

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
BART ACCESSIBILITY TASK FORCE
Committee Meeting Minutes
May 27, 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
8. Gerry Newell (Vice-Chair)
9. Hale Zukas
10. Herb Hastings
11. Janet Abelson
12. Janice Armigo Brown
13. Larry Bunn
14. Marjorie (Marji) McWee
15. Randall Glock (Chair)
16. Roland Wong
17. Valerie Buell
18. VACANT

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 Director)
Wendy Wheeler (Staff)
Patricia Nelson (Staff)
Roman Kotlyar (Staff)
Pam Herhold (Staff)
Jennifer Largaespada (MTC - Staff)

Patricia Parker (Captioner)
Javier Saavedra (Captioner)
Chonita Chew (Guest)
Shay Roberson (Guest)
Aleta Dupree (Guest)
Helen Walsh (Guest)
Helena Chang (Guest)
Alicia Brown (Guest)

2. Public Comments

Aleta Dupree introduced herself and thanked the members. She mentioned she is an avid Clipper Card user and shared to have an expansive consciousness that the disability community is very diverse.

Director Robert Raburn thanked everyone for their service to make BART better. He shared that yesterday, BART hit the highest number of riders since the pandemic began over fourteen months ago and wants to see it to continue to grow. Director Robert Raburn said that BART will be increasing the number of trains on June 7, 2021, and on August 30, BART will restore service with fifteen-minute headways on all BART lines.

Hale Zukas asked what the highest number of BART ridership was from yesterday and Robert Raburn confirmed there were 68,000 riders.

Randall Glock shared that Janice Armigo Brown had written a letter of condolence to Santa Clara Valley Transportation Authority (VTA) about the shooting tragedy that happened on May 26, 2021, and mentioned this is a public comment. Janice Armigo Brown asked Randall Glock if she can read the letter to BATF members and to the public. Randall Glock asked members if they would support this letter. He mentioned this support letter could not be an agenda item as the incident happened yesterday, and he asked for a “straw poll” of the committee if they would support the letter.

Gerry Newell, Vice-Chair, stated the letter of condolence to VTA should be sent and his heart felt sympathies go out to the VTA community.

Randall Glock thanked Janice Armigo Brown for reading the condolence letter to VTA and asked if any members oppose or is against the letter. Members informally supported the letter of condolence to VTA.

Shay Roberson mentioned she has been at the last three meetings and is interested in becoming a member. Randall Glock mentioned Elena Van Loo will reach out to discuss the process of becoming a member.

Helen Welch was very touched by the letter of condolence to VTA and wanted to do a moment of silence for those who passed in yesterday's tragedy.

3. Approval of April 22, 2021, Meeting Minutes

Randall Glock moved the agenda item for the approval of the April 22, 2021, Draft Minutes be moved to June 24, 202 meeting, as he said there are corrections to be made.

4. Clipper Card Updates:

- a) Clipper Card App on iPhone and iWatch**
- b) Clipper Card 2 Update**

a) Clipper Card App on iPhone and iWatch

Patricia Nelson gave a PowerPoint presentation on Clipper Card App on iPhone and iWatch.

Clipper Card 2 (C2): Clipper Mobile Application – Apple and Google:

- Clipper Mobile App users can
 - Manage their Clipper card on a mobile device
 - Pay fares on all transit agencies including transfer discounts between operators
 - Enable Express Transit Mode on a phone (iOS) for quick payment; Android has a similar feature
 - Add Clipper value faster (mobile Clipper card loads immediately)
 - Tips for using mobile payment:
 - <https://www.clippercard.com/ClipperWeb/pay-with-phone>

Clipper Card (C2): Open Payments:

- Open Payments – use of contactless credit/debit cards for fare payment at a transit point-of-entry/exit (gates)

- Applies to full fares, does not support discount products/transfers
- Contactless cards use near-field communication (NFC) to transmit payments at faregates
- Possible deployment after C2 account-based system in 2023

b) Clipper Card 2 Update

Pam Herhold gave PowerPoint presentation on Clipper Card 2 update.

Clipper Card 2 (C2): Support Existing and Future Fare Policy:

- C2 system is being designed to support all fare programs currently offered
- C2 intended to provide flexibility to respond to desires for additional:
 - Passes
 - Accumulators: day, week, month
 - Products
 - Promotions
 - Pilots
- C2 data storage design is underway

Clipper Card 2 (C2): Paratransit:

- Clipper account could be used to pay for paratransit
- Fare charged to Clipper account with paratransit operator
 - RTC Clipper card not required
- Application process, booking procedures, and operator policies (e.g., transfers, no-shows) expected to remain unchanged
- Clipper is targeting 2023 start for participating operators

Clipper Card 2 (C2): Project Timeline:

- Spring 2021 – Preliminary design review nearly complete
 - Accounts-based design workshops continue
 - Clipper mobile app launch
 - Apple – April 15, 2021
 - Android - May 2021
- Summer 2021 - Final design review
- Fall 2022 – Begin transition to account-based operations (revenue ready)
- Summer 2023 – Customer transition complete

- End 2023 – Fully transitioned to an account-based system
- Possible deployment 2023 – Open payment acceptance

Roland Wong announced he has started using the Clipper Card app on his smartphone, and it works great, and you can see the actual transaction history, and mentioned under the Clipper website, the transactions are not updated right away.

Roland Wong asked about RTC card users who have an attendant card as a second card. He explained when attendant is with you, you give them your attendant card to use within BART and once done using the attendant card, you get your attendant card back. He asked how the mobile app transactions will work with attendant cards. Jennifer Largaespada will look into this with her staff at MTC and let members know what she finds out.

Clarence Fischer questioned whether it is easy to transfer a current Clipper Card app from one smartphone to another smartphone. He also asked what happens if your smartphone has been stolen or if your battery dies. He expressed concerns about the attendant card that was discussed earlier. Patricia Nelson mentioned transition from one smartphone to another smartphone should be seamless. As for stolen phones, you should be able to add the Clipper Card app to the new smartphone seamlessly. Some older phones may require an upgrade to get the Clipper Card app.

Randall Glock thanked Patricia Nelson and Jennifer Largaespada for their presentation.

5. Earthquake Safety on Trains and at BART Stations

Roman Kotlyar gave a PowerPoint presentation on Earthquake Safety in the Trains and at BART Stations.

Passenger Safety:

- Safety is BART's top priority, and we do not take this responsibility lightly
- BART has invested significantly in safety-related improvements in stations and on-board the trains
- BART Transportation staff conducts regular drills and exercises with different police departments, fire departments, homeland security, and other emergency responders
- Goal is to test out BART safety features, improvements response time, familiarize emergency responders with our system, and most importantly, keep our riders safe

Catastrophic Events:

- BART are always prepared to deal with catastrophic events such as:
 - Fire
 - Natural disasters
 - Derailment
 - Criminal or terrorist activities

What will BART do in the unlikely event of an emergency:

- The primary consideration in any emergency is the safety and security of our passengers
- Our team will strive to remove passengers from the scene of an emergency as safely and as expeditiously as possible

What will BART do in the unlikely event of an emergency (Operator):

- Operator is required to move train to the most desirable evacuation location, station platform
- If unable, operator will attempt to transfer all passengers to a portion of the train and will attempt to uncouple and move the portion of the train to the nearest station
- If none of the above is possible, Operations Control Center (OCC) will dispatch a rescue train to transfer passengers
- If none of the above is possible, the Operations Control Center (OCC) will request assistance from the Fire Department and BART Police to assist with evacuation of the train at grade, aerial, or tunnel structure

Train evacuation sites ranked from most to least favorable:

- Station platform
- Maintenance of way access point
- Trackway at grade
- Aerial structure
- Underground (tunnel areas)

Roman Kotlyar stated after an evacuation has been completed, train operator or emergency responders will sweep an incident train to make sure no passengers are left behind.

What can you do during an emergency: Look, listen, and respond

Passengers with disabilities:

- Notify train operator via car intercom in what assistance you will need to safely evacuate a train
- Leave your wheelchair on the train. The walkways and ramps used for evacuation are too narrow to accommodate wheelchairs
- Passengers who are vision or hearing impaired or who use mobility aids should ask for assistance from the passengers

Gerry Newell thanked Roman Kotlyar for the thorough presentation. He let the presenter know that he is blind and asked in an emergency is it best to grab a passenger who can assist me and how do we let the fire department know that there are visually impaired people in the train? Roman Kotlyar stated in an emergency, if you are visually impaired, please let other passengers know so they can assist you. However, the evacuation will not begin until the emergency personnel are at the scene.

Clarence Fischer asked about the third rail being turned off in an emergency evacuation. Roman Kotlyar verified the third rail power will be turned off in any emergency, as it can cause serious injury or death if touched.

Marjoire (Marji) McWee mentioned that she is a wheelchair user and was concerned if she is not able to get assistance for fellow passengers. Marjorie (Marji) McWee asked if there is a risk that a person with a disability will be left behind, particularly a person in a wheelchair and stated that she is not comfortable relying on passengers to assist her. Roman Kotlyar stated that communication is important and to let the train operator know that you are in a wheelchair.

Randall Glock asked what the average response time is for the fire department to get to the BART train and Roman Kotlyar answered it depends where you are in the BART system.

Randall Glock let Roman Kotlyar know that BATF members would like to be more involved in safety trainings. He would like to be part of the evacuation exercise with BART staff, participate in drills. Robert Raburn responded back to Randall Glock's question and stated that he is not going to ask the members of the BATF to be "ginny-pigs," during a smoke bomb exercise. He thinks that it is above-and-beyond-of-duty for the BATF members and added during practice evacuations, BART staff and/or BART Police are involved and act like they were riders.

Randall Glock thanked Roman Kotlyar for his presentation.

6. New Platform and Elevator Status Signs Pilot

Wendy Wheeler shared the difference between the existing elevator signs that are located at the station agent booths and near the elevators. The existing signs are old and sometimes are hard to see. She mentioned BART is piloting a new sign that have standard BART train line color and is easier to read.

Wendy Wheeler shared that the new platform signs which will be deployed tonight at the Lake Merritt BART Station at the platform level. She mentioned the screen display has changed from LED displays to LCD displays. LCD displays are colored monitors, to make it easier to read at-a-glance. She shared that there are two separate screens. The right-side displays will be the service advisory display which shows elevator advisory, emergency train delay, BART marketing, customer service, elevator out-of-service announcements and the reason this was done was because BART received a lot of customer complaints that they really wanted to know when the train was coming and not all the services announcements. On the left-hand side of the screen is the train information display which shows estimated train arrival time, color coded for the line, number of trains, and indicates if the train is a Fleet of the Future (FOF) will be arriving. If there is no train indication, this means a legacy train is arriving.

Clarence Fischer wanted to make sure the colors on trains indicates what line you are on are correct and that the number of trains letting riders know the correct number of trains.

Marjorie (Marji) McWee was concerned about the font of the display, especially on the advisory screen. She mentioned if a person is low visioned, it may be difficult to read. Wendy Wheeler mentioned she did get feedback that the display screen on the right-hand side of the screen should have larger fonts, and less words, and there will be upgrades in the future.

7. Single Swing Gate Installation at Accessible Faregate Pilot

Wendy Wheeler shared that BART will be trying a new accessible faregate at the Rockridge BART Station that will be installed in August. She shared the swing gate will be a single swing gate instead of double swing gate, which will reduce maintenance costs.

Highlights of the single swing gate:

- Add overhead structure to the make climbing over more difficult to fare evade
- Move existing fence as needed to fit one 36” accessible faregate, and two 21” aisles (single barriers)
- Barrier locks into adjacent console via pneumatic actuated dead bolt

Randall Glock asked about the accessible faregate at the Richmond BART Station. He was informed that the accessible faregate has been broken for some time and was wondering if it is going to be fixed. Wendy Wheeler stated that Richmond accessible faregate is being worked on.

Randall Glock thanked Wendy Wheeler for presenting.

8. Updating BATF’s New Project Checklist

Bob Franklin went over the refresh BATF new project checklist from the original questionnaire done by Alan Smith and Randall Glock that was tailored for the Warm Springs BART Station opening. He welcomed members if they would like to add to the refreshed version of the new project checklist questionnaire that are commonly asked questions during construction.

Randall Glock agreed with Bob Franklin that the questionnaire does need to be updated.

Roland Wong suggested to add to the questionnaire about how some restrooms doors are too heavy to open.

Janet Abelson shared that she visited El Cerrito del Norte BART Station and shared there are no doors to the restrooms, and it is like this at a lot of airports, and this would eliminate the heavy door issue entirely.

9. BATF Support Letter that BART Stations Have a Station Agent Booth that is Fully Staffed During Revenue Service

Agenda item has been postponed until the support letter is available.

10. Member Announcements

Valerie Buell did a quick announcement on the State Council on Developmental Disabilities.

Marjorie (Marjie) McWee is involved in Contra Costa Transit Authorities Countywide Bicycle, Pedestrian Committee and looking for people with disabilities and is reaching out to join in assessing pedestrian areas in the BART Richmond area.

11. Staff Announcements

Elena Van Loo thanked members for completing Ethics Training 2021 and will reach out to few members regarding completing Ethics Training 2021.

12. Chair Announcements

Randall Glock thanked Janice Armigo Brown at the beginning of the meeting for reading letter of condolence letter to Santa Clara Valley Transportation Authority (VTA) about the shooting tragedy that happened on May 26, 2021, and the letter will be emailed to members.

13. Future Agenda Topics – Members Suggest Topics

Members suggested future agenda items:

- Floor marking for Fleet or the Future (FOF) and legacy trains update
- Transbay Tube update
- Promote BATF on BART trains
 - BATF does exist
 - Promote riders to attend meetings
 - Be part of the meeting conversations
- BATF be more involved with Link-21 (Transformational Rail Improvements)

14. Adjournment

The meeting adjourned at 4:21 pm until the next regularly scheduled meeting, **June 24, 2021.**