

Agenda Item #2-Public Comment

From: Brittaney Creswell <[REDACTED]>
Sent: Tuesday, January 13, 2026 3:51 PM
To: Elena Van Loo <EVanLoo@bart.gov>
Subject: Public Comment

Dear Evan Loo,

I regularly ride BART to and from work Monday through Friday. I have an invisible disability and use an RTC Clipper card for my BART rides. My travel times are always during heavy commuting hours, specifically between 8am-9am and 5pm-6pm.

During these times, I have often encountered mean glares or pushback from other patrons when I ask to be allowed to sit due to my disability. This treatment makes me feel extremely uncomfortable asking for a seat. I have even gone as far as attaching a disabled logo pin to my RTC Clipper card lanyard in an attempt to provide visible proof that I am not being dishonest. Despite this, I still face skepticism and discomfort. As a result, I frequently end up in pain by the time I get home because I have to stand longer than my disability permits.

Is there any way to make certain seats reserved specifically for disabled passengers? Or could something be implemented in the future to prevent the need to ask other riders, avoiding awkwardness or potential conflict? Such measures would greatly improve the experience and comfort for passengers with invisible disabilities.

Thank you for your attention to this matter.

Sincerely,

Brittaney C.