



# MEMORANDUM

San Francisco Bay Area Rapid Transit District | 2150 Webster Street, Oakland, CA 94612

**Date:** May 14, 2026

**To:** BART Accessibility Task Force

**From:** Customer Access and Accessibility Department

**Subject:** Analysis of Fiscal Year 2026, 3rd Quarter Accessibility-Related Complaints

---

This memorandum summarizes accessibility complaints received by BART in the 3rd quarter of Fiscal Year 2026.

## Context

BART receives customer complaints by email, online form, or phone call and complaints are logged in BART's Salesforce database. Complaints are forwarded to the appropriate staff for response. BART also reports complaint trends, along with service quality metrics, to the agency Board of Directors via the Quarterly Performance Report (QPR). The QPR includes a variety of service metrics, including the incidence of complaints (total number of customer complaints per 100,000 trips) as well as complaints in specific categories (currently service issues, personnel, trains, maintenance and equipment, faregates, and biohazards). The QPR also includes reliability and uptime for critical station equipment such as faregates, elevators and escalators. The QPR is the best place to start to understand the big picture of how BART is performing, and how BART's performance impacts customers, including those with and without disabilities. QPRs are posted on BART's website: <https://www.bart.gov/about/reports>.

## Method for Extracting Accessibility Complaints

To obtain a more focused picture of complaints related to accessibility, staff extracted any complaints in the Salesforce database flagged as "accessibility-related" by the Customer Service agent, and any complaint containing keywords related to accessibility. These included: wheelchair, mobility, deaf, blind, vision, hearing, powerchair, cane, service animal, service dog, guide dog, tactile, braille, hearing loop, and priority seating.

Staff then manually reviewed the data to omit:

- Compliments or requests for information
- Complaints that did not contain accessibility concern
- Complaints made by people without a stated disability, health, or mobility impairment, unless they expressed a specific concern for those with disabilities
- Complaints related to problems not handled by BART (specifically related to use of senior/disabled discount cards, which is handled by the regional transportation agency).

If a complaint mentioned multiple issues, staff categorized them by theme based on what seemed to be the main issue or concern related to the disability.

## Themes

Staff categorized complaints according to the following themes:

- Communication/notification problem (system delays/incidents): A customer felt that an elevator/escalator outage or change to train schedules was not adequately communicated or that the communication was not timely or correct, causing inconvenience to them.
- Customer service/personnel problem: A station agent or train operator was impolite or unhelpful, did not respond to a situation as expected (for example, train operator not coming out of their cab during an altercation), or was absent when needed by the customer.
- Elevator/escalator out of service or malfunctioning: An elevator or escalator was out of service or malfunctioning causing challenges for customers.
- Escalator direction problem: A customer had trouble entering or exiting a station because the escalator was moving in a direction opposite to their desired path of travel.
- Faregate issues: Mechanical issues, Clipper Card reader issues, or other issues with the related to the faregates.
- Priority seating unavailable and/or people without disabilities using reserved seats: People who appeared to be without disabilities were sitting in priority seating or obstructing priority seating.
- Signage/wayfinding problem: A customer had difficulty navigating a station and requested better signage.
- Misc: Other issue noted infrequently.

### FY26 Q3 Results

Theme	FY26 Q3	Change from FY26 Q2	
Communication/notification problem (system delays/incidents)	0	—	—
Customer service/personnel problem	2	-10	↓
Elevator/escalator out of service or malfunctioning	22	+18	↑
Escalator direction problem	0	-1	↓
Faregate issue	7	-2	↓
Priority seating unavailable and/or people without disabilities using...	5	+4	↑
Signage/wayfinding problem	1	—	—
Misc	2	-7	↓
<b>TOTAL THEMES</b>	<b>39</b>	<b>+2</b>	<b>↑</b>
<b>TOTAL CASES</b>	<b>28</b>	<b>-4</b>	<b>↓</b>

## Full Year Results

Theme	FY25 Q4	FY26 Q1	FY26 Q2	FY26 Q3
Communication/notification problem (system delays/incidents)	3	1	0	0
Customer service/personnel problem	15	11	12	2
Elevator/escalator out of service or malfunctioning	8	10	4	22
<i>Elevator</i>				<i>14</i>
<i>Escalator</i>				<i>8</i>
Escalator direction problem	2	3	1	0
Faregate issue	13	22	9	7
Priority seating unavailable and/or people without disabilities using...	3	3	1	5
Signage/wayfinding problem	9	1	1	1
Misc	9	8	9	2
<b>TOTAL THEMES</b>	<b>62</b>	<b>59</b>	<b>37</b>	<b>39</b>
<b>TOTAL CASES</b>	<b>54</b>	<b>48</b>	<b>32</b>	<b>28</b>
<b>QPR   SYSTEMWIDE COMPLAINTS PER 100,000 PASSENGER TRIPS</b>	<b>15.0</b>	<b>19.0</b>	<b>21.2</b>	<b>TBD</b>

\*The QPR for FY26 Q3 was not yet published as of the date of this analysis.