

# **SAN FRANCISCO BAY AREA TRANSIT DISTRICT ACCESSIBILITY TASK FORCE**

## **Draft Minutes**

April 25, 2013

### **1. Self-Introductions of Members**

**Members present:** Janet Abelson; Randall Glock; Janice Armigo Brown; Peter Crockwell; Mary Fowler; Jim Gonsalves; Don Queen; Hale Zukas; Clarence Fischer; Gerry Newell; Herb Hastings; David Jackson, Jane Lewis; Katrina McCurdy; Roland Wong; Alan Smith; Larry Bunn

**Members not present:** N/A

**Staff:** Ike Nnaji; Bob Franklin

**Directors, Speaker(s), and Guests of the Public:** Director Robert Raburn; Mark Smith; Anita Grayson; Lt. Michael Hayes; Crystal Raine; Officer Reynaldo Carrasco; Jerry Grace; Maria Kim; Jeff Rios

### **2. Public Comments**

Jerry Grace shared that he was very happy to see BART police helping out at the Special Olympics.

Jeff Rios talked about a situation he experienced on BART wherein he was threatened by another individual. Jeff then reported it to a woman who was sitting next to him, as well as the train operator, and then moved to the next car. BART police then boarded the train at the next stop. He asked if there was anything that could be done to make BART safer.

Maria Kim stated that throughout all of last year, she had to make multiple phone calls to report about problems regarding the announcement of stations. In her experience, the timing for the announcements is not standard. Some operators do not make the announcements, some announce in the approach to the station, and some announce after having arrived at the station. She suggested that there be consistency in the manner of announcing the stations, as well as repeated announcing, as it is very helpful to the blind and low-vision users like her.

Ike Nnaji replied that the policy of announcing stations was put out in a bulletin by the chief transportation officer, although Ike is not sure whether it is being enforced. He then stated that with the age of the cars, the PA (public address) system oftentimes does not work.

### **3. Approval of Minutes of March 28, 2013 Meeting**

No opposition to Herb Hastings' motion to approve minutes of the March 28, 2013 meeting, (second by David Jackson). Motion carries unanimously.

#### **4. Office of the Independent Police Auditor**

Mark Smith summarized the Office of the Independent Police Auditor Annual Report for 2011-2012 in his presentation.

Following the presentation, members were allowed to ask questions or share any concerns.

Mary Fowler is concerned that there aren't enough disability groups being represented in the report and suggested that the OIPA does more outreach to people with autism. She then gave Mark Smith the names of a couple of organizations for the OIPA to reach out to.

Clarence Fischer said that it may help the public become more aware of the OIPA if their contact information were more readily available on any signage or print material (train schedules, etc.) around the stations and on BART cars.

Mark Smith clarified that the telephone number is a BART extension and BART operators are able to transfer calls directly to the OIPA office.

Contact information for the Office of the Independent Police Auditor is available online at [www.bart.gov](http://www.bart.gov).

#### **5. Response to Medical Emergencies**

Members reviewed the medical response protocol of the BART police with a presentation by Lieutenant Michael Hayes, and a follow-up by Crystal Raine.

*The response to medical emergencies depends on the type of emergency, where it takes place, what the injury/injuries are, and the size of the individual(s). This is determined on a case-by-case basis.*

*The emergency medical services personnel then determines whether the patient be transported via the stairs, escalator or elevator, again on a case-by-case basis, as every response is unique.*

*When there are multiple patients, emergency medical services determines which patient to tend to first depending on the severity of the situation.*

Following the presentation, the Chairperson allowed members to share any BART-police-related safety concerns and/or questions with Lieutenant Hayes.

Members brought up issues like safety inside cars, safety in stations with inadequate lighting (especially Civic Center), safety in elevators, visibility of BART police (both inside and outside stations, in parking lots and throughout the trains, not just on the first or last cars), and fare evasions (especially at Bay Fair).

Using a map shown on the projector, Lieutenant Hayes then talked about how BART is broken down into different zones, each being overseen by a different Lieutenant. He handed out business cards and shared the BART Police.

Department's direct phone number for members to save in their cell phones and encouraged members to call should an emergency arise.

**BART police contact information**

<http://bart.gov/about/police/contact/index.aspx>

**BART Police zones**

<http://bart.gov/about/police/zones/index.aspx>

**6. Elevator Maintenance Sign**

Alan Smith reminded everyone of the questions left over from the last meeting regarding the elevator maintenance signs.

- Why the signs were put up without Braille and raised lettering
- How come this item did not first come to the BATF for approval?
- What procedures are in place to ensure future signs follow standard procedure and to ensure proper display?

Bob Franklin replied that not all signs in BART have Braille (e.g. station maps) and that there isn't a standard protocol or procedure.

Janet Abelson shared about her experience where a maintenance (out of order) sign was not taken down, even after the elevator was back in service.

Maria Kim mentioned that she often has trouble locating the elevators as each station is different and she is not familiar with each and every one of them. She suggested having visual/audio signs or a detectable path of travel leading from the train to the elevators.

**7. Focus Group on Signage for the Deaf**

Bob Franklin spoke about the focus group that was held regarding signage for the deaf. He showed members samples of way finding signs that uses universal symbols. These signs are being tested at ten key transfer stations:

Janice Armigo Brown attended the focus group and shared her observations. She suggested having colored strips on either side of both the Montgomery and Powell Street stations, sort of like color coded stations, where the color used at Montgomery would differ from the color used at Powell.

Ike Nnaji shared that Hale Zukas has recommended to the District that BART put up signs on the wall which show people where the elevators are located.

Randall Glock added that the center of the platform does not change throughout the system, making it an ideal location to install simple information or directional signs or elevator designation signs.

Clarence Fischer asked if directional signs can be put up beneath the station name signs.

Randall Glock formally made a request that Tian Feng, the district architect at BART, come back to a future meeting to have a discussion about signage.

## **8. Bikes on BART**

Steve Beroldo gave an update on the second Bikes on BART pilot.

There were no major problems reported and BART has received a lot of good feedback. An approximate 10 percent of riders did run into some problems and reported that they were unhappy with the change.

The BART Board will hear the results from the second bike pilot surveys at the board meeting on May 9, 2013. They will also receive an update on the initiatives that have been taken to better accommodate bikes on trains.

At the board meeting scheduled for May 23, 2013, the Board will be asked to consider changing the policy and allowing bikes on the train during commute hours, adopting the rule of no bikes on the first three cars.

## **9. Ad-Hoc Committee Reports**

### General Disabilities Awareness Booklet Preparation:

The next meeting is scheduled for May 28 from 2:00 to 3:30 p.m.

### Oakland Airport Connector Project

There will be two panels on the elevator at the Coliseum station. As such, there will not be a phone and call button on opposite sides due to lack of space. Braille signs to be reviewed in the near future.

### Stair Tread Color Contrast Project

The stair project at both 12<sup>th</sup> Street and 19<sup>th</sup> Street is to be completed at the end of May 2013. By May 1, all lights at these stations will have been cleaned. No meeting scheduled.

### Warm Springs Project

Update presentation to be scheduled at the next BATF meeting.

### eBART Project

Elevator door at Antioch will be see-through. Project staff has agreed to make stair tread striping yellow. Discussions are also being held regarding the opening of the elevator, whether it should be moved, allowing people to get on and off in a less crowded part of the platform.

### Richmond Garage Project

No update at this time.

Alan smith commented that he feels that the existing curb cuts/ramps should have color, even if it is just temporary.

## **10. Chairperson Announcements**

There will be an update on the Warm Springs Project coming up. There will be a discussion held at the next BATF meeting regarding whether members would like to change the time of future meetings. Members are to decide whether they'd prefer meeting from 2:00 p.m. to 4:30 p.m. or whether they'd prefer to keep the time of 2:30 p.m. to 5:00 p.m.

#### **11. Staff Announcements**

Ike Nnaji has turned in members' request to receive travel reimbursement by paper tickets and has not yet received a response. There has also been no response yet regarding travel reimbursement for ad hoc committee meetings.

#### **12. Member Announcements**

Mary Fowler showed member her collection of tickets left by fare evaders.

Roland Wong invited everyone to attend the next MUNI Accessibility Advisory Committee meeting where there will be a presentation on the proposed legislature change regarding paying at blue zones. The meeting will be held on Thursday, May 16, 2013, at the SFMTA headquarters at One South Van Ness Avenue, 7<sup>th</sup> Floor, San Francisco, from 1:00 to 3:00 p.m.

#### **13. Future Agenda Topics**

- Discussion on transfer machines where there are none available or where there are handicap exits
- Discussion on disabled seating accommodations both in paid and unpaid areas
- Discussion on tones for stations that have dual elevators
- Discussion on Paratransit stops at BART stations, (especially Pleasant Hill)

#### **14. Adjournment**

The meeting adjourned to the next regularly scheduled meeting of **Thursday, May 23, 2013, 2:30 p.m.**