

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

**NOTICE OF MEETING AND AGENDA  
BART ACCESSIBILITY TASK FORCE (BATF)**

October 28, 2021

A meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, October 28, 2021, starting at 2:00 p.m. to 4:30 p.m.

**Please note: Pursuant to Governor Newsom’s Executive Order N-15-21, public participation for this meeting will be via teleconference and video conference.**

**Join Zoom meeting:** <https://us06web.zoom.us/j/85277676162> - Meeting ID: 852 7767 6162

**One tap mobile:** +12532158782,,85277676162#

**Dial by your location:** +1 253 215 8782 – Meeting ID: 852 7767 6162

If you are participating via phone, please press \*6 to mute or unmute yourself. Please \*9 to raise or lower your hand or to get the attention of the chair or hosts.

**AGENDA**

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|----|--|------------|
| 1. | Roll Call of BATF members. (Information)<br>Self-Introductions: Staff and Guests.                                | 5 minutes  |
| 2. | Public Comment. (Information)<br>Opportunity to comment on items not on the agenda.<br>(Two minutes per speaker) | 5 minutes  |
| 3. | Approval of August 26, 2021 Meeting Minutes. (Information/Action)  | 5 minutes  |
| 4. | Stop Selling Discount Magnetic Tickets on December 31, 2021.<br>(Information/Action)                             | 5 minutes  |
| 5. | BART Public Restrooms Update. (Action/Information)   | 15 minutes |
| 6. | Review and Approve Year 2022 BATF Scheduled Meeting Dates.<br>(Information/Action)                               | 5 minutes  |

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|-----|--|------------|
| 7.  | BATF Holiday Reception Planning for December 2021.<br>(Information/Action)   | 10 minutes |
| 8.  | BATF Yearly Nominations and Elections of Officers: Chair, Vice-Chair,<br>and 2nd Vice-Chair (Information/Action)                   | 15 minutes |
| 9.  | Recognition of Marilyn Golden, Transportation Advocate.<br>(Information/Action)  | 5 minutes  |
| 10. | Member Announcements. (Information)  | 5 minutes  |
| 11. | Staff Announcements. (Information)   | 5 minutes  |
| 12. | Chairperson Announcements. (Information)   | 5 minutes  |
| 13. | Future Agenda Topics – Members Suggest Topics.<br><b><u>Next meeting scheduled:</u></b> November 10, 2021.<br>(Information/Action) | 5 minutes  |
| 14. | Adjournment.   |            |

BART provides service/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Committee matters. A request must be made 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.

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT**  
**BART ACCESSIBILITY TASK FORCE**  
Committee Meeting **DRAFT** Minutes  
August 26, 2021

**1. Roll Call of Members:**

1. Alan Smith (2nd Vice-Chair)
2. Anita Ortega
3. Catherine Callahan
4. Chris Mullin
5. Clarence Fischer
6. Don Queen
7. Emily Witkin - ABSENT
8. Gerry Newell (Vice-Chair)
9. Hale Zukas
10. Herb Hastings
11. Janet Abelson
12. Janice Armigo Brown
13. Larry Bunn - ABSENT
14. Marjorie (Marji) McWee
15. Randall Glock (Chair)
16. Roland Wong
17. Shay Roberson
18. Valerie Buell

**BART Customer Access and Accessibility Department Staff:**

Elena Van Loo  
Laura Timothy  
Bob Franklin

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

Robert Raburn (BART Board of Directors)  
Tian Feng (Staff)  
Ahmad Rassai (Staff)  
Hannah Lindelof (Staff)  
Phaethon Brown (Staff)

Mayra Perez (Captioner)  
Patricia Nearete (Captioner)  
Sheela Gunn Cushman (Guest)  
Helena Chang (Guest)  
Helen Walsh (Guest)

## **2. Public Comments**

Sheela Gunn Cushman expressed accessibility concerns at Powell BART Station due to construction going on. She stated signs are in the middle of the pathway which does not make it accessible and added that the elevator and escalators are not working. Sheela Gunn Cushman mentioned she would like to see better ways to report issues with accessible pathways.

## **3. Approval of July 22, 2021, Meeting Minutes**

Herb Hastings moved approval of the **July 22, 2021** meeting minutes with amendments. Gerry Newell seconded the motion.

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

## **4. Hearing Loops Update**

Tian Feng gave presentation on “Hearing Loops Update.”

Tian Feng shared that the hearing loop installations will be done by BART’s own maintenance group. He mentioned due to COVID-19, the installation of hearing loops has slowed down. Hearing loops have been installed systemwide, except for the following BART Stations:

- San Francisco International Airport
- Orinda
- Walnut Creek
- Pleasant Hill
- Concord
- North Concord
- Pittsburg/Bay Point
- El Cerrito Del Norte

Janice Armigo Brown thanked Tian Feng for the updates and asked if she could get notes of what was mentioned so that she can pass this on to her group “Hearing Loss

Association of America,” who is interested in writing an article about hearing loops at BART.

## **5. Blue Ribbon Task Force Update**

Hannah Lindelof gave the presentation on the “Blue Ribbon Task Force Update.”

MTC Blue Ribbon Transit Recovery Task Force:

- Created in May 2020 by the Metropolitan Transportation Commission (MTC)
- 32 Members (Appointed by MTC)
  - State Legislators
  - MTC Commissioners
  - Transit Advocates
  - 9 Transit Operator General Managers
- Task Force Scope:
  - Develop and Approve Framework for Distribution of CARES Act Funding (Complete)
  - Creation of a Bay Area Public Transit Transformation Action Plan for submission to MTC (In Progress)
- In support of Transit Transformation, the Task Force developed and approved the following:
  - Transformation Action Plan Goals & Objectives
  - Equity Principles
  - Problem Statement
  - Public Opinion Research
  - Network management Roles and Responsibilities
  - Transformation Outcomes
- Transformation Action Plan

MTC Blue Ribbon: Transformation Action Plan:

- Unanimous approval by the Task Force
- Identifies 27 near-term actions
- Related to 5 key outcomes:
  - Fares & Payment
  - Customer Information
  - Transit Network
    - Bus Transit Priority (Speed and Reliability)
    - Bus/Rail Network Management Reform

- Connected Network Planning
- Data Collection & Coordination
- Accessibility
- Funding
- Commission Next Steps:
  - Consider acting on the Plan in September
  - October Workshop
    - Direction on funding, staffing, prioritization and target date refinements
    - Determine which MTC Committee(s) would oversee Actions

MTC Blue Ribbon: Network Management Next Steps:

- Network Management Business Case to provide a more detailed analysis of network management options
- Advisory Group
  - Appointed by MTC
  - Review analysis and recommendations
  - Provide periodic updates to Commission
- Network Management Business Case Analysis
  - Intent to award consultant contract in October 2021
  - Analysis to proceed through Spring/Summer 2022

Clarence Fischer would like to see the MTC committee get a representative from either the BATF committee or AC Transit Accessibility Advisory Committee (AAC) to provide more valuable input about accessibility issues. Hannah Lindelof mentioned she will pass along this comment to the MTC committee and noted they are the ones who appoint members to the advisory body and let them know that there should be a representative from BATF and/or AAC.

## 6. BART Accessible Services Under BART.gov Website Update

Elena Van Loo gave a presentation on “BART Accessible Services under BART.gov website update.”

Elena Van Loo went over the ten categories under “Accessible Services,” as part of bart.gov website:

- Accessible Services
- Access Overview

- Low Vision or Blind
- Hard of Hearing or Deaf
- Wheelchair or Limited Mobility
- Elevator Locations, Outage Options, and Accessible Pathways
- Paratransit
- Regional Transit Connection (RTC) card
- Accessibility Task Force
- Accessibility Contacts

Elena Van Loo shared that a brief description about hearing loops will be added under “Hard of Hearing or Deaf.”

Elena Van Loo explained Paratransit Services works with other local transit agencies to provided Americans with Disability Act (ADA) Paratransit Services to individuals whose disability prevents them from accessing, boarding, or riding BART trains. She stated that ADA services are provided by lift vans and are by reservations only. Elena Van Loo stated that ADA services are available after the rider has been certified for eligibility under ADA guidelines.

Elena Van Loo went over the Regional Transit Connection (RTC) Discount ID cards:

- How to get the RTC Discount Card
  - Basic Eligibility
  - Medical Eligibility
- Renew or Replace an RTC Card
  - Download the Renewal Application
  - Download the Lost Card Application
- Senior Clipper Card and Youth Clipper Card
  - Call Clipper Card 1-877-878-8833
  - Online: [www.clippercard.com](http://www.clippercard.com)

Elena Van Loo mentioned the BATF is part of the “Accessible Services” webpage for any accessible accommodation requests and current and past notices, minutes and agendas.

Janice Armigo Brown stated that it may be helpful to add a video that explains the hearing loops to the BART riders under “Hard of Hearing or Deaf,” category. She also suggested to add that Fleet of the Future (FOF) trains have hearing loops on board under the same category. Janice Armigo Brown would like to see more education and outreach about hearing loops at BART Stations.

Herb Hastings shared that it would be good to let riders know that floor markings at the platform level are being installed for the legacy and Fleet of the Future (FOF) under “Wheelchair or Limited Mobility.” Bob Franklin thought this was a great point and we can add the explanation under the boarding protocol.

Clarence Fischer had two suggestions. Under “Accessibility Contacts,” he mentioned Santa Clara County was not mentioned with the two new extension BART stations, Berryessa and Milpitas. His second suggestion was to announce connections with other public transportation services like Paratransit.

Roland Wong would like to see more details when the elevators are out of service under “Elevator Locations, Outage Options, and Accessible Pathways.” Elena Van Loo stated under “Elevator Locations, Outage Options, and Accessible Pathways,” there are details about elevator mitigation when an elevator is out of service.

Sheela Gunn Cushman suggested anytime an update has been done under bart.gov “Accessible Services” to put the date so that readers will know when the last update was done.

#### **7. Signed Support Letters:**

- **Installation of Sharps Disposal Containers**
- **Station Agents at all BART Stations**

Randall Glock let members know the final signed approved letter for both “Installation of Sharps Disposal Containers,” and “Station Agent at all BART Stations,” are part of the agenda packet and read both final support letters to members and to the public.

#### **8. Member Announcements**

Shay Roberson introduced themselves as the newest BATF member.

#### **9. Staff Announcements**

Ahmad Rassai introduced himself as the new Access Improvement Manager who replaced Carl Orman, who retired from BART.

Phaethon Brown introduced himself as the Manager of Transportation Ops Support.



Elena Van Loo reminded members that the yearly BATF nominations and elections for Chair, Vice-Chair, and 2<sup>nd</sup> Vice-Chair will take place in September. Please let Elena Van Loo know if you have any questions or if you need any accommodations.

## **10. Chair Announcements**

Randall Glock reminded members and the public to ride BART safely and advised to wear masks and carry your hand sanitizer.

Randall Glock announced BART is offering 50% off on all Clipper fares for the month of September 2021.

## **11. Future Agenda Topics – Members Suggest Topics**

- Yearly BATF Nominations and Elections of Officers: Chair, Vice-Chair, and 2<sup>nd</sup> Vice-Chair

## **12. Adjournment**

The meeting adjourned at 3:21 pm until the next regularly scheduled meeting, **September 23, 2021.**

## **Article from September 08, 2021 - bart.gov news**

### **BART to stop selling all discounted magnetic tickets on December 31, 2021**

As part of BART's transition to offer Clipper as the only fare product available for purchase, BART will stop selling all discounted magnetic stripe tickets starting December 31, 2021, while helping riders transition to the discounted Clipper option.

While BART stopped selling tickets from station vending machines in 2020, BART offers green (seniors 65 and older) and red (disabled/youth) tickets to riders for purchase from the Customer Services Center at the Lake Merritt BART station. 98% of BART riders now use Clipper and sales of tickets dropped 97% at the Lake Merritt Customer Service Center last year.

#### **Youth/Seniors**

Clipper offers Youth and Senior Discounted Clipper cards for free and cards are issued by mail or in person immediately with proof of eligibility at a number of locations across the Bay Area, including the Customer Services Center at Lake Merritt Station and the Clipper Customer Service Center at Embarcadero.

#### **Persons with Disabilities**

Eligible persons with disabilities can obtain a discount through the Regional Transit Connection (RTC) Clipper Card. BART eliminated the \$3 application and renewal fee to obtain the RTC card. Eligible persons with disabilities can process an application for an RTC card at the Customer Services Center at the Lake Merritt Station or other participating transit agencies. BART will offer a grace period after December 31, 2021 and sell up to two red disabled discounted tickets per day to customers whose RTC application is still being processed.

#### **Tickets still accepted**

While tickets will no longer be available for purchase, riders are still able to use tickets to enter or exit through fare gates. Riders are also able to add enough fare to a paper ticket to exit the station using add fare machines located inside the paid area.

BART has moved to a Clipper-only fare payment system because the region has prioritized the use of Clipper as the Bay Area's all-in-one transit card administered by the Metropolitan Transportation Commission.

## **Ticket Refunds**

While riders are still able to use tickets to enter or exit through fare gates, we understand some may want to refund their tickets since the balance can't be transferred to a Clipper card.

BART will refund tickets with a remaining value greater than \$1.00.

Riders have 2 options for getting a refund:

1) A Station Agent can help process a ticket refund request. The agent will have you fill out a form and you will provide the agent with your ticket(s) and the agent will send it to BART Treasury. Treasury will mail you a check. This option helps you avoid paying for postage. The refund may take 4-6 weeks to process.

2) Mail the ticket(s) to BART's Treasury Department. Include your name, phone number, and return address and note that you are seeking a refund of your paper ticket(s) due to BART's elimination of paper ticket sales.

Mail it to:

BART Treasury Department  
2150 Webster, Oakland, CA 94612  
9th floor  
Attention: Ticket Refunds

BART's Treasury Department will then process the refund. You will get a check in the mail at the address you provide. The check may take 4-6 weeks.

Tickets purchased using pre-tax dollars/Commuter Checks are not refundable due to federal restrictions of the Commuter Check program

For more information, call the BART Treasury at (510) 464-6841.

BART Accessibility Task Force (BATF)  
2022 Member, Public Meeting Dates

- **January 27, 2022**, Thursday
- **February 24, 2022**, Thursday
- **March 24, 2022**, Thursday
- **April 28, 2022**, Thursday
- **May 26, 2022**, Thursday
- **June 23, 2022**, Thursday
- **July 28, 2022**, Thursday
- **August 25, 2022**, Thursday
- **September 22, 2022**, Thursday
- **October 27, 2022**, Thursday
- **November 09, 2022**, Wednesday
- **December 14, 2022**, Wednesday

**January 2022 – November 2022**

Until further notice from the State Governor, scheduled BATF meeting will be held via teleconference due to COVID-19

**December's meeting / Holiday Reception**

May not take place due to executive order from the State Governor due to COVID19

If Holiday Reception does take place, event location will be announced at a later date

----- Forwarded Message -----

**From:** West, Matthew A

**To:** West, Matthew A.

**Sent:** Tuesday, October 5, 2021, 12:26:34 PM PDT

**Subject:** Marilyn Golden

PCC and MAAC members,

Wanted you to be sure you knew that we lost recently, one of the most important, nationally recognized, disabled advocates for Accessible Transportation, Marilyn Golden, who has been our colleague here in the Bay Area since the 1980's. Most recently she has been integral in working with us, on the passage and implementation of the TNC Access for All Measure and she has also been instrumental in efforts to ensure that AV passenger services are "born accessible".

But as most of you know her advocacy goes back to before the ADA when she was one of the major forces in its passage and in formulating the regulations to implement it.

I feel very lucky to have called her a personal friend as I am sure many of you did too, and we all feel a great loss. I hope that the full implementation of the TNC Access for All legislation and work to work toward Autonomous Vehicles being born accessible can be a way to carry forward and memorialize her efforts and the immeasurable impact she has had on the ability of people with disabilities to have access to all public transportation modes and services. She worked tirelessly all her professional life to make sure that disabled Americans could participate fully in society and was doing that until the end, recently drafting the nitty gritty comments from Disability Rights Advocates to the CPUC and working with us on strategies to make sure Access to AV passenger services is the norm.

Attached are links to the New York Times and Washington Post obituaries. I feel so lucky that she was a leader and a partner with all of us on the on-going efforts toward full inclusion of people with disabilities.

New York Times

<https://www.nytimes.com/2021/09/28/us/marilyn-golden-dead.html>

Washington Post

[https://www.washingtonpost.com/local/obituaries/marilyn-golden-dead/2021/09/29/e7f969ec-20cd-11ec-8200-5e3fd4c49f5e\\_story.html](https://www.washingtonpost.com/local/obituaries/marilyn-golden-dead/2021/09/29/e7f969ec-20cd-11ec-8200-5e3fd4c49f5e_story.html)

The photo below is from a workshop at Ed Roberts campus before the Pandemic.

Hope you're all well miss seeing you in person.

Best,

Annette Williams  
Director, Accessible Services  
Taxi, Access and Mobility Services  
San Francisco Municipal Transportation Agency  
1 South Van Ness Avenue, 7th floor  
San Francisco, CA 94103

