



# ▶ 3<sub>rd</sub> Quarter BART's Compiled and Analyzed Customer Complaints Related to Accessibility

BART Accessibility Task Force (BATF) – May 22, 2024



# Agenda

- Overview of complaint tracking at BART
- Defining accessibility complaints
- 3<sub>rd</sub> quarter Accessibility Complaint analysis

# Complaint Tracking at BART

- BART uses Salesforce to track all customer comments and complaints
- Complaint analysis (for all complaints) presented to the Board quarterly as part of the Quarterly Performance Report (QPR)
  - Top areas from last QPR: service, equipment, biohazard, trains, personnel
  - Full QPR available on [bart.gov/reports](http://bart.gov/reports)
- QPR also includes relevant accessibility metrics – uptime for elevators, escalators, and faregates

# Identifying "Accessibility Complaints"

- Include anything flagged as accessibility-related OR containing keywords related to accessibility
- Review to confirm relevance; ensure complaint mentioned a disability or concern about people with disabilities
- Sort/classify according to themes

*Accessibility keywords: wheelchair, mobility, deaf, blind, vision, hearing, powerchair, cane, service animals, service dogs, guide dogs, tactile, braille, hearing loops, and priority seating*

# 3<sub>rd</sub> Quarter Accessibility Complaint Results

<u>THEMES</u>	<u>NUMBER OF CASES</u>
Customer service/personnel problem	12
Elevator/escalator out of service or malfunctioning	11
Communication/noticing problem for elevator/escalator outages or train schedule	4
Signage/wayfinding problem	4
Accessible faregate not working or closed too quickly	3
Escalator direction problem	3
New faregates issue	3
Accessible path issue	2
Priority seating unavailable and/or people without disabilities using reserved seats	2
Misc	1
Slip/fall hazard	1

**28 total cases representing 46 themes**

**Thank you.**

**Questions**