

San Francisco Bay Area Rapid Transit District

2150 Webster Street, P. O. Box 12688, Oakland, CA 94604-2688



COMMITTEE MEETING AGENDA

Thursday, November 21, 2024

2:00 PM

The BATF Meeting will be held in-person, with an option for public participation via teleconference. Zoom Link:

<https://us06web.zoom.us/j/84869426145>

East Bay Paratransit's Location, 1st Floor Conference Room,
1750 Broadway, Oakland, CA 94612.

BART Accessibility Task Force

SAN FRANCISCO BAY AREA RAPID TRANSIT DISTRICT
2150 Webster Street, P.O. Box 12688, Oakland, CA 94604-2688

NOTICE OF MEETING AND AGENDA
BART ACCESSIBILITY TASK FORCE (BATF)

November 21, 2024

2:00 p.m.

A regular meeting of the BART Accessibility Task Force (BATF) will be held on Thursday, November 21, 2024, starting at 2:00 p.m. to 4:30 pm. The meeting will be held at East Bay Paratransit's location at 1750 Broadway, Oakland, California 94612, 1st Floor conference room. The facility is served by public transportation. The nearest BART Station is the 19th Street BART Station and there are multiple AC Transit routes to the meeting site. This meeting shall consist of a simultaneous teleconference at the following locations:

Please note that this meeting will be held in person in the East Bay Paratransit, 1st Floor conference room, Oakland, CA 94612, and via teleconference at the locations listed above.

Presentation materials will be available via Legistar at <https://bart.legistar.com>

You may attend the Committee Meeting in person or join the Committee Meeting via Zoom by calling 1-833-548-0282 and entering access code 848 6942 6145 logging in to Zoom.com and entering access code 848 6942 6145; or typing the following Zoom link into your web browser: <https://us06web.zoom.us/j/84869426145>

If you wish to make a public comment:

1) Submit written comments via email to evanloo@bart.gov, using "public comment" as the subject line. Your comment will be provided to the Committee and will become a permanent part of the file. Please submit your comments as far in advance as possible. Emailed comments must be received before 10:00 p.m. on November 20, 2024, in order to be included in the record.

2) Appear in person and request to make a public comment.

3) Call 1-833-548-0282, enter access code 848 6942 6145, dial *9 to raise your hand when you wish to speak, and dial *6 to unmute when you are requested to speak; log in to Zoom.com, enter access code 848 6942 6145, and use the raise hand feature; or join the Committee Meeting via the Zoom link <https://us06web.zoom.us/j/84869426145> and use the raise hand feature.

Public comment is limited to two (2) minutes per person.

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these

meetings, as there may be people in attendance susceptible to environmental illnesses.

BART provides services/accommodations upon request to persons with disabilities and individuals who are limited English proficient who wish to address Committee matters. A request must be made within one and five days in advance of Board/Committee meetings, depending on the service requested. Please contact the Office of the District Secretary at (510) 464-6083 for information.

1. Roll call of BATF members. Self-Introductions: Staff and Guests. (Information)
5 minutes
2. Public comment. (Information)
An opportunity for members of the public to comment on items not on the Agenda.
Public comment is limited to two (2) minutes per person
Attachments: [Agenda 2 BATF Public Comment 11-21-2024](#)
3. Approval of October 24, 2024 meeting minutes. (Information/Action)
5 minutes
Attachments: [Agenda 3 Approval of BATF 10-24-2024 minutes](#)
4. Regional mapping and wayfinding project update. (Information/Action)
20 minutes
5. Accessible Improvement Program update. (Information/Action)
20 minutes
Attachments: [Agenda 5 Accessible Improvement Program update 11-21-2024](#)
6. BART Accessibility Task Force 2023 to 2024 accomplishments. (Information/Action)
20 minutes
7. BART's Customer Service process. (Information/Action)
20 minutes
Attachments: [Agenda 7 BART's Customer Service process 11-12-24](#)
8. Discuss changing the date of the scheduled BATF meeting and BATF Holiday Reception from December 12, 2024 to December 19, 2024. (Information/Action)
10 minutes
9. Member announcements. (Information)
5 minutes
10. Staff announcements. (Information)
5 minutes
11. Chairperson announcements. (Information)
5 minutes

12. Future agenda topics – Member suggest topics.

Next meeting scheduled: December 12, 2024 – Thursday

- BATF scheduled meeting, 2:00 pm-3:00 pm at the BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612
- BATF Holiday Reception, 3:00 pm-4:30 pm at the BART Board Room, 2150 Webster Street, 1st Floor, Oakland, CA 94612

5 minutes

13. Adjournment.