

**SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
BART ACCESSIBILITY TASK FORCE**

Committee Meeting 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

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 2nd 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 2nd Vice-Chair

12. Adjournment

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