programs) forecasted to increase following regulatory updates approved by the CA Air Resources Board in Nov. 2024

FY26 & FY27 Preliminary Uses: Labor

LABOR & BENEFITS	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
(\$Millions)	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Wages	528.4	520.4	541.9	21.5	4%	569.5	27.6	5%
Overtime	77.0	86.0	79.7	(6.3)	(7%)	81.3	1.6	2%
CalPERS Pension	160.5	158.5	159.1	0.6	0%	168.0	8.9	6%
Active Employee Medical Insurance	89.2	89.6	92.5	2.9	3%	94.3	1.8	2%
Retiree Medical	45.6	45.6	38.2	(7.4)	(16%)	38.4	0.2	1%
Workers' Compensation	21.5	21.5	24.6	3.1	15%	24.6	-	0%
Other Benefits and Temp Help*	29.8	28.3	31.0	2.7	9%	31.0	0.1	0%
Subtotal – Gross Labor	951.9	949.8	966.9	17.1	2%	1,007.0	40.1	4%
Capital Reimbursement Wages	(96.1)	(86.1)	(93.4)	(7.2)	(8%)	(98.5)	(5.1)	(5%)
Capital Fringe	(55.1)	(52.1)	(52.0)	0.2	0%	(53.7)	(1.7)	(3%)
Capital Overtime	(20.0)	(22.4)	(20.4)	2.0	9%	(20.4)	-	0%
Subtotal – Reimbursements	(171.3)	(160.7)	(165.8)	(5.1)	(3%)	(172.6)	(6.9)	(4%)
Net - Labor & Benefits	780.6	789.1	801.1	12.0	2%	834.4	33.2	4%

*Other benefits includes Vision, Dental, Medicare, Life Insurance, Disability, Unemployment, Meal and Uniform Allowances

- Wages increase per BART's collective bargaining agreements
- Negotiated changes to funding of retiree health benefits reduces Retiree Medical in both years without affecting benefits
- Most benefits costs determined by outside entities or projected by independent third-party experts

FY26 to FY27 Preliminary Budget FTE Changes

FY25 to FY26 Full-Time Equivalents (FTE) Summary			
	Operating	Capital / Reimbursable	Total FTEs
FY25 Adopted Budget	3,770	857	4,627
Mid-Year Additions	11	1	11
Technical Adjustments	17	(8)	9
FY26 Addition	19	4	22
Reductions	(14)	(11)	(25)
Hiring Freeze	(42)	(2)	(45)
Total Adjustments	(10)	(17)	(27)
FY26 Preliminary Budget	3,760	840	4,600

**FTE figures rounded to nearest full number for clarity*

- Mid-Year Additions includes 5 BPD Crisis Intervention positions
- Technical Adjustments primarily in Transportation to transition part time station agents and train operators to full time status
- FY26 Additions mostly in Maintenance Dept. to make Maintenance & Engineering Control Center (MECC) pilot permanent, partially offset by elimination of vacancies (Reductions)
- Hiring Freeze applies to 45 positions across BART

FY26 & FY27 Preliminary Uses: Non-Labor

NON-LABOR	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
(\$Millions)	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Clipper, Ticket Sales & Bank Fees	15.1	8.1	7.3	(0.7)	(9%)	7.3	0	0%
Insurance	10.9	10.9	9.8	(1.1)	(10%)	9.8	0	0%
Materials & Supplies	50.8	46.4	47.2	0.8	2%	47.4	0.2	0%
Professional & Technical Fees	50.7	46.8	48.4	1.5	3%	50.6	2.2	5%
Repairs & Maintenance	12.3	10.8	13.4	2.6	24%	13.5	0.1	1%
Rent	4.0	4.0	3.9	(0.1)	(1%)	4.0	0.1	2%
Power	61.6	58.7	65.0	6.3	11%	68.8	3.8	6%
ADA Paratransit	22.5	23.2	26.3	3.1	13%	27.8	1.5	6%
Purchased Transportation	8.6	8.3	8.6	0.3	3%	8.5	(0.1)	(1%)
Utilities	9.1	8.1	8.6	0.5	7%	8.6	(0.0)	0%
Other Miscellaneous	7.6	6.1	4.9	(1.3)	(20%)	5.9	1.0	21%
Total - Non-Labor	253.2	231.4	243.4	12.0	5%	252.1	8.8	4%

- FY26 Non-Labor lower than FY25 Adopted due to target cuts to most BART departments
- FY27 Non-Labor increases in traction power based on planned service levels and associated power procurement, transmission, and delivery charges
- Other increases in FY27 for biennial BART Board elections, estimated operating costs for new BART Police Headquarters, and paratransit

FY26 & FY27 Preliminary Uses: Debt Service & Allocations

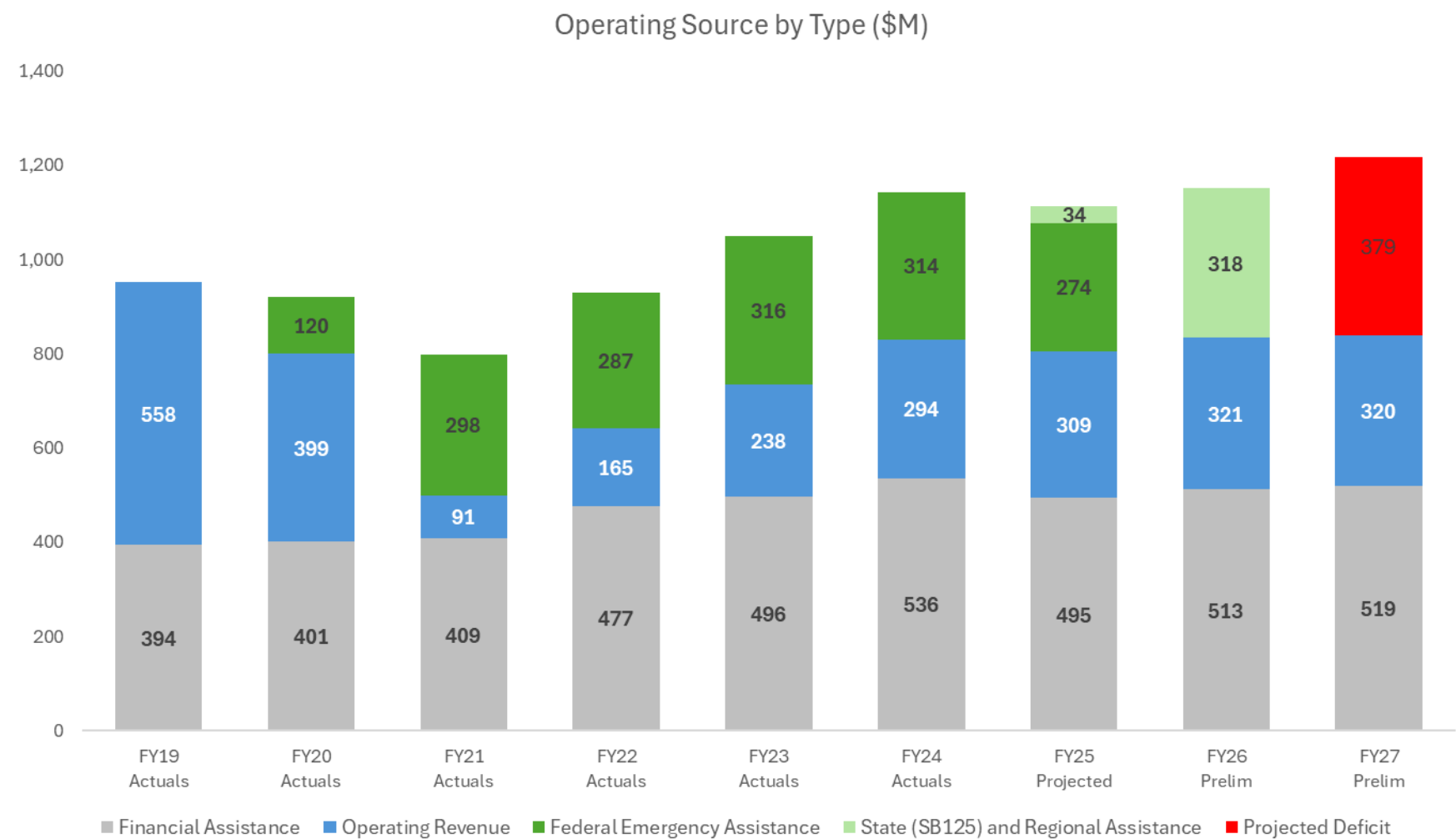
DEBT SERVICE & ALLOCATIONS (\$Millions)	FY25	FY25	FY26	Change Projected vs Prelim		FY27	Change	
	Adopted	Projected	Prelim	\$	%	Prelim	\$	%
Debt Service	60.2	60.2	60.2	0.0	0%	55.8	(4.4)	(7%)
Capital Reinvestment	29.1	29.1	43.8	14.8	51%	34.2	(9.6)	(22%)
Priority Capital Projects/Programs	-	-	-	-	-	38.4	38.4	-
Other	3.0	3.0	3.0	-	-	3.0	-	-
Total - Debt Service & Allocations	92.2	92.2	107.0	14.8	16%	131.4	24.4	23%

- Debt Service repays prior year sales tax backed debt issuances for capital investment
 - Planned refunding expected to reduce debt service costs beginning in FY27
 - TIFIA debt service begins in FY29 (not included in two-year budget)
- BART Allocations are primarily for required capital investment commitments
 - Capital Reinvestment is used to leverage matching federal (FTA) capital funds for state of good repair work
 - Priority Capital represents BART's funds committed to the Core Capacity Program, memorialized in a Full Funding Agreement with FTA; allocation was deferred in FY25 and FY26 based on anticipated project cashflow needs, returns in FY27
- Other allocations includes contractual and mandatory contributions (OAC reserve, inventory, LED lighting financing)

Five-Year Outlook

(\$Millions)	FY26 Prelim	FY27 Prelim	FY28 Forecast	FY29 Forecast	FY30 Forecast
Operating Revenues	321	320	336	347	362
Financial Assistance	513	519	535	55	568
Total Regular Revenues	834	839	870	898	930
Operating Expense	1,045	1,087	1,114	1,146	1,164
Debt Service & Allocations	107	131	136	119	128
Total Uses	1,152	1,218	1,250	1,266	1,291
<i>Operating Result</i>	<i>(318)</i>	<i>(379)</i>	<i>(380)</i>	<i>(368)</i>	<i>(362)</i>
Total Emergency Assistance	318	0	0	0	0
<i>Total Net Result</i>	0	(379)	(380)	(368)	(362)
Board Workshop Deficit	(5)	(376)	(367)	(354)	(348)
<i>Change since Board Workshop</i>	5	(3)	(13)	(14)	(14)

Change in Operating Sources Since FY19



Discussion



**3rd Quarter BART's Compiled &
Analyzed Customer Complaints
related to accessibility**

BATF

April 24, 2025

Agenda 8



3rd Quarter BART's Compiled and Analyzed Customer Complaints Related to Accessibility

BART Accessibility Task Force (BATF) – April 24, 2024



Agenda

- Overview of complaint tracking at BART
- Defining accessibility complaints
- 3rd quarter Accessibility Complaint analysis

Complaint Tracking at BART

- BART uses Salesforce to track all customer comments and complaints
- Complaint analysis (for all complaints) presented to the Board quarterly as part of the Quarterly Performance Report (QPR)
 - Top areas from last QPR: service, equipment, biohazard, trains, personnel
 - Full QPR available on bart.gov/reports
- QPR also includes relevant accessibility metrics – uptime for elevators, escalators, and faregates

Identifying "Accessibility Complaints"

- Include anything flagged as accessibility-related OR containing keywords related to accessibility
- Review to confirm relevance; ensure complaint mentioned a disability or concern about people with disabilities
- Sort/classify according to themes

Accessibility keywords: wheelchair, mobility, deaf, blind, vision, hearing, powerchair, cane, service animals, service dogs, guide dogs, tactile, braille, hearing loops, and priority seating

3rd Quarter Accessibility Complaint Results

<u>THEMES</u>	<u>NUMBER OF CASES</u>
Customer service/personnel problem	12
Elevator/escalator out of service or malfunctioning	11
Communication/noticing problem for elevator/escalator outages or train schedule	4
Signage/wayfinding problem	4
Accessible faregate not working or closed too quickly	3
Escalator direction problem	3
New faregates issue	3
Accessible path issue	2
Priority seating unavailable and/or people without disabilities using reserved seats	2
Misc	1
Slip/fall hazard	1

28 total cases representing 46 themes

Thank you.

Questions