2nd Quarter BART's Compiled and Analyzed Customer Complaints Related to Accessibility

BART Accessibility Task Force (BATF) – July 24, 2024

- <u>Quarterly reports</u> – January to December
  - 1_{st} quarter – January to March (reported in April) – reported on 04-24-25 (was presented as 4_{th} quarter)
  - 2_{nd} quarter – April to June (report in July)
  - 3_{rd} quarter – July to September (report in October)
  - 4_{th} quarter – October to December (report in January)

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

- 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

2_{nd} Quarter Accessibility Complaint Results - April to June, 2025

THEMES	NUMBER OF CASES
Customer service/personnel problem	15
Signage/wayfinding problem	9
Accessible faregate not working or closed too quickly	8
Elevator/escalator out of service or malfunctioning	8
Accessible path issue	5
New faregates issue	5
Communication/noticing problem for elevator/escalator outages or train schedule	3
Priority seating unavailable and/or people without disabilities using reserved seats	3
Misc	3
Escalator direction problem	2
Slip/fall hazard	1

54 total cases representing 62 themes

Thank you.

Questions ?