



1st Quarter: BART's Compiled and Analyzed Customer Complaints Related to Accessibility

BART Accessibility Task Force (BATF) – October 23, 2025



- Quarterly Reports – Fiscal Year starts July 1_{st} to June 30_{th} of the following year
 - 3_{rd} quarter – January to March – **reported on April 24, 2025 (FY25)**
 - 4_{th} quarter – April to June – **reported on July 24, 2025 (FY25)**
 - 1_{st} quarter – July to September – **report on October 23, 2025 (FY26)**
 - 2_{nd} quarter – October to December – **report on January 22, 2026 (FY26)**

Examples of complaints –

Customer service/personnel problem

- “[BART staff] received a call from a member of the public, regarding an issue she encountered at the El Cerrito del Norte Station. She reported that when she asked a staff member for assistance with her Clipper card, no help was provided. Upon requesting a supervisor, she was informed that none were available. She also stated that she has a disability and required accommodation, but she felt that no effort was made to assist her

Examples of complaints –

Accessible faregate not working or closed too quickly

- *“The fare gate at the platform level of the elevator at Powell station is in very bad condition. This afternoon, my wheelchair partner and I couldn’t get it to process our clipper cards at all. The gate was failed with the doors flopping open, so we passed through, but then had to explain at our destination why our cards weren’t processed properly. This gate has been in poor condition for a long time. Could you please fix it?”*
- *“Rider mentioned every time they go to the Concord BART station, the accessible gate is out of order, meaning my mobility device doesn't fit. Rider is asking to make the entrance accessible and mentioned the accessible faregate has been out of order for at least 10 days.”*

Example of complaints –

Priority seating unavailable and/or people without disabilities using reserved seats

- *“I got on the train and they see that I’m disabled, I have a knee brace on, and I asked for people to give up their seats, but they aren’t getting up.”*
- *“People are not giving seats to people with disability.”*

1st Quarter Accessibility Complaint Results - July to September 2025

<u>THEMES</u>	<u>NUMBER OF CASES</u>
Accessible faregate not working or closed too quickly	16
Customer service/personnel problem	11
Elevator/escalator out of service or malfunctioning	10
New faregates	6
Misc	6
Priority seating unavailable and/or people without disabilities using reserved seats	3
Escalator direction problem	3
Slip/fall hazard	1
Accessible path issue	1
Communication/notification problem (system delays/incidents	1
Signage/wayfinding problem	1

48 total cases representing 59 themes

Quarterly Comparison – 1st Quarter of FY26 vs. 4th Quarter of FY25

<u>THEMES</u>	<u>Current Quarter</u>	<u>Previous Quarter</u>
Accessible faregate not working or closed too quickly	16	8
Accessible path issue	1	5
Communication/notification problem for elevator/escalator outages or train schedule	1	3
Customer service/personnel problem	11	15
Elevator/escalator out of service or malfunctioning	10	8
Escalator direction problem	3	2
Misc	6	3
New faregates issue	6	5
Priority seating unavailable and/or people without disabilities using reserved seats	3	3
Signage/wayfinding problem	1	9
Slip/fall hazard	1	1
TOTAL THEMES	59	62
TOTAL CASES	48	54



Thank you.

Questions ?